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AA PRELIMINARY STATEMENT

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PRELIMINARY STATEMENT

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## TARIFF SCHEDULES

Applicable To

## TELEPHONE SERVICE

Together with Information Affecting

## RATES AND SERVICE

of

### CITIZENS TELECOMMUNICATIONS COMPANY OF CALIFORNIA, INC.

P.O. Box 340 Elk Grove, CA 95759

d/b/a

### FRONTIER COMMUNICATIONS OF CALIFORNIA

(Cal. PUC U-1024-C)

The following tariff schedules have been regularly filed with the California Public Utilities Commission of the State of California and are the effective rates, rules, and regulations of the Company.

No officer, representative, or employee of the Company has any authority to alter, amend, or supplement these tariff schedules or any part thereof in any respect.

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AA PRELIMINARY STATEMENT

1.1 FILING OF RATES, RULES AND REGULATIONS

This schedule of rates, rules and regulations have been filed with the California Public Utilities Commission (CPUC), and are the effective rates, rules and regulations of this Utility.

No officer, employee, or agent of this Utility has any authority to waive, alter, or amend in any respect these rules, and regulations, or any part thereof, or to make any agreements inconsistent therewith.

The rates, rules and regulations set forth in the sections are subject at all times to addition, change, or abolition after proceedings duly had by the CPUC, and changes in the rates, rules, and regulations herein set forth must first be approved or accepted by the CPUC.

1.2 TERRITORY

The Citizens Telecommunications Company of California Inc. (CTCC) dba Frontier Communications of California (Frontier) renders service as shown in its sections, which include a description of the service furnished and maps of territory served.

The procedure which will be followed by the Utility in rendering service is set forth in rules and regulations in which are included definitions explaining phrases and terms served.

1.3 DETARIFFED SERVICE CATALOG

Services formerly tariffed in this schedule and now offered on a detariffed basis pursuant to CPUC Decision No. 07-09-018, are located in the Frontier's Service Catalog, available at the following web site: <http://carrier.frontiercorp.com/crtf/tariffs/> under the folder "Tariffs/Catalog"

AA PRELIMINARY STATEMENT

1.4 EXCHANGES

CALIFORNIA EMBEDDED MARKET

<u>NAME OF EXCHANGES</u>	<u>COUNTY</u>	<u>CENTRAL OFFICE EQUIPMENT</u>	<u>HOURS OF SERVICE</u>
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

AA PRELIMINARY STATEMENT

1.4 EXCHANGES (Continued)

GLOBAL VALLEY MARKET

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

GOLDEN STATE MARKET

<u>NAME OF EXCHANGES</u>	<u>EQUIPMENT</u>	<u>OPERATION</u>	<u>HOURS OF SERVICE</u>
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

TUOLUMNE MARKET

<u>NAME OF EXCHANGES</u>	<u>EQUIPMENT</u>	<u>OPERATION</u>	<u>HOURS OF SERVICE</u>
Oak Run	Digital	Dial	Continuous
Shingletown	Digital	Dial	Continuous
Tuolumne	Digital	Dial	Continuous

WEST COAST MARKET

<u>NAME OF EXCHANGES</u>	<u>EQUIPMENT</u>	<u>OPERATION</u>	<u>HOURS OF SERVICE</u>
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)  
 |  
 (N)

AA PRELIMINARY STATEMENT

1.5 OPERATING AREAS

CALIFORNIA EMBEDDED MARKET

<u>DISTRICT</u>	<u>OPERATING AREA OF</u>
Alturas	Modoc County Lassen County
Burney	Shasta County Siskiyou County Lassen County
Elk Grove	Sacramento County Solano County
Ferndale	Humboldt County
Susanville	Plumas County Tehama County Lassen County

WEST COAST MARKET

<u>DISTRICT</u>	<u>OPERATING AREA OF</u>
Crescent City	Del Norte County
Smith River	Del Norte County
Klamath	Del Norte County
Orick	Humboldt County

(N)  
 |  
 (N)

1.6 BASE STATION FACILITIES - GLOBAL VALLEY MARKET

Station Open to Public Correspondence Exclusive of Control or Dispatch Station.

<u>Call Letters</u>	<u>Base Frequency</u>	<u>Location</u>
KMM 961	152.75 MHz	Patterson, California
KMM 961	454.425 MHz	Patterson, California



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AA PRELIMINARY STATEMENT

1.7 TOLL TELEPHONE SERVICE – CALIFORNIA EMBEDDED MARKET

1.7.1 Toll Operations - Citizens Telecommunications Company of California Inc. owns and operates toll facilities providing for the interconnection of Company exchanges and toll stations in Humboldt, Lassen, Modoc, Plumas, Sacramento, Shasta, Siskiyou, Solano, and Tehama Counties.

1.7.2 Interconnection with Toll Facilities of Other Companies.

Citizens Telecommunications Company of California Inc. maintains interconnection of toll facilities with the following companies as described below:

CONNECTION POINT

CONNECTION COMPANY

Elk Grove-Sacramento, Common Boundary Mack Road	AT&T California
Elk Grove-Sacramento, Common Boundary Florin Road	AT&T California
Ferndale-Fortuna, Common Boundary	AT&T California
Bunker Hill-Mt. Pierce, Mid Air Microwave	AT&T California
Millville-Redding, Common Boundary	AT&T California
McCloud-Mt. Shasta, Common Boundary	AT&T California
Keddie-Quincy, Common Boundary	AT&T California
Redding-Burney District, Microwave Facility	AT&T California
Redding, Susanville District, 14.19 Miles Mid Air Microwave-Inskip	AT&T California
Susanville-Reno, 1010 Main Street Susanville to Keystone	AT&T California
Rio Vista-Fairfield, Exchange Boundary	AT&T California
Susanville-Westwood, Westwood Office	CP National
Big Valley Mountain-Happy Camp Lookout	Cal-Or Telephone

1.8 EXPLANATION OF SYMBOLS

(C) Signifies changed listing, rule or condition, which may affect rates or charges.

(D) Signifies discontinued material, including listing, rate, rule or condition.

(I) Signifies increase.

(L) Signifies material relocated from or to another part of the tariff schedules with no change in text, rate, rule or condition. (T)

(N) Signifies new material including listing, rate, rule or condition.

(P) To signify material subject to change under a pending application or advice letter.

(R) Signifies reduction.

(T) Signifies change in wording of text but no change in rate, rule or condition.

AA PRELIMINARY STATEMENT

1.9 BASIC AND OPTIONAL SERVICE CHOICES

For detail of rates, charges, terms, conditions and description of service, see the Schedules listed below. These services can be added, changed or canceled at any time by contacting the business office. The number for Residential Services is (800) 921-8101. The number for Business Services is (800) 921-8102. These tariffs may be viewed at the following website: <http://carrier.frontiercorp.com/crtf/tariffs/>.

Customer correspondence may be directed to:  
Frontier Communications  
Residence and Business Accounts  
1398 S. Woodland Blvd.  
Deland, FL 32720

1.9.1 RESIDENTIAL BASIC ACCESS LINE SERVICE AND FUNCTIONAL EQUIVALENT

<u>Service</u>	<u>Tariff Schedule or Service Catalog (SC) Section reference*</u>
1. California LifeLine Telephone Program (flat or measured)**	A1.3
2. Custom 800 Service	SC Section 3
3. Enhanced Lifeline Service for Tribal Lands**	A1.4
4. Expanded Link Up Program	A1.5
5. Exchange Area Service	A1.1
6. Extended Area Service	A1.2
7. Flat Rate Service**	A1.1.3
8. Foreign Exchange Service**	SC Section 1
9. Foreign Exchange Service – Global Valley Market	SC Section 1
10. Line Extension and Service Connection Charges in Suburban Areas	R1.22
11. Measured Rate Service**	A1.1.3
12. Reserved For Future Use	
13. Service Connection Charges	SC Section 2
14. Switched FEX Service	SC Section 1

(T)

\* For specific tariff sheets, please refer to the Table of Contents.

\*\* Includes an alphabetical listing in the local telephone directory. A Federal Communications Commission (FCC) imposed Subscriber Line Charge (SLC) also applies, but it is waived in the case of the California LifeLine customer. The SLC charge is located in the Access Tariff FCC NO. 1, Section 20.1.2.1. The customers are notified when the SLC charge changes. (For further SLC information, please see the FCC web site at [www.fcc.gov](http://www.fcc.gov) under the Consumer & Government Affairs, click on Information for Consumers.)

AA PRELIMINARY STATEMENT

1.9 BASIC AND OPTIONAL SERVICE CHOICES (Continued)

1.9.1 RESIDENTIAL BASIC ACCESS LINE SERVICE AND FUNCTIONAL EQUIVALENT (Continued)

<u>Service</u>	<u>Tariff Schedule or Service Catalog (SC) Section reference*</u>	
15. Taxes and Surcharges as mandated by regulation		
CPUC Mandated Public Program Surcharges	A4.1	
California Advanced Services Fund (CASF) Surcharge**	A4.12	(C)
California High Cost Fund - A (CHCF-A) Surcharge**	A4.4	
California High Cost Fund - B (CHCF-B) Surcharge**	A4.5	
California LifeLine Telephone Program Surcharge**	A4.3	
California Teleconnect Fund (CTF)**	A4.6	
Deaf and Disabled Telecommunications Program (DDTP) Surcharge**	A4.7	(C)
Emergency Telephone Users Surcharge (9-1-1 Tax)	N/A	
Extended Area Service Cost Recovery Surcharge	A4.8	
Federal Excise Tax	N/A	
Intralata Billing Surcharge/Surcredit	A4.10	
Payphone Service Providers Enforcement (PSPE)	A4.9	
Public Policy Payphone Program (PPPP)	A4.9	
Surcharge to Fund Public Utilities Commission Reimbursement Fee	A4.2	
16. Unlimited Local Usage Service	SC Section 1	
17. Unlimited Zone Usage Measurement Service	SC Section 1	
18. Unlimited Residential Local Toll Service	SC Section 3	
19. Visit Charges	SC Section 2	
20. Zone Usage Measurement Service	SC Section 1	

\* For specific tariff sheets, please refer to the Table of Contents.

\*\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

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AA PRELIMINARY STATEMENT

1.9 BASIC AND OPTIONAL SERVICE CHOICES (Continued)

1.9.2 RESIDENTIAL OPTIONAL FEATURES

<u>Service</u>	<u>Tariff Schedule or Service Catalog (SC) Section reference*</u>	
1. Bundled Services	SC Section 7	
2. Custom Calling Services	SC Section 5	
3. Customer Guide Service	SC Section 4	
4. Directory Assistance Listing Service	SC Section 4	
5. Directory Assistance Service	SC Section 4	
6. Directory Services (Additional listings/Non-Publish service)	SC Section 4	(T)
7. Electronic Bill Presentment and Payment (EBPP)	SC Section 5	
8. Employee Discounts	SC Section 5	
9. Frontier Wire Care	SC Section 6	
10. Information Services / Call Blocking	A3	
11. IntraBuilding Network Cable	SC Section 6	
12. Intralata Message Toll Telephone Service	SC Section 3	
13. Intralata Wide Area Telephone Service	SC Section 3	
14. Mileage Rates	SC Section 5	
15. Optional Residential Telephone Service – Global Valley Market	SC Section 1	
16. Products and Services for the Certified Disabled	A3	
17. Promotional Offerings	SC Section 5	
18. Telephone Answering Service	SC Section 5	
19. Telephone Directory Reproduction Rights – Global Valley Market	SC Section 4	
20. Touch Calling Service / Touch Tone Service	A3	
21. Universal Emergency Reporting Service E9-1-1	A3	
22. Voice Mail Offerings	SC Section 8	

\* For specific tariff sheets, please refer to the Table of Contents.

AA PRELIMINARY STATEMENT

1.9 BASIC AND OPTIONAL SERVICE CHOICES (Continued)

1.9.3 BUSINESS BASIC ACCESS LINE SERVICE AND FUNCTIONAL EQUIVALENT

<u>Service</u>	<u>Tariff Schedule or Service Catalog (SC) Section reference*</u>
1. Custom 800 Service	SC Section 3
2. Extended Area Service	SC Section 1
3. Flat Rate Service**	SC Section 1
4. Foreign Exchange Service**	SC Section 1
5. Foreign Exchange Service – Global Valley Market	SC Section 1
6. Line Extension and Service Connection Charges in Suburban Areas	R1.22
7. Measured Rate Service**	SC Section 1
8. Reserved For Future Use	
9. Public Access Line (PAL)	SC Section 1
10. Service Connection Charges	SC Section 2
11. Switched FEX Service	SC Section 1
12. Taxes and Surcharges as mandated by regulation	A9.
CPUC Mandated Public Program Surcharges	A4.1
California Advanced Services Fund (CASF) Surcharge***	A4.12
California High Cost Fund - A (CHCF-A) Surcharge***	A4.4
California High Cost Fund - B (CHCF-B) Surcharge***	A4.5
California LifeLine Telephone Program Surcharge***	A4.3
California Teleconnect Fund (CTF)***	A4.6
Deaf and Disabled Telecommunications Program (DDTP) Surcharge***	A4.7
Emergency Telephone Users Surcharge (9-1-1 Tax)	N/A
Extended Area Service Cost Recovery Surcharge	A4.8
Federal Excise Tax	N/A
Intralata Billing Surcharge/Surcredit	A4.10
Payphone Service Providers Enforcement (PSPE)	A4.9
Public Policy Payphone Program (PPPP)	A4.9
Surcharge to Fund Public Utilities Commission Reimbursement Fee	A4.2

(C)  
|  
(C)

\* For specific tariff sheets, please refer to the Table of Contents.

\*\* Includes an alphabetical listing in the local telephone directory. A Federal Communications Commission (FCC) imposed Subscriber Line Charge (SLC) also applies, but it is waived in the case of the California LifeLine customer. The SLC charge is located in the Access Tariff FCC NO. 1, Section 20.1.2.1. The customers are notified when the SLC charge changes. (For further SLC information, please see the FCC web site at [www.fcc.gov](http://www.fcc.gov) under the Consumer & Government Affairs, click on Information for Consumers.)

\*\*\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

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AA PRELIMINARY STATEMENT

1.9 BASIC AND OPTIONAL SERVICE CHOICES (Continued)

1.9.3 BUSINESS BASIC ACCESS LINE SERVICE AND FUNCTIONAL EQUIVALENT (Continued)

<u>Service</u>	<u>Tariff Schedule or Service Catalog (SC) Section reference*</u>
13. Unlimited Local Usage Service	SC Section 1
14. Unlimited Zone Usage Measurement Service	SC Section 1
15. Visit Charges	SC Section 2
16. Zone Usage Measurement Service	SC Section 1

1.9.4 BUSINESS OPTIONAL FEATURES

<u>Service</u>	<u>Tariff Schedule or Service Catalog (SC) Section reference*</u>
1. Bundled Services	SC Section 7
2. Business Traffic Study Service	SC Section 5
3. California Teleconnect Fund (CTF) Discounted Services	SC Section 9
4. Centrex Services	SC Section 5
5. Custom Calling Services	SC Section 5
6. Customer Guide Service	SC Section 4
7. Digital Channel Service	SC Section 5
8. Direct Inward Dialing (DID)	SC Section 5
9. Directory Assistance Listing Service	SC Section 4
10. Directory Assistance Service	SC Section 4
11. Directory Services (Additional listings/Non-Publish service)	SC Section 4
12. Electronic Bill Presentment and Payment (EBPP)	SC Section 5

(T)

\* For specific tariff sheets, please refer to the Table of Contents.

\*\* Includes an alphabetical listing in the local telephone directory. A Federal Communications Commission (FCC) imposed Subscriber Line Charge (SLC) also applies, but it is waived in the case of the California LifeLine customer. The SLC charge is located in the Access Tariff FCC NO. 1, Section 20.1.2.1. The customers are notified when the SLC charge changes. (For further SLC information, please see the FCC web site at [www.fcc.gov](http://www.fcc.gov) under the Consumer & Government Affairs, click on Information for Consumers.)

AA PRELIMINARY STATEMENT

1.9 BASIC AND OPTIONAL SERVICE CHOICES (Continued)

1.9.4 BUSINESS OPTIONAL FEATURES (Continued)

<u>Service</u>	<u>Tariff Schedule or Service Catalog (SC) Section reference*</u>	
13. Frontier Wire Care	SC Section 6	
14. Information Services / Call Blocking	SC Section 5	(D)
15. Integrated Services Digital Network (ISDN) - Basic Rate Interface (PRI)	SC Section 5	(T)
16. Interexchange Receiving Service	SC Section 4	
17. IntraBuilding Network Cable	SC Section 6	
18. IntraLata Leased Lines and Private Line Service	A1	
19. IntraLata Leased Lines and Private Line Service and Channels	A1	
20. Intralata Message Toll Telephone Service	A1	
21. Intralata Wide Area Telephone Service	A1	
22. Joint User Service	SC Section 4	
23. Local Calling Plans (LCPs) – Tuolumne Market	SC Section 1	
24. Mileage Rates	SC Section 5	
25. N11 Services	SC Section 5	
26. Products and Services for the Certified Disabled	A3	
27. Promotional Offerings	SC Section 5	
28. Protection Services for High Voltage Environments	SC Section 5	
29. Special Assemblies of Equipment	SC Section 5	
30. Supertrunk Service – Global Valley Market	SC Section 1	
31. Switched 56 Data Service	SC Section 5	
32. Telephone Answering Service	SC Section 5	
33. Telephone Directory Reproduction Rights – Global Valley Market	SC Section 4	
34. Touch Calling Service / Touch Tone Service	SC Section 5	
35. Universal Emergency Reporting Service E9-1-1	A3	
36. Voice Mail Offerings	SC Section 8	(T)

\* For specific tariff sheets, please refer to the Table of Contents.

AA PRELIMINARY STATEMENT

1.10 EMERGENCY TELEPHONE USERS SURCHARGE (9-1-1 Tax) AND FEDERAL EXCISE TAX

Both the Emergency Telephone Users Surcharge (9-1-1 Tax) and Federal Excise Tax do not require a tariff. For more details:

- A. Emergency Telephone Users Surcharge information can be found at [www.boe.ca.gov](http://www.boe.ca.gov). Click on Special Tax Programs and then click on Emergency Telephone Users Surcharge under Excise Taxes Division. The toll-free phone number is 1-800-400-7115.
- B. Federal Excise Tax information can be found at [www.irs.gov](http://www.irs.gov) by typing "federal excise tax" into the Forms & Publications Finder window, clicking on Instruction 720 and reading the Communications Tax section. The IRS toll-free number is 1-800-829-1040.



AB EXCHANGE MAPS

LIST OF EFFECTIVE SHEETS

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
<b>1<sup>st</sup> Revised*</b>	<b>CS A</b>	Original	34
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\* Denotes Change

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ADIN EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

ALTURAS EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

ARBUCKLE BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

ARBUCKLE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

BIEBER EXCHANGE

(Map filed with the Commission)



AB EXCHANGE MAPS

BURNEY EXCHANGE

(Map filed with the Commission)

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CAPAY ZONE 1 RATE AREA

(Map filed with the Commission)

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CEDARVILLE EXCHANGE

(Map filed with the Commission)

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(Map filed with the Commission)

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COLLEGE CITY SPECIAL RATE AREA

(Map filed with the Commission)

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COLUSA BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

COLUSA EXCHANGE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

COLUSA IMPROVED MOBILE TELEPHONE SERVICE AREA

(Map filed with the Commission)



AB EXCHANGE MAPS

COURTLAND EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

COURTLAND EXCHANGE

(Map filed with the Commission)

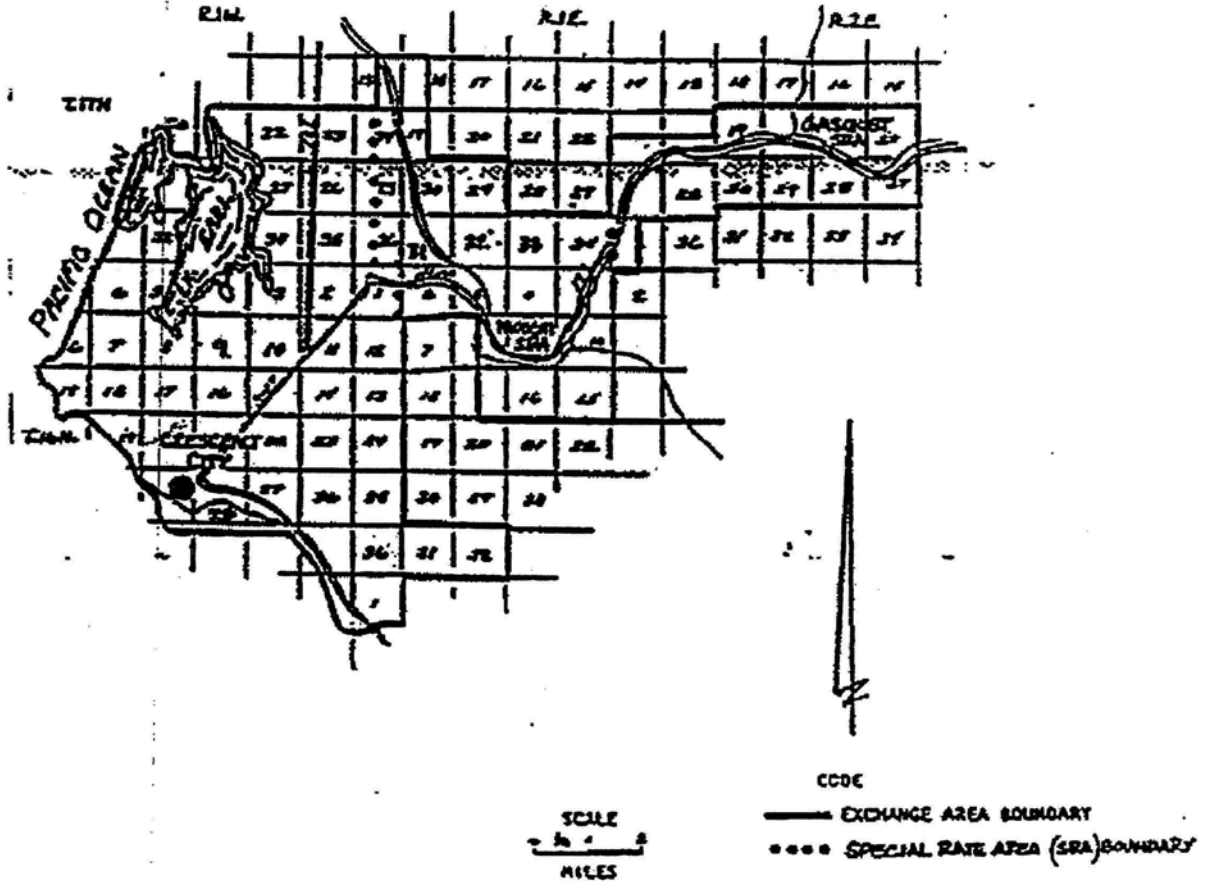
AB EXCHANGE MAPS

COURTLAND EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

CRESCENT CITY EXCHANGE AREA



(N)

(N)

AB EXCHANGE MAPS

EAGLE LAKE EXCHANGE

(Map filed with the Commission)

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(Map filed with the Commission)

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FALL RIVER MILLS EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

FERN BASE RATE POINT

(Map filed with the Commission)



AB EXCHANGE MAPS

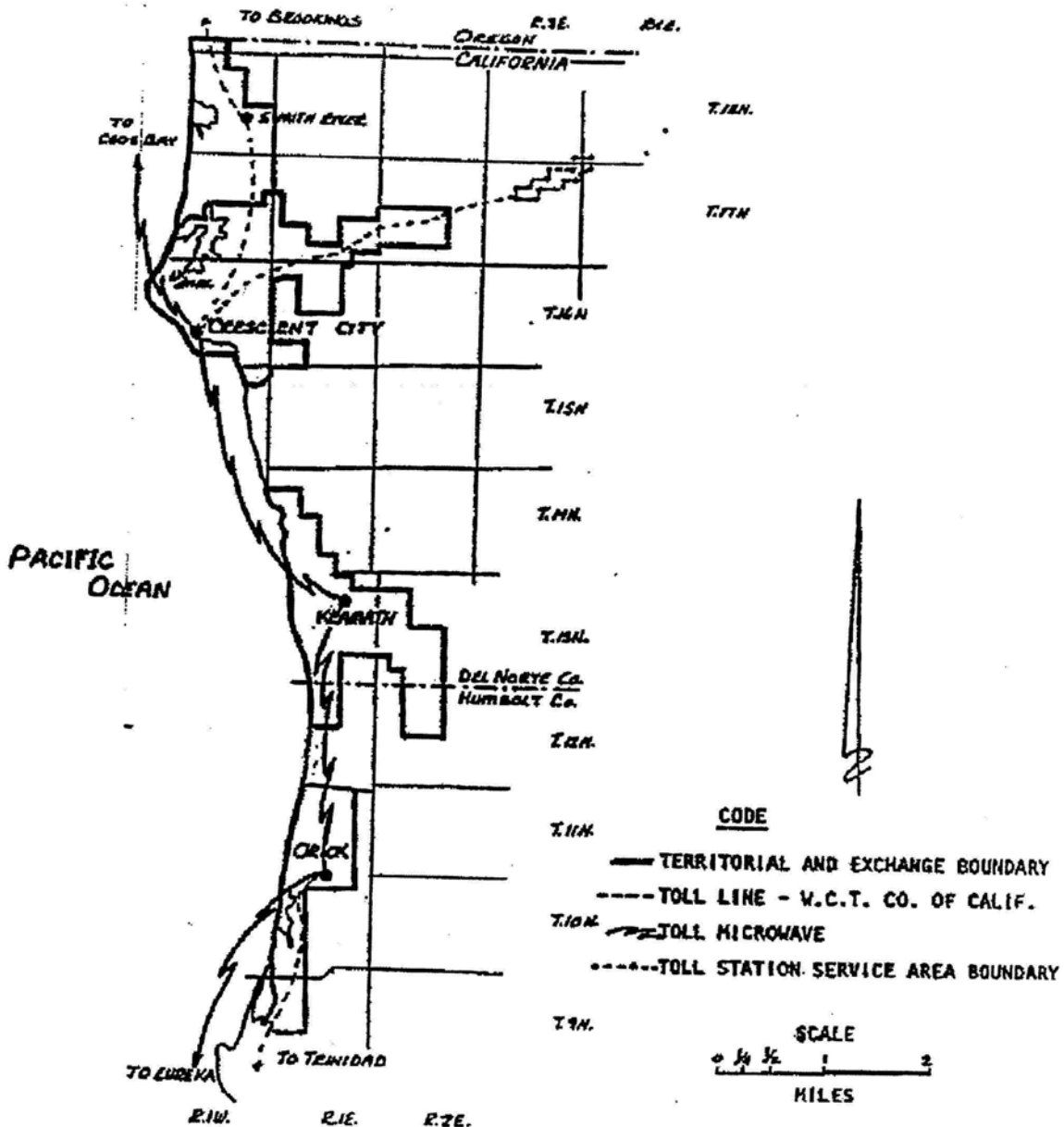
FERNDALE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

GENERAL MAP – TOLL ROUTES AND TERRITORY SERVED IN DEL NORTE  
 AND HUMBOLT COUNTIES, CALIFORNIA

(N)



(N)

AB EXCHANGE MAPS

GREENVILLE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

GRIMES BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

GRIMES EXCHANGE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

GUINDA EXCHANGE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

GUINDA EXCHANGE ZONE 1 RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

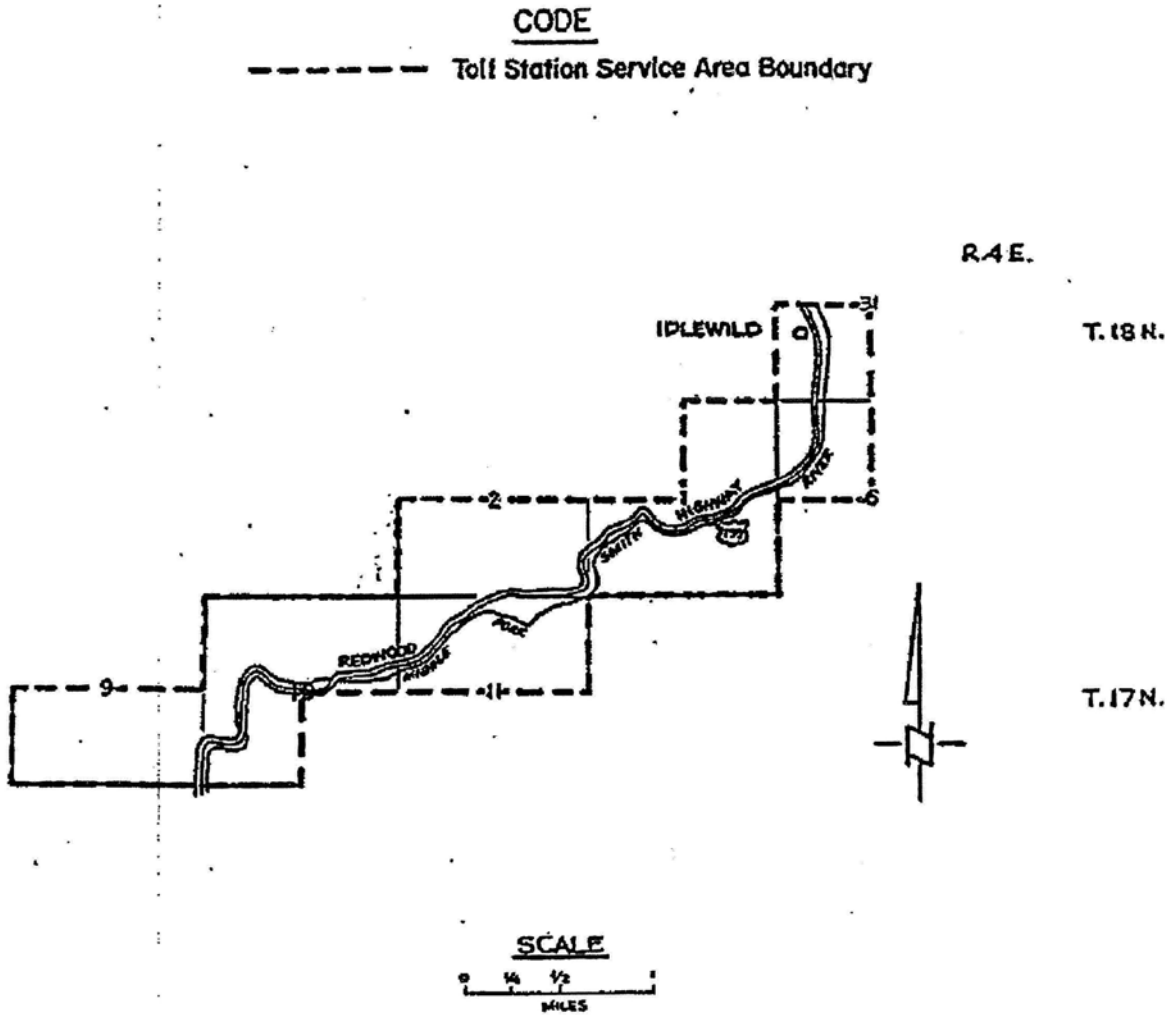
HERLONG EXCHANGE

(Map filed with the Commission)



AB EXCHANGE MAPS

IDLEWILD TOLL STATION SERVICE AREA



AB EXCHANGE MAPS

ISLETON EXCHANGE

(Map filed with the Commission)

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ISLETON EXCHANGE

(Map filed with the Commission)

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JANESVILLE EXCHANGE

(Map filed with the Commission)

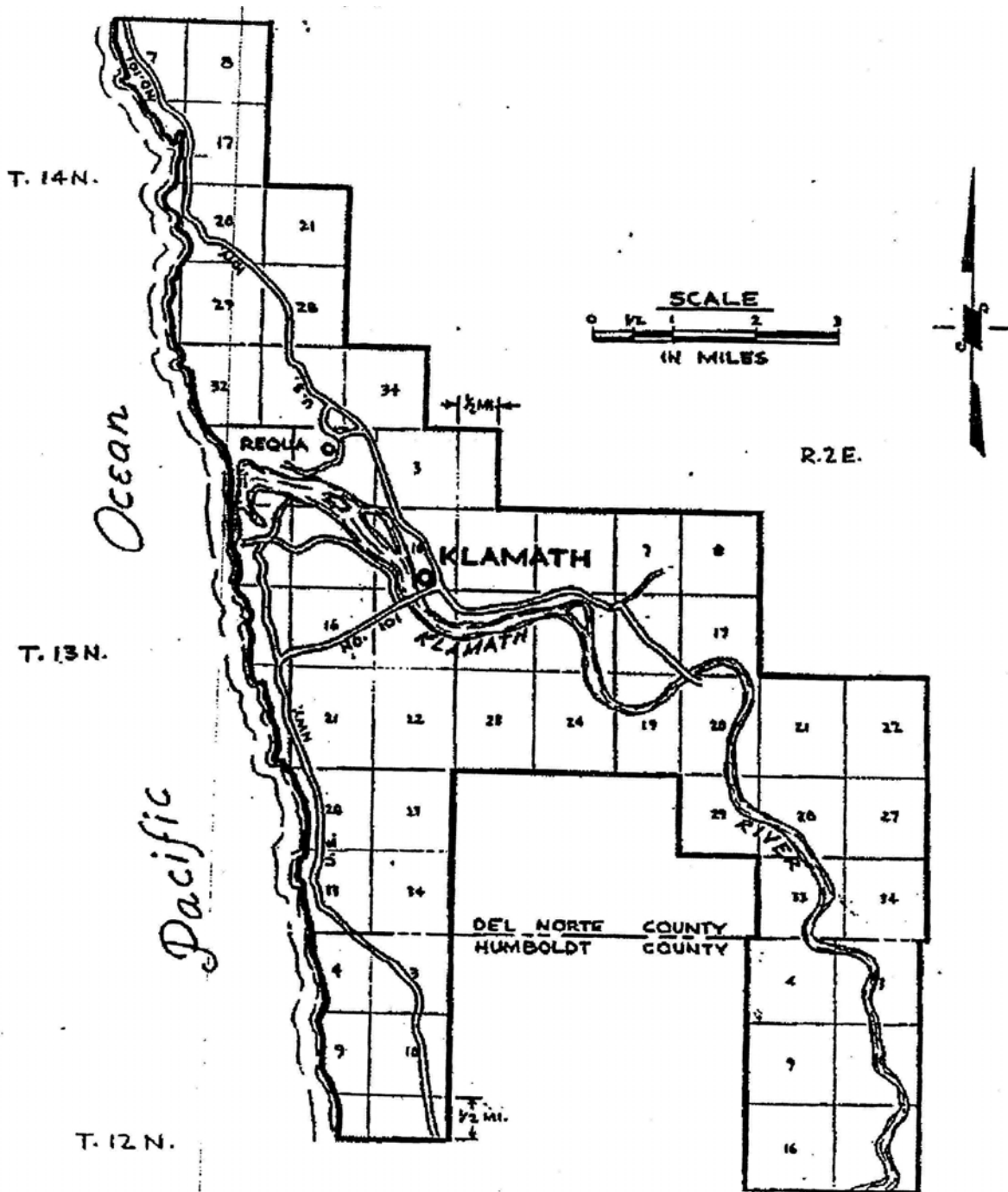
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KEDDIE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

KALAMATH EXCHANGE AREA



AB EXCHANGE MAPS

LAKE ALMANOR BASE RATE AREA

(Map filed with the Commission)



AB EXCHANGE MAPS

LAKE ALMANOR COUNTRY CLUB SUBDIVISION - 2

(Map filed with the Commission)

AB EXCHANGE MAPS

LAKE ALMANOR EXCHANGE AREA BOUNDARY

(Map filed with the Commission)

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LAKE ALMANOR EXCHANGE AND WESTWOOD EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

LIVINGSTON EXCHANGE AREA

(Map filed with the Commission)

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MAXWELL BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

MAXWELL EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

MCCLLOUD EXCHANGE

(Map filed with the Commission)

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MEADOWVIEW EXCHANGE

(Map filed with the Commission)



AB EXCHANGE MAPS

MILLVILLE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

MINERAL EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

MONTGOMERY CREEK EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

NEEDLES BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

NEEDLES EXCHANGE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

OAK RUN BASE RATE AREA

(Map filed with the Commission)

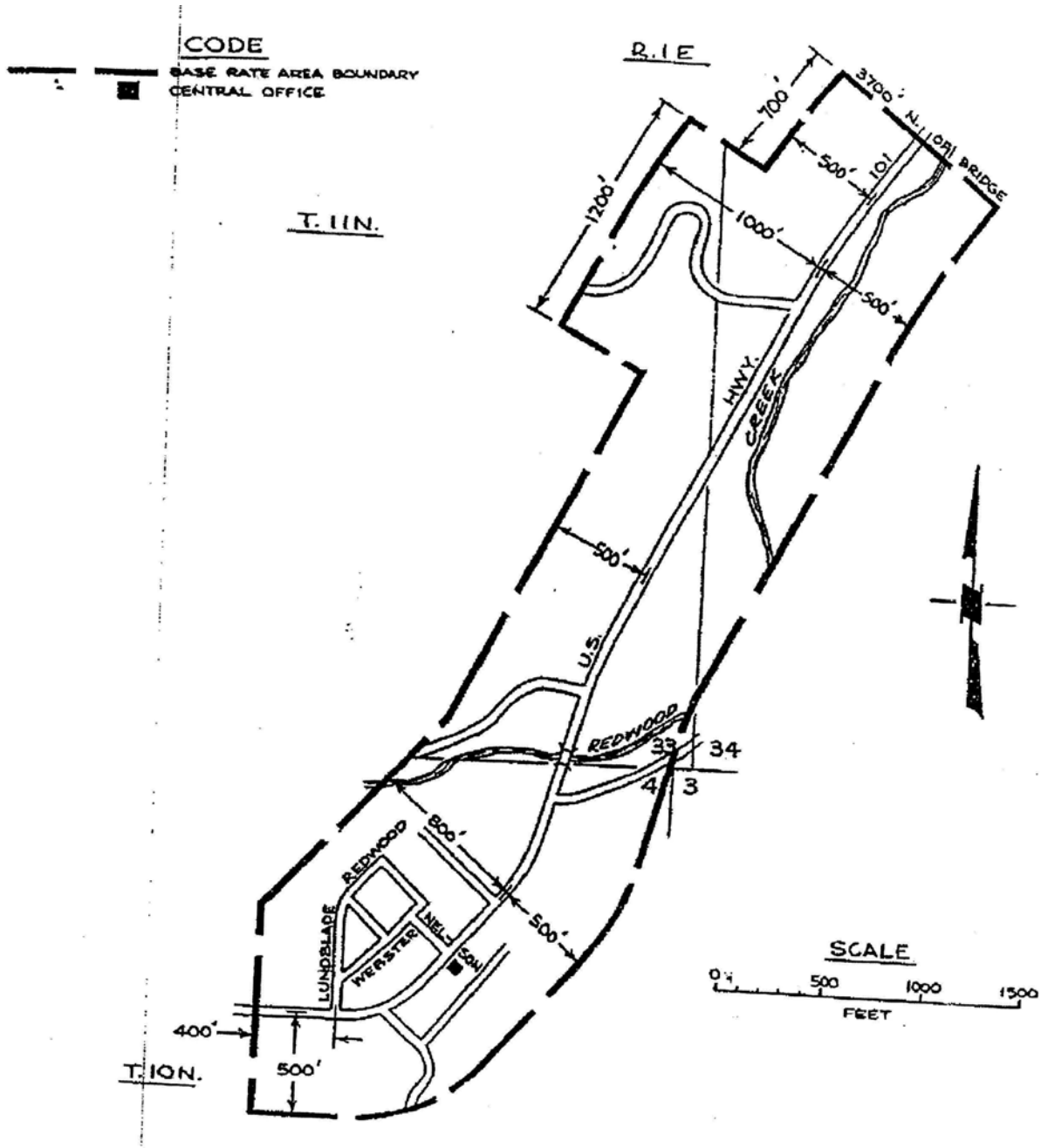
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OAK RUN AND SHINGLETOWN EXCHANGE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

ORICK EXCHANGE AREA





AB EXCHANGE MAPS

PATTERSON EXCHANGE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

PATTERSON BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

PAYNES CREEK EXCHANGE

(Map filed with the Commission)

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PETROLIA EXCHANGE

(Map filed with the Commission)

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PRINCETON BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

PRINCETON EXCHANGE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

RAVENDALE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

RIO VISTA EXCHANGE

(Map filed with the Commission)



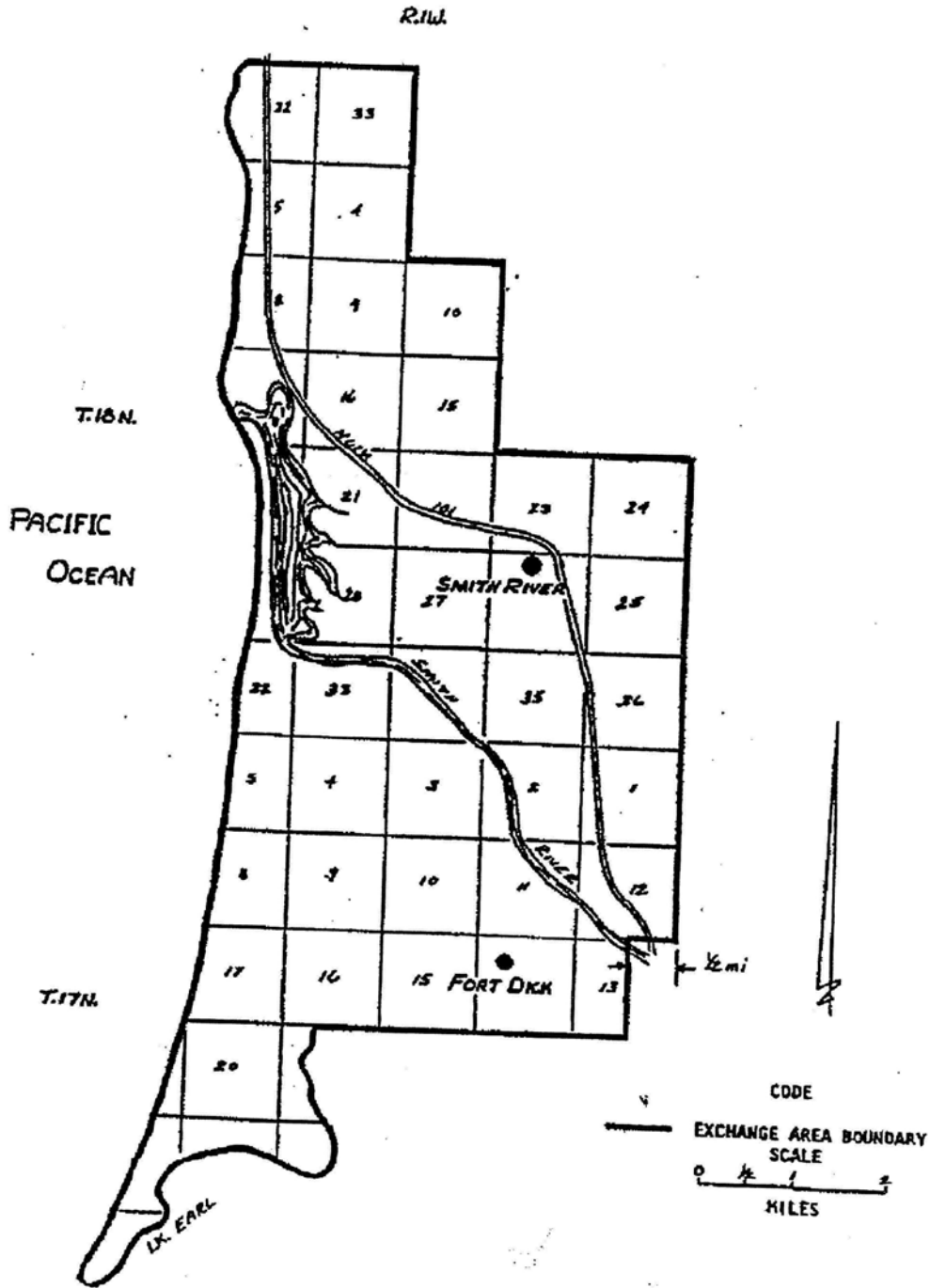
AB EXCHANGE MAPS

SHINGLETOWN BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

SMITH RIVER EXCHANGE AREA



(N)

**Citizens Telecommunications Company of California Inc.**  
P.O. Box 340 Elk Grove, CA 95759  
U-1024-C

SCHEDULE CAL. P.U.C. NO. AB  
Original Sheet 58  
Cancels Sheet 58

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AB EXCHANGE MAPS

SUSANVILLE EXCHANGE

(Map filed with the Commission)

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Decision No. D.07-09-018

Issued By  
Jack D. Phillips, Director  
Government & External Affairs

Date Filed: 12/23/09  
Effective Date: 01/15/10  
Resolution No.

AB EXCHANGE MAPS

TUOLUMNE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

TUOLUMNE EXCHANGE DETAIL OF ZONE 1

(Map filed with the Commission)

AB EXCHANGE MAPS

WALNUT GROVE EXCHANGE

(Map filed with the Commission)

AB EXCHANGE MAPS

WESTLEY, TOWN OF

(Map filed with the Commission)

AB EXCHANGE MAPS

WESTWOOD BASE RATE AREA

(Map filed with the Commission)



AB EXCHANGE MAPS

WESTWOOD EXCHANGE AREA BOUNDARY

(Map filed with the Commission)

AB EXCHANGE MAPS

WESTWOOD EXCHANGE, CLEAR CREEK SPECIAL RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

WHITMORE BASE RATE AREA

(Map filed with the Commission)

AB EXCHANGE MAPS

WILLIAMS, CALIFORNIA

(Map filed with the Commission)

AB EXCHANGE MAPS

WILLIAMS EXCHANGE AREA

(Map filed with the Commission)

A1 ACCESS LINES

LIST OF EFFECTIVE SHEETS

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<b>42<sup>nd</sup> Revised*</b>	<b>CS A</b>		
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Original	TOC B		
5 <sup>th</sup> Revised	1		
5 <sup>th</sup> Revised	2		
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8 <sup>th</sup> Revised	21.1		
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1 <sup>st</sup> Revised	23.1		
1 <sup>st</sup> Revised	23.2		
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<b>18<sup>th</sup> Revised*</b>	<b>25</b>		
<b>3<sup>rd</sup> Revised*</b>	<b>25.1</b>		
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\* Denotes Change

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(D)

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A1 ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line residence 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 this tariff.

1.1.3 RATES AND CHARGES

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

FLAT RATE SERVICE

- R1 Single-Party Line Residence Service
- R2\* Two-Party Line Residence Service
- R4\*\* Four-Party Line Residence Service
- R4S\*\* Suburban Residence Service

<u>Exchange</u>	<u>R1 Monthly Rate</u>		<u>Exchange</u>	<u>R1 Monthly Rate</u>	
Adin	\$24.50	(l)	Janesville	\$24.50	(l)
Alturas	\$24.50		Keddie	\$24.50	
Bieber	\$24.50		McCloud	\$24.50	
Burney	\$24.50		Meadowview	\$24.50	
Cedarville	\$24.50		Millville	\$24.50	
Chester	\$24.50		Mineral	\$24.50	
Courtland	\$24.50		Montgomery Creek	\$24.50	
Eagle Lake	\$24.50		Paynes Creek	\$24.50	
Elk Grove	\$24.50		Petrolia	\$24.50	
Fall River Mills	\$24.50		Ravendale	\$24.50	
Ferndale	\$24.50		Rio Vista	\$24.50	
Greenville	\$24.50		Susanville	\$24.50	
Herlong	\$24.50		Walnut Grove	\$24.50	(l)
Isleton	\$24.50	(l)			

All local calls from 1 - 12 miles are free.

\* See Special Condition C.

\*\* See Special Condition E.

A1 ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

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

<u>Exchange</u>	<u>Monthly Rate</u>			
	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$24.50	\$24.50	\$24.50	(1)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$24.50	\$24.50	\$24.50	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$24.50	\$24.50	\$24.50	
Westley				
Local Service in Special Rate and Suburban Area	\$24.50	\$24.50	\$24.50	(1)

C. Residence each Two-Party Access Line Service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$24.50	\$24.50	\$24.50	(1)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$24.50	\$24.50	\$24.50	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$24.50	\$24.50	\$24.50	
Westley				
Local Service in Special Rate and Suburban Area	\$24.50	\$24.50	\$24.50	(1)

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

<u>Exchange</u>	<u>Monthly Rate</u>			
	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	
San Antonio Local Service in Base Rate Area	\$24.50	N/A	N/A	(1)

A1 ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

E. Residence Flat Rate Access Line Service - Rate per month in the Golden State Market.

Monthly Rate

<u>Exchange</u>	<u>One-Party</u>	<u>Key Line</u>	<u>Two-Party*</u>	<u>Four-Party*</u>	<u>Suburban</u>	
Arbuckle	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	(1)
College City	\$24.50	\$24.50	\$16.75	\$16.00	\$16.25	
Clear Creek	\$24.50	\$24.50	\$16.75	\$16.00	\$16.25	
Colusa	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	
Grimes	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	
Lake Almanor	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	
Maxwell	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	
Needles	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	
Princeton	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	
Westwood	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	
Williams	\$24.50	\$24.50	\$16.75	\$14.55	\$16.25	(1)

F. Residence Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

Monthly Rate

<u>Exchange</u>	<u>One-Party</u>	<u>Key Line</u>	
Oak Run	\$24.50	\$24.50	(1)
Shingletown	\$24.50	\$24.50	
Tuolumne	\$24.50	\$24.50	(1)

G. Residence Flat Rate Access Line Service – Rate per month in the West Coast Market.

<u>Exchange</u>	<u>Monthly Rate</u>	
Crescent City(1)(2)	\$23.50	(1)
Gasquet SRA	\$23.50	
Hiouchi SRA	\$23.50	
Klamath(2)(3)	\$23.50	
Orick	\$23.50	
Smith River(1)(3)	\$23.50	(1)

\* See Special Condition D.

(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.

A1 ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

H. Residence Measured Rate Access Line Service.

- R1M Single-Party Line Residence Service
- R2M\* Two-Party Line Residence Service
- R4M\*\* Four-Party Line Residence Service
- R4SM\*\* Four-Party Line Suburban Residence Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	R1M Monthly <u>Rate</u>	<u>Exchange</u>	R1M Monthly <u>Rate</u>	<u>Exchange</u>	R1M, Key Line Monthly <u>Rate</u>
Adin	\$20.50-3.00	Arbuckle	\$20.50	Oak Run	\$20.50
Alturas	\$20.50-3.00	College City	\$20.50	Shingletown	\$20.50
Bieber	\$20.50-3.00	Clear Creek	\$20.50	Tuolumne	\$20.50
Burney	\$20.50-3.00	Colusa	\$20.50		
Cedarville	\$20.50-3.00	Grimes	\$20.50		
Chester	\$20.50-3.00	Lake Almanor	\$20.50		
Courtland	\$20.50-3.00	Maxwell	\$20.50		
Eagle Lake	\$20.50-3.00	Needles	\$20.50		
Elk Grove	\$20.50-3.00	Princeton	\$20.50		
Fall River Mills	\$20.50-3.00	Westwood	\$20.50		
Ferndale	\$20.50-3.00	Williams	\$20.50		
Greenville	\$20.50-3.00				
Herlong	\$20.50-3.00				
Isleton	\$20.50-3.00				
Janesville	\$20.50-3.00				
Keddie	\$20.50-3.00				
McCloud	\$20.50-3.00				
Meadowview	\$20.50-3.00				
Millville	\$20.50-3.00				
Mineral	\$20.50-3.00				
Montgomery Creek	\$20.50-3.00				
Paynes Creek	\$20.50-3.00				
Petrolia	\$20.50-3.00				
Ravendale	\$20.50-3.00				
Rio Vista	\$20.50-3.00				
Susanville	\$20.50-3.00				
Walnut Grove	\$20.50-3.00				

\* See Special Condition C and D.

\*\* See Special Condition D and E.

(1)

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A1 ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

- I. Usage allowance is 200 units in the Golden State and Tuolumne Markets. (T)
- J. Measured rate service unit rates and discounts apply as follows: (T)
1. Full rate applies 8:00 AM to 5:00 PM, Monday through Friday. (Day)
  2. 30% discount applies 5:00 PM to 11:00 PM Monday through Friday. (Evening)
  3. 60% discount applies to all other hours/days including Holidays. (Night)
  4. Usage rates will be billed using the rate period in which conversation actually takes place.
- K. Time Measured Residence Rate customers usage within 0 - 12 miles will be measured. (T)  
The rate for local measured service applies as follows:

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

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A1 ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS

- A. One party grade of service under this schedule is provided within the Utilities' filed exchange boundaries.
- B. In the Oak Run and Shingletown exchanges, one-party 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 service will be furnished at the rates preceding.
- C. Two-party service and suburban four-party residence 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. Residence four-party service is furnished only to the same customer at the same premises of June 1, 1973. Existing customers for this service will be charged at the single party rate in the California Embedded Market.
- F. 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.
- G. In the Oak Run and Shingletown exchanges, suburban residence service will be furnished outside the base rate area at the rates preceding and will be limited to two customers per line.
- H. Off premises terminations will be provided at the applicable mileage rates as shown in Schedule CAL P.U.C. No. A7.1.
- 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 the Service Catalog, Section 2, Service Charges.
- 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.

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(T)

Advice Letter No. 1226  
Decision No.

Issued By  
Steve Crosby, Senior Vice President  
Regulatory Affairs

Date Filed: 10/14/16  
Effective Date: 10/16/16  
Resolution No.

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A1 ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS (Continued)

M. Measured Service (Continued)

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.F. preceding.
2. The number following the rate for Residence Measured Rate service designates the monthly allowance of \$3.00 of measured rate service area usage under the rate quoted. Usage over the accumulated allowance will apply as shown in Rates 1.1.3.F. preceding. If usage does not exceed the usage allowance, the customer will not be given credit in subsequent billing periods for the unused portion of the usage allowance.
3. Usage and usage discounts are not applicable to message toll calls.
4. Time of day is determined in accordance with the time system, standard or daylight saving, legally or commonly in use.
5. Discounts in Rates 1.1.3.H.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
6. No service connection charges shall apply in the Golden State and Tuolumne Markets initial change by residential customers from flat rate to measured rate service in an exchange where measured rate service is offered for a period of 90 days following the implementation of measured rate service in that exchange. If a customer determines within the 90 day period that the change to measured rate service was not beneficial, then they may change back to flat rate service without incurring service connection charges. Subsequent changes in service shall be subject to charges as set forth in Service Catalog, Section 2.



A1 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 this tariff.

1.2.3 EXTENDED SERVICE

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

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

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A1 ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.3 EXTENDED SERVICE (Continued)

- B. Service at rates specified in the tariff schedules is provided without additional charge as follows in the Global Valley Market:

<u>From service in this exchange</u>	<u>To service in this exchange</u>
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:

<u>From service in this exchange</u>	<u>To service in this exchange</u>
Guinda	Esparto
Livingston	Turlock

- C. Service at rates specified in the tariff schedules is provided without additional charge as follows in the Golden State Market:

<u>From stations receiving service from the exchange designated as</u>	<u>To stations receiving service from exchanges designated as</u>
Arbuckle	Arbuckle Dunnigan Grimes Meridian Williams
Colusa	Colusa Grimes Maxwell Meridian Williams
Grimes	Arbuckle Colusa Grimes Meridian Williams

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A1 ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.3 EXTENDED SERVICE (Continued)

- C. Service at rates specified in the tariff schedules is provided without additional charge as follows in the Golden State Market: (Continued)

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

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A1 ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.3 EXTENDED SERVICE (Continued)

- D. Service at rates specified in the tariff schedules is provided without additional charge as follows in the Tuolumne Market:

From stations receiving service from  
the exchange designated as

To stations receiving service from  
exchanges designated as

Oak Run

Montgomery Creek  
Oak Run  
Shingletown

Shingletown

Oak Run  
Paynes Creek  
Shingletown

Tuolumne

Groveland  
Jamestown  
Moccasin  
Sonora (532, 533, 536, 586 & 694)  
Tuolumne

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A1 ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.4 ELK GROVE EXTENDED CALLING SERVICE – CALIFORNIA EMBEDDED MARKET

A. Service at rates specified in 1.2.4 Elk Grove Calling Plans is provided as follows in the:

From 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.

To service in  
this exchange

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

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A1 ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.4 ELK GROVE EXTENDED CALLING SERVICE – CALIFORNIA EMBEDDED MARKET  
(Continued)

RESIDENTIAL

	<u>Rate</u>	<u>EAS Minutes</u>
B. Basic Plan	Basic Access Line Rate \$.02/Minute Maximum Charge \$6.00	0-120 121+
C. Block Plan	Basic Access Line Rate \$2.00/Month \$.02/Minute Maximum Charge \$6.00	0-120 121-300 300+
D. Unlimited Plan	Basic Access Line Rate \$4.00/Month	0-120 121+

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.

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A1 ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.6 ONE WAY EXTENDED AREA SERVICE – CALIFORNIA EMBEDDED MARKET

- A. One Way Extended Area Service (EAS) at rates specified in the tariff Main District Area of schedules plus an incremental flat rate as follows:

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

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A1 ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.6 ONE WAY EXTENDED AREA SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

B. Exchange Area Service

	<u>Monthly EAS Incremental Rate</u>
Residential Access Line Service	\$2.10
California Lifeline Telephone Service	1.05

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.



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A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS")

1.3.1 APPLICABILITY

Applicable to residential single-party local exchange service.

1.3.2 TERRITORY

Within all exchange areas of all exchanges as shown on maps filed as part of the tariff schedules.

1.3.3 DESCRIPTION OF ELIGIBLE SERVICES

California LifeLine is composed of the following service elements:

1. Ability to place and receive voice-grade calls over all distance utilizing the public switched telephone network or successor network which includes the following service elements:
  - a. Access to single party local exchange service (Flat or Measured) (N)
  - b. Equal Access to interexchange carriers offering service in the California LifeLine subscriber's local exchange (N)
  - c. Ability to place calls (T)(C)
  - d. Ability to receive free unlimited incoming calls (T)(C)
  - e. Free Touch-tone calling (T)
  - f. Voice-grade connection to the public switched telephone network (T)
2. Free unlimited access to 911 emergency services. (T)(C)
3. Access to local directory assistance (DA). Each California Lifeline Service Provider shall offer to its California Lifeline subscribers the same number of free DA calls that the California Lifeline Service Provider provides to its non-California Lifeline residential customers. (T)
4. (D)
5. One free directory listing and white pages telephone directory, per year. (T)
6. Free local white pages telephone directory.
7. Access to Operator Services.
8. Free unlimited access to 800 or 800 like toll free services. (C)
9. Access to telephone relay services as provided for in Public Utilities Code &2881.
10. Toll-free access to customer service representatives for information about California Lifeline, service activation, service termination, service repair and bill inquiries. (T)
11. Toll-free access to customer service representatives fluent in the same language (English or non-English) in which the California Lifeline Service was originally sold. (T)
12. Free access to toll-blocking service. (T)
13. Free access to toll-control service, but only if (i) the California Lifeline Service provider is capable of offering toll-control service, and (ii) the California LifeLine subscriber has no unpaid bill for toll service. (T)(C)

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A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.3 DESCRIPTION OF ELIGIBLE SERVICES (Continued)

- 14. Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access California Lifeline. (T)
- 15. Free blocking for 900/976 information services and a one-time billing adjustment for 900/976 information related charges. (N)  
(N)  
(D)  
|  
(D)

1.3.4 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING CALIFORNIA LIFELINE

- A. Customers will be converted to Lifeline service upon the Utility receiving confirmation of the customer's eligibility from the California LifeLine Administrator.
- B. The Utility will calculate and apply the California LifeLine discounts back to the customer's application date for service.
- C. Residential customers may qualify for California LifeLine by meeting either the income-based criterion or the program-based criterion defined in 1.3.4 D and 1.3.4.F.
- D. Income-based criterion allows a customer to qualify for California LifeLine based on his/her household income, i.e. members of the customer's household collectively earn no more than the following amount of annual income:

Household Size

California LifeLine Income Limits

For the current Household Income Limitations please refer to AT&T California's Network and Exchange Services Tariff Schedule A5, California LifeLine Telephone Program for the Income Based Criterion.

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A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.4 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING CALIFORNIA LIFELINE (Continued)

E. The customer must provide income documentation to the California LifeLine Administrator substantiating his/her household income. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Current income statement from an employer or paycheck stub for three consecutive months worth of the same type of statements within the calendar year
- Statement of benefits from Social Security, Veterans Administration
- Statement of benefits from retirement/pension, Unemployment/Workmen's Compensation
- A divorce decree
- Child support document
- Other Official documents

F. Program-based criterion allows a customer to qualify for California LifeLine based on the customer's or a member of the customer household's participation in any of the means-tested programs approved by the Commission.

Please visit [www.californialifeline.com](http://www.californialifeline.com) for the list of qualifying program eligibility.

Customers may qualify based on federal or state eligibility and will receive the associated credits.

(N)  
(N)

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A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.4 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING CALIFORNIA LIFELINE  
(Continued)

- G. Customers that verbally certify they meet the California LifeLine income limits and have proof of income, or participate in an approved public program will receive a application in the mail from the California LifeLine Administrator for completion and submission, prior to being enrolled in the California LifeLine program. (T)  
(T)
- H. The completed certification form must be returned and received by the California LifeLine Administrator by the due date indicated on the form. (T)  
(T)
- I. Customers who are not certified by the California LifeLine Administrator will continue to be charged the California LifeLine Service Provider's applicable non-discounted basic exchange rates. The customer will be subject to the California LifeLine Service Provider's rules applicable to the establishment of credit, including any deposit requirements. (T)  
|  
(T)
- J. The residence at which the service is requested is the subscriber's principal place of residence in California. A room or portion of a residence occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate residence. (T)
- K. The subscriber and the members of the subscriber's household collectively have one, and only one, California LifeLine line, except as provided for elsewhere in this Schedule. (T)
- L. A household shall be eligible to receive two California LifeLine lines if: (i) the household meets all California LifeLine eligibility criteria set forth above; (ii) the household has a disabled member who has immediate and continuous access within the household to a TTY or CapTel equipment; and (iii) the TTY or CapTel equipment is issued by DDTP or a medical certificate indicating the household member's need for a TTY or CapTel equipment is submitted. (T)  
(T)
- M. All California LifeLine rules and regulations that apply to the one California LifeLine line shall apply equally to the second California LifeLine line provided to a household.
- N. The California LifeLine Service Provider shall not knowingly enroll a subscriber into the California LifeLine program who does not meet the California Lifeline eligibility criteria and the California LifeLine Service Provider shall not knowingly allow a subscriber to remain in the California Lifeline program who does not meet the California Lifeline eligibility criteria. (T)  
(T)

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A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.4 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING CALIFORNIA LIFELINE  
(Continued)

- O. The California LifeLine Service Provider shall not link the availability of discounted phone service under the California LifeLine program with the sale of non-California LifeLine services.
- P. The California LifeLine Service Provider must inform the applicant that he or she may opt to receive the instructions for the certification form in Braille (English Only) or instructions and application form in large print.
- Q. If a Customer has previously been certified while participating in the program with another California LifeLine Service Provider and subsequently changes California LifeLine Service Providers, while maintaining eligibility in all other respects, the subscriber shall not be required to go through the application process as long as the change occurs within the last 30 days. If a subscriber changes his or her principle place of residence, while maintaining eligibility in all other respects, the subscriber shall not be required to go through the certification process as long as the change of residence occurs within the last 30-day period.
- R. Customers who wish to re-establish California LifeLine service after removal from the program will be treated as a new subscriber, subject to California Public Utilities Commission's enrollment and application process and a Service Order Charge defined in the Service Catalog, Section 2, Service Charges will apply. Once approved the California LifeLine discount will be applied retroactively to the date of application. (T)
- S. California LifeLine subscribers must notify the California LifeLine Service Provider of any change that causes them to no longer qualify for (i) California LifeLine, or (ii) a second California LifeLine line. Upon receipt of notification from the Commission or the California LifeLine Administrator, the California LifeLine Service Provider will change California LifeLine to regular tariffed rates and charges for the services furnished. No service conversion charges shall be billed to the customer for this change in service.
- T. California LifeLine subscribers are subject to the annual renewal process prescribed by the Commission.
- U. Pursuant to 47 C.F.R. 54.410(d) and 47 C.F.R. 54.410(f), Universal LifeLine Telephone Service (California LifeLine) Program applicants and participants must provide their date of birth and the last four digits of their social security number, or Tribal identification number, as part of the eligibility requirements for receiving the California LifeLine or enhance LifeLine discounts.

A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.5 RATES AND CHARGES

California LifeLine is offered at the following rates and charges:

	<u>Broadband<sup>5</sup></u>		<u>Voice<sup>5</sup></u>		
	<u>Fed/CA</u> <u>Per Month</u>	<u>CA Only</u> <u>Per Month</u>	<u>Fed/CA</u> <u>Per Month</u>	<u>CA Only</u> <u>Per Month</u>	
A. <u>Flat Rate Service</u>					
1. Single-Party Line <sup>1</sup>	\$24.50	\$24.50	\$24.50	\$24.50	
(a) End User Common Line Charge (EUCL)	6.50	6.50	6.50	6.50	
(b) Federal LifeLine Credit	(9.25)	--	(5.25)	--	
(c) California Specific Support Credit	(14.28)	(14.28)	(14.28)	(14.28)	
(d) State Credit in lieu of Federal <sup>4</sup>	<u>(0.00)</u>	<u>(9.25)</u>	<u>(2.00)</u>	<u>(7.25)</u>	
	\$7.47	\$7.47	\$9.47	\$9.47	
B. <u>Flat Rate Service – West Coast Market</u>					
1. Local Flat Rate Service <sup>1</sup>	\$23.50	\$23.50	\$23.50	\$23.50	
(a) End User Facilities for Interstate Access (FIA) Charge	2.38	2.38	2.38	2.38	(I)
(b) Federal LifeLine Credit	(9.25)	--	(5.25)	--	
(c) California Specific Support Credit	(8.39)	(8.39)	(8.39)	(8.39)	(I)
(d) State Credit in lieu of Federal <sup>4</sup>	<u>(0.00)</u>	<u>(9.25)</u>	<u>(2.00)</u>	<u>(7.25)</u>	
	\$8.24	\$8.24	\$10.24	\$10.24	
C. <u>Measured Service<sup>6</sup></u>					
Transition Credit <sup>7</sup>	\$2.00	\$2.00	\$2.00	\$2.00	

<sup>1</sup> See Schedule A1, Sheet 1 through 3.

<sup>2</sup> See Schedule A1, Sheet 4.

<sup>3</sup> Per CA CPUC Decision D.14-01-036, state-funded support for discounts provided on Non-Recurring Charges will be capped at \$39.00 per participant, per instance.

<sup>4</sup> Expires November 30, 2021.

<sup>5</sup> Broadband=Service that includes qualifying broadband service.

Voice=Voice service with no qualifying broadband service as defined by C.F.R. Sec 54.403(a)(2).

<sup>6</sup> Measured Rate LifeLine is eliminated effective December 1, 2020.

<sup>7</sup> Measured rate Transition Credit for customers transitioned to flat rate ends May 31, 2021.

A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.5 RATES AND CHARGES (Continued)

D. Service Charges

1. Service Ordering – Residence

	<u>NON-RECURRING CHARGE</u> <sup>1</sup>				
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State &amp; Tuolumne Markets</u>	<u>West Coast Market</u>	
a. Service Order Charge - Initial	\$29.00	\$30.00	\$29.00	\$29.00	(I)
(1) California Specific Support Credit	<u>19.00</u>	<u>20.00</u>	<u>19.00</u>	<u>19.00</u>	
(2) California LifeLine Charge	\$10.00	\$10.00	\$10.00	\$10.00	
b. Central Office Connection Charge, per line	\$25.00	\$25.00	\$25.00	\$25.00	
(1) California Specific Support Credit	<u>25.00</u>	<u>25.00</u>	<u>25.00</u>	<u>25.00</u>	(I)
(2) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00	(R)
c. Service Order Charge - Subsequent	\$24.00	\$24.00	\$24.00	\$24.00	(I)
(1) California Specific Support Credit	<u>14.00</u>	<u>14.00</u>	<u>14.00</u>	<u>14.00</u>	
(2) California LifeLine Charge	\$10.00	\$10.00	\$10.00	\$10.00	
2. Access Line Work Charge, per line	\$33.00	\$34.00	\$33.00	\$30.00	
(1) California Specific Support Credit	<u>33.00</u>	<u>34.00</u>	<u>33.00</u>	<u>30.00</u>	(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	<u>15.38</u>	<u>23.12</u>	<u>15.38</u>	<u>17.50</u>	
(2) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$17.50	
4. Reconnect Charge	\$45.00	\$49.00	\$45.00	\$45.00	(I)

E. F.C.C. End User Charge as shown in the FCC Interstate Access Tariff.

<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=fcc&stateID=&sctnID=8&companyID=15>

Service

Credit

A credit equal to 100% of the applicable  
 FCC End User Common Line Charge

<sup>1</sup> Service charges described in the Citizens Telecommunications Company of California Inc. Service Catalog, Section 2.

<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=local&stateID=CA&sctnID=6&companyID=38>

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A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.6 SPECIAL CONDITIONS

- A. Installation of a second and subsequent telephone service connection shall be subject to the California LifeLine Service Provider's regular tariffed rates, except that low-income households with a disabled member may qualify for California LifeLine connection charges on two residential telephone connections.
- B. The California LifeLine Service Provider may charge a late payment charge when California LifeLine subscribers fail to timely remit some or all of the California LifeLine connection charge in accordance with the Utility's Rule No. 10 - Issuance and Payment of Bills. (T)
- C. In exchanges with EAS, California LifeLine subscribers shall pay 50% of the applicable EAS increment.
- D. Credit equal to 100% of the federal EUCL charge.
- E. The California LifeLine Service Provider may require advance payments for California LifeLine rates and charges not to exceed one month's rates and charges.
- F. Enhanced features, Optional services, Optional Local Calling Plans and equipment are not included in California LifeLine rates and charges, but will be available to California LifeLine subscribers at the applicable regular tariffed rates and charges.
- G. The California LifeLine Service Provider shall not require subscribers to post a service deposit for basic service in order to initiate California LifeLine as defined in 1.3.3 preceding.
- H. The California LifeLine Service Provider may require California LifeLine subscribers to establish and or reestablish credit in accordance with Rule No. 6 for non-California LifeLine services.
- I. The California LifeLine Service Provider may require a California LifeLine subscriber to pay any overdue California LifeLine rates and charges, or make payment arrangements, before California LifeLine is reinstated at the same address or at a new address.
- J. Other than previously stated, California LifeLine is subject to the conditions of "Discontinuance and Restoration of Service" as set forth in the California LifeLine Service Provider's tariffs.



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A1 ACCESS LINES

1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

1.3.6 SPECIAL CONDITIONS (Continued)

- K. If a subscriber is disconnected for nonpayment of toll charges, the California LifeLine Service Provider must provide California LifeLine to the subscriber if the subscriber elects to receive toll blocking.
- L. California LifeLine is restricted to residential service. Foreign exchange, Farmer Lines and other non- California LifeLine services are excluded from this offering.
- M. The following public program surcharges are not applicable to California LifeLine service:
  - California Advanced Services Fund (CASF) Surcharge\*
  - California High Cost Fund-A (CHCF-A) Surcharge\*
  - California High Cost Fund-B (CHCF-B) Surcharge\*
  - California Teleconnect Fund (CTF) Surcharge\*
  - California Relay Service and Communications Device Fund Surcharge\*
  - California LifeLine Surcharge\*
  - Public Utilities Commission Reimbursement Fee (CPUC User Fee)
- N. The California LifeLine Service Conversion Charge (if applicable) shall equal the lowest of (i) \$10.00, or (ii) 50% of the Utility's Service connection Charge at regular rates as shown in Section 2 of the Utility's Service Catalog.  
<http://carrier.frontiercorp.com/crtf/tariffs/u/38/CA/local/Catalog.pdf>
- O. California LifeLine Service Providers shall receive a maximum Support Subsidy Amount (SSA) per California LifeLine subscriber, as provided by the CPUC and subject to change each calendar year. If the change in the SSA results in a rate increase for subscribers, they shall receive a notice in accordance with accordance with CPUC regulation and review.
- P. California LifeLine billings shall be exempt from Federal Excise Tax.
- Q. California LifeLine billings shall be exempt from local franchise taxes, if applicable.
- R. The California Lifeline Service Provider must offer at least one California Lifeline plan that meets or exceeds the California Lifeline service elements, and is not bundled with any video or data services. The California Lifeline Service Provider may offer added features and/or enhanced service elements without additional charge(s).

(C)  
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(C)

(C)

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A1 ACCESS LINES

- 1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

(D)

(D)

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A1 ACCESS LINES

- 1.3 CALIFORNIA LIFELINE TELEPHONE PROGRAM (also known as "CALIFORNIA LIFELINE" or UNIVERSAL LIFELINE TELEPHONE SERVICE "ULTS") (Continued)

(D)

(D)

A1 ACCESS LINES

1.4 ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS

A. Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Schedule CAL P.U.C. No. A1, 1.3.4, preceding or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families (TANF)
- Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

B. The additional enhanced federal credit will be available to Lifeline subscribers who reside on tribal lands in the following exchanges:

<u>Tribe/Reservation</u>	<u>Exchange</u>	
Alturas Indian Rancheria	Alturas	
Cahil DeHe Band	Colusa	
Cedarville Rancheria	Cedarville	
Cortina Indian Rancheria	Williams	
Elk Valley Rancheria	Crescent City	(N)
Fort Bidwell	Cedarville	
Greenville Rancheria	Greenville	
Pit River Tribe / XL Ranch	Montgomery Creek, Burney and Alturas	
Resighini Rancheria	Klamath	(N)
Smith River Rancheria	Smith River	(N)
Susanville Indian Rancheria	Susanville	
Tuolumne Band of Me-Wuk Indians	Tulumne	
Wilton Rancheria	Elk Grove	
XL Ranch for Pit River Tribe	Alturas	
Yocha DeHe Wintun Nation	Guinda	
Yurok Tribe	Klamath	(N)

(L) Item 1.4.1 relocated to Sheet No. 25.

(N)

A1 ACCESS LINES

1.4 ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS (Continued)

1.4.1 <u>RATES AND CHARGES – BROADBAND</u> <sup>1</sup>	<u>Broadband</u> <sup>5,6</sup>		
	Fed/CA Flat Rate per Month	CA Only Flat Rate per Month	
A. Access Line Service <sup>2</sup>	\$24.50	\$24.50	(I)
1. End User Common Line Charge (EUCL)	6.50	6.50	
2. Federal LifeLine Credit	(9.25)	--	
3. Additional Federal Tribal Support	(21.75)	(21.75)	(I)
4. State Credit in lieu of Federal <sup>4</sup>	<u>(0.00)</u>	<u>(9.25)</u>	
	\$0.00	\$0.00	
B. Access Line Service – West Coast Market <sup>3</sup>	\$23.50	\$23.50	(I)
1. End User Facilities for Interstate Access (FIA) Charge	2.38 (I)	2.38 (I)	
2. Federal LifeLine Credit	(9.25)	--	
3. Additional Federal Tribal Support	(16.63) (I)	(16.63) (I)	
4. State Credit in lieu of Federal <sup>4</sup>	<u>(0.00)</u>	<u>(9.25)</u>	
	\$0.00	\$0.00	

<sup>1</sup> The difference between the rates and charges in this Schedule and the regular tariffed rates and charges is recovered from the California LifeLine Telephone Program fund and/or federal Lifeline program.

<sup>2</sup> See Schedule A1, Sheet 1 through 4.

<sup>3</sup> See Schedule A1, Sheet 3.1.

<sup>4</sup> Expires November 30, 2021.

<sup>5</sup> Broadband= Service that includes qualifying broadband service.

Voice= Voice service with no qualifying broadband service as defined by C.F.R. Sec 54.403(a)(2).

<sup>6</sup> Measured Rate LifeLine is eliminated effective December 1, 2020.

A1 ACCESS LINES

1.4 ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS (Continued)

1.4.2 <u>RATES AND CHARGES - VOICE</u> <sup>1</sup>	<u>Voice</u> <sup>5,6</sup>		
	<u>Fed/CA Flat Rate per Month</u>	<u>CA Only Flat Rate per Month</u>	
A. Access Line Service <sup>2</sup>	\$24.50	\$24.50	(I)
1. End User Common Line Charge (EUCL)	6.50	6.50	
2. Federal LifeLine Credit	(5.25)	--	
3. Additional Federal Tribal Support	(25.00)	(25.00)	(I)
4. State Credit in lieu of Federal <sup>4</sup>	<u>(2.00)</u>	<u>(7.25)</u>	
	\$0.75	\$0.75	(I)
B. Access Line Service – West Coast Market <sup>3</sup>	\$23.50	\$23.50	(I)
1. End User Facilities for Interstate Access (FIA) Charge	2.38 (I)	2.38 (I)	
2. Federal LifeLine Credit	(5.25)	--	
3. Additional Federal Tribal Support	(18.63) (I)	(18.63) (I)	
4. State Credit in lieu of Federal <sup>4</sup>	<u>(2.00)</u>	<u>(7.25)</u>	
	\$0.00	\$0.00	

1.5 EXPANDED LINK UP PROGRAM

Residents of tribal lands who qualify for Tribal Lifeline Service are eligible for an additional Expanded Link Up benefit of up to \$100.00, to apply towards 100% of the applicable connection charges up to \$100.00.

Which are assessed to begin service at the principle residence of the eligible resident. Eligible charges include any charges customarily assessed to connect the subscriber to the network, including the extension charges, zone connection charges, and special construction charges.

1.5.1 RATES AND CHARGES

Nonrecurring Charge Credit

- Expanded Link Up ---

<sup>1</sup> The difference between the rates and charges in this Schedule and the regular tariffed rates and charges is recovered from the California LifeLine Telephone Program fund and/or federal Lifeline program.

<sup>2</sup> See Schedule A1, Sheet 1 through 4.

<sup>3</sup> See Schedule A1, Sheet 3.1.

<sup>4</sup> Expires November 30, 2021.

<sup>5</sup> Broadband= Service that includes qualifying broadband service.

Voice= Voice service with no qualifying broadband service as defined by C.F.R. Sec 54.403(a)(2).

<sup>6</sup> Measured Rate LifeLine is eliminated effective December 1, 2020.

A1 ACCESS LINES

1.6 INTRALATA LEASED LINES AND PRIVATE LINE SERVICE – GLOBAL VALLEY, GOLDEN STATE AND TUOLUMNE MARKETS

1.6.1 APPLICABILITY

Applicable to local and Interexchange IntraLATA leased line and private line telephone service.

1.6.2 TERRITORY

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

1.6.3 RATES AND CHARGES

	<u>Installation Charge</u>		<u>Rate Per Month</u>	
	<u>Global Valley Market</u>	<u>Golden State &amp; Tuolumne Markets</u>	<u>Global Valley Market</u>	<u>Golden State &amp; Tuolumne Markets</u>
1. Intra-exchange Service - analog service provided wholly within one exchange of this Utility:				
a. Mileage Rate:				
Each Local circuit or channel				
- First ¼ mile or fraction thereof, airline measurement			\$8.25	
- Each additional 1/4 mile or fraction thereof, airline measurement			2.70	\$4.00
b. Termination Rate:				
Each termination	10.00	23.00	9.75	3.00
2. Intra-exchange Service - High Capacity Service (1.544 Mbps) provided wholly within one exchange of this Utility:				
a. Channel Termination per point of termination	633.50		175.00	

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A1 ACCESS LINES

1.6 INTRALATA LEASED LINES AND PRIVATE LINE SERVICE – GLOBAL VALLEY, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

1.6.3 RATES AND CHARGES (Continued)

3. Interexchange Service - service provided between points of the Utility or between its points and points reached over the facilities of connecting utilities within the LATA:

See State Access Services Tariff, for the rates and charges.

4. Rates 1. and 2. are in addition to applicable Service Charges located in Section 2 of the Service Catalog. The nonrecurring charges for Rates 3. are in the State Access Services Tariff. (T)

5. The Company assents to, adopts, and concurs in the tariffs of AT&T California listed below, together with amendments thereto and successive issues thereof, and hereby makes itself a party thereto until this authority is revoked by cancellation of this adoption notice, for the purpose of furnishing all Intrastate Leased Line and Private Line Telephone Service originated at or terminated at points of this Utility or its points and points reached over the facilities of connecting companies.

Section 3 Private Line Services, Preliminary Statement  
Section 3 Private Line Services, General Regulations  
Section 3 Private Line Services, Channels

1.6.4 SPECIAL CONDITIONS

1. The rates preceding for private lines, circuits, or channels are applicable when used in connection with local or interexchange intraLATA private line telephone, telegraph, private line teletypewriter, program transmission, sound recording, loudspeaker, speech network, and signaling services. The rates apply to each physical, nonphysical, metallic, or grounded circuit or channel.
2. Rates shown in this section apply to intraLATA leased line and private line telephone service furnished between points on lines owned or operated by this Utility. Service between points on this Utility's lines and points reached over lines of connecting utilities is furnished at the rates of such connecting utilities.
3. Channels when reasonably available are furnished suitable for specified purposes and are arranged in such manner as the Utility may elect. A channel, circuit, or facility furnished at the rates in 1.7.3 preceding may be used only for the specific purpose primarily intended, and may not be used for a combination of services, nor may a service be superimposed on one of a different kind.
4. Where unusual conditions are encountered in arranging for the service, such as loading, balancing, or special arrangements, additional charges may be applied, based on the costs thereof, subsequent to review thereof by the Public Utilities Commission of the State of California.



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A1 ACCESS LINES

1.6 INTRALATA LEASED LINES AND PRIVATE LINE SERVICE – GLOBAL VALLEY, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

1.6.4 SPECIAL CONDITIONS (Continued)

5. Private lines located wholly within an exchange area may not be connected on a switchboard or connected for exchange or toll service. The local loop of an interexchange private telephone line or leased line terminated on a private branch exchange switchboard may not be connected for toll service or for exchange service except to stations connected to the private branch exchange switchboard. The Utility may arrange the private branch exchange switchboard so that physical connection can be made only to stations of the private branch exchange system with which such private line or leased line is connected.
6. The minimum charge for IntraLATA private line or leased line service is one month's charges determined in accordance with the rates in 1.6.3 preceding.
7. The airline measurement used in this section for local circuits or channels is the airline distance between the terminals of the private line, leased line, or channel. The number of quarter miles is computed separately between the various terminals along the route of the circuit, each fractional quarter mile being considered as a whole quarter mile. The number of sections between terminals will be one less than the total number of terminals connected.
8. Taxes:
  - a. For Contributions in Aid of Construction for special construction that have been made taxable to the Utility by the Tax Reform Act of 1986, the Utility will bill an additional fee that has resulted from the taxable income for payments that aid in our cost of construction, other contributions, and the fair market value of contributions received in aid of construction, and the prior nonrecurring rates that will remain in effect.
  - b. The Utility will use Method 2 as described in Decision No. 87-09-026. The Utility's Federal Income Tax and California Corporate Franchise Tax rates for the year of the contribution will apply. The contribution is grossed up for the full amount of the taxes and billed to the contributor.
  - c. All collections in excess of the tax gross-up collected is subject to refund with interest computed at the average three month commercial paper rate.

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A1 ACCESS LINES

1.7 INTRALATA LEASED LINES AND PRIVATE LINE SERVICE AND CHANNELS – CALIFORNIA EMBEDDED MARKET

1.7.1 APPLICABILITY

All material previously shown covering IntraLATA Leased Line and Private Line Services and Channels is deleted effective January 1, 1995. Leased Lines, Private Lines and Channels will be provided under AT&T California's Special Access Service, B2, General Regulations, B3 Supplemental Equipment, in which the Company assents to, adopts and concurs with, together with amendments thereto and successive issues thereof, and hereby makes itself a party thereto until this authority is revoked by cancellation of this adoption notice.

1.7.2 BATTERY SUPPLY

The following grandfathered service is offered only in the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

1.7.3 RATES AND CHARGES

	<u>Monthly Rate</u>
Battery Supply	\$1.10

1.7.4 SPECIAL CONDITIONS

The furnishing of central office battery is subject to plant operation limitations and to the availability of suitable battery at a central office through which the channel normally operates. Where additional channel facilities are required in connection with the furnishing of central office battery, rates and charges for a local channel will apply in addition to the rates for the battery tap.

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A2 INTRASTATE ACCESS

LIST OF EFFECTIVE SHEETS

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
1 <sup>st</sup> Revised*	CS A		
1 <sup>st</sup> Revised*	TOC A		
1 <sup>st</sup> Revised*	1		

\* Denotes Change

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A2 INTRASTATE ACCESS

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2.2.1	PROVISIONING	1	
2.3	INTRALATA INTEREXCHANGE PRIVATE LINE DIGITAL SERVICES	1	
2.3.1	PROVISIONING	1	(N)

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A2 INTRASTATE ACCESS

2.1 ACCESS SERVICE FOR INTRASTATE INTERLATA CARRIERS

2.1.1 All material covering Intrastate Access service is now provided under the Utility's Intrastate Access Service Tariff.

2.2 INTRAEXCHANGE PRIVATE LINE DIGITAL SERVICES

2.2.1 Intraexchange Private Line Digital Services not otherwise described in this tariff are provisioned out of Section 7 of Citizens Telecommunications Company of California, Inc., Access Service Tariff.

2.3 INTRALATA INTEREXCHANGE PRIVATE LINE DIGITAL SERVICES

2.3.1 IntraLATA Interexchange Private Line Digital Services not otherwise described in this tariff are provisioned out of Section 7 of Citizens Telecommunications Company of California, Inc., Access Service Tariff.

(N)

(N)

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A3 MISCELLANEOUS SERVICES

LIST OF EFFECTIVE SHEETS

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
<b>5<sup>th</sup> Revised*</b>	<b>CS A</b>		
Original	TOC A		
1 <sup>st</sup> Revised	1		
Original	2		
Original	3		
Original	4		
Original	5		
Original	6		
Original	7		
<b>1<sup>st</sup> Revised*</b>	<b>8</b>		
1 <sup>st</sup> Revised	9		
1 <sup>st</sup> Revised	10		
1 <sup>st</sup> Revised	11		
Original	12		
2 <sup>nd</sup> Revised	13		
Original	13.1		
Original	14		
1 <sup>st</sup> Revised	15		
1 <sup>st</sup> Revised	16		

\* Denotes Change

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A3 MISCELLANEOUS SERVICES

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A3 MISCELLANEOUS SERVICES

3.1 INFORMATION SERVICES CALL BLOCKING (Continued)

3.1.4 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.
- 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.

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A3 MISCELLANEOUS SERVICES

3.1 INFORMATION SERVICES CALL BLOCKING Continued)

3.1.4 SPECIAL CONDITIONS (Continued)

- I. The Utility will notify each customer, by mail, the first time a lifeline customer'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.

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.

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A3 MISCELLANEOUS SERVICES

3.2 TOUCH CALLING SERVICE – GOLDEN STATE AND TUOLUMNE MARKETS

3.2.1 APPLICABILITY

Applicable to customers with access line services, at the option of the customer.

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 Touch Calling Service as said exchanges are defined on the maps contained in this tariff.

3.2.3 RATES AND CHARGES

Rate per Month

Individual and Two-Party Line Residence Service

Each line equipped

No Charge

3.2.4 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.

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A3 MISCELLANEOUS SERVICES

3.3 PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED

3.3.1 APPLICABILITY

- A. Telephone equipment and/or free services are available to eligible Residential and eligible Business customers, who reside in California, from the California Telephone Access Program (CTAP). The customer can obtain eligibility, certification, and application information for CTAP equipment or services through the CTAP Call Center 1-800-806-1191 (voice), 1-800-806-4474 (TDD/TTY) and 1-800-889-3974 (fax), or the Call Center can provide location information for the customer to visit the nearest CTAP Service Center, or the customer can obtain eligibility, certification, and application information through the internet at: <http://www.ddtp.org>.
- B. The CTAP program provides telecommunications devices (TDD/TTY's), signal units, and special equipment required by deaf or severely hearing or speech impaired customers and disabled individuals who have certified applications with CTAP. CTAP will verify with the Utility those CTAP eligible customers whose individual needs also require Utility-provided 3-Way Calling, Speed Call 8 or 30 services, and /or 411 Directory or Operator Assistance services at no charge.
- C. California State Assembly Bill (AB) 3369 and California State Senate Bill (SB) 227 provide legislation designed to enable eligible agencies to obtain telecommunications devices (TDD/TTY's) in order to be accessible by telephone to the general public who use TDD/TTY's. Eligibility rules and procedures for requesting TDD/TTY's are available from the Deaf and Disabled Telecommunications Program (DDTP)/CTAP Consumer Affairs at 1-800-867-4323 (voice and TDD/TTY), or 510-302-1131 (fax), or may be obtained on the Internet at <http://www.ddtp.org>. Agencies requesting TDD/TTY's under AB 3369 or SB 227 must submit the request to DDTP/CTAP Consumer Affairs.
- D. California Relay Service
  1. A Communication Assistant completes calls between a TDD and a non-TDD telephone.
  2. California Relay Service calls may not be placed to 900 or 976 numbers, time or weather recorded messages or other informational recordings.
  3. Long distance (MTS) charges will be billed in accordance with tariff schedules.
  4. California Relay Service is available to all classes and grades of service.
  5. Connection to California Relay Service via 711 abbreviated dialing code is a free call.

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A3 MISCELLANEOUS SERVICES

3.3 PRODUCTS AND SERVICES FOR THE CERTIFIED DISABLED (Continued)

3.3.2 SPECIAL CONDITIONS

- A. Telecommunications Devices for the Deaf (TDD's) are provided with only single party service providing it does not terminate on a multi-line system, such as a key system or a PBX. Other products and services for the disabled are available with both single and multi-party services providing they do not terminate on a multi-line system, such as a key system or a PBX.
- B. TDD's require a modular telephone jack installation. Also, TDD's do not have internal signaling or dialing capacity and must be used in conjunction with a telephone instrument incorporating such capacity.
- C. Services required by a certified individual are limited to those available in the Utility's Central Office equipment.
- D. Service under this schedule will be provided to per each certified individual on a business premises and primary residence premises to meet special requirements as determined by the Utility.
- E. Where non-modular customer premises equipment is provided by the Utility in accordance with FCC/CPUC rules, the customer premises equipment is the Utility's Local Loop Demarcation Point.
- F. Where there is no longer a certified individual on the premises, a business or residence customer must notify the Utility that service under this Schedule is no longer required and request the service be discontinued or provided under other appropriate schedules. The customer will be responsible for returning the equipment to CTAP with the discontinuance of service, and the customer, not the Utility, will be held responsible for loss or damage.

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A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1

3.4.1 APPLICABILITY

Applicable to Universal Emergency Reporting Service, E9-1-1, furnished to political subdivisions and municipal corporations of the State of California. The political subdivision or Municipal Corporation placing an order for Universal Emergency Reporting Service is the customer as defined in the glossary of the State of California E9-1-1 Systems Standards and Planning Guidelines Manual.

3.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Universal Emergency Reporting Service, E9-1-1 Service as said exchanges are defined on the maps contained in this tariff.

3.4.3 GENERAL

A. Description of Service

1. Universal Emergency Reporting Service E9-1-1, contemplates an arrangement whereby exchange telephone service customers, may gain access to a Public Safety Answering Point (PSAP) to report an emergency situation by means of the Utility's central office facilities.
2. Universal Emergency Reporting Service features and network arrangements will be based upon the operating limitations of the Utility's facilities and equipment.
3. Automatic Location Identification (ALI) – A feature by which the listed name and address associated with the calling party's telephone number (identified by ANI as defined below and stored in Utility's customer records) is forwarded to the PSAP for display. Additional telephones with the same number (secondary locations, off premise, etc.) will be identified with the address of the telephone number at the main location.
4. Automatic Number Identification (ANI) – A feature by which the calling party's ANI telephone number is forwarded to the Enhanced 9-1-1 (E9-1-1) Control Office and displayed on E9-1-1 Display and Transfer Units at PSAPs equipped with such units.
5. Data Management Systems (DMS) - A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.
6. Selective Routing - A feature that routes an E9-1-1 call from an E9-1-1 Control office to the designated primary PSAP based upon the identified number of the calling party.
7. Next Generation 9-1-1 (NG9-1-1) TDM Trunk Service - NG9-1-1 Time Multiplexing TDM Service will be provided to the Regional Network Provider (RNSP) Contractor based on terms and pricing defined by Individual Case Basis (ICB) commercial agreement or Interconnection Agreement.

(N)  
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(N)

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A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.3 GENERAL (Continued)

A. Description of Service (Continued)

Database Administration Service (DAS) – DAS is a required process used by the Utility to provide its End User telephone and address records and all street address activity to the AT&T (formerly SBC) Database Management System (DBMS) in order for the Utility's End Users' 9-1-1 calls to be properly processed through the Enhanced 9-1-1 (E9-1-1) system using Selective Routing (SR), Automatic Number Identification (ANI) and Automatic Location Identification (ALI) to route and process the 9-1-1 call to the appropriate Public Safety Answering Point (PSAP). The AT&T DMS is comprised of two databases: the Master Street Address Guide (MSAG) and the Telephone Number (TN) Database. The Utility enters its End User order activity, including inserts, deletes, changes, unlocks and migrates, daily to the TN Database portion of the DBMS. The Utility also processes all street names, add, changes and delete activity for its portion of the County's MSAGs. The Utility periodically receives the street update requests from either the County Coordinator and/or the Planning Department. Once the requests are approved by the County Coordinator, who assigns the Emergency Service Number (ESN), the Utility enters the request in the MSAG portion of the DBMS.

(N)

(N)

B. Undertaking of the Utility

1. Upon application by one or more political subdivisions acting as a single agency, or their certified agent, and subject to prior written approval by the State of California, Department of General Services, Communications Division, the Utility will open the Universal Emergency Number - E9-1-1, and provide the associated access lines for use by the general public in reporting of emergencies to a PSAP.
2. The Utility does not undertake to answer and forward E9-1-1 calls, but furnishes the use of its facilities to enable the customer to respond to such calls with personnel on the customer's premises.
3. The Utility shall engineer the initial installation of a E9-1-1 reporting system to meet the customer's requested communication requirements. Such engineering will be based on type and amount of lines required, and other information furnished by the customer as well as engineering data used by the Utility.

C. The E9-1-1 customer is responsible for the following:

1. During the engineering process, prior to initial installation and in concert with the Utility, determine sufficient services and equipment quantities to meet the customer's needs.
2. Adhere to the guidelines as set forth in the State of California E9-1-1 Systems Standards and Planning Guidelines Manual.

D. Terminal Equipment - Utility or authorized customer provided equipment may be furnished to terminate E9-1-1 lines from the Utility central office. Where Utility-provided terminal equipment is furnished, it will be provided at the charges and rates shown in the applicable tariff schedules.

(L) Item E through H relocated to Sheet No. 10.

(N)

A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.3 GENERAL (Continued)

- E. Where E9-1-1 is dialed, no charge will be made to the calling party. (L)
- F. Notwithstanding other rules or special conditions shown elsewhere in the schedules which preclude the furnishing of customer information, where an exchange telephone service is used to report an emergency situation to a PSAP attendant over an E9-1-1 service, the class, type, grade of service, the primary service listing and location of the service may be furnished to a PSAP or agency responsible for responding to the emergency.
- G. Temporary suspension of service at the request of the customer either partial or complete is not applicable to equipment, services or facilities furnished to provide E9-1-1 service.
- H. Limitation of Liability - Provisions concerning limitation of liability and allowance for interruptions in service are set forth in Schedule Cal. P.U.C. No. R1 Rule No. 31. (L)
- I. Supplemental Equipment - Equipment arrangements, rearrangements and service available for use with other types of service will be furnished with a Universal Emergency Reporting System E9-1-1, where facilities and operating conditions permit, unless otherwise specified in the tariffs. Where furnishing such arrangements and rearrangements involves costs in excess of those contemplated by filed tariffs, additional charges may be applicable, subject to prior authorization of the CPUC.
- J. Basic Termination Charges - If at any time during the period following the installation of any equipment to which a basic termination charge is applicable and such equipment is disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with Utility's applicable tariffs, the customer shall pay to the Utility, upon demand, the basic termination charge specified in Rates, as shown in this tariff. For the purpose of computing basic termination charges, the last equipment of the same type installed shall be considered to be the first equipment removed. The basic termination charges will be reduced by 1/84 for each month the equipment remains in service.

3.4.4 RATES AND CHARGES

- A. E9-1-1 Exchange Line - A direct dedicated one-way incoming line terminating on terminal equipment located at the PSAP.
- B. There are two types of routes for E9-1-1 exchange lines:
  - 1. Routes wholly within or between the Utility's exchanges or district areas, all exchanges. Charges, Rates, and Special Conditions for business individual line service as shown elsewhere in the tariff will apply. The monthly rate for a E9-1-1 exchange line is the rate applicable for the exchange or district area served by the E9-1-1 line.
  - 2. Routes Involving Connecting Company Exchanges. When a E9-1-1 exchange line originates in an exchange of the Utility and terminates on a PSAP located in a connecting company's exchange, the monthly rate and nonrecurring installation charge will be composites of the involved company's charges and rates, including mileage.

(L) Material relocated from Sheet No. 9.

(N)



A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.4 RATES AND CHARGES (Continued)

C. Interexchange Line Mileage E9-1-1	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
1. Between exchanges served wholly by Utility, Each mile or fraction thereof		\$12.00
2. Each E9-1-1 End Office Trunk – Global Valley Market		42.00
3. Between exchanges served by the Utility and other connecting companies		
a. Portion served by the Utility. Each mile or fraction thereof		12.00
b. Portion served by Connecting Company		Connecting Company's Rate
4. E9-1-1 Master Street Address Guide (MSAG) Program Maintenance Services, each MSAG Data Entry - Global Valley Market	\$4.00	
D. Other Than E9-1-1 Exchange Lines - Trunk line, single line, private line service, and enhanced E9-1-1 features may be furnished at the PSAP in connection with the Universal Emergency Reporting Service. Charges, rates and special conditions will apply from the appropriate following schedules:		

Monthly Rate

<u>Schedule No.</u>	<u>Title of Schedule</u>	<u>Type of Service</u>	<u>California Embedded Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
Schedule A1	Exchange Area Service	Measured	\$22.50 (I)	\$30.00 (R)	\$22.50 (I)
	Line Charge	Flat	39.00 (I)		
Service Catalog, Section 1	Foreign Exchange Service				

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A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.4 RATES AND CHARGES (Continued)

E. PSAP Terminal Equipment – California Embedded Market

1. Common equipment, consisting of equipment cabinet, power line protectors, mounting bars, KTU mounting panels, equipment mounting panels, fuse panels, battery-less power supply, ringing supply, intercom supply, and circuit terminal blocks.

Charges

Basic Termination Charge	\$6,200.00
Installation Charge	1,700.00
Monthly Rate	180.00

2. Reserve battery power supply provides PSAP with a nominal four-hour power reserve.

Basic Termination Charge	5,200.00
Installation Charge	600.00
Monthly Rate	170.00

3. Consoles (50 line)

Basic Termination Charge	7,000.00
Installation Charge	220.00
Monthly Rate	285.00

F. Key Telephone Units – California Embedded Market

Monthly  
Rate

1. Line Circuit (400D) required for each E9-1-1 line and each seven-digit number terminating on a PSAP console.

Each circuit equipped	\$1.15
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2. Tie Line Circuit (415A) One unit required at each console and one unit at distance end of automatic ring down station.

Each unit	1.90
-----------	------

3. Patching access Unit (#3262) Three circuits per unit. Allows console operator to forward incoming calls to specific emergency service locations.

Each unit	3.80
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A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.4 RATES AND CHARGES (Continued)

F. Key Telephone Units – California Embedded Market (Continued)	<u>Monthly Rate</u>	
4. Radio Access Unit (#3134) Provides access to PSAP from radio systems. Each unit	\$2.75	
5. Interrupter (#6616) Provides internal control of ringing voltages of K.T.U. each	3.00	
6. Ringback and/or Switchhook Status (See Special Condition F.3)	34.50	(T)

G. Database Administration Service

Database Administration Service (DAS) is required to process the Utility's End User telephone and address records for Selective Routing, Automatic Number Identification (ANI) and Automatic Location Identification (ALI) in the AT&T (formally SBC) Database Management System (DBMS). It also includes processing all the necessary additions, changes and deletions in the Master Street Address Guide (MSAG) database from the Utility's portion of the Counties MSAGs received from the County Coordinators or Planning Departments.

	<u>Monthly Rate</u>	3-Year Initial Term Commitment & 1-year renewals <u>Monthly Rate West Coast Market</u>	
Database Administration Service, per 1000 Records	\$95.00	\$70.00	(N)

NOTES:

1. For billing purposes Company records will be counted based on access lines. For all other Local Service Providers actual record counts in the E9-1-1 database will be used.
2. Billing is based on 1,000 record increments and is rounded up to the next 1,000 records.
3. Services previously provided under an individual case basis contract will be regarded as being in the renewal term commitment period and NRCs will not apply as of the effective date of this tariff.
4. Service Charges in Section 2 of the Service Catalog and Special Access Ordering Charges in Section 7 of the Access Service Tariff, Schedule No. 1-T apply as appropriate for initial orders and subsequent changes to service.

(N)

A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.4 RATES AND CHARGES (Continued)

H. West Coast Market

9-1-1 Service Line

See the Access Service Tariff, Schedule 1-T, Section 7, applicable rates under Voiceband Facilities, Standard Arrangement, Special Access Line (SAL) Two-Wire.

Special Transport

See the Access Service Tariff, Schedule 1-T, Section 7, applicable rates for Voiceband Facilities, Standard Arrangement, Special Transport, per airline mile, Two-Wire.

	<u>Nonrecurring Charge</u>	<u>3-Year Initial Term Commitment &amp; 1-year renewals Monthly Rate</u>
<u>DMARCS Service</u>	\$377.00	\$40.00

(N)

NOTES:

1. For billing purposes Company records will be counted based on access lines. For all other Local Service Providers actual record counts in the E9-1-1 database will be used.
2. Billing is based on 1,000 record increments and is rounded up to the next 1,000 records.
3. Services previously provided under an individual case basis contract will be regarded as being in the renewal term commitment period and NRCs will not apply as of the effective date of this tariff.
4. Service Charges in Section 2 of the Service Catalog and Special Access Ordering Charges in Section 7 of the Access Service Tariff, Schedule No. 1-T apply as appropriate for initial orders and subsequent changes to service.

(N)

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A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.5 SPECIAL CONDITIONS

- A. E9-1-1 service is provided by the Utility where facilities and operating conditions permit.

All calls within a single central office prefix area will be routed to one PSAP.

- B. A E9-1-1 exchange line may terminate on a standard type telephone set or other answering equipment with which it is adapted. When the E9-1-1 exchange line terminates on equipment other than the standard telephone set, appropriate charges and rates for line terminations will apply.
- C. Tie lines, private lines, and other channels connecting a PSAP with responding agencies are provided at filed charges and rates for such facilities as specified in this or other appropriate tariffs.
- D. Each line connected to the PSAP at the applicable business one-party rate for the exchange area serving the PSAP is considered to be an E9-1-1 exchange line.
- E. Service connection charges as shown in the Service Catalog, Section 2 are applicable to each E9-1-1 exchange line terminated.
- F. Standard and Optional Features
1. Provisions of standard and optional features other than forced disconnect and tone application are dependent upon the type of terminating equipment and trunking arrangements. Not all routing arrangements, features, or transfer arrangements are compatible nor can they be provided in all central offices.
  2. California Embedded Market - The ringback and switchhook status features (applicable to Stromberg Digital Offices) require direct E9-1-1 exchange lines from each central office to the PSAP.
  3. California Embedded Market - Ringback and switchhook status features furnished only to the same customer on the same premises as of December 31, 1993.
- G. Commercial power, power wiring, and outlets are furnished by the customer who assumes all responsibility for the safe conditions of such wiring outlets and power.
- H. Types of Communications Paths.
1. Direct - A communication path from a E9-1-1 call originating central office to a PSAP's serving central office on which no switching occurs.
  2. Dedicated - A direct communication path used exclusively for carrying E9-1-1 calls over the particular route involved.

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A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.5 SPECIAL CONDITIONS (Continued)

I. Feature Description

1. Call Transfer to Responding Agency - The PSAP attendant can transfer the E9-1-1 incoming calling party to another agency via a two-way private line circuit.
  2. Called Party Hold (Standard) - A E9-1-1 connection is retained regardless of the switchhook status of the E9-1-1 calling party. The PSAP attendant remains off-hook or places the calling party on hold. This feature is a function of the E9-1-1 central office trunk circuit and is applicable only to E9-1-1 calls.
  3. Central Office Identification (Standard) - Central office identification can be provided at no charge when direct E9-1-1 lines are provided. The PSAP can identify from which central office a call originated by visually identifying the direct trunk group on which the call is terminating.
  4. Hunting on E9-1-1 exchange lines is provided at no charge.
  5. The E9-1-1 attendant position is the PSAP terminal equipment on which incoming calls are initially answered.
  6. Mileage rates as shown in Rate C preceding are applicable to the airline distance between the rate centers of the exchanges and/or district areas.
  7. Type 291 Emergency Reporting System rates are found in Schedule A3.
- J. Database Administration Service (DAS) is the necessary process used by the Utility to provide its End User telephone and address records for the proper routing of its end users' 9-1-1 calls through AT&T's Database Management System's TN Database. The process provides for the daily database processing of all insert, delete, change, unlock and migrate activity associated with the Utility's subscriber records. Rates are based up a per 1,000 records rate of Utility's access line counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually. No additional installation charges will be applied to the updated months. (N)
- K. DAS also includes the processing of all add, delete and change activity to the Master Street Address Guide (MSAG) for the Utility's portion of the County's MSAG. The County Coordinator and/or Planning Department provide these additions, changes and deletions. (N)

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A3 MISCELLANEOUS SERVICES

3.4 UNIVERSAL EMERGENCY REPORTING SERVICE E9-1-1 (Continued)

3.4.5 SPECIAL CONDITIONS (Continued)

L. Termination Liability – West Coast Market

E9-1-1 services are provided under an initial term commitment of three years, with a renewal term commitment of one year. Upon completion of the initial three-year term commitment, service will be automatically renewed annually for a one-year term commitment unless the Customer provides written notification of termination at least 30 days in advance. Services previously provided under a prior individual case basis contract will be regarded as being in the renewal term commitment period as of the effective date of this tariff.

If the service is cancelled in whole or in part by the Customer, or is terminated for cause by the Company prior to expiration of the agreed to term commitment period, the Customer shall be required to pay a sum determined by the following formula:

Termination Charge = Current Monthly Rate for all Services X remainder of Current Term Commitment

Termination Liability charges will not apply if 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 tariff or on an individual case basis contract (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.

M. 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)

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A4 TAXES, FEES AND SURCHARGES

LIST OF EFFECTIVE SHEETS

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
<b>14<sup>th</sup> Revised*</b>	<b>CS A</b>		
2 <sup>nd</sup> Revised	TOC A		
5 <sup>th</sup> Revised	TOC B		
3 <sup>rd</sup> Revised	1		
2 <sup>nd</sup> Revised	2		
3 <sup>rd</sup> Revised	3		
3 <sup>rd</sup> Revised	4		
4 <sup>th</sup> Revised	5		
3 <sup>rd</sup> Revised	6		
3 <sup>rd</sup> Revised	7		
3 <sup>rd</sup> Revised	8		
3 <sup>rd</sup> Revised	9		
1 <sup>st</sup> Revised	10		
4 <sup>th</sup> Revised	11		
3 <sup>rd</sup> Revised	12		
2 <sup>nd</sup> Revised	13		
<b>7<sup>th</sup> Revised*</b>	<b>14</b>		

\* Denotes Change



A4 TAXES, FEES AND SURCHARGES

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\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

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A4 TAXES, FEES AND SURCHARGES

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\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

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A4 TAXES, FEES AND SURCHARGES

4.1. CPUC MANDATED PUBLIC PROGRAM SURCHARGES

4.1.1 APPLICABILITY

A. Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharge rates to Intrastate services excluding the following:

1. California LifeLine billings;
2. Charges to other certificated carriers for services that are to be resold;
3. Coin sent paid telephone calls (coin in box) and debit card calls;
4. Customer-specified contracts effective before 9/15/94;
5. Usage charges to coin operated pay telephones;
6. Directory advertising; and
7. One-way radio paging.

B. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge amounts.

C. CPUC mandated Public Program Surcharges:

Schedule No.

1. California Advanced Services Fund (CASF) Surcharge\*
2. California High Cost Fund-A (CHCF-A)\*
3. California High Cost Fund-B (CHCF-B)\*
4. California Teleconnect Fund (CTF)\*
5. Deaf and Disabled Telecommunications Program (DDTP)\*
6. California LifeLine Telephone Program\*
7. Payphone Service Providers Enforcement (PSPE)
8. Public Policy Payphone Providers (PPPP)

A4.12  
A4.4  
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A4.3  
A4.9  
A4.9

(C)  
|  
(C)

D. CPUC Reimbursement Fee

A4.2

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

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A4 TAXES, FEES AND SURCHARGES

(C)

4.2. SURCHARGE TO FUND PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

4.2.1 APPLICABILITY

This surcharge is for the purpose of funding the Public Utilities Commission and applies to the aggregate amount of customer billings associated with intrastate billings, which appear on customer's bills.

4.2.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.2.3 RATES AND CHARGES

- A. Pursuant to Resolution T-16901, all Telecommunications Carriers are required to apply the CPUC Reimbursement Fee to Intrastate Services excluding the following:
1. Directory Advertising and Sales;
  2. Terminal equipment and Sales; and
  3. Inter-Utility Sales
  4. California LifeLine billings
- B. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.

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A4 TAXES, FEES AND SURCHARGES

4.3. CALIFORNIA LIFELINE TELEPHONE PROGRAM SURCHARGE\*

(C)

4.3.1 APPLICABILITY

The surcharge will fund the California LifeLine program, the California LifeLine Trust Administrative Committee (TAC), and the California LifeLine Service Marketing Board (MB), administrative and program costs, and also allow an adequate reserve. This rate will be billed on customers billing. This surcharge will remain in effect until otherwise ordered by the Commission.

(C)  
(C)

4.3.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.3.3 RATES AND CHARGES

A. Pursuant to Resolution T-16901 a surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between service areas except for the following:

1. California LifeLine Telephone Program;
2. charges to other certified carriers for services that are to be resold;
3. coin sent paid telephone calls (coin in box) and debit card calls;
4. customer-specific contracts effective before 9/15/94;
5. usage charges to coin operated pay telephones;
6. directory advertising; and
7. one-way radio paging.

B. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

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A4 TAXES, FEES AND SURCHARGES

4.3. CALIFORNIA LIFELINE TELEPHONE PROGRAM SURCHARGE\* (Continued) (C)

4.3.3 RATES AND CHARGES (Continued)

C. Exceptions:

<u>Schedule No.</u>	<u>Description</u>
A1	California LifeLine Service (flat rate exchange service, reduced service connection charges, and mileage, if applicable)
SC Section 1	Public Telephone Service - (Partial) Coin Sent Paid
SC Section 3	Message Telecommunications Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
A2	Access charges billed to carriers, which have a Certificate of Public Convenience and Necessity

Taxes and following surcharges

A4	Deaf and Disabled Surcharge (P.U.C. Code Section 2881)*	(C)
A4	Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)	
A4	California Advanced Services Fund (CASF) Surcharge*	(C)
A4	California High Cost Fund Surcharge (P.U.C. Code Section 739.3)*	(C)
A4	California High Cost Fund Surcharge B*	(C)
A4	California Teleconnect Fund Surcharge*	(C)

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge. (C)

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A4 TAXES, FEES AND SURCHARGES

4.4 CALIFORNIA HIGH COST FUND SURCHARGE – A (CHCF-A)\* (C)

A. Pursuant to Decision 94-09-065 and Resolution T-16901 a surcharge will be applied to all end user telecommunications intrastate tariffed services, both within a service area and between services areas except for the following:

1. California LifeLine Telephone Program;
2. charges to other certified carriers for services that are to be resold;
3. coin sent paid telephone calls (coin in box) and debit card calls;
4. customer-specific contracts effective before 9/15/94;
5. usage charges to coin operated pay telephones;
6. directory advertising; and
7. one-way radio paging.

B. (C)

C. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.

D. Exceptions:

<u>Schedule No.</u>	<u>Description</u>
SC Section 1	Public Telephone Service - (Partial) Coin Sent Paid
SC Section 3	Message Telecommunications Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
A2	Access charges billed to carriers, which have a Certificate of Public Convenience and Necessity

Taxes and following surcharges

A4	Deaf and Disabled Surcharge (P.U.C. Code Section 431)*	(C)
A4	Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)	
A4	California Advanced Services Fund (CASF) Surcharge*	(C)
A4	California LifeLine Surcharge (P.U.C. Code Section 739.2)*	(C)
A4	California High Cost Fund Surcharge B*	(C)
A4	California Teleconnect Fund Surcharge*	(C)

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge. (C)

A4 TAXES, FEES AND SURCHARGES

4.5 CALIFORNIA HIGH COST FUND SURCHARGE – B (CHCF-B)\*

(C)

4.5.1 APPLICABILITY

Applicable to all Intrastate end user services except those listed below under the exceptions.

4.5.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.5.3 RATES AND CHARGES

A. Pursuant to Resolution T-16901 a surcharge will be applied to all end user telecommunications intrastate services, both within a service area and between service areas; except for one-way radio paging, California LifeLine services billed, coin sent paid telephone calls (coin in box) and debit card calls, contracts effective before September 15, 1994, usage charges for service to Coin Operated Pay Telephone (COPTs) and Directory Advertising. The CHCF-B surcharge was established in D. 96-10-066 to provide California LifeLine service subsidy in high cost areas of service. This percentage rate surcharge will take effect on January 1, 2004 and will remain in effect until otherwise ordered by the Commission. The surcharge shall be identified on subscriber's bills as California High Cost Fund-B Service Surcharge. The surcharge applies to all monthly service billed in advance and for all usage billed after the effective date of this tariff. The surcharge applies to all recurring and nonrecurring rates and charges for services provided by the Utility to end-users.

B. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.

C. Exceptions:  
Schedule No.

Description

SC Section 1	Semi-Public Coin Box Service - (Partial) Coin Sent Paid
SC Section 1	Public Telephone Service - (Partial) Coin Sent Paid
SC Section 3	Message Telecommunications Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
A2	Access charges billed to carriers, which have a Certificate of Public Convenience and Necessity

Taxes and following surcharges

A4	Deaf and Disabled Surcharge (P.U.C. Code Section 431)*	(C)
A4	Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)	
A4	California Advanced Services Fund (CASF) Surcharge*	(C)
A4	California LifeLine Surcharge (P.U.C. Code Section 739.2)*	
A4	California High Cost Fund Surcharge A (P.U.C. Code Section 739.3)*	
A4	California Teleconnect Fund Surcharge*	(C)

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.



A4 TAXES, FEES AND SURCHARGES

4.6 CALIFORNIA TELECONNECT FUND (CTF) SURCHARGE\* (C)

4.6.1 APPLICABILITY

Applicable to all Intrastate end user services except those listed below under the exceptions.

4.6.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.6.3 RATES AND CHARGES

- A. Pursuant to Decision 96-10-066 and Resolution T-16901 a surcharge will be applied to all end user telecommunications intrastate services, both within a service area and between service areas. This includes intrastate intraLATA toll/WATS/800 services, contracts entered into or reviewed after September 15, 1994, detariffed services, and all local rates and charges. This percentage rate surcharge will take effect on August 1, 2004 and will remain in effect until otherwise ordered by the Commission.
- B. The surcharge applies to all monthly service billed in advance and for all usage billed after the effective date of this tariff. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the Utility to end-users.
- C. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.

D. Exceptions:

<u>Schedule No.</u>	<u>Description</u>
A1	California LifeLine flat rate exchange service, reduced service connection charges, and mileage, if applicable
SC Section 1	Semi-Public Coin Box Service - (Partial) Coin Sent Paid
SC Section 1	Public Telephone Service - (Partial) Coin Sent Paid
SC Section 3	Message Telecommunications Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
A2	Access charges billed to carriers, which have a Certificate of Public Convenience and Necessity

Taxes and following surcharges

A4	Deaf and Disabled Surcharge (P.U.C. Code Section 431)*	
A4	Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)	(C)
A4	California Advanced Services Fund (CASF) Surcharge*	
A4	California LifeLine Surcharge (P.U.C. Code Section 739.2)*	(C)
A4	California High Cost Fund Surcharge A (P.U.C. Code Section 739.3)*	
A4	California High Cost Fund Surcharge B*	(C)

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

---

A4 TAXES, FEES AND SURCHARGES

4.7 DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP) SURCHARGE\*

(C)

4.7.1 RATES AND CHARGES

- A. Pursuant to Resolution T-16901, a Deaf and Disabled Telecommunications Program (DDTP) surcharge and a TDD Placement Interim Committee (TPIC) surcharge thereby, creating a combined surcharge, shall be applied to all end user telecommunications intrastate tariffed services, both within a service area and between services areas except for the following:
1. California LifeLine Telephone Program;
  2. charges to other certified carriers for services that are to be resold;
  3. coin sent paid telephone calls (coin in box) and debit card calls;
  4. customer-specific contracts effective before 9/15/94;
  5. usage charges to coin operated pay telephones;
  6. directory advertising; and
  7. one-way radio paging.
- B. This combined surcharge is for the purpose of funding telecommunication products and services for certified disabled customers under the DDTP and the placement of deaf or hearing-impaired telecommunications equipment in public places under the TPIC. This percentage rate surcharge shall remain in effect until otherwise ordered by the Commission.
- C. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

A4 TAXES, FEES AND SURCHARGES

4.8 EXTENDED AREA SERVICE COST RECOVERY SURCHARGE – CALIFORNIA EMBEDDED MARKET

4.8.1 APPLICABILITY

Applicable to all Residential and Business local service subscribers.

4.8.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.8.3 RATES AND CHARGES

- A. A 0.0284% surcharge will be applied to all basic exchange end user telecommunications intrastate services, both within a service area and between service areas. This includes contracts entered into or reviewed after September 16, 1994, detariffed services, and all local rates and charges.
- B. Pursuant to Decision 99-07-034 directing establishment of extended toll-free calling from the Courtland/Clarksburg exchange (744 and 775 prefixes) to the Main District Area of Sacramento. The surcharge allows recovery of the shortfall in expenses and lost revenue resulting from establishment of the Extended Area Service (EAS) route.
- C. The surcharge/surcredit applies to all monthly service billed in advance and for all usage billed after the effective date of this tariff. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end-users.

Exceptions:

Description

SC Section 1      Public Telephone Service - (Partial) Coin Sent Paid

Schedule No.                      Taxes and the following surcharges

A4	One-way Radio Paging Service (Personal Paging Service)	(C)
A4	Deaf and Disabled Surcharge (P.U.C. Code Section 431)*	
A4	Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)	
A4	California Advanced Services Fund (CASF) Surcharge*	
A4	California LifeLine Surcharge (P.U.C. Code Section 739.2)*	
A4	California High Cost Fund Surcharge A (P.U.C. Code Section 739.3)*	
A4	California High Cost Fund Surcharge B*	
A4	California Teleconnect Fund Surcharge*	(C)

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

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A4 TAXES, FEES AND SURCHARGES

(C)

4.9 PAYPHONE FUND SURCHARGES

4.9.1 APPLICABILITY

Applicable to all intrastate end user payphone line service.

4.9.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.9.3 RATES AND CHARGES

A. Payphone Service Providers Enforcement (PSPE) Program.

1. A monthly surcharge rate will be applied to all end user telecommunications intrastate payphone lines within a service area. This surcharge will remain in effect until otherwise ordered by the commission.
2. Pursuant to Decision 98-11-029 and Resolution T-16181 expanding a statewide uniform enforcement program surcharge per payphone line to fund the Payphone Service Providers Enforcement (PSPE) Program. The enforcement program was established to ensure that payphone consumer safeguards are being followed.

B. Public Policy Payphone Program (PPPP).

1. A monthly surcharge rate will be applied to each pay telephone access line. This surcharge will remain in effect until otherwise ordered by the commission.
2. Pursuant to Decision 98-11-029 and Resolution T-16590 the surcharge will fund the Public Policy Payphone Program (PPPP) to provide payphones to the general public in the interest of public health, safety, and welfare at no charge at locations where there would otherwise not be a payphone.

C. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.

A4 TAXES, FEES AND SURCHARGES

4.10 INTRALATA BILLING SURCHARGE/SURCREDIT – GOLDEN STATE MARKET

4.10.1 APPLICABILITY

Applicable to the billing of IntraLATA Billing Surcharge/Surcredit.

4.10.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.10.3 RATES AND CHARGES

Monthly Rate

IntraLATA Billing Surcharge  
Decision No. 87-12-051

8.57%

4.10.4. SPECIAL CONDITIONS

- The monthly rate applies to all recurring and non-recurring rates and charges for intraLATA service provided under all of the Utility's tariff schedules except the following:

Schedule No.

Description

A1  
SC Section 1

Access Line Service - (LIFELINE)  
Public Telephone Service - ALL

Taxes and the following surcharges

A4

Surcharge to Fund Public Utilities  
Commission Reimbursement Fee - ALL

A4

Surcharge to Fund California LifeLine Telephone Program\*

A4

California Advanced Services Fund (CASF) Surcharge\*

A4

California High Cost Fund Surcharge – B\*

A4

California Teleconnect Fund Surcharge\*

A4

California High Cost Surcharge – A\*

A4

IntraLATA Message Toll Telephone Service - (PARTIAL)

Coin Sent Paid, Coin Station Service and Coin Person Service

A4

Access Service for Intrastate InterLATA Carriers - ALL

- The monthly rate applies to each customer's bill for the total recurring and non-recurring intraLATA rates and charges except those items excluded in 4.10.4.1, above, exclusive of federal and local taxes.

- Due to billing limitations, the Company may be required to combine on the customer's bill surcharges/surcredits calculated on the same base.

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)  
|  
(C)

A4 TAXES, FEES AND SURCHARGES

4.11 CA SWITCHED ACCESS RATE RECOVERY SURCHARGE

4.11.1 APPLICABILITY

Applicable to all Residential and Business local service subscribers.

4.11.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this tariff.

4.11.3 RATES AND CHARGES

- A. A 3.31% surcharge will be applied to all basic exchange end user telecommunications intrastate services, both within a service area and between service areas. This includes contracts entered into or reviewed after September 15, 1994, detariffed services, and all local rates and charges.
- B. The surcharge applies to all monthly service billed in advance and for all usage billed after the effective date of this tariff. Except as noted below, the surcharge applies to all recurring and nonrecurring rates and charges for services provided by the utility to end-users.

Exceptions:

<u>Schedule No.</u>	<u>Description</u>
A1	California Lifeline billings
A2	Charges to other Certified Carriers for Services that are to be resold
SC Section 3	Coin Sent Paid Telephone calls Public Phone (Coin in Box) and debit card calls
	Directory Advertising
	One-way Radio Paging Service (Personal Paging Service)
	Sale and/or lease of customer premises equipment
SC Section 1	Usage Charges to Coin Operated Pay Telephones

Taxes and the following surcharges

A4	Deaf and Disabled Surcharge (P.U.C. Code Section 431)*	(C)
A4	Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)	
A4	California Advanced Services Fund (CASF) Surcharge*	(C)
A4	California LifeLine Surcharge (P.U.C. Code Section 739.2)*	
A4	California High Cost Fund Surcharge A (P.U.C. Code Section 739.3)*	
A4	California High Cost Fund Surcharge B*	
A4	California Teleconnect Fund Surcharge*	

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

A4 TAXES, FEES AND SURCHARGES

4.12 CALIFORNIA ADVANCED SERVICES FUND (CASF) SURCHARGE\*

(C)

4.12.1 APPLICABILITY

The California Advanced Services Fund (CASF) surcharge was established in D 07-12-054, dated December 20, 2007, for the purpose of augmenting the deployment of broadband in unserved and underserved areas in California. The surcharge shall be identified on subscriber's bills as CA Advanced Services CASF Surcharge. This surcharge shall remain in effect until otherwise ordered by the Commission.

4.12.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this Tariff.

4.12.3 RATES AND CHARGES

- A. Pursuant to Resolution T-17386 a surcharge will be applied to all end user telecommunications intrastate services, both within a service area and between service areas except for the services listed in section 4.12.3.C.
- B. Refer to the AT&T California's Network and Exchange Services tariff for the current surcharge rate.
- C. Exceptions:

<u>Schedule No.</u>	<u>Description</u>
SC Section 1	Semi-Public Coin Box Service - (Partial) Coin Sent Paid
SC Section 1	Public Telephone Service - (Partial) Coin Sent Paid
SC Section 3	Message Telecommunications Service (Partial) Coin Sent Paid, Coin Station Service and Coin Person Service
A2	Access charges billed to carriers, which have a Certificate of Public Convenience and Necessity
A1	California Lifeline Services One-Way Radio Paging Directory Advertising Contracts before September 15, 1994

Taxes and following surcharges

A4	Deaf and Disabled Surcharge (P.U.C. Code Section 431)*	(C)
A4	Public Utilities Commission Utilities Reimbursement Account Fees (P.U.C. Code Section 431)	(C)
A4	The California LifeLine Surcharge (P.U.C. Code Section 739.2)*	(C)
A4	The California High Cost Fund Surcharge A (P.U.C. Code Section 739.3)*	
A4	The California High Cost Fund Surcharge B (P. U. C. Code Section 739.3)*	
A4	The California Teleconnect Fund Surcharge*	

\* As of April 1, 2023, this rate is included in the Public Purpose Program Surcharge.

(C)

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A4 TAXES, FEES AND SURCHARGES

4.13 FRONTIER ROAD WORK RECOVERY FEE – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND GLOBAL VALLEY MARKETS

4.13.1 APPLICABILITY

This fee is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by a City, County, State or Federal authorities, or any other government entity of any kind. The fee will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs. The fee will be billed monthly per account.

4.13.2 TERRITORY

Applicable to the territory within all exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in this Tariff.

4.13.3 RATES AND CHARGES

	<u>Monthly Rate Per Account</u>	
Business	\$2.60	(I)
Residence	\$2.60	(I)

4.13.4 SPECIAL CONDITIONS

- A. The fee will be assessed at the time of billing.
- B. There will be no proration of charges.
- C. There will be no discounts for vacation, seasonal or temporary suspension of service.
- D. The fee will appear on the customer's bill as the "Frontier Road Work Recovery Fee".



R1 GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
<b>17<sup>th</sup> Revised*</b>	<b>CS A</b>	Original	35	3 <sup>rd</sup> Revised	71
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Original	TOC B	Original	37	Original	73
Original	1	Original	38	Original	74
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Original	3	1 <sup>st</sup> Revised	40	1 <sup>st</sup> Revised	76
Original	4	<b>6<sup>th</sup> Revised*</b>	<b>41</b>	Original	77
Original	5	1 <sup>st</sup> Revised	42	Original	78
Original	6	Original	43	Original	79
Original	7	Original	44	Original	80
1 <sup>st</sup> Revised	8	1 <sup>st</sup> Revised	45	Original	81
Original	9	Original	46	Original	82
Original	10	1 <sup>st</sup> Revised	47	Original	83
Original	11	Original	48	Original	84
2 <sup>nd</sup> Revised	12	Original	49	Original	85
1 <sup>st</sup> Revised	13	Original	50	Original	86
1 <sup>st</sup> Revised	14	Original	51	Original	87
Original	15	1 <sup>st</sup> Revised	52	Original	88
Original	16	2 <sup>nd</sup> Revised	53	Original	89
Original	17	Original	54	Original	90
1 <sup>st</sup> Revised	18	Original	55	Original	91
1 <sup>st</sup> Revised	19	1 <sup>st</sup> Revised	56	Original	92
Original	20	Original	57	Original	93
Original	21	Original	58	Original	94
Original	22	1 <sup>st</sup> Revised	59	Original	95
1 <sup>st</sup> Revised	23	Original	60	Original	96
<b>6<sup>th</sup> Revised*</b>	<b>24</b>	Original	61	1 <sup>st</sup> Revised	97
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Original	26	Original	63	1 <sup>st</sup> Revised	99
1 <sup>st</sup> Revised	27	Original	64	1 <sup>st</sup> Revised	100
1 <sup>st</sup> Revised	28	1 <sup>st</sup> Revised	65	Original	101
Original	29	1 <sup>st</sup> Revised	66	Original	102
1 <sup>st</sup> Revised	30	Original	66.1	Original	103
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				Original	108

\* Denotes Change

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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.

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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.

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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 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.

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.

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R1 GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

COIN-BOX SERVICE: See Paystations

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.

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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 asynchronous 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.

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.



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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.

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.

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R1 GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

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 than 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.

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.

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R1 GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

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 CHARGE: A fee applicable to an unpaid balance not received at the Utility or one of its authorized payment locations by the "late payment date" printed on the bill. (T)

LATERAL CABLE: (See Intrabuilding Network Cable)

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R1 GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

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.

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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.

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.

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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.

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R1 GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

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)

SERVICE CONNECTION 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.

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.

SLAMMING: Slamming is the unauthorized change of a subscriber's preferred telecommunications carrier. Per FCC 00-135, CC Docket 94-129, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service may be billed the applicable nonrecurring charges to establish that customer's service as a new account back with the customer's authorized telecommunications carrier.

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.

(C)  
(C)

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.

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R1 GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

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.

(L)

SUBSCRIBER: See Customer

(L)

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.

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.

(L)

(L)

(N)

(L) Material relocated from Sheet 12.



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R1 GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

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.

(L)

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.

(L)

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.

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.

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. 711 is 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.

(L) Material relocated from Sheet 13.

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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 its 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
  - d. Residence Measured Rate Service
  - 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 this 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.

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R1 GENERAL REGULATIONS

R1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Continued)

- B. The Utility provides telephone service, under its 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 rooms 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.

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R1 GENERAL REGULATIONS

R1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Continued)

- B. The Utility provides telephone service, under its 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.

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R1 GENERAL REGULATIONS

R1.3 RULE NO. 3 - APPLICATION FOR SERVICE

A. General

1. Application for service covered by the filed schedule of rates will be accepted by the Utility. An applicant for service agrees to pay all exchange, toll and other charges against such service made in accordance with the provisions of the tariffs.
2. Applicant(s) will be required to provide their legal surname(s), middle names(s) or initial(s), and first name(s). This information may be verified by the Utility. The application will be considered complete (unless otherwise specified in Rule 3) when at least one of the following valid identification items has been provided by the applicant(s):
  - a. California Driver's License number
  - b. California Identification Card number
  - c. Social Security Card number
  - d. Immigration and Naturalization Service Identification number
  - e. United States Passport number
3. The Utility may request the applicant(s) to voluntarily provide their Social Security Number for identification purposes. Refusal to provide this will not result in denial of service. Prior to the request for identification information, the Utility will inform each applicant that (a) provision of their Social Security Number (SSN) is strictly voluntary; (b) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (c) no record will be made of their choice not to provide their SSN.
  - a. Pursuant to 47 C.F.R. 54.410(d) and 47 C.F.R. 54.410(f), Universal LifeLine Telephone Service (California LifeLine) Program applicants and participants must provide their date of birth and the last four digits of their social security number, or Tribal identification number, as part of the eligibility requirements for receiving the California LifeLine or enhance LifeLine discounts.
4. The Utility may request applicant(s) to visit a public office or other approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designated by the Utility.
5. The Utility may accept an oral or written application from an applicant for new service, additions or changes in existing service. Requests for additions or changes in existing service will be accepted only from designated responsible party(s).
6. In order to prevent the fraudulent establishment of business telephone service, the Utility may request an applicant for business service to provide proof of doing business at the service locations and/or permission from the property owner for the applicant to establish a business telephone service at the location.

(N)  
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(N)

(L) Item 7 relocated to Sheet 19.

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R1 GENERAL REGULATIONS

R1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Continued)

A. General (Continued)

7. An application is merely a request for service and does not in itself bind the Utility to serve except under the reasonable conditions, nor does it bind the applicant to take service (L)  
|  
(L)

8. An application for service cancelled by the applicant or the Utility is subject to the following conditions:

a. Cancelled by Applicant - If cancellation is requested by applicant prior to the time the service is connected, the application will be cancelled by the Utility and no charge will be made against the applicant except as specifically covered by written contract as provided for in these Rules and Regulations.

If cancellation of an application for service is requested by the applicant subsequent to the time service is connected, such cancellation, being in effect, a regular discontinuance of service, the minimum requirements of the monthly rate and service connection charges will be applicable.

b. Cancelled by the Utility - If applicant refuses to comply with the Utility's Rules and Regulations prior to the establishment of service, the Utility may cancel the application, in which case any amounts collected from the applicant will be refunded.

B. Where special (or in some cases, regular) construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which charges are applicable are specified in Schedule Cal. P.U.C. No. R1: Rule No. 14, Temporary Service, Rule No. 17, Line Extensions and Services Connections and Facilities on Premises of Customer, Rule No. 29, Facilities to Provide Replacement of Aerial with Underground Facilities, Section 2 of the Service Catalog, Line Extension and Service Connection Charges in Suburban Areas.

Unless otherwise provided, when orders for special construction of facilities are cancelled, modified or deferred, Schedule Cal. P.U.C. No. R1 Rule No. 3.7.b. applies.

C. Income Tax Component of Contributions and Advances Provision - Contributions in Aid of Construction (CIAC) and Advances for Construction (CAC) shall include, but are not limited to, cash, services, facilities, labor, property, and income taxes thereon provided by a person or agency to the Utility. The value of CIAC and CAC shall be based on the utility's estimates. CIAC and CAC shall consist of two components for the purpose of recording transactions as follows: (1) Advanced Income Tax (AIT) and (2) the balance of the CIAC or CAC.

The Net Present Value (NPV) Gross-up factor is established by using Method 5 as set forth in D. 87-09-026 in I. 86-11-019.

(L) Item 7 relocated from Sheet 18.

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R1 GENERAL REGULATIONS

R1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Continued)

C. Income Tax Component of Contributions and Advances Provision: (Continued)

The AIT shall be calculated by multiplying the balance of the CIAC or CAC by the NPV Gross-up factor of 33.74%.

The formula to compute Method 5 includes the following factors:

Federal Income tax rate	34.12
Discount rate	10.75
Pre-tax rate of return	15.79
State Income tax rate	9.30

- D. When the Utility denies an application for a telecommunications service subject to Commission jurisdiction, the Utility shall inform the applicant of the reasons within 10 days thereafter. The Utility's reasons shall be provided in writing unless the applicant agrees to accept a different form of notice.

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.



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R1 GENERAL REGULATIONS

R1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for telephone service will contain substantially the following provisions:

"This contract shall at all times be subject to such changes or modifications by the C.P.U.C. as said Commission may, from time to time direct in the exercise of its jurisdiction."

B. Customer's Bills

1. Regular Bills - Each regular bill for telephone service, except special bills and bills rendered on an annual basis, will contain on the face or back thereof the following statement:

"If this bill is not paid by 'Due by Date,' your service may be disconnected. Failure to pay Non-Basic charges will not result in disconnection of Basic Service. Basic Service is defined in CPUC Decision D96-10-066, Appendix B, page 5, as residential and single-line business, Flat Rate and/or Measured Rate. To avoid this inconvenience, please pay upon receipt of this bill."

2. Annual Bills - Each regular annual bill for telephone service will contain on the face or back thereof the following statement:

"If this bill is not paid with 30 days from date of presentation, service may be discontinued, in which event restoration will not be made until this bill has been paid. Failure to pay Non-Basic charges will not result in disconnection of Basic Service. Basic Service is defined in CPUC Decision D96-10-066, Appendix B, page 5, as residential and single-line business, Flat Rate and/or Measured Rate. To avoid this inconvenience, please pay upon receipt of this bill."

3. Special Bills - Each special bill for telephone service will contain on the face or back thereof the following statement:

"If this bill is not paid within three days from date of presentation, service may be discontinued, in which event restoration will not be made until this bill has been paid. Failure to pay Non-Basic charges will not result in disconnection of Basic Service. Basic Service is defined in CPUC Decision D96-10-066, Appendix B, page 5, as residential and single-line business, Flat Rate and/or Measured Rate. To avoid this inconvenience, please pay upon receipt of this bill."

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R1 GENERAL REGULATIONS

R1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

B. Customer's Bills (Continued)

4. Disputed Bills - Each monthly or annual bill for telephone service will contain on the face or back thereof the following statement:

If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at [www.cpuc.ca.gov](http://www.cpuc.ca.gov), or call 1-800-649-7570 or TDD 1-800-229-6846.

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov), or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online, at [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

5. Deposit Receipts - Each receipt for a deposit collected for the establishment or reestablishment of credit for service will contain the following notation:

"The company will refund the deposit in accordance with the following:

When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charge applicable in accordance with tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.

Upon discontinuance of telephone service, the company will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.

This deposit, less the amount of any unpaid bill for telephone service, will be refunded together with any interest due at 7 percent per annum, upon discontinuance of service or after the deposit has been held for 12 consecutive months, provided service has been continuous and all bills for such service have been paid in accordance with the rules as approved by the Public Utilities Commission of the State of California.

If service is terminated before the expiration of 12 months from the date thereof, the deposit will be refunded with interest upon payment of all charges then due.

No interest will be paid if service is temporarily or permanently discontinued for non-payment of bills, or if deposit is held less than full month increments."

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R1 GENERAL REGULATIONS

R1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

B. Customer's Bills (Continued)

6. Late Payment Charge

RESIDENTIAL CUSTOMERS - The late payment charge of 1.5 percent or \$4.80 (whichever is greater) of the unpaid balance of \$20.00 or more applies to each residential customer's bill when the previous month's bill has not been paid in full. The late payment charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill.

BUSINESS CUSTOMERS - The late payment charge of 1.5 percent or \$14.00 (whichever is greater) of the unpaid balance of \$20.00 or more applies to each business customer's bill when the previous month's bill has not been paid in full. The late payment charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill.

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The late payment charge is a penalty charge and does not relieve you of the obligation to pay the total amount due by the "Due-By-Date" of the bill.

The late payment date will not be less than twenty-two (22) days from the date of mailing.

7. How to pay your bill

You can mail your payment or pay at one of the Authorized payment Locations. When mailing your payment write the amount paid in the boxes on the remittance stub. Also, write your area code and telephone number on your check. Enclose your check and remittance stub in the return envelope and mail to: Frontier, PO Box 740407, Cincinnati, OH 45274-0407

8. Questions about your bill

a. If you have questions about your bill, please call your Service Representative at the phone number shown on your bill or write to us at: Frontier, P. O. Box 5166, Tampa, FL 33675.

b. If you still disagree:

1. You first must pay the undisputed amount to us by the "Due-By-Date", and

2. You must file a claim with the California Public Utilities Commission (CPUC) within seven (7) calendar days after we have notified you of the results of our investigation. This will avoid possible interruption of your service.

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R1 GENERAL REGULATIONS

R1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

B. Customer's Bills (Continued)

8. Questions about your bill (Continued)

c. To file a claim with the CPUC:

1. You must send an explanation of your claim and a check for the disputed amount to the CPUC, to be held as a deposit.
2. The CPUC only accepts deposits for matters, which relate to the accuracy of the bill. This does not include non-regulated products and services, or directory advertising.
3. The CPUC will review your claim and distribute the funds, based on its investigation.

The address of the CPUC is:

California Public Utilities Commission  
Consumer Affairs Branch  
505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102

9. Service Termination Notices

The Utility shall provide notices in writing to customers whose payments are overdue not less than 7 calendar days prior to terminating service for nonpayment.

Each termination notice shall include all of the following:

1. Utility's name.
2. The name and address of the customer, and the telephone number(s) associated with the delinquent account.
3. Information sufficient for the customer to identify what service(s) are to be terminated, and the delinquent amount(s). If basic service is to be disconnected, the notice shall state the minimum amount that must be paid to retain basic service.
4. The time or date by which payment, or arrangement for payment, must be made to avoid termination.
5. A toll-free telephone number to reach a Utility service representative who can provide customer assistance.
6. The telephone number of the Commission's Consumer Affairs Branch where the customer may direct inquiries.

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R1 GENERAL REGULATIONS

R1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

B. Customer's Bills (Continued)

9. Service Termination Notices (Continued)

If the notice is sent via text message to the device to be terminated, the terminating Utility will be deemed to have complied with this rule, providing the text message contains the information listed in 9 above.

A service termination notice is not required for termination of a non-tariffed service having reached either:

1. a usage or spending limit, prepaid or otherwise, that was arranged with the customer in advance; or
2. the end of a prepaid period of service known to and anticipated by the customer in advance.

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R1 GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION

A. Business Service

1. Establishment of Credit for Business Service - Temporary Service, Speculative Projects and Risk Services

An applicant for temporary telephone service, speculative projects and risk services with no unpaid balance from any previous service will be required to establish credit by payment of the deposit prescribed in Schedule Cal. P.U.C. No. R1 Rule No. 7, Deposits and Advance Payments before service is connected.

2. Establishment of Credit for Business Service - Other Business

Each applicant for telephone service will be required to establish credit by qualifying under any one of the following:

- a. Applicant is now or has been in the last two years, a customer of the Utility or any other telephone utility in California, for a similar class of service. Applicant has paid all bills for said service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months immediately prior to the date of the present application. The applicant will provide the Utility with the verifiable telephone number and, if applicable, the disconnection date of their other service.
  - b. Applicant is the owner of the premises upon which the Utility is requested to furnish service, or is the owner of other business real estate.
  - c. Applicant furnishes a guarantor satisfactory to the Utility to secure payment of bills for the telephone service requested in the application. The guarantor must meet qualifications shown in Residence Service, B.7. following.
  - d. Applicant's credit is otherwise established to the satisfaction of the Utility.
  - e. Applicant makes the deposit and advance payment, if required, as prescribed in Schedule Cal. P.U.C. No R1 Rule No. 7, Deposits and Advance Payments.
3. Reestablishment of Credit for Business Service - Temporary Services, Speculative Projects and Risk Services:
    - a. A customer whose service has been disconnected for nonpayment of bills or non-payment of an additional deposit will be required to pay any unpaid balance due the Utility for the service which is to be restored, to reestablish credit by making the additional deposit prescribed in Schedule Cal. P.U.C. No. R1 Rule No. 7, and to pay a "Reconnect Charge" as prescribed in Schedule Cal. P.U.C. No. R1 Rule No. 12, before service is restored.

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R1 GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION (Continued)

A. Business Service (Continued)

3. Reestablishment of Credit for Business Service - Temporary Services, Speculative Projects and Risk Services: (Continued)

- b. An applicant for temporary telephone service, speculative projects and risk services with an unpaid bill for any previous service will be required to pay such bills in full and to reestablish credit by making the deposit prescribed in Schedule Cal. P.U.C. No. R1 Rule No. 7, before service is connected.
- c. An applicant for temporary telephone service, speculative projects and risk services to be used in behalf of, or for the benefit of a candidate, a committee, an organization, person or persons will be required to pay any outstanding balance for any previous service that has been furnished for same.

4. Reestablishment of Credit - Other Business

- a. A customer whose service has been disconnected for nonpayment of bills will be required to pay any unpaid balance due the Utility for service which is to be restored, to reestablish credit by making the additional deposit prescribed in Schedule Cal. P.U.C. No. R1 Rule No. 7 and to pay a "Reconnect Charge" as prescribed in Schedule Cal. P.U.C. No R1 Rule No. 12 before service is restored. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Utility.
- b. An applicant who previously has been a customer of the Utility and during the last twelve months of that service, has had service temporarily or permanently disconnected for nonpayment of bills will be required to pay any unpaid balance due the Utility and to reestablish credit by making the deposit prescribed in Schedule Cal. P.U.C. R1 Rule No. 7.
- c. The Utility may not disconnect or deny service at premises where services provided to a prior customer were disconnected for nonpayment, except where it is found that the delinquent customer still has an interest in the business at that same location. The Utility may require a written statement from a new customer stating that the former customer at that address was and is not owner or partner in the business. In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the Utility by the previous customer(s) and shall also be liable for a deposit prescribed in Schedule Cal. P.U.C. R1 Rule No. 7.

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R1 GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION (Continued)

A. Business Service (Continued)

5. Limit of Credit for Toll Service - Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to the presentation of any special bills. The Utility may change the limit of credit applicable to a particular account and the customer shall be advised in writing of such change.

B. Residence Service

1. Establishment of Credit for Residence Service

Each applicant for telephone service will be required to establish credit by qualifying under any one of the following:

- a. Applicant is now, or has been in the last two years, a customer of the Utility or any other telephone utility in California, for a similar class of service. Applicant has paid all bills for said service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months immediately prior to the date of the present application. The applicant will provide the Utility with the verifiable telephone number and, if applicable, the disconnection date, of their other service.
- b. Applicant is the owner of the premises upon which the Utility is requested to furnish service, or is the owner of other local real estate.
- c. Applicant has been continuously employed by present employer (including military) for a period of one year or more, or is retired on pension.
- d. Applicant furnishes a guarantor satisfactory to the Utility to secure payment of bills for telephone service requested in the application.
- e. Applicant's credit is otherwise established to the satisfaction of the Utility.
- f. Applicant pays the deposit and advance payment if required, as prescribed in Schedule Cal. P.U.C. No. R1 Rule No. 7.



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R1 GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION (Continued)

B. Residence Service (Continued)

2. Reestablishment of Credit for Residence Service

a. A customer whose service has been disconnected for nonpayment of bills or nonpayment of an additional deposit will be required to pay any unpaid balance due the Utility for the service which is to be restored, to reestablish credit by making the additional deposit prescribed in Schedule Cal. P.U.C. R1 Rule No. 7 and to pay a "Reconnect Charge" as prescribed in Schedule Cal. P.U.C. R1 Rule No. 12 before service is restored. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Utility.

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b. An applicant who previously has been a customer of the Utility and during the last twelve months of that service, has had service temporarily or permanently disconnected for nonpayment of bills will be required to pay any unpaid balance due the Utility and to reestablish credit by making the deposit prescribed in Schedule Cal. P.U.C. R1 Rule No. 7.

c. The Utility may not disconnect or deny service at premises where services provided to a prior customer were disconnected for nonpayment, except where it is found that the delinquent customer still resides at the same premises. The Utility may require a written statement from a new customer stating that the former customer at the address was and is not a member of the household if either: (1) there have been permanent disconnections or abandonments of service without full payment at the same premises within the preceding 12 months; or (2) the Utility secures evidence from an external source that a fraudulent pattern of nonpayment is probable. In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the Utility by the previous customer and shall also be liable for a deposit prescribed in Schedule Cal. P.U.C. R1 Rule No. 7.

3. Limit of Credit for Toll Service - Each customer shall be informed on any limit on the amount of credit for monthly message toll service applicable to their account prior to presentation of any special bills. The Utility may change the limit of credit applicable to a particular account and the customer shall be advised in writing of such change.

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R1 GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION (Continued)

B. Residence Service (Continued)

4. Account Credit Classification, Billing and Collections - All accounts will be assigned to one of the following credit classifications based on applicable qualifications as shown below:

<u>Definition</u>	<u>Residence</u>	<u>Business</u>	<u>Criteria</u>
New	A	1	Up to one year of uninterrupted service
Good	B	2	Up to two years of uninterrupted service
Excellent	C	3	Over two years of uninterrupted service
Poor	D	4	Service that has been temporarily or permanently disconnected for nonpayment within the last 12 months or any disconnected service of the same class with an unpaid final bill over 45 days old
Cash Only	E	5	Service with a history of bad checks.

Applicants who have had verifiable prior or concurrent telephone service with any other California telephone utility in accordance with Schedule Cal. P.U.C, R1 Rule No. 6 will be assigned to Account Group 2, 3, 4 or 5 as indicated by the prior treatment or length of service.

R1 GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION (Continued)

B. Residence Service (Continued)

5. An account will be considered delinquent if the payment is not received by the Utility by the "Due-by-Date" shown on the bill.

a. For accounts with Credit Classifications as follows, the "Due-by-Date" will normally be the same as the next regular bill date.

<u>Definition</u>	<u>Residence</u>	<u>Business</u>
Good	B	2
Excellent	C	3

b. For accounts with Credit Classifications as follows, the "Due-by Date" will normally be 22 days from the date of presentation.

<u>Definition</u>	<u>Residence</u>	<u>Business</u>
New	A	1
Poor	D	4
Cash Only	E	5

6. Special Bill and Payment Notice - The Utility may submit, in written form, a special bill and payment notice to customers with excess message toll usage. Said Notice will require payment within seven (7) days of presentation. If the payment or an acceptable payment arrangement is not received by the date requested the Utility may temporarily disconnect service. The Utility may also temporarily disconnect service with no further notice if the payment arrangement is not subsequently fulfilled by the customer. Customers whose accounts are temporarily disconnected for nonpayment of Special Bill and Payment Notices are subject to all rules and schedules in this tariff normally applicable to accounts disconnected for nonpayment.

Excess message toll usage can be defined as follows and would make the account subject to receipt of a special bill.

<u>Definition</u>	<u>Residence</u>	<u>Business</u>	<u>Criteria</u>
New	A	1	When toll exceeds \$150.00 in less than a full billing period or when subsequent toll exceeds \$400.00
Poor	D	4	
Good	B	2	When toll exceeds \$400.00 in less than a full billing period and when toll is at least twice the customer's average monthly toll billing
Excellent	C	3	

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R1 GENERAL REGULATIONS

R1.6 RULE NO. 6 - CREDIT ESTABLISHMENT, REESTABLISHMENT AND ASSIGNMENT OF CLASSIFICATION (Continued)

B. Residence Service (Continued)

7. Guarantor - The Utility will accept a guarantee of payment in lieu of a deposit under the following conditions:
  - a. The guarantor must be a concurrent customer of the Utility for a similar class of service in Credit Group Class 2/3-B/C as applicable.
  - b. A guarantor may guarantee only one account except a parent or guardian may be a guarantor for more than one account when the accounts are for different children or wards.
  - c. The guarantor must complete and sign the Guarantor Form as shown in Standard Forms.
  - d. The guaranteed amount will be equal to the amount of the deposit requested from the applicant and will remain in effect for one year from the installation date of the service or until the applicant's credit is otherwise favorably established.
  - e. When the Utility is unable to collect a bill on a guaranteed account, the unpaid amount (not to exceed the guaranteed amount) shall be transferred to the account of the guarantor. This step shall be taken seven days from the date of presentation of a written notice to the guarantor requesting payment. The amount transferred to the guarantor's account shall be subject to all rules and schedules in this tariff normally applicable to past due accounts or temporarily disconnected accounts.

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R1 GENERAL REGULATIONS

R1.7 RULE NO. 7 - DEPOSITS AND ADVANCE PAYMENTS

- A. Advance Payments - A new applicant for service may be required to pay in advance of installation an advance payment for the applicable service connection, installation and programming fees for service ordered.

Existing customers who apply for additional service or changes in their existing service may be required to make advance payments as described above.

B. Deposits

1. Collection of Deposits - The Utility may, in order to safeguard its interests, require an applicant to make a suitable deposit to be held as a guarantee of the payment of charges. In addition, an existing customer may be required to make a deposit or to increase a deposit presently held.
2. The Utility may require a deposit to establish or re-establish service if and only if an applicant for service is unable to demonstrate acceptable credit to the satisfaction of the Utility. The Utility may not require for its own benefit a deposit for services provided by another Utility, or refuse to accept a deposit in lieu of demonstrating satisfactory credit.
3. Failure to provide a social security number shall not be cause for requiring a deposit.

C. Amounts of Deposits to Establish Credit

1. For Residence Service the deposit amount will be equal to twice the estimated or typical monthly bill for recurring and usage charges for basic service. The Utility may require an additional deposit for services it provides other than basic service. One exception to this rule is for California LifeLine customers, who are not required to submit any deposits if Toll Restriction is added to their line at no charge.
2. For Business Service the deposit will be an amount equal to 2 1/2 times the estimated average monthly bill. This amount to include an estimate of message toll usage.

D. Balance Found Owing to a Previous Serving Utility in California Participating in the Centralized Credit Check System. (Residence Service only)

1. The Utility may require a new applicant for residence service or an existing residence customer to make an additional or separate deposit of 25% of a balance found owing to a previous serving utility, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts.

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R1 GENERAL REGULATIONS

R1.7 RULE NO. 7 - DEPOSITS AND ADVANCE PAYMENTS (Continued)

- D. Balance Found Owing to a Previous Serving Utility in California Participating in the Centralized Credit Check System. (Residence Service only) (Continued)
2. If the customer does not fully pay the previous serving utility within thirty (30) days, the deposit may be increased to a maximum of 75% of the balance found owing, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts.
  3. The Utility will send a written notification of deposit requirements due in accordance with the provisions of D.1. preceding and D.2. above. If the deposit in D.1. preceding is not received by the Utility within fifteen days of the date of presentation; the Utility may disconnect service without further notification.
  4. For those customers who have paid the initial deposit within fifteen days, but have not fully paid the previous utility within the thirty days as stated in D.2. above, the Utility will send a written notice requesting the additional deposit. If the Utility fails to receive the additional deposit within seven days of the date of presentation, the Utility may disconnect service without further notification.
- E. Amount of Deposit to Re-establish Credit for Residence or Business Service - An amount equal to twice the estimated or typical monthly bill for recurring and usage charges for basic service.
- F. The Utility may require an additional deposit for services it provides other than basic service.
- G. Amount of Deposit - Temporary Service, Speculative Projects and Risk Service
1. The amount of deposit required to establish or re-establish credit is an amount equal to the estimated billing for two months for basic service, or the duration of the service if less than two months. This amount may be a cash deposit, a non-cancelable letter of credit, or a combination of these, at the option of the Utility. The Utility may require an additional deposit for service it provides other than basic service.
  2. If, at any time after service is established, the deposit is less than an estimated future two months billing, or the duration of the service if less than two months, based on bill and unbilled charges, the customer shall pay upon demand, an additional deposit equal to the estimated billing increase. The additional deposit may be a cash deposit, a non-cancelable letter of credit, or a combination of these at the option of the Utility. If the additional deposit is not paid within seven days, the service shall be temporarily disconnected without further notice.

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R1 GENERAL REGULATIONS

R1.7 RULE NO. 7 - DEPOSITS AND ADVANCE PAYMENTS (Continued)

H. Interest on Deposits

1. Simple interest at the rate of seven percent per annum computed at 7/12th of one percent per month will be paid on deposit held by the Utility provided service has been continuous and all bills for telephone service have been paid within the period as set forth in Rule No. 7.
2. Interest will not be paid if deposit is held less than one full month.

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I. Return of Deposits - The Utility will refund the deposit in accordance with the following:

1. Temporary Service, Speculative Projects and Risk Services - Deposits may be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills for any temporary service of the customer and the balance, if any, will be refunded.
  - a. Deposits collected as set forth preceding may be retained by the Utility for (12) twelve consecutive months and will be returned at the end of that period with interest. Upon discontinuance of telephone service, the Utility will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service and the customer will be so advised.
2. Other Service
  - a. When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
  - b. When the customer's credit may be otherwise established in accordance with Schedule Cal. P.U.C. No. R1 Rule No. 6, and upon the customer's request for return of the deposit with interest.
  - c. Upon discontinuance of telephone service, the Utility will refund deposit amounts associated with basic service, with interest, after one continuous year of timely payments for basic service, and not later than 30 days after basic service is disconnected. Utilities shall refund deposits associated with other services not later than 120 days after service is discontinued.
  - d. After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.

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R1 GENERAL REGULATIONS

R1.8 RULE NO. 8 - PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

- A. Priority of Service Application - Application for service will be completed in accordance with the customer request and available facilities in so far as practicable except in the case of applications for service where serious sickness, public safety, public necessity, or war conditions are involved which will be given priority over all other applications.
- B. Supersedure - A supersedure is the transfer of a business or residence customer's complete service, including the telephone number, from one party to another with no change in class, type or grade of service and including the responsibility for payment of outstanding charges against the service. A supersedure may occur whenever one party relinquishes the telephone number and established service to another party.
  - 1. Incoming customer responsibility
    - a. The incoming customer must qualify for service according to Schedule Cal. P.U.C. R1 Rules No. 6 and 7 of this tariff. Connection charges as shown in Section 2 of the Service Catalog also apply.
    - b. The incoming customer must assume responsibility for outstanding indebtedness in connection with the service, including any previous balance or toll charges. If an agreement for telephone directory advertising is in place in connection with the above-mentioned service, responsibility for payment of that agreement is also assumed.
  - 2. The outgoing customer must relinquish any interest in and use of the telephone number.
  - 3. Mutual responsibility
    - a. Both incoming and outgoing customers must sign the request for Supersedure Form. (As shown in Standard Forms.)
    - b. Both incoming and outgoing customers agree to hold the Utility free and harmless of and from any loss, damage and/or liability, which may result from such supersedure.



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R1 GENERAL REGULATIONS

R1.9 RULE NO. 9 - NOTICES

Any notice the Utility may give to a customer supplied with service by the Utility shall be given to the customer, or his authorized representative, in writing in accordance with regularly filed tariffs. Written notice will be postage prepaid, addressed to the customer at the billing address for telephone service.

Notice from a customer to the Utility may be given orally or written, by the customer, or authorized representative, to any authorized representative of the Utility in accordance with regularly filed tariffs.

Notices required in these Rules shall be in writing by one or a combination of bill inserts, notices printed on bills, or separate notices sent by first class mail. In each case, an electronic notice may be substituted where the customer has agreed to receive notice in that manner. Notice by first class mail is complete when the document is deposited in the mail; and electronic notice is complete upon successful transmission (as defined in Cal. Civil Code § 1633.15(b)). Every notice in whatever form shall be legible and printed in the equivalent of 10-point or larger type.

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R1 GENERAL REGULATIONS

R1.10 RULE NO. 10 – ISSUANCE AND PAYMENT OF BILLS

A. The customer of service is responsible for the payment of all exchange, toll and other charges applicable to service made in accordance with the Utility's schedules of Rates and Rules and Regulations.

B. Issuance of Bills

1. Local Exchange Service - Bills for local exchange service for the period specified in the rate schedule may be issued in advance and are payable in advance.
2. Toll Service in Conjunction with Local Exchange Service - Bills for toll service will be issued in arrears and in general, will be presented with the monthly bills for exchange service; however, where it appears necessary or advisable, toll bills may be issued at more frequent intervals.
3. Toll Service in Conjunction with Paystation Service - Bills for toll service will be issued in arrears and will be presented with the monthly bills for exchange service.

C. Service Connection Charges

Bills for service connection charges will be issued in arrears, billed in the next billing period and may be billed in three equal installments.

D. Billing Period

Bills for exchange and toll service will be issued as nearly practicable at regular intervals. Except as otherwise stated, the regular billing period will be one month, based on a 30 day month.

E. Payment of Bills

Payment of bills for telephone service shall be mailed or made at the Utility designated office(s) or to a duly authorized collector or payment agency of the Utility. Regular business hours at the Utility's payment processing centers, which receives mailed payments, are Monday through Friday, 8:00 a.m. to 6:00 p.m. The Utility shall credit payments effective the business day payments are received by the Utility or its agent. All charges for exchange and toll service are payable only in legal U. S. currency. Electronic and credit card payments are processed out of the Utility's data center until 5:00 PM (Eastern Standard Time) daily (excluding Holidays and Weekends). Deposits for the establishment or re- establishment of services are payable before service is installed or restored. Service connection charges may be payable at the time application for the particular service is made.

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R1 GENERAL REGULATIONS

R1.10 RULE NO. 10 - ISSUANCE AND PAYMENT OF BILLS (Continued)

E. Payment of Bills (Continued)

Where a customer is offered and agrees to an alternative payment plan, the Utility must provide confirmation of the terms in writing if the customer so requests.

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Section 5 of the Service Catalog for rates and special conditions.

1. Bills are due when issued and become delinquent if not paid by the "Due by Date" on the front of the bill.

Bill Date:

- If the bill date falls on a Sunday or on a holiday, which is observed on a Monday, the bill date shall be the first non-holiday day following such Sunday or holiday.
  - If the bill date falls on a Saturday or on a holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the bill date shall be the last non-holiday day preceding such Saturday or holiday.
2. If a bill is not paid, the Utility will send a notice indicating past due status and intent to temporarily disconnect service.
  3. If the outstanding bill has not been paid by the termination date shown, the customer will be temporarily disconnected the following day.
  4. If a customer has been temporarily disconnected for non-payment, all charges, including the outstanding bill amount and any applicable deposit, must be paid in full prior to re-establishment of service. Reconnect Charges may be billed.
  5. On the tenth calendar day after a customer has been temporarily disconnected for non-payment, and full payment has not been received, the service will be permanently disconnected.

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R1 GENERAL REGULATIONS

R1.10 RULE NO. 10 - ISSUANCE AND PAYMENT OF BILLS (Continued)

E. Payment of Bills (Continued)

6. Late Payment Charge

Late Payment Charge - Also see Definition of Terms shown in Schedule CAL P.U.C. No. R1.1.

RESIDENTIAL CUSTOMERS - The late payment charge of 1.5 percent or \$4.80 (whichever is greater) of the unpaid balance of \$20.00 or more applies to each residential customer's bill when the previous month's bill has not been paid in full. The late payment charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill.

BUSINESS CUSTOMERS - The late payment charge of 1.5 percent or \$14.00 (whichever is greater) of the unpaid balance of \$20.00 or more applies to each business customer's bill when the previous month's bill has not been paid in full. The late payment charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill. (l)

The late payment charge will apply if payment in full is not received at the Utility or one of its authorized payment locations by the late payment date printed on the bill.

The late payment date will not be less than 22 days from the date the bill is mailed by the Utility. When a customer claims that the late payment date was less than 22 days from the date of mailing, the Utility will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than 22 days from the date of mailing, the customer will be allowed at least 22 days from the date of actual mailing in which to make payment before a late payment charge is imposed.

If a late payment charge appears on a customer's bill even though the payment was received by the Utility or an authorized payment location prior to or on the late payment date upon customer request, the fee will be reversed and a credit will appear on the customer's next bill. This provision may be applicable to payments that are received, however, cannot be processed in a timely manner due to the lack of customer information being submitted with payment.

Upon notification of disputed charges on the bill, the Utility may temporarily suspend the application of the late payment charge to the disputed portions of the bill that are unpaid. If the Utility resolves the billing dispute in favor of the customer, no late payment charge will apply to the disputed amount. If the Utility resolves the billing dispute in favor of the Utility and payment of the disputed amount has been withheld, the Utility will notify the customer and payment of the disputed amount is due by the due date of the next issued bill. Failure to pay the disputed amount will result in a late payment charge being assessed as set forth in this tariff.

In the event the Utility determines that the customer's billing claim was made in bad faith, the Utility reserves the right to reinstate any appropriate late payment charge from the original late payment charge date.

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R1 GENERAL REGULATIONS

R1.10 RULE NO. 10 – ISSUANCE AND PAYMENT OF BILLS (Continued)

E. Payment of Bills (Continued)

7. Final bills, special bills, bills issued upon vacating premises, or bills issued to persons discontinuing exchange service, are payable upon presentation.

F. Adjustment of Bills

1. First and final bills which bill for more or less than a 30 day period will be prorated for the actual number of days of service based on a 30 day month.
2. When the period for which service is taken is less than one month, except for non-recurring charges, the minimum charge will be equal to a 30-day month.
3. Services which are temporarily disconnected will be subject to the regular monthly rate until service is restored, not to exceed 10 calendar days (as shown in E.5. preceding under Payment of Bills).
4. When payment of a bill or deposit is made by check, and the check is returned unpaid for any reason, a charge of \$ 10.00 will apply for each returned check. This charge will apply on a per check returned basis only, regardless of the number of accounts to which payments were applied.
5. West Coast Market - Returned Check Charge of \$15.00 is applicable for each check returned by a bank to the Company for the reasons of insufficient funds or a closed account. (N)  
|  
(N)

G. Back Billing

1. Exchange Service Billing - A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
2. Intrastate Message Toll Billing - The correctness of intrastate message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a customer's bill.
  - a. A bill shall not include any previously unbilled charge for intrastate service furnished prior to three months immediately preceding the date of the bill.
  - b. This limitation on backbilling does not apply in cases involving customer fraud.
  - c. A bill may include charges for collect credit card and third number calls placed within a period of five months preceding the date of the bill.
  - d. Calls which cannot be billed initially due to incomplete billing information can be rebilled within a period of five months.

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R1 GENERAL REGULATIONS

R1.10 RULE NO. 10 – ISSUANCE AND PAYMENT OF BILLS (Continued)

H. Payments by Credit Cards

Customers have the option of paying their bill, paying a deposit or an advanced payment required by the Utility using an authorized credit card or debit card that is accepted by the Utility. Transactions will be posted to the customer's account within 3 business days.

I. Other Payment Options

Other forms of payment such as electronic payment check or debit cards are available as alternate payment methods to customers. The utility does not charge the customer a fee for these services. However, if the customer has enrolled with a vendor for these services, the vendor may charge the customer a fee. The Utility may charge or modify these alternative payment options at its discretion. The customer is responsible for paying their bills in accordance with the rules and regulations contained in the Utility's tariff.

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R1 GENERAL REGULATIONS

R1.11 RULE NO. 11 - DISPUTED BILLS

When a customer and the Utility fail to agree on a bill for telephone service and the disputed amount is not paid by the "Due By Date" shown on the bill, the Utility shall investigate the charge(s) the customer has informed the Utility are in question, and shall reach a determination and communicate it to the customer within 30 days. During the time the investigation is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the customer prevails, then no late charge or penalty may be imposed on the amount in dispute. The Utility may not disconnect service to a customer before seven calendar days after the date the Utility notifies the customer in writing of the results of its investigation. In no event shall the Utility disconnect service prior to the due date shown on the bill. The Utility will notify the customer in writing:

- A. That in lieu of paying the disputed amount he may deposit with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102 the amount claimed by the Utility to be due.
- B. That checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission.
- C. That upon receipt of the deposit the Commission will notify the Utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
- D. That service will not be discontinued for nonpayment of the disputed amount when deposit has been made with the Commission pending the outcome of the Commission's review. During the time any carrier access billing review is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge.
- E. That failure of the customer to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of his service without further notice.
- F. That, if before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the Utility to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of his service in accordance with Schedule Cal. P.U.C. R1 Rule No. 12.

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R1 GENERAL REGULATIONS

R1.11 RULE NO. 11 - DISPUTED BILLS (Continued)

G. Overcharge Penalty

1. If the customer disputes the bill on or before the bill date and pays only the undisputed amount on or before the bill date, and
  - a. The billing dispute is resolved in favor of the Utility, any payments withheld pending settlement of the dispute shall be subject to the late payment charge; or
  - b. If the billing dispute is resolved in favor of the customer, no late payment charge will apply to the disputed amount.
2. If the customer pays the disputed amount to the California Public Utilities Commission (CPUC) on or before the bill date and the dispute is resolved in favor of the customer, the late payment charge will not be applied to the disputed amount.

(T)

Note: Applicable to bills with 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 on and after November 17, 2001.



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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE

Customer's Request for Service Disconnection - A customer may have telephone service disconnected by giving notice to the Utility. The Utility will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

The Utility will hold a customer about to vacate premises responsible for all service issued up to and including the date service is to be disconnected, or the date the Utility discovered the removal.

- A. Non-payment of Bills - All Classes, Types and Grades of Exchange and Toll Service, and all Private Line and Private Line like-services.
1. Bills shall be considered past due (delinquent) and service may be temporarily or permanently disconnected for the nonpayment of said bill for the service furnished, provided:
    - a. The bill has not been paid within the period specified below:
      1. By the "Due-By-Date" shown on the bill or,
      2. If not shown, twenty-two (22) calendar days after date of presentation of monthly bills, special bills, and all other bills, or
      3. Thirty (30) calendar days after date of presentation when bills are issued annually and,
    - b. The Utility first gives notice of such delinquency and impending termination at least seven (7) calendar days prior to the proposed termination by first class mail addressed to the customer of record.
    - c. Further, the Utility will not disconnect service on any Saturday, Sunday or legal holiday observed by the Utility.
    - d. Basic exchange service may not be disconnected on any day Utility service representatives are not available to assist customers.
  2. Basic Service will not be disconnected for nonpayment of optional services, local toll, deregulated services (defined in A.5, below), 900 and 976 calls, and interexchange services including intrastate intraLATA, intrastate interLATA, interstate, and international toll. Toll calls may be restricted if not paid and optional services may be discontinued. Basic Service is defined in CPUC Decision D96-10-066, Appendix B, page 5, as residential and single-line business, Flat Rate and/or Measured Rate. Nonpayment amounts include government fees and taxes calculated on those services that are remitted to the government.

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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE (Continued)

A. Non-payment of Bills - All Classes, Types and Grades of Exchange and Toll Service, and all Private Line and Private Line like-services. (Continued)

3. If service is disconnected, the delinquent amount must be paid, in addition to a charge to reconnect the service. Subscribers may also be required to pay a deposit. Toll service and optional services will be restored once the delinquent balance, applicable Service Charges in Section 2 of the Service Catalog, and deposit (if required) are paid. (T)

4. If the subscriber pays only a portion of the bill, the amount will be applied first to the Basic Service arrears, second to the Basic Service current, third to all other arrears amounts, and fourth to any other current amounts. Basic Service is defined in CPUC Decision D96-10-066, Appendix B, page 5, as residential and single-line business, Flat Rate and/or Measured Rate.

5. Deregulated services, as mentioned in 2, preceding, are also referred to as nonregulated services, and are those services not filed in the Utility's tariffs, or regulated by the California Public Utilities Commission. Such charges include directory advertising, Internet charges, frontier wire maintenance, and telephone equipment rentals.

6. California LifeLine Disconnection is prohibited for nonpayment of toll charges.

B. Application of Unused Portion of Prepayments or Deposits for Telephone Service

Telephone service will be temporarily or permanently disconnected and the amount of the charges therefore will be charged against the deposits on hand, any amount of unused deposit will be returned to the customer but in no case in less than the above prescribed number of days after the first day of presentation of that bill.

C. Former or Concurrent Service

A customer's telephone service may be temporarily or permanently disconnected for nonpayment of a bill for the same class of service (residence or business) previously or concurrently furnished at a location served by the Utility, provided said bill is not paid within twenty-two (22) days after the date of presentation at the location of the new or existing service. The written seven (7) day notice required above is applicable prior to disconnection of a customer's telephone service.

D. Joint-User Service

The Utility may refuse to establish joint-user service or it may disconnect an existing joint-user service where the joint-user or person or concern desiring joint-user service is indebted to the Utility for business telephone service previously furnished.

E. Residential service will not be disconnected because of nonpayment of bills for other classes of service.

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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE (Continued)

F. Under no circumstances may service be disconnected for nonpayment of a bill to correct for previously billed incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

G. Disputed Bills

In the case of a billing dispute between a customer and the Utility, the Utility shall investigate the charge(s) the customer has informed the Utility are in question, and shall reach a determination and communicate it to the customer within 30 days. During the time the investigation is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the customer prevails, then no late charge or penalty may be imposed on the amount in dispute.

The Utility may not disconnect service to a customer before seven calendar days after the date the Utility notifies the customer in writing of the results of its investigation. In no event shall the Utility disconnect service prior to the due date shown on the bill.

In case of a dispute between the customer and the Utility as to the correct amount of a bill issued by the Utility for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer may deposit with the "California Public Utilities Commission"(CPUC) Consumer Affairs Branch at its office at 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, the disputed amount claimed by the Utility to be due. The CPUC e-mail address is: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov), the phone number is 1-800-649-7570, and the TDD is 1-800-229-6846. Deposit checks, money orders, etc., must be made payable to the "Public Utilities Commission, State of California. Upon receipt of said deposit, the Commission will investigate the complaint and communicate its findings to the parties.

Failure on the part of the customer to make such deposit with the CPUC with fifteen days after notice by the Utility that such deposit must be made or service may be disconnected, shall warrant the Utility in disconnecting the service without further notice.

If the customer complaint concerns interstate or international calling, the customer can write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov), or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online, at [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE (Continued)

- H. Unsafe or Prohibited Facilities, Appliances or Apparatus - The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances, or apparatus on such premises are found to be unsafe, and may refuse to furnish telephone service on such premises until the applicant or customer shall have remedied the unsafe condition.
- I. Service Detrimental to Other Customers - The Utility will not establish service, which will be detrimental to the service of its other customers, and will disconnect telephone service to any customer utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the Utility to cease so doing.
- J. Fraud
1. The Utility shall have the right to refuse or to disconnect telephone service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the Utility. The notice and disconnection requirements defined in the Utility's tariff do not apply where the customer's acts or omissions demonstrate an intention to defraud the Utility or threaten the integrity or security of the utility's operations or facilities.
  2. The Utility may refuse, toll restrict, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer include fraudulently placing and receiving calls that have patterns that are similar to documented calling patterns of known fraudulent acts.
  3. Reasons for refusal, suspension, discontinuance, or restriction of service due to fraud may include, but are not limited to, the following:
    - Abuse or fraudulent use of the telephone service or service arrangements.
    - The fraudulent use of another's identity.
    - The furnishing of false credit information, including but not limited to, using a false billing name to establish telephone service.
    - Providing false information regarding the applicant's identity, address, credit worthiness, past or current use of communications services or its planned use of the services.
    - Use of any fraudulent means or device whatsoever.

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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE (Continued)

J. Fraud (Continued)

4. The Utility will attempt to contact the customer by telephone prior to toll restricting, suspending, or discontinuing their service or service arrangements due to fraud. If the Utility is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is toll restricted, suspended, or discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal. P.U.C. No. R1.11, preceding.

The toll restriction, suspension, or discontinuance of service may be rescinded if the customer meets the criteria set forth by the Utility, including validation of identification (e.g., proof of business documentation), brings the account current and if applicable pays a security deposit as provided by Schedule Cal. P.U.C. No. R1.7, preceding.

5. Regardless of the class of service, a business or residence service or service arrangement may be disconnected without prior notice if the Utility finds that the previous service was disconnected for fraud and the same individual still resides at or occupies the premises. Proof of business documentation, customer identification, and payment of the outstanding debt and a security deposit in accordance with Schedule Cal. P.U.C. No. R1.7.B, preceding, may be required to rescind the action of the Utility. This provision will not apply to existing services billed to other customers at the location, when the existing services have run concurrently with the fraudulent service, unless the existing services are part of the fraudulent service.

6. If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service), where technically available.

The customer will continue to receive dial tone but attempts to place calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited, where technically available.

7. The Utility will take the following safeguards to ensure that a service or service arrangement is appropriately discontinued:

- Ascertain the validity of the customer's identity.
- Verify the credit information used to establish the account.
- Confirm the customer's payment history.
- Review the customer's calling patterns and compare them to known fraudulent patterns. Examples of calling patterns include:
  - the volume of calls,
  - the methods used to place and receive calls,
  - the destination of the calls,
  - the duration of the calls and
  - use of service arrangements.

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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE (Continued)

J. Fraud (Continued)

8. Fraudulent situations include those instances where it is confirmed that a new business or residence customer (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; or (b) with intent to defraud, continued to use services provided to a prior customer who is no longer occupying the address.
9. The Utility will exercise its authority to discontinue, suspend, or toll restrict service or service arrangements only after review and concurrence by the Utility.
10. Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Section J of this schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time during which the customer was out of service. A minimum of one month's credit will be offered to the customer.

K. Failure to Establish or to Re-establish Credit or Pay a Required Deposit

1. If, for any applicant's convenience, the Utility provides telephone service before credit is established, or continues service to a customer pending re-establishment of credit in accordance with Rule No. 6 and he fails, upon written notice, to establish his credit, the Utility may disconnect service but not sooner than seven (7) days after giving notice.
2. The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in Schedule Cal. P.U.C. R1 Rule No. 7 preceding but not sooner than fifteen (15) days after giving written notification within 10 days.

L. Non-Compliance with the Utility's Rules - The Utility may disconnect service if a customer fails to comply with any of the rules herein, provided such failure is not remedied within a reasonable time, after due written notice has been given, except as otherwise provided in the rules. Except as provided by these rules, the Utility will not temporarily or permanently disconnect telephone service to any customer for violation of any rule except upon written notice of at least five (5) days advising the customer in what particular such rule has been violated for which telephone service will be disconnected if the violation is not remedied. Such notice shall also advise the customer of the provision of Schedule Cal. P.U.C. R1 Rule No. 11, Disputed Bills, and shall advise the customers that they can invoke these provisions if unable to resolve the dispute with the Utility. This notice may be waived in case of an emergency or in the event of the discovery of a dangerous condition on the customer's premises or in the case of the customer's utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises, thus issuing the immediate disconnection of service to the premises imperative.

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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE (Continued)

- M. Revocation of Permission to use Property - If the Utility's service facilities to the customer are installed on property other than the customer's property and the owner of such property revokes his permission to use it, the Utility shall have the right to disconnect service upon ten (10) days written notice, without obligation or liability to the customer. If service is disconnected under these conditions, the customer may have service re-established under the provisions of Schedule Cal P.U.C. R1 Rule 17 or Section 2 of the Service Catalog.
- N. Service not to be Immediately Used - The Utility may refuse the installation of service that is not to be used within a reasonable period after installation.
- O. Abusive Language by Customers - The Utility may disconnect the telephone service of any customer who uses vile, abusive or profane language, or impersonates any other individual with fraudulent intent, over any line connected to the Utility's system, after the customer has been advised of the fact.
- P. Directory Advertising Charges - A customer's telephone service will not be temporarily or permanently disconnected for failure of that customer to pay charges for advertising in the telephone directory.
- Q. Impairment of Service - If a customer uses his service or equipment in connection with a plan which causes an unusually large volume of calls to be made to such customer at or about the same time with the result that the service to others is interfered with, the Utility will notify in writing said customer of the problem and the customer shall then take action to modify such plan so that the problem will be eliminated, or the customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the customer's right to submit the matter to the CPUC for review. Should the customer not take remedial action within five (5) days, and a second impaired service condition arises, the Utility may disconnect the service without further notice.
- R. The Utility has the right to refuse telephone service to any premises and at any time to disconnect telephone service, if it finds it necessary to do so to protect itself against abuse. Abuse of service includes, without limiting the generality of the foregoing, the use of service or facilities of the Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge.
- S. Returned Check Charge - If a check received for a deposit as set forth in Schedule Cal P.U.C. R1 Rule No. 7 preceding, is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge are paid or, if already connected, will be disconnected until the amount of the check, the Reconnect Charge and the Returned Check Charge of \$10.00 as set forth in Schedule Cal P.U.C. R1 Rule No. 10 preceding is paid.

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R1 GENERAL REGULATIONS

R1.12 RULE NO. 12 - DISCONNECTION AND RESTORATION OF SERVICE (Continued)

- T. Returned Check Charge - West Coast Market – A Returned Check Charge of \$15.00 is applicable for each check returned by a bank to the Company for the reasons of insufficient funds or a closed account.
- U. Temporary Disconnect - Reconnect Charge - The Utility may collect a reconnect charge as set forth in Section 2 of the Service Catalog when restoring service, which has been temporarily disconnected. (T)
- V. Permanent Disconnect - Service connection charges as set forth in Section 2 of the Service Catalog apply when restoring service, which has been permanently disconnected in accordance with the provision of this rule.
- W. The Utility shall, to the extent permitted by existing technology or facilities, provide every residential telephone connection, with access to 911 emergency service regardless of whether an account has been established. The Utility shall not terminate such access to 911 emergency service for non-payment of any delinquent account or indebtedness owed to the Utility.



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R1 GENERAL REGULATIONS

R1.13 RULE NO. 13 - RATES AND OPTIONAL RATES

The rates to be charged by and paid to the Utility for telephone service will be the rates legally in effect and on file with the California Public Utilities Commission. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a point within that territory where they will be available for public inspection during regular business office hours. A notice, indicating the point at which such schedules are available, will be posted in a conspicuous place in each of the Utility's offices where patrons receive attention.

Where there are two or more rate schedules applicable to any class of service, the Utility, or its authorized employees, will call applicant's attention at the time application is made, to the several schedules, and the customer may designate which rate or schedule he desires.

The Utility shall notify all affected customers at least 30 days in advance of every proposed change in its customers' tariffed service agreements or non-term contracts that may result in higher rates or charges or more restrictive terms or conditions. The customer notice shall present in a clear and conspicuous manner the following statement: "Your Rates, Terms or Services Have Changed", and shall describe the current and proposed rates, terms or conditions, as appropriate. Where required by D.07-09-019 (or General Order 96-B, when issued), the notice must also describe the reason for the proposed change to a rate or charge and state the impact of the change in dollar and percentage terms.

In the event a customer desires service under a schedule other than that applicable to his present service, the rates for the new service will be applied on the effective date of the change.

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R1 GENERAL REGULATIONS

R1.14 RULE NO. 14 - TEMPORARY SERVICE

- A. The Utility will, if no undue service impairment to its existing customers will result there from, furnish temporary service, seasonal, intermittent or service to speculative projects under the following conditions:
1. The applicant shall pay, in advance or otherwise as required by the Utility, the estimated cost installed plus the estimated cost of removal, less the estimated salvage of the facilities necessary for furnishing service.
  2. The applicant shall establish credit as required by Schedule Cal P.U.C. R1 Rule No. 6, except that the amount of deposit prescribed in Schedule Cal P.U.C. R1 Rule No. 7 shall not exceed the estimated bill for the duration of service.
- B. Change to Permanent status
1. If temporary, seasonal, or intermittent telephone service is provided to a customer on a continuous, basis for a period of 36 consecutive months from the date telephone service was first provided under this rule the service shall be classified as permanent and the payment made in excess of that required for permanent service or under the line extension schedule for permanent service shall be refunded.
  2. If at any time the character of a customer's operations changes so that in the opinion of the Utility the customer's service may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded to the customer immediately.
- C. Refunds
1. The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the line extension schedule in effect at the time temporary service was first issued to the customer, or the present line extension schedule whichever is less restrictive to the customer.
  2. Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced, except for the amount of deposit made in accordance with Schedule Cal. P.U.C. R1 Rule No. 7, to establish credit.

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R1 GENERAL REGULATIONS

R1.15 RULE NO. 15 - INTERRUPTIONS OR SERVICE OUTAGES

A. Credit Allowance for Interruption of Service

1. At the customer's request, the Utility will credit the customer's account any time when telephone lines are out of service, not due to misconduct by the customer, when such period extends beyond a minimum 24-hour period, beginning from the time the out of service condition is reported or detected. Should the out of service condition extend to successive 24-hour periods, the credit will continue to apply. In no case will the credit allowance exceed the total fixed charges for the regular billing period. (C)
2. The credit allowance is figured based on a single day proration of the fixed monthly rate in question and multiplied by the number of 24-hour periods of outage recorded.

B. Temporary Suspension for Repairs

1. The Utility shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Utility will give the customers who may be affected as reasonable notice as circumstances will permit, complete the work as quickly as possible, and if practicable, at times that will cause the least inconvenience.
2. When the Utility is repairing or changing its facilities, it shall take appropriate precautions in order to avoid unnecessary interruption of conversations or customer's service.

- C. The Utility shall not be liable for errors in transmitting, receiving, or delivering oral messages by telephone over the lines of the Utility and connecting utilities.

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R1 GENERAL REGULATIONS

R1.16 RULE NO. 16 - OWNERSHIP AND USE OF TERMINAL EQUIPMENT ON CUSTOMER'S PREMISES

- A. The Utility will furnish and maintain facilities necessary to provide access from the central office switching point up to and including termination on the customer's premises at the local loop demarcation point (LLDP).
- B. The customer may furnish terminal equipment for connection to Utility owned facilities provided proper notification has been provided to the Utility. If unauthorized attachment or connection is made, the Utility shall have the right to remove or disconnect the same, or to suspend the service during the continuance of said attachment or connection, or to terminate the service.
- C. The responsibility for the maintenance of customer-provided terminal equipment is strictly that of the customer. Should trouble arise and the problem be determined as originating in the equipment provided by the customer, service calls to the customer premises shall be billed to the customer in accordance with the Utility's applicable tariffs.
- D. The customer shall be responsible for installation, changes, retermination, rearrangement, activation, move or removal and maintenance of any inside wiring and associated jack(s) on the customer's side of the LLDP.
- E. Non-utility installers are not permitted to install demarcation devices without an agreement with the Utility, in accordance with Cal. P.U.C. Decision 90-06-069, dated June 20, 1990.
- F. Network Terminating Wire (NTW) will be furnished, installed, and maintained by the Utility. The Utility will connect its facilities at the LLDP to Inside Wire or Intrabuilding Network Cable furnished and installed by others.
- G. The Utility will determine the type of NTW and the location of protective apparatus and other associated equipment at the LLDP within a building. The Utility will determine the method of installation of the NTW.
- H. The applicant/customer shall provide or arrange for the preceding items where determined necessary by the Utility for the installation, maintenance and removal of NTW. These items shall be without cost to the Utility and in accordance with the Utility's standards and applicable laws, ordinances, rules and regulations of public authorities.

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R1 GENERAL REGULATIONS

R1.16 RULE NO. 16 - OWNERSHIP AND USE OF TERMINAL EQUIPMENT ON CUSTOMER'S PREMISES (Continued)

- I. The provisions above, shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Utility in the service for which they are furnished under the tariffs, provided any such device so used would not endanger the safety or Utility employees, or the public; damage, require a change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Utility, or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telephone system or otherwise injure the public in its use of the Telephone Utility's services.
  
- J. Except as otherwise provided in the tariffs, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Utility with any other communication line or channel of the Utility or of any other person.

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R1 GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER

A. General

1. Except as otherwise provided in these Rules, the Utility will, at its expense, construct, own and maintain all facilities up to and including the Utility Local Loop Demarcation Point (LLDP) necessary to serve applicants in accordance with its rates, rules and current construction standards, provided dedicated streets are available or acceptable easements can be obtained without charge or condemnation.
2. Where an applicant requests a route or type of construction which is feasible but differs from that determined by the Utility, and the Utility concurs, he will be required to pay the estimated additional cost involved.(1)
3. In lieu of all or part of the payment the applicant may furnish such materials or perform such work, as may be mutually agreed upon between the Utility and the applicant. Upon acceptance by the Utility, ownership of any materials so furnished shall vest in the Utility except that portion of underground supporting structures located on private property.
4. Charges for line extensions and service connections in all Exchange Areas are set forth in Section 2 of the Service Catalog and Rule 22 of the Tariff, Line Extension and Service Connection Charges in Suburban Areas. (T)
5. Line extension and service connection provisions for Temporary or Speculative Service are set forth in Schedule Cal. P.U.C. R1 Rule No. 30, Temporary Service. For definition of Temporary or Speculative Service see Schedule Cal. P.U.C. R1 Rule No. 1.
6. Where its own operating conditions warrant, the Utility will extend and maintain its facilities underground at its expense.
7. Only underground line extensions and service connections will be constructed to and within the following types of new subdivisions (as defined in Rule No. 1) or new real estate developments; i.e., projects which do not satisfy the density requirements for a subdivision (See 8. and 9. below for exemptions to this requirement); Five or more lots for single-family and/or multi-family dwellings; unless:
  - a. The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970 and an agreement has been entered into prior to May 5, 1972 with the electric utility for aerial service; or

Note 1: Includes Income Tax component as listed in Rule No. 3 Paragraph C.

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R1 GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. General (Continued)

7. (Continued)

b. The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority, is 3 acres and the applicant for the extension shows that all of the following conditions exist:

1. Local ordinances do not require underground construction.
2. Local ordinances or land use policies do not permit further division of the parcels so that parcel sizes less than 3 acres can be formed.
3. Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel or any portion of a parcel of less than 3 acres.
4. New aerial line extensions and service connections constructed to or within a residential subdivision or real estate development would not be in proximity to and visible from, a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.
5. Exceptional circumstances do not exist which in the Utility's opinion warrant the installation of underground line extension and service connection facilities. Whenever the Utility invokes this provision, the circumstances shall be described promptly in a letter to the Public Utilities Commission, with a copy to the applicant for the extension.
6. The Utility does not elect to install the extension underground for its own operating convenience. Whenever the Utility elects to install the extension underground for its own operating convenience, the extra cost compared with overhead shall be borne by the Utility.

c. Five or more dwelling units in two or more buildings located on a single parcel of land; "In proximity to" shall mean within 1,000 feet from each edge of the right-of-way of designated state scenic highways and from the boundaries of designated parks and scenic areas. "Visible from" shall mean that overhead distribution facilities could be seen by motorists or pedestrians traveling along scenic highways or visiting parks or scenic areas.

d. Two or more enterprises on a single parcel or on two or more contiguous parcels of land where each enterprise is to be engaged in trade, the furnishing of services, or a process which creates a product or changes materials into another form or product (e.g., shopping centers; sales, commercial or industrial enterprises; business or professional offices; educational or government complexes, shops, and factories).

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R1 GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

A. General (Continued)

8. If an applicant elects to be served by aerial electrical facilities which are not in violation of a legal prohibition imposed by a municipality, the Public Utilities Commission, or other governmental agency having jurisdiction, the Utility is not obligated to construct underground.
9. In exceptional circumstances, when the application of these rules appears impractical or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

B. Aerial Line Extensions will be constructed at the Utility's expense subject to the general provisions above.

C. Underground Line Extensions - Within new subdivisions in their entirety where all requirements will be for residential service or where buried cable is to be used for line extensions:

1. The Utility will construct underground line extensions at its expense. Trenches will be occupied jointly where economy dictates, upon payment by the Utility of its pro rata cost thereof.
2. The applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final subgrade, all in time to give the Utility a reasonable construction period.

D. Within new subdivisions in their entirety where all or a portion of the requirement will be for business service and the Utility determines an underground supporting structure is needed:

1. The Utility will provide the conduit material, and metallic manhole covers where specified, or, where mutually agreeable, the applicant may provide the conduit material to the Utility's specifications and the Utility will reimburse the applicant at the Utility's cost for that type of conduit.
2. If the specifications (in 4 below) include transiting conduit to serve parcels outside the subdivision, the Utility will provide all conduit material and reimburse the applicant his incremental cost attributable to transiting conduits over and above a total of four local and transiting conduits in any section of the underground supporting structure. The applicant and the Utility shall agree upon the amount of such reimbursement before the construction begins.
3. The applicant shall be responsible for loss, unreasonable breakage and any liability in connection with the conduit material, manhole covers or other material provided to the applicant by the Utility.



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R1 GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

- D. Within new subdivisions in their entirety where all or a portion of the requirement will be for business service and the Utility determines an underground supporting structure is needed: (Continued)
4. The applicant will construct to the Utility's specifications, and upon acceptance by the Utility, ownership of any materials so furnished shall vest in the Utility except that portion of underground supporting structures located on private property.
  5. The Utility will complete the line extension at its expense, subject to the provisions of D. 1. preceding where buried cable is to be used.
- E. From new subdivisions to the Utility's existing distribution facilities:
1. Responsibilities for the cost of construction of that portion of an extension which is 200 feet or less in length and is adjacent to the boundary of a new subdivision will be the same as those within a subdivision as determined above for the type of construction employed.
  2. For the remainder of an extension outside the boundary of a new subdivision, the applicant will pay in advance the applicable line extension charges in Section 2 of the Service Catalog.
- F. Line extensions to and within all new residential subdivisions and real estate developments in their entirety, which do not satisfy the density requirement for a subdivision, will be constructed in the manner determined in C. 1. and C. 2. preceding provided:
1. The applicant will pay in advance the estimated total cost of the Utility's construction.<sup>(1)</sup> Any difference between the amount advanced and the actual cost should be advanced or refunded, as the case may be, within 60 days after completion of the Utility's construction. This adjusted advance, excluding any payments required by E. 2. above, is refundable as provided by F. 2. below.
  2. When, within the first three-year period after completion of construction, the subdivision density requirement has been met, the Utility will refund the refundable advance in F. 1. 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 refundable advance proportional to the ratio of the then permanent main telephone and PBX trunk line termination density to the subdivision density requirement. No interest will be paid on such advances.
- G. In cases other than those included above if the applicants requests or is required to have underground line extension he will pay in advance the applicable Line Extension Charges in Section 2 of the Service Catalog.

Note 1: Includes Income Tax component as listed in Rule No. 3, Paragraph C.

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R1 GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

- H. Aerial Service Connections - Aerial service connections from aerial distribution facilities are set forth in Section 2 of the Service Catalog.
1. Aerial service connections from underground distribution facilities are not provided unless an applicant specifically requests, and the Utility agrees to such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant will pay in advance a non-refundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection<sup>(1)</sup>.
  2. Applicant or customer will provide and maintain a suitable point of attachment on the building housing the premises served to give clearance between the service connection wire or cable and ground and other objects as required by applicable laws, ordinances, rules or regulations of public authorities.
- I. Underground Service Connections - When applicant requests or is required to have underground facilities, the Utility will furnish them under the following conditions:
1. To property to be served.
    - a. The Utility will construct underground service connections without charge from underground distribution facilities up to and including the LLDP except as provided in b. and c. below.
    - b. If an underground line extension is being constructed to and/or within a new residential subdivision or a new real estate development as provided in F. above, the Utility's cost of the underground service connections to the properties to be served are also subject to the advance and refund provisions of H. above.
    - c. Trenches will be occupied jointly where economy dictates, upon payment by the Utility of its pro rata cost thereof. If, however soil conditions or topography will cause trenching cost to materially exceed the Utility's average trenching costs, the applicant will pay non-refundably such excess costs.
    - d. The Utility will construct underground service connections from aerial distribution facilities upon payment in advance by the applicant of a non-refundable amount equal to three-fourth (3/4) of the estimated difference in the cost of constructing underground and equivalent aerial facilities.\*
    - e. Where the customer requests additional service connection facilities up to and including an additional LLDP to be connected to underground distribution facilities, that portion of the additional service connection facilities not on the property to be served will be constructed as set forth in Section 6.3 of the Service Catalog.

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Note 1: Includes Income Tax component as listed in Rule No. 3, Paragraph C.

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R1 GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

I. Underground Service Connections - When applicant requests or is required to have underground facilities, the Utility will furnish them under the following conditions: (Continued)

2. On property to be served.

For the purpose of this rule: A service connection (or a branch thereof) intended to serve all or a portion of one building is denoted as being "separate". Where a single service connection is intended to serve two or more buildings on one continuous property, the section extending from the property line and excluding the "separate" branches to individual building is denoted as the "common portion".

a. The trench or underground supporting structure for a "separate" service connection, and for any "common portion" for which an easement acceptable to the Utility (see b. below) is not obtainable without charge or condemnation, will be provided as follows: (1) Where the Utility determines that buried wire or cable is to be used for the service connection, the applicant or customer will provide the trench or pay the trenching costs. Such trench will be to the Utility's plans and specifications between designated points on the building served and the boundary of the "common portion" easement, Utility easement or dedicated street, as required. (2) Where the Utility determines that conduit is to be used for the service connection, the applicant or customer will construct, own and maintain at his expense the underground supporting structure. Such underground supporting structure will be to the Utility's plans and specifications between designated points on the building served and the boundary of the "common portion" easement, Utility easement or dedicated street, as required.

b. Where feasible, a single service connection will be constructed to serve two or more buildings on one continuous property. The trench or underground supporting structure for the "common portion" and those segments of "separate" portions lying within the boundary of the easement of such an arrangement will be constructed as follows, provided an easement acceptable to the Utility for such "common portion" has been obtained without charge or condemnation. Unless otherwise agreed between the applicant and the Utility, the width of such easement shall not exceed five feet. Where the easement of the "common portion" is adjacent to or within the paved area of a private street giving access to two or more buildings, such easement shall be broadened, where required, to include those portions of "separate" service connections that will be constructed beneath the street pavement.

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R1 GENERAL REGULATIONS

R1.17 RULE NO. 17 - LINE EXTENSIONS, SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER (Continued)

I. Underground Service Connections - When applicant requests or is required to have underground facilities, the Utility will furnish them under the following conditions:  
(Continued)

2.b. On property to be served (Continued)

1. Where all requirements will be for residential service the Utility will provide the trench of underground supporting structure at its expense, and the applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final grade, all in time to give the Utility a reasonable construction period.
2. Where all or a portion of the requirement will be for business service and the Utility determines that an underground supporting structure is required, the Utility will provide the conduit material, metallic manhole covers and other materials where specified, or where mutually agreeable, the applicant may provide the conduit material to the Utility's specifications and the Utility will reimburse the applicant at the Utility's current cost for that type of conduit. The applicant will construct to the Utility's specifications the complete underground supporting structure. The applicant shall be responsible for loss, unreasonable breakage and any liability in connection with the conduit material or manhole covers provided to the applicant by the Utility.
3. In either I.2.b.(1) or I.2.b.(2) above the Utility will at its expense furnish, install and maintain the service connection wire or cable.
4. Existing service connections will be reinforced as required to accommodate added service requests under the conditions set forth above.

J. Relocation of Utility Facilities

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

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(N)

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R1 GENERAL REGULATIONS

R1.18 RULE NO. 18 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

Ownership of Telephone Directories - Telephone directories containing the listings of customers within a specified area, issued by the Utility, are and remain the property of the Utility. Directories shall not be mutilated and shall be surrendered, upon request, to the carrier who delivers the subsequent issue.

A. Directory Listings

1. The Utility will enter listings of telephone numbers of its customers in its telephone directories with essential information whereby telephone users may obtain the desired telephone numbers, as set forth in the tariff schedules.
2. Liability and allowance for directory errors or omissions is covered in Schedule Cal. P.U.C. R1 Rule No. 31.
3. The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Utility harmless of and from all claims, loss, damage, or liability, which may result from the use of such listing. The Utility does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Utility.

B. Changes in Telephone Numbers

The assignment of a telephone number to a customer's telephone service will be made at the discretion of the Utility. The customer has no proprietary right in the number, and the Utility will make such reasonable changes in telephone numbers and central office designations as the requirements of the service demand. The Utility will give the customers who may be affected by such changes in telephone numbers as reasonable notice thereof as circumstances will permit.

C. White Page Directory Listings

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.

(L) Item D. relocated to Sheet 66.1.

(N)

(N)

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R1 GENERAL REGULATIONS

R1.18 RULE NO. 18 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS (Continued)

D. Special Notice Required in Directories

Under provision of Section 384 of the Penal Code every telephone directory published and distributed to the general public shall have the following notice:

WARNING: Any person who shall willfully refuse to immediately relinquish a party line when informed that such line is needed for an emergency call, to a fire department or police department or for medical aid or ambulance service, or any person who shall secure the use of a party line by falsely stating that such line is needed for an emergency call, shall be guilty of a misdemeanor. (Section 384 - California Penal Code)

The above notice shall be printed in type which is no smaller than any other type on the same page and is to be preceded by the word "warning" which shall be printed in type at least as large as the largest type on the same page.

(L)(T)

(L)

(L) Item D. relocated from Sheet 66.

(N)

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R1 GENERAL REGULATIONS

R1.19 RULE NO. 19 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE

Telephone service, other than "Public", and "PAL" service, is furnished for the use of the customer, his family and persons residing in his home, or his employees or representatives, except as service may be extended to "Joint Users".

Residence services are not installed on a premises of a public character in a location where the telephone would be accessible for use by the patrons of the customer or the public in general.

If it is found that the customer is permitting public use of service furnished him for his private use, the company will thereafter provide "Public" service, except where the customer consents to the facilities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to his attention.

If it is found that the customer is sharing the use of business service with an individual, other than an employee, member or officer of the customer's concern, or another concern not of record as a joint user, the company will thereafter require the customer to take "Joint User" service except where the customer permits no further joint use of the service after the matter has been called to his attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

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R1 GENERAL REGULATIONS

R1.20 RULE NO. 20 - ACCESS TO CUSTOMER'S PREMISES

The Utility's authorized representatives may enter a customer's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by these Rules and Regulations.

The Utility shall prepare and issue to every employee who, in the course of his or her employment, has occasion to enter the premises of customers of the Utility or applicants for service, an identification card in a distinctive format having a photograph of the employee. The Utility shall require every employee to present the card upon requesting entry into any building or structure on the premises of an applicant or customer.



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R1 GENERAL REGULATIONS

R1.21 RULE NO. 21 - CONNECTION WITH CERTAIN CUSTOMER-OWNED FACILITIES

A. General

Facilities owned by the customer may be connected with the facilities of the Utility to the extent and in accordance with the provisions of paragraphs B, C, D, E. and F below, when such connection is required by military necessity or public safety, or when the customer-owned facilities are in locations so hazardous, remote, or inaccessible that the Utility considers it undesirable to install and maintain its own facilities in such locations, or when otherwise provided for herein. All such connections of customer-owned facilities shall be made under and in accordance with the provisions of contracts made by and between the Utility and the customer.

B. The United States Government

1. The War and Navy Departments

Telephone facilities owned and maintained by the War Department or Navy Department, serving establishments such as are used as military posts, navy yards, naval operating bases, flying fields, training centers, munition plants, arsenals, supply bases, military hospitals, navy hospitals, etc., operated and administered by the War Department, or the Navy Department and commanded by Military or Naval authorities, may be connected with the exchange and toll facilities of the Utility.

2. United States Coast Guard

Telephone facilities owned and maintained by the United States Coast Guard, serving coastal areas, operated and administered by the Coast Guard and commanded by Coast Guard Authorities may be connected with exchange and toll facilities of the Utility.

3. United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to National Forests, and operated and administered by the Forest Service, may be connected with exchange and toll facilities of the company.

C. Steamships While in Port

Telephone systems owned and maintained by the customer on board ships may be connected while in port with the exchange and toll facilities of the Utility.

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R1 GENERAL REGULATIONS

R1.21 RULE NO. 21 - CONNECTION WITH CERTAIN CUSTOMER-OWNED FACILITIES (Continued)

- D. Powder Manufacturing Plants, State and Federal Prisons and Other Locations of an Inaccessible or Hazardous Nature or Where National Security is involved.

Telephone circuits owned and maintained by a customer, located on his property in inaccessible or hazardous locations such as powder manufacturing plants, State and Federal Prisons, etc., or where national security is involved, may be connected with the customer's private branch exchange.

- E. Railroad Companies

Telephone circuits owned and maintained by a railroad company operating as a common carrier and located upon its property or right-of-way may be connected with the customer's private branch exchange.

Telephones of special types, apparatus and circuits owned and maintained by such railroad company, located upon its property or right-of-way and used in dispatching trains by telephone, may be connected with the switchboard of a private branch exchange. Such connection may not be used for exchange or toll service except in case of public emergency.

- F. Electric Light, Power, Natural Gas, Water, Pipe Line and Oil Companies

Telephone circuits owned and maintained by an electric light, power, natural gas, water, pipe line or oil company and not located wholly within an exchange area may be connected with the customer's private branch exchange.

Stations of a private telephone system owned and maintained by such company may be connected with stations on a private branch exchange. Such connection may not be used for exchange or toll service except in case of public emergency.

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 this Tariff.

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.)

	<u>Charge</u>
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	
a. <u>California Embedded Market</u> - 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. <u>Global Valley Market</u> - 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. <u>West Coast Market</u> - 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
	(N)   (N)
2. Extensions to Plant Exceeding Free Footage Allowance:	
a. The first 100 feet, or fraction thereof	See Service Catalog, Section R1, Rule 22.3
b. Each additional foot	See Service Catalog, Section R1, Rule 22.3
3. Free Footage Allowance: Applications on or after January 1, 2013	See Service Catalog, Section R1, Rule 22.3
4. Extensions to Plant Exceeding Free Footage Allowance:	See Service Catalog, Section R1, Rule 22.3

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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.

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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.

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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.

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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.

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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.

Q. Relocation of Utility Facilities

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

(N)  
|  
(N)

\* Include Income Tax Component as Listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 3.



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R1 GENERAL REGULATIONS

R1.23 RULE NO. 23 - BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use, which is to be made of the service, will be ascertained from the applicant at the time of application for service.

A. Application of Business Rates

Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.

B. Application of Residence Rates

1. Service is classified as residence service and residence rates apply where the use is primarily or substantially of a domestic nature and the business use, if any, is incidental.
2. If it is found that a customer is using residence service primarily or substantially for business purposes, the Utility will thereafter require the customer to take business service, except in cases where the customer thereafter uses the service for residence or domestic purposes only.

C. Termination or Re-origination of Calls Received Over a Data Service

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's State and Federal Access Tariffs.

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R1 GENERAL REGULATIONS

R1.24 RULE NO. 24 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES – GLOBAL VALLEY MARKET

A. General

1. Normal Provision of Facilities and Service:

Facilities to provide exchange service to applicants/customers are furnished in accordance with the Utility's standards, up to and including its local loop demarcation point. It is contemplated that facilities are available or will be made available as part of a telephone plant designed and constructed to meet the service requirements usually encountered in the localities or areas served.

2. Special Provision of Facilities and Service:

a. Line extensions and service connections for new facilities to provide exchange telephone service to applicants/customers will be furnished up to and including the Utility's local loop demarcation point as set forth in Rule No. 17. Where the new facilities are in suburban areas, charges for line extensions and service connection facilities are set forth in Section 2 of the Service Catalog.

b. Applicants/customers may, for reasons relating to the nature of their business or because of a requirement for continuity of service, desire service arrangements or facilities in the provision of their service which is beyond that normally provided by the Utility. When such an applicant/customer requirement exists, the Utility may furnish where operating conditions permit, up to and including its local loop demarcation point, such other arrangements as the applicant/customer requests, at charges based on the costs of providing such additional service or facility arrangements, see C. charges following.(1)

B. Application of Special Provision of Facilities and Service:

1. Facilities and services provided under special construction will be provided as set forth in 2a., above and the following:

a. At the request of the applicant/customer, the Utility may construct additional facilities, including additional entrance facilities to their building on continuous property, of a type or in a location other than that which the Utility would otherwise utilize in order to provide service for the applicant/customer.

b. In order to comply with requirements specified by the applicant/customer, construction by the Utility involves a routing of facilities other than that which the Utility would normally utilize in order to provide services for the applicant/customer, see 2.b. following.

Note 1: Includes Income Tax component as listed in Rule No. 3, Paragraph C.

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R1 GENERAL REGULATIONS

R1.24 RULE NO. 24 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES – GLOBAL VALLEY MARKET (Continued)

B. Application of Special Provision of Facilities and Service: (Continued)

1. Facilities and services provided under special construction will be provided as set forth in 2a., preceding and the following: (Continued)
  - c. At the request of the applicant/customer, the Utility constructs a greater quantity of facilities than that which the Utility would otherwise construct in order to fulfill the applicant's/customer's initial requirements for services, see 2.c. following.
  - d. Except as covered in Rule No. 17 the facilities to provide services are not available and at the request of the applicant/customer, the Utility constructs temporary facilities to provide services for the period during which the permanent facilities are under construction.
  - e. The provision of any of the above listed special construction shall be entirely at the option of the Utility.

2. Alternate Routing or Standby Facilities for Exchange Service

Normally, facility arrangements between a serving central office and a customer's premises are furnished over the most economical route as determined by the Utility, up to and including its local loop demarcation point. Where an applicant/customer requests a serving arrangement furnished in a manner other than the most economical route as determined by the Utility, the arrangements requested are generally one of the following:

- a. Furnish facilities over the same physical route but in two or more different cables. Generally, the cables would be separated but share common poles, manholes, or duct runs.
- b. Facilities furnished over two or more separate routes. This would be alternate routing, i.e. facilities would be furnished in separate cables, separate routes and not share common pole line, ducts, or manholes in any part of the route. The facilities could be used to separate services between the central office and the Utility's local loop demarcation point on the customer's premises over the two or more routes, possibly providing a better opportunity for continuity of service of the communications services provided.

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R1 GENERAL REGULATIONS

R1.24 RULE NO. 24 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES – GLOBAL VALLEY MARKET (Continued)

B. Application of Special Provision of Facilities and Service: (Continued)

2. Alternate Routing or Standby Facilities for Exchange Service (Continued)

- c. Standby facilities are those furnished to provide redundancy for all or a portion of the services furnished between a central office and a customer's premises. Such redundancy could be provided over an alternate route or in the same route via a different cable. In addition, equipment that is under the operational control of the customer located at the customer's premises is the customer's responsibility. The Utility is responsible only up to and including its local loop demarcation point for the provision of such service.

C. Charges for Special Provision of Facilities and Service:

1. Charges based on costs are applicable to special provision of facilities and service. An advance payment of 100% of estimated cost will be required by the Utility to protect its investment. The amount of the advance payment will be credited to the customer's account upon completion of the construction and the billing for the service arrangement.<sup>(1)</sup>
2. Charges may be quoted based on the material used and labor required that the Utility may provide in connection with the outside plant and central office facilities to provide the arrangement requested.
3. Application of Charges
- a. Additional cable may be required, which may not be reusable in place when the customer disconnects such a service arrangement. This could include portions of cable facilities along existing rights-of-way or dedicated streets where such cable was furnished for the use of one customer. Charges applicable to the facilities furnished are reflective of the material furnished. In addition, labor is required to place and terminate the facilities placed. Additional labor may be required to rearrange existing facilities to accommodate the additional facilities placed. Service connections may also be affected and may require additions and rearrangements to which charges would apply.<sup>(1)</sup>

Note 1: Includes Income Tax component as listed in Rule No. 3, Paragraph C.

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R1 GENERAL REGULATIONS

R1.24 RULE NO. 24 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES – GLOBAL VALLEY MARKET (Continued)

C. Charges for Special Provision of Facilities and Service: (Continued)

3. Application of Charges (Continued)

b. Furnishing facilities over the same route, but in two or more different cables.

1. Where distribution facilities are installed with possibility of reuse, the charges for the additional cable will be based on the facilities furnished.
2. If rearrangement of existing outside plant facilities may accommodate the applicant/customer's request without the addition of new plant, such costs will be the applicable charge to the applicant/customer for the furnishing of separate outside plant facilities.
3. Facilities requiring the reinforcement of an existing route and which would not be constructed by the Utility except to provide the facility arrangement requested by the customer will be charged to the customer based on cost to provide the reinforcement.
4. New exchange facilities will be furnished, up to and including the Utility's local loop demarcation point, over either the normal or alternate route. Service connection or nonrecurring charges applicable to the service furnished will apply.
5. Rearrangement of exchange facilities to utilize two routes will be furnished by the Utility, not to exceed the charges of furnishing of new services as set forth in the applicable tariffs.

c. Facilities furnished over two or more separate routes

1. Where existing outside plant facilities are capable of providing the arrangements requested by the applicant/customer, but rearrangement is required, the applicant/customer will pay charges equal to the costs of furnishing such rearrangements of distribution or of service connection.
2. Where a line extension of an existing facility route is required to provide an alternate serving arrangement, the applicant/customer will pay charges based on the additional costs involved in furnishing the line extension on the alternate route which are in addition to the costs involved in furnishing service over the normal route.

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R1 GENERAL REGULATIONS

R1.24 RULE NO. 24 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES – GLOBAL VALLEY MARKET (Continued)

C. Charges for Special Provision of Facilities and Service: (Continued)

3. Application of Charges (Continued)

c. Facilities furnished over two or more separate routes (Continued)

3. New exchange facilities will be furnished, up to and including the Utility's local loop demarcation point, over either the normal or alternate route. Service connection or nonrecurring charges applicable to the services furnished will apply.

4. Rearrangement of existing exchange facilities over either the normal or the alternate route to accommodate the request of the applicant /customer as to the route requested for use, will be provided at costs not to exceed the service connection or nonrecurring charges applicable to the services furnished.

d. Facilities furnished on a standby or redundant basis.

1. Charges for furnishing facilities will be the same as that set forth in c.1, 2, 3, and 4 preceding.

2. In addition to the nonrecurring charges for establishing the standby route, the monthly rate for each pair furnished in the redundant route will be the monthly rate associated with the normal service.

D. Application Cancelled, Modified or Deferred by Customer or Applicant

1. Cancellation of Application

a. Prior to the start of installation as defined in Rule No. 1; No charge.

b. Where installation of equipment or facilities, other than those provided by special construction, has been started prior to the cancellation, the charges and regulations as set forth under Rule No. 3, paragraph B apply.(1)

Note 1: Includes Income Tax component as listed in Rule No. 3, Paragraph C.

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R1 GENERAL REGULATIONS

R1.24 RULE NO. 24 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES – GLOBAL VALLEY MARKET (Continued)

D. Application Cancelled, Modified or Deferred by Customer or Applicant (Continued)

1. Cancellation of Application (Continued)

c. Where special construction of exchange facilities has been started prior to the cancellation, a charge is applicable which is equal to the costs incurred in the special construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially cancelled (one or more services or facilities, but not all), charges for such cancelled service or facilities shall apply. Charges are determined as set forth in Rule No. 3. and paragraph 4. following.

2. Change or Modification of an Application

Charges and regulations as set forth in Rule No. 3. are applicable and 4. following.

3. Deferment of an Application

Charges and regulations as set forth in Rule No. 3 are applicable and 4. following.

4. Determination of charges

a. In determining the charge for 1., 2., and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.

b. Such charges apply provided the applicant/customer received written notice (signed by the customer and Utility) at the time the order for such service was taken stating that charges would apply should the applicant/customer request the cancellation, modification or deferment of the application for service.

c. Installation of special construction of facilities is considered to have started as defined by "Start of Installation" in Rule No. 1.

R1 GENERAL REGULATIONS

R1.25 RULE NO. 25 - BASIS OF MILEAGE CHARGES

Mileage charges for off-premises extensions, PBX stations, or inter-communicating system stations are based on air-line mileage as set forth in Section 5 of the Service Catalog for the particular exchange involved.



R1 GENERAL REGULATIONS

R1.26 RULE NO. 26 - COMPENSATION TO UTILITY'S EMPLOYEES

All employees of the Utility are strictly forbidden to demand or accept from an applicant or customer any personal compensation for service issued to applicant or customer in connection with his telephone service.

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R1 GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS

A. General

The Utility will provide and maintain facilities, equipment and services to its Local Loop Demarcation Point, (LLDP) including those located at that point.

The customer and/or property owner/landlord/agent is responsible for the completion of services beyond the Utility's LLDP.

Services requested beyond the LLDP may be provided by the Utility at the customer's expense. There are four different demarcation points: (1) Local Loop Demarcation Point and /or Minimum Point of Entry; (2) Intrabuilding Network Cable Demarcation Point; (3) Inside Wire Demarcation Point (4) Service Provisioning Cross Connects.

B. Local Loop Demarcation Point (LLDP)/Minimum Point of Entry (MPOE)

1. 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. The LLDP is the point at which the utilities facilities end and the property owner's facilities begin. For copper landline facilities only, the LLDP shall be located at the MPOE.

Where a LLDP lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point

3. The LLDP is located at the MPOE for copper landline facilities and continuous multi-tenant property.
4. Only the property owner or his or her agent may request relocation of the MPOE/LLDP.
5. The utility must relocate the MPOE/LLDP as requested by the property owner, or his or her agent, provided that the following conditions are met:
  - a. The property owner agrees, and has the ability, to pay for all relocation expenses reasonably incurred.
  - b. Relocation is technically feasible. (The utility bears the burden of proving technical infeasibility.)
  - c. Relocation is not prohibited by applicable local, state or federal laws, rules or regulations.
6. To the extent that the relocation of the MPOE/LLDP results in utility property being transferred to the property owner, the utility shall charge the property owner the net book value (recorded cost less accumulated depreciation) of the property.

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R1 GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS (Continued)

B. Local Loop Demarcation Point (LLDP)/Minimum Point of Entry (MPOE) (Continued)

7. In the case of mobile home parks, the LLDP is one or more SNI's mounted on one or more poles, stubs or mobile home pedestals located within 18 inches of the mobile home structure. If the mobile home is located over 18 inches from the SNI, the inside wire or INC cable must be buried in flexible duct between the SNI and the structure.
8. The LLDP shall be accessible to the Utility at all times (24 hours a day).
9. Only Utility authorized personnel are allowed to install or repair LLDP facilities.
10. Exceptions
  - a. Emergency Reporting Services (E9-1-1): The LLDP is at the Utility provided terminal equipment, including the equipment if provided by the Utility.
  - b. Non-Modular Disabled Services (TDD): The LLDP is at the Utility provided terminal equipment, including the equipment if provided by the Utility.
  - c. Utility provided Public Coin Services: The LLDP is at the equipment at the location requested by the end-user customer or property owner, and includes the equipment.
  - d. If a property owner desires an additional Loop Demarcation Point(s) at a specified location on a customer's premises for purposes of providing service assurance, safety, security and privacy of data communications over the cable (generally known as direct feed), the owner will be required to pay for the additional network cable and network facilities through special construction agreements. In particular, additional LLDPs cannot be used to extend any cable pairs served from any LLDP from one location to another location. (For example, from one building to another.)
  - e. Fiber Optic Cable: The demarcation point is at the Utility provided Fiber Optic Terminal (FOT) Equipment. The Utility's responsibility includes the FOT equipment where the equipment has been provided by the Utility.
  - f. Carrier Points of Presence ("POP"): Local loop demarcation point guidelines are not applicable for access services provisioned to common carriers including interexchange carriers, local exchange carriers and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission Regulations) Point of Presence Location. However, LLDP rules do apply to all Utility provided service(s) provisioned to Utilities including Inter-exchange Carriers acting in their capacity as an end-user of the service(s).

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R1 GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS (Continued)

C. Intrabuilding Network Cable Demarcation Point (INCDP):

1. The INCDP separates the property owner's responsibility for providing Intrabuilding Network Cable (INC) from the end-user customer's responsibility for providing inside wire and standard jack(s). This demarcation point designates the end of the INC provided by the property owner and defines the beginning of simple or complex inside wire provided by the end-user customer.
2. In a multi-story building the INCDP will be located at the distribution terminal(s) on each floor except as set forth in C.3. following and B.7. preceding.
3. Where there is no INC the demarcation point is the Utility's LLDP.

D. Inside Wire Demarcation Point (IWDP):

1. The IWDP is located at the point where customer premises equipment (CPE) is connected to the inside wire. The IWDP designates the end of the inside wire and the beginning of the CPE facilities.
2. The IWDP separates the responsibility of the inside wire vendor from the responsibility of the CPE vendor. Where the Utility is the vendor of choice for inside wire repair and CPE trouble isolation, the demarcation point begins where the customer's inside wire connects the INC. If there is no INC the inside wire begins at the LLDP. In either case, where the Utility is the vendor of choice, the Utility's responsibility ends where the inside wire connects to the CPE facilities.

E. Service Provisioning Cross Connects (SPCs)

1. The SPCs are wires that connect the utility's network access termination point to the building owner's access terminal. These are cross connects that may be removed or changed when a customer switches from one provider to another. Bridge clips that connect the utility's network to the building owner's wiring are also SPCs.
2. SPCs shall be owned by the facilities-based carrier that provides service to the customer.
3. In the case of customers served by resellers, the underlying facilities-based carrier shall own the SPCs.
4. Utilities shall not remove or disconnect SPCs if it will result in a violation of Public Utilities Code Section 2883.

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R1 GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS (Continued)

E. Service Provisioning Cross Connects (SPCs) (Continued)

5. Existing SPCs need not be removed and replaced by SPCs owned by the facilities-based carrier that provides service to the customer until:
  - a. The customer transfers to a new carrier.
  - b. The customer orders any changes to his or her service that would require movement or removal of existing SPCs.
  - c. Existing SPCs must be removed for maintenance, repair or other legitimate purposes.
6. When a tenant switches service from one utility to another, the new carrier shall not disconnect the previous carrier's SPCs until at least 24 hours after the previous carrier has been notified of the switch. Notice may be made by phone or by any other means where such means are available.
7. Whenever a utility removes another carrier's SPCs, it shall do so in a safe manner that causes no harm to another carrier's facilities.
8. All carriers shall establish and make available to other carriers a phone number where notice of a customer's switch to another carrier can be made. The phone number shall be capable of receiving calls 24 hours per day, seven days per week. The phone number may also be used for other purposes. For this purpose, carriers may call Repair Service Toll Free at 1-800-921-8104.
9. Where there are configurations that have no building owner's access terminals, the inside wire runs from the customer's equipment directly to the utility network access termination point. No SPC is utilized.

F. Demarcation Points on Continuous Property:

1. Demarcation Points on Existing Continuous Property (As of August 8, 1993).
  - a. For existing continuous property the Utility will designate the main distribution terminal which is the LLDP for each local loop serving the property for purposes of the unbundling of INC in each building. Where there is not a main distribution terminal on existing continuous property, the current serving arrangements will not change unless and until such time as a rearrangement or reinforcement of serving arrangement and/or additional plant is required after August 8, 1998. At that time the Utility will treat such property as new continuous property as described in Rule No. 1.

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R1 GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS (Continued)

F. Demarcation Points on Continuous Property: (Continued)

1. Demarcation Points on Existing Continuous Property (As of August 8, 1993).  
(Continued)
  - b. If a continuous property owner desires additional LLDPs or changes in existing LLDP, the owner will be required to pay for the additional network cable and network facilities required to install the additional LLDP through special construction agreements. Additional LLDPs cannot be used to extend any cable pairs serving from any LLDP from one location to another location. (i.e., from one building to another building).
  - c. The Utility will have until August 8, 1998 to designate the primary INCDPs in at least the majority (51%) of the buildings and properties in existence on August 8, 1993. In the interim, the Utility will assist building owners, at no charge, to designate the primary demarcation point. The Utility will designate the primary demarcation point for new buildings and properties upon completion of construction.
  - d. INC within buildings (riser and lateral) in place prior to August 8, 1993, will be wholly owned by the continuous property owner after that date. All maintenance will be the responsibility of the continuous property owner.

Where the Utility does not retain ownership of the INC infrastructure located on the customer's side of the LLDP, the property owner assumes all responsibility as of demarcation implementation (August 8, 1993).

2. Demarcation Points on New Continuous Property (As of August 8, 1993)
  - a. For new continuous property, regardless of use, the Utility's LLDP will be at the appropriate main distribution terminal as determined by negotiations between the property owner and the Utility. Where an agreement cannot be reached, the Utility will designate the LLDP location.
  - b. It is the property owner's responsibility to provide and maintain INC within and between buildings on a continuous property. The Utility may, at the customer's request and expense, provide INC.

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R1 GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS (Continued)

G. Serving Arrangements for Property Under Development:

The Utility will determine serving arrangements for properties under development according to the intended use of the property immediately following completion of construction. Under this condition, parcelized continuous property may be served as if the parcels were individually owned properties.

Where the immediate intended use of parcelized continuous property is not clear, the Utility may provision each parcel under special construction arrangements. If, within three years after the special construction billing date, the subdivided properties have been sold or held under separate ownership, the Utility will reimburse any special construction charges previously paid in connection with such properties. If the subdivided properties have not been sold or held under separate ownership within such three-year period, the Utility will not reimburse any special construction charges previously paid in connection with such properties.

H. Demarcation Points on Continuous multi-tenant property

1. For continuous multi-tenant property, the LLDP shall be located at the MPOE, for copper landline facilities only.
2. Only the property owner or his or her agent may request relocation of the MPOE/LLDP.
3. The utility must relocate the MPOE/LLDP as requested by the property owner, or his or her agent, provided that the following conditions are met:
  - a. The property owner agrees, and has the ability, to pay for all relocations expenses reasonably incurred.
  - b. Relocation is technically feasible. (The utility bears the burden of proving technical infeasibility.
  - c. Relocation is not prohibited by applicable local, state or federal laws, rules or regulations.
4. To the extent that the relocation of the MPOE/LLDP results in utility property being transferred to the property owner, the utility shall charge the property owner the net book value (recorded cost less accumulated depreciation) of the property.

5. Mobile Home Parks

Mobile Home Parks shall not be considered continuous property as defined in Rule No. 1. Instead, service to mobile home parks shall be provided by the Utility in the same manner as service to residential subdivisions containing detached single family homes.

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R1 GENERAL REGULATIONS

R1.27 RULE NO. 27 - DEMARCATION POINTS (Continued)

H. Demarcation Points on Continuous multi-tenant property (Continued)

6. Waiver of single LLDP

At the request of a property owner, the Utility will waive the designation of a single LLDP for a Continuous Property if, due to the unique characteristics of the property, a hardship would be created for the property owner and/or the Utility. Examples of such Continuous Property include: (a) national, state and local parks, beaches, highways, harbors and similar publicly owned property and (b) railroad right-of-way and extensive privately owned tracts of land with developed communities and similar privately owned property. The Utility will treat land within the boundaries of private property under (b) above, that has the characteristics of Continuous Property, e.g. (a) it is wholly leased by a single individual or entity and (b) it contains multiple buildings, as Continuous Property in accordance with all of the Continuous Property provisions in the Utility's tariff.

This waiver is not intended in any way to waive the unbundling of INC and NTW in each building.

I. Additional LLDPs

1. Where an owner of continuous property requests additional LLDPs or changes an existing LLDP, the owner will be required to pay for any additional network cable and facilities required through special construction agreements except as provided in B.7. preceding.
2. Additional LLDPs cannot be used to extend any cable pairs served from a LLDP at one location to any other location (from one building to another) on continuous property.

J. Termination Facilities

The building owner must provide adequate termination of facilities in accordance with INC regulations and standards detailed in Section 6 of the Service Catalog.



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R1 GENERAL REGULATIONS

R1.28 RULE NO. 28 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

California Public Utilities Commission's Decision No. 91188 in Case No 4930, requires that each communications utility, operating under the jurisdiction of the Commission, include the provision of the rule set forth in Appendix "B" of that decision as part of the rules in the Utility's tariff schedule. Accordingly, Appendix "B" of Decision No. 91188, Case No 4930, is quoted herein:

"APPENDIX B"

1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing service to a customer upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result.
2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.
3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection and if there is not presented to the communications utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the customer the communications utility shall promptly restore such service.
4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both (1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law and that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result, and (2) the burden of persuading the Commission that the service should be refused or should not be restored.

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R1 GENERAL REGULATIONS

R1.28 RULE NO. 28 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE (Continued)

5. The Utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule, shall notify the applicant or customer in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or customer may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.
6. At the expiration of 15 days after refusal or disconnection of service in accordance with paragraph 1 of this rule, the Utility, upon written request of the applicant or customer, shall provide or restore such service unless the law enforcement agency concerned shall have notified the Utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a complaint proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or customer. Nothing in this paragraph shall be construed to preclude the granting interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.
7. Each contract for communications service, by operation of law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to be a part of any application for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as a consideration for the furnishing of service.
8. The term "person" as used herein, includes a customer of communications service, an applicant for such service, a corporation, a company, a copartnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.
9. The term "communications utility," as used herein, includes a "telephone corporation" and a "telegraph corporation, as defined in Division 1 of the California Public Utilities Code.

For the information of our customers, the addresses of the Commission's offices are as follows:

For Northern California

505 Van Ness Avenue  
San Francisco, CA 94102

For Southern California

State Building  
320 W. 4<sup>th</sup> St., #500  
Los Angeles, CA 90013

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R1 GENERAL REGULATIONS

R1.29 RULE NO. 29 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

- A. In Areas Affected By General Public Interest - The Utility will, at its expense, replace its existing aerial facilities with underground facilities along public streets and roads, and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained, or may be obtained without cost of condemnation, by the Utility, provided that:
1. The governing body of the city or county in which such facilities are located has determined, after consultation and mutual concurrence with the Utility and after holding public hearings on the subject, that under grounding is in the general public interest in a specified area for one or more of the following reasons:
    - a. Such under grounding will avoid or eliminate an unusually heavy concentration of aerial facilities;
    - b. Said street, or road or right-of-way is in an area extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic;
    - c. Said street, road or right-of-way adjoins or passes through a civic area or public recreation area or an area of unusual scenic interest to the general public;
  2. An ordinance is adopted creating an underground district in the area requiring, among other things:
    - a. That all existing and future electric and communication distribution facilities will be placed underground;
    - b. That each property owner will provide and maintain the underground supporting structure needed on his property to furnish service to him from the underground facilities of the Utility when such are available.
  3. The Utility will replace its aerial facilities at the time and only to the extent that the overhead electric distribution facilities are replaced.

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R1 GENERAL REGULATIONS

R1.29 RULE NO. 29 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Continued)

- B. At the Request of Governmental Agencies or Groups of Applicants - In circumstances other than those covered above, the Utility will replace its aerial facilities located in a specified area with underground facilities along public streets and roads, and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained, or may be obtained without cost or condemnation, by the Utility upon request by a responsible party representing a governmental agency or group of applicants where all of the following conditions are met:
1. All property owners served by the aerial facilities to be replaced within a specific area designated by the governmental agency or group of applicants first agree in writing, or are required by suitable legislation, to pay the cost or to provide and to transfer ownership to the Utility, of the underground supporting structure along the public way and other utility rights-of-way in the area.(1)
  2. All property owners in the area are required by ordinance or other legislation, or all agree in writing, to provide and maintain the underground supporting structure on their property.
  3. The area to be under grounded includes both sides of a street for a least one block.
  4. Arrangements are made for the concurrent removal of all electric and communication aerial distribution facilities in the area.
- C. At the Request of Individual Applicants - In circumstances other than those covered above, where mutually agreed upon by the Utility and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, a nonrefundable sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities.
- D. At Utility Initiative - The Utility may, from time to time, replace sections of its aerial facilities with underground facilities at Utility expense for structural design considerations or its operating convenience.

Note 1: Includes Income Tax component as listed in Rule No. 3, Paragraph C.

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R1 GENERAL REGULATIONS

R1.30 RULE NO. 30 - TEMPORARY, SEASONAL, INTERMITTENT OR SPECULATIVE PROJECTS

The Utility will furnish temporary, seasonal or intermittent service or service to speculative projects under the following conditions:

- A. The provisions of this rule are intended to afford protection to the Utility against loss of revenue from business and residence service accounts of either a temporary or an unusually financially hazardous nature and to compensate the Utility for the abnormal costs it may incur in connection with the furnishing of such services.
- B. Each applicant for such service may be required to pay to the Utility in advance or otherwise, as the Utility may elect, the net cost of installing and removing any facilities necessary in connection with furnishing such service by the Utility. (D)  
(D)
- C. Each applicant for service may be required to deposit with the Utility before service will be furnished, a sum of money equal to the estimated periodic bill for such service.
- D. Nothing in this rule shall be construed as limiting or in any way affecting the right of the Utility to collect from the customer any other or additional sum of money, which may become due or payable to the Utility from the customer by reason of the service furnished or to be furnished hereunder.

Seasonal or Intermittent - Annually vacant for 3 or more consecutive months.

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R1 GENERAL REGULATIONS

R1.31 RULE NO. 31 - LIMITATION OF LIABILITY

A. Liability of the Utility

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
2. In the event an error or omission is caused by the gross negligence of the Utility, the liability of the Utility shall be limited to and in no event exceed the sum of \$10,000.
3. Except as provided in A.1. and A.2. above of this rule, the liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the Utility, including exchange, toll, alphabetical directory listings (excluding the use of bold face type), and all other services, shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect.

B. Credit allowance for Interruptions in Service

The following allowances are provided for interruptions in service, as specified for particular services furnished by the Utility.

1. The Utility shall allow, for interruptions in service of 24 hours or more not due to conduct of the customer, an amount equal to the pro rata charges for each 24-hour period, or major fraction thereof after the initial period of interruption.
2. Wide Area Telephone Service - Where credit is allowed against initial charges, the initial period shall be reduced in the same proportion, and additional hourly rates shall apply to each hour, or fraction thereof for Wide Area Telephone Service furnished in excess of the initial period as so reduced.
3. The credit will not apply to "out of service" conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to "out of service" conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to "out of service" conditions resulting from natural disasters, fire, extreme weather conditions such as flooding, earthquake or circumstances beyond the control and knowledge of the utility. This credit will not apply to "out of service" conditions for all services contained in this tariff as described in Schedule R1.31.B.3.

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R1 GENERAL REGULATIONS

R1.31 RULE NO. 31 - LIMITATION OF LIABILITY (Continued)

B. Credit allowance for Interruptions in Service (Continued)

4. In the event of a natural disaster, Frontier may be obligated under State rules and regulations to credit Residential customers for time out of service as well as service accommodations, including, but not limited to customer deposits, restoration and connection charges, line extension charges and temporary service allowances, including the following:

- A waiver of the one-time activation fee for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services;
- A waiver of the monthly rate for one month for Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and Messaging services;
- A waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the original premises;
- A waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire plan;
- A waiver of the fee for up to five free jacks and associated wiring for Inside Wire Plan customers upon their return to their permanent location; and
- A waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

C. Credit Allowance for Errors or Omissions in Telephone Directories.

Subject to the provisions of A.3. of this rule the Utility shall allow, for errors or omission in alphabetical telephone directories, (excluding the use of bold face type), an amount within the following limits:

1. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly access line charge to the customer for exchange service during the effective life of the directory in which the error or omission occurred.
2. For listings and lines of information in alphabetical telephone directories furnished at additional charge as set for in Section 4 of the Service Catalog, an amount not in excess of the charge for that listing or line of information during the effective life of the directory in which the error or omission occurred.
3. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly access line charge to the customer for exchange service during the period the error or omission continued.
4. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.
5. For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and fixed charges for the service during the effective life of the directory in which the error or omission occurred.

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R1 GENERAL REGULATIONS

R1.32 RULE NO. 32 - MONITORING AND/OR RECORDING OF TELEPHONE CONVERSATIONS

A. Utility-Provided Facilities

All those Utility facilities (sometimes referred to as monitoring or service observing and training equipment) which are designed to permit overhearing, surveillance and/or recording by a customer, or his employee or agent, of two-or-more-way telephone conversations over any part of the telephone network used by the general public, or generally available to the public, in California, shall be arranged with an automatic tone warning device which shall automatically produce a distinct tone warning signal, audible to all parties to a telephone conversation, repeated at regular intervals during the course of that conversation, whenever the equipment is in use to monitor, overhear and/or record such conversation.

B. Customer-Provided Facilities

1. Any customer in California who provides its own terminal equipment and which monitors or records conversations between its employees and its customers, and others engaging in conversation over the public telephone network, shall provide notice of the monitoring or recording.
2. The Utility shall notify the customer when it has learned of monitoring or recording which does not use one of the authorized methods of providing notice. Unless the customer discontinues such use the Utility shall discontinue service to the customer. Service will be restored after the customer complies with the rule and pays the reconnect charge.

C. Authorized methods of providing notice:

1. A tone warning device which produces a distinct signal audible to all parties to a telephone conversation.
2. By verbal announcement by the operator of the monitoring equipment connected to the communication circuit being monitored.
3. By a telephone instrument connected to the communication circuit being monitored and which acoustically, mechanically, electrically or otherwise has not been designed, modified, desensitized or located with the intent of eliminating notice or monitoring or interception, with the exception that minimization of transmission losses will be permitted.

D. In the event of a dispute between the Utility and a customer as to whether the customer is in fact in violation of provisions of this rule, or if a customer desires special relief from those provisions by reason of special hardship or impossibility of compliance, the customer may file a formal complaint with the California Public Utilities Commission. During the period the complaint is pending before the Commission the Utility shall not terminate service for noncompliance.

E. The Utility shall not, by taking action pursuant to this rule, be liable for any loss, damage, or injury, established or alleged, which may result or be claimed to result there from.

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R1 GENERAL REGULATIONS

R1.33 RULE NO. 33 - NONPUBLISHED SERVICE

Nonpublished service is a service, which upon a customer's request, customer name, address and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call forwarding information from such unlisted telephone numbers, shall be released by this Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with the rules herein established for the release of nonpublished information.

A. Agencies authorized to receive nonpublished information:

1. Any California public agency which employs persons who are peace officers pursuant to California Penal Code Section 830 and all subsections thereof.
2. Any agency of the federal government, which is lawfully authorized to:
  - a. Conduct investigations or make arrests for violations of criminal laws of the United States.
  - b. Prosecute violations of the criminal laws of the United States.
  - c. Enforce civil sanctions, which are ancillary to criminal statutes.
  - d. Conduct investigations into matters involving the National Security of The United States.
  - e. Protect federal or foreign officials.
  - f. Protect public health and safety.
  - g. Conduct emergency rescue operations.
3. Any public health agency of the State of California or of a city, county or other local government.
4. County or city E9-1-1 projects.
5. State Fire Marshall and local fire departments or fire protection agencies.
6. Collection agencies, to the extent disclosures made by the agency are supervised by the Commission, exclusively for the collection of unpaid debts.
7. California Public Utilities Commission pursuant to its jurisdiction and control over telephone and telegraph corporations.

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R1 GENERAL REGULATIONS

R1.33 RULE NO. 33 - NONPUBLISHED SERVICE (Continued)

- B. Procedure for release of nonpublished information to authorized agencies.
1. The Utility shall only provide nonpublished information to persons within authorized agencies who are either:
    - a. peace officers pursuant to California Penal Code Section 830 and all subsections thereof and who are lawfully engaged in a criminal investigation in their official capacity, or
    - b. health officers who are acting in their official capacity and are lawfully investigating a matter involving a serious communicable disease or life-threatening situation, or
    - c. employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated above, or
    - d. employees of a county or city E9-1-1 project acting in an official capacity, or
    - e. employees of an federal agency listed in A.2.b. preceding, when engaged in an investigation involving arson or when engaged in fire fighting duties in which there is immediate peril to life or property.
  2. Nonpublished information shall be released by the Utility to an authorized agency's written request provided that the agency has previously furnished the Utility with a statement, signed by the head of the agency, requesting that nonpublished information be provided to the agency upon its written request, and listing designated persons, by name and title, who are authorized to request, in writing, nonpublished information. The written request for the nonpublished information must be signed by the head of the agency or by a previously designated person and the request must state that the nonpublished information is necessary for a lawful investigation being conducted by the agency pursuant to its responsibilities.
  3. Nonpublished information shall also be released to an authorized agency upon the agency's telephone request, provided the agency has previously furnished the Utility with a statement. It must be signed by the head of the agency, requesting that nonpublished information be provided to the agency upon telephone request and listing designated persons, by name, title and telephone number, who are authorized to request, by telephone, nonpublished information. The telephone request must be made by the head of the agency or by one of the previously designated persons. The nonpublished information requested by telephone shall be provided by the Utility only on a call-back verification basis. The requesting agency shall, within five working days after making the telephone request, mail the Utility a letter confirming the request.

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R1 GENERAL REGULATIONS

R1.33 RULE NO. 33 - NONPUBLISHED SERVICE (Continued)

C. Notification to Customer

1. The Utility shall not notify a customer regarding the release of customer's nonpublished information unless the customer contacts the Utility and specifically requests to know whether his nonpublished information has been released.
2. When a customer inquires of the Utility whether his or her nonpublished information has been released, the customer shall be informed that if information has been released he or she will be notified by mail about what information was released and which agency requested the information. If there was no release of nonpublished information, the customer will receive no communication from the Utility.
3. If the requesting agency certifies that disclosure to a customer about the release of his or her nonpublished information to the agency could impede an ongoing criminal investigation, the Utility shall withhold notice to the customer for a period of one year from the date of release of the information to the agency.
4. The one-year period of nondisclosure shall be extended for successive one-year periods upon new written certification by the agency in each instance.
5. If no request has been made for nondisclosure to the customer, the customer who inquires shall be notified in writing as to the identity of the agency, which requested the nonpublished information and the information released. If there has been a request for nondisclosure within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a customer who has previously inquired, at any time during the period of nondisclosure, whether his or her nonpublished information was released, shall automatically be notified in writing by the Utility that such information was released and which agency received this information.

6. Exception for Health Officers

No notification shall ever be made to a customer that nonpublished information was released to an authorized public health agency provided the chief health officer or designated health officer from the agency certifies that disclosure to the customer could violate a client's or contact's right of privacy and confidentiality.

7. Retention of Records

All written documents pertaining to nonpublished service shall be retained by the Utility for a least one-year. When an agency requests that notice to the customer be withheld, the Utility shall retain the records involved for a period of not less than one year from the date on which the period of nondisclosure expires.

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R1 GENERAL REGULATIONS

R1.34 RULE NO. 34 - RELEASE OF CREDIT INFORMATION AND CALLING RECORDS

A. Definitions

1. Credit Information - A customer's credit information is the information contained in the customer's Utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, and location of previous service. Not included in customer credit information for purposes of these rules are: nonpublished customer information or customer's name, address and telephone number as listed in the telephone directory.
2. Calling Records - Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records, the name and address of the called party, and pen registers are examples of calling records.

B. Release of Customer Credit Information and Calling Records - A customer's credit information and/or calling records shall be released by this Utility only under the following circumstances:

1. Upon receipt of a search warrant obtained pursuant to a California or federal law, or of a federal grand jury subpoena or a federal agency subpoena.
2. Upon making return to a subpoena deces tecum, when it reasonably appears to the telephone Utility that the procedures set out in Code of Civil Procedure Section 1985.3, or successor provisions, as they then exist, have been followed. The Utility shall not produce the records if there has not been compliance with CCP Section 2985.3. The Utility shall abide by all orders to quash protective orders and similar court orders, which may be issued with regard to the subpoenaed credit information and calling records.
3. Upon receiving permission of the customer to release the information.
4. Section 11478.5 of the Welfare and Institutions Code requires the Utility to provide certain customer information, including customer social security numbers, upon request of the California Parent Locator Service (CPLS) and Central Registry maintained by the California Department of Justice.

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R1 GENERAL REGULATIONS

R1.34 RULE NO. 34 - RELEASE OF CREDIT INFORMATION AND CALLING RECORDS (Continued)

C. Deferral of Notification

1. Notification to the customer will be deferred, and no disclosure made for a period of 90 days if there is a certification for nondisclosure in the body of the subpoena or search warrant. The certification for non-disclosure must contain a statement that there is sufficient reason to believe that such notification would impede the investigation in which the request is made. Upon making return to the court to a subpoena, the Utility shall request instruction from the court whether it should notify the customer of its receipt of the subpoena before divulging the information or records requested.
2. The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or search warrant was issued.
3. Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or search warrant or, if that person is unavailable, by another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.
4. Within five working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the customer.

D. Exception to Procedure for Release of Credit and Calling Records - The procedure set forth above does not apply where the requestor is a collection agency working for the Utility on the customer's account or is an independent telephone company, or other common carrier/interexchange carrier, or a Bell Operating Company.

E. Retention of Records - Records of request for credit information and calling records, other than from Utility's employee, shall be retained for a period of at least one year from the date on which the customer is notified in writing of the request. A copy of the letter of notification, which was sent to the customer, shall also be retained for a like period of one year.

F. Under certain circumstances, due either to services offered or to network technical parameters, telephone numbers may be forwarded over the network and displayed to the calling party.

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R1 GENERAL REGULATIONS

R1.35 RULE NO. 35 – CONCURRENCES – WEST COAST MARKET

(N)

A. LONG DISTANCE TELECOMMUNICATIONS SERVICE

1. General

Applicable to Long Distance Telecommunications Service within all exchange areas as those areas are defined by maps filed as part of the tariff schedules.

2. Rates

For dial credit card station, dial station, coin station, coin person, operator station, and operator person message toll calling, originating or terminating with respect to a rate center of an exchange of the Company. See Frontier Communications Online And Long Distance Inc., Tariff.

B. DIRECTORY ASSISTANCE AND OPERATOR SERVICES

See Section 3.1.3.B. of the Service Catalog, for information regarding Concurrences For Operator Services and Directory Assistance.

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R1 GENERAL REGULATIONS

R1.36 RULE NO. 36 – SERVICE PERFORMANCE GUARANTEE FOR BUSINESS CUSTOMERS – WEST COAST MARKET (N)

R1.36.1 SERVICE PERFORMANCE GUARANTEE FOR BUSINESS CUSTOMERS

If a business-class customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- Foreign Exchange Service
- Telephone Answering Service
- Trunk Line Service
- Services for the Handicapped
- Individual Reseller Line Service
- Call Restriction Service
- Custom Calling Services
- Inside Wire Maintenance Services
- Special Service Arrangements

Each credit shall be limited to the amount specified above for each service order or trouble report.

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

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment to install or repair one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to business-class customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Schedule R1, Rule 31 Limitation of Liability, but in no way does it constitute a waiver of the provisions of Schedule R1, Rule 31 Limitation of Liability. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Schedule R1, Rule 31 Limitation of Liability and Schedule R1, Rule 15, Interruptions of Service.

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R1 GENERAL REGULATIONS

R1.36 RULE NO. 36 – SERVICE PERFORMANCE GUARANTEE FOR BUSINESS CUSTOMERS – WEST COAST MARKET

(N)

R1.36.2 SERVICE PERFORMANCE GUARANTEE FOR RESIDENCE CUSTOMERS

If a residence-class or a California LifeLine customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from any of the following categories:

- Network Access Service
- California LifeLine
- Foreign Exchange Service
- Services for the Handicapped
- Call Restriction Service
- Custom calling Services
- Inside Wire Maintenance Services

Each credit shall be limited to the amount specified above for each service order or trouble report.

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

A credit will be extended in accordance with the above conditions only after the Utility fails to meet a commitment to install or repair one or more of the services specified above or fails to restore Utility-owned facilities used to provide any of the services specified above.

Credits will be provided in accordance with the above conditions to residence-class and California LifeLine customers.

This Service Performance Guarantee shall constitute a limited exception to the limitations of liability contained in Schedule R1, Rule 31 Limitation of Liability, but in no way does it constitute a waiver of the provisions of Schedule R1, Rule 31 Limitation of Liability. Credits paid in accordance with this rule shall be in addition to those required to be paid in accordance with Schedule R1, Rule 31 Limitation of Liability and Schedule R1, Rule 15, Interruptions of Service.

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R2 STANDARD FORMS

LIST OF EFFECTIVE SHEETS

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
<b>4<sup>th</sup> Revised*</b>	<b>CS A</b>		
1 <sup>st</sup> Revised	TOC A		
Original	1		
Original	2		
Original	3		
Original	4		
Original	5		
Original	6		
Original	7		
<b>2<sup>nd</sup> Revised*</b>	<b>8</b>		
<b>2<sup>nd</sup> Revised*</b>	<b>9</b>		
<b>1<sup>st</sup> Revised*</b>	<b>9.1</b>		
<b>1<sup>st</sup> Revised*</b>	<b>9.2</b>		
Original	10		
Original	11		
Original	12		
Original	13		
Original	14		
Original	15		
Original	16		
Original	17		
Original	18		
1 <sup>st</sup> Revised	19		
Original	20		

**\* Denotes Change**

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Advice Letter No. 1252  
Decision No.

Issued By  
Steve Crosby, Senior Vice President  
Regulatory Affairs

Date Filed: 10/09/18  
Effective Date: 10/10/18  
Resolution No.

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R2 STANDARD FORMS

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2.2	ADDITIONAL DEPOSIT REQUEST	2
2.3	GUARANTOR AGREEMENT	3
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2.5	BUSINESS SERVICE CREDIT APPLICATION	5
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R2 STANDARD FORMS

R2.1 DEPOSIT REQUEST LETTER

R2 STANDARD FORMS

R2.2 ADDITIONAL DEPOSIT REQUEST

R2 STANDARD FORMS

R2.3 GUARANTOR AGREEMENT

R2 STANDARD FORMS

R2.4 DEPOSIT RECEIPT

R2 STANDARD FORMS

R2.5 BUSINESS SERVICE CREDIT APPLICATION

R2 STANDARD FORMS

R2.6 RESIDENCE SERVICE CREDIT APPLICATION



R2 STANDARD FORMS

R2.7 SPECIAL NOTICE - NONCOMPLIANCE WITH RULE NO. 6

R2 STANDARD FORMS

R2.8 EXCHANGE AND TOLL SERVICE STATEMENT

PAGE 1 OF 4

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**CUSTOMER NAME**

**ACCOUNT SUMMARY**

**ACCOUNT NUMBER:** XXX-XXX-XXXX-XXXXXX-X  
**PIN NUMBER:** XXXX

Billing Date xx/xx/xx  
**New Charges Due Date** xx/xx/xx  
Previous Balance xxx.xx  
Payments Received Thru 9/25/18 .xx  
Balance Forward xxx.xx  
New Charges xx.xx  
**TOTAL AMOUNT DUE \$XXX.XX**



P.O. Box 5157, Tampa, FL 33675

**PAYMENT STUB**

**Total Amount Due \$XXX.XX**  
New Charges Due Date xx/xx/xx  
Account Number XXX-XXX-XXXX-XXXXXX-X

Please do not send correspondence with your payment. Make checks payable to Frontier.

Amount Enclosed \_\_\_\_\_

To change your billing address, call 1-800-921-8101

----- manifest line -----



CUSTOMER NAME  
ADDRESS  
CITY, STATE, ZIP

**FRONTIER**  
P.O. Box 740407  
CINCINNATI OH 45274-0407



886079530233261508200200000165400000247998

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R2 STANDARD FORMS

R2.8 EXCHANGE AND TOLL SERVICE STATEMENT (Continued)

PAGE 2 OF 4



CUSTOMER NAME

Go Green with  
**Paperless Billing**  
Receive your bill electronically and leave a lighter environmental footprint.  
Simply visit [frontier.com/paperless](http://frontier.com/paperless) and follow the instructions for **Billing Changes**.

For In-Language Billing and Service questions, please call one of the numbers below:  
English: 1-800-921-8101      Mandarin: 1-877-910-0319      Vietnamese: 1-844-320-4435  
Cantonese: 1-877-910-0316      Japanese: 1-844-320-4433      Tagalog: 1-844-320-4434

**PAYING YOUR BILL**

Pay online, by phone, by mail or at any Authorized Payment Location. Paying by check authorizes Frontier to make a one-time electronic funds transfer from your account, as early as the day your check is received. Visit Frontier.com to set up recurring electronic payments to streamline bill payment.

**LATE PAYMENTS, RETURNED CHECK FEES and PAST DUE BALANCES**

You are responsible for all legitimate, undisputed charges on your bill. If you pay your bill after the due date, you may be charged a fee (including a Treatment Charge if your account has been delinquent for 3 consecutive months and your past due balance is greater than \$XX), your service may be interrupted and you may have to pay a reconnection charge to restore service. A fee may be charged for a check that is returned by the bank for any reason. Continued nonpayment of undisputed charges (incl. 900 and long distance charges) may result in collection action and a referral to credit reporting agencies, which may affect your credit rating. When making an online payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date, a fee may be assessed.

**IMPORTANT CONSUMER MESSAGES**

You must pay all basic local service charges to avoid basic local service disconnection. Failure to pay other charges will not cause disconnection of your basic service but this may cause other services to be terminated. Frontier Bundles may include charges for both basic and other services.

Frontier periodically audits its bills to ensure accuracy which may result in a retroactive or future billing adjustment. Billing and service complaints may be submitted to the California Public Utilities Commission, Consumer Affairs Branch [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/); or 1-800-649-7570; or 505 Van Ness Ave., Room 2003, San Francisco, CA 94102.

**SERVICE TERMS**

Visit [Frontier.com/terms](http://Frontier.com/terms), [Frontier.com/tariffs](http://Frontier.com/tariffs) or call Customer Service for information on applicable tariffs, price lists and other important Terms, Conditions and Policies ("Terms") related to your Frontier services - voice, internet and/or video - including limitations of liability, and early termination fees and the effective date of and billing for the termination of service(s). Frontier's Terms, include a binding arbitration provision to resolve customer disputes ([Frontier.com/terms/arbitration](http://Frontier.com/terms/arbitration)). Subscribers to Frontier's TV and Internet services are billed one full month in advance. Unless otherwise required by applicable law, if you cancel your TV and/or Internet service subscription, termination of your service subscription(s) and any early termination fees will be effective on the last day of your Frontier billing cycle and no partial month credits or refunds will be provided for previously billed service subscriptions. Installation or setup fees paid at the initiation of the Service, if any, are not refundable. We encourage you to review the Terms as they contain important information about your rights and obligations, and ours. By using or paying for Frontier services, you are agreeing to these Terms and that disputes will be resolved by individual arbitration.

**Hard of Hearing, Deaf, Blind, Vision and /or Mobility Impaired customers may call Frontier 1-877-462-6606 or dial 7-1-1 to reach a consultant trained to support their communication needs. Visit [www.ddtp.org](http://www.ddtp.org) for more information.**

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R2 STANDARD FORMS

R2.8 EXCHANGE AND TOLL SERVICE STATEMENT (Continued)



PAGE 3 OF 4

**CUSTOMER NAME**

**FRONTIER MONTHLY SERVICE CHARGES FROM 9/25/18 to 10/24/18**

Digital Phone Essentials	XX.XX
Broadband Max	XX.XX
Frontier Mail - Standard	.XX
<b>TOTAL MONTHLY SERVICE CHARGES</b>	<b>XX.XX</b>

**OTHER SERVICE CHARGES AND CREDITS**

Carrier Cost Recovery Surcharge	.XX
Frontier Road Work Recovery Surcharge	.XX
<b>TOTAL OTHER SERVICE CHARGES AND CREDITS</b>	<b>XX.XX</b>

**TAXES AND OTHER CHARGES**

Federal Taxes and Charges*	XX.XX
State Taxes and Other Charges*	.XX
<b>TOTAL TAXES AND OTHER CHARGES</b>	<b>XX.XX</b>

**TOTAL**

**XX.XX**

Detail of Taxes and Other Charges on Pg.4 >

\*Includes Basic Charges

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R2 STANDARD FORMS

R2.8 EXCHANGE AND TOLL SERVICE STATEMENT (Continued)

PAGE 4 OF 4



**CUSTOMER NAME**

(T)

**DETAIL OF TAXES AND OTHER CHARGES**

**DETAIL OF FEDERAL TAXES AND CHARGES\***

<b>Frontier</b>	
Federal Excise Tax	.XX
Access Recovery Charge	XXX
Primary Federal Subscriber Line Charge	XXX
Federal USF Recovery Charge	XXX
<b>Frontier Com of America</b>	
FCA Long Distance - Federal USF Surcharge	.XXX
<b>TOTAL FEDERAL TAXES AND CHARGES</b>	<b>XXXX</b>

**DETAIL OF STATE TAXES AND OTHER CHARGES\***

<b>Frontier</b>	
Universal Lifeline Telephone Service Surcharge	.XXX
CASF-High Cost Fund Surcharge B	.XX
Deaf & Disabled Fund Surcharge	.XX
Delta EAS Recovery Surcharge	.XX
CA St Switched Access Rate Recovery Surcharge	.XXX
CA State 911 Surcharge	.XX
Teleconnect Fund Surcharge	.XX
CA St Public Utilities Commission Fee	.XX
Internet Infrastructure Surcharge	.XXX
CA State High Cost Fund Surcharge - A	.XX
<b>Frontier Com of America</b>	
Universal Lifeline Telephone Service Surcharge	.XX
CASF-High Cost Fund Surcharge B	.XX
Deaf & Disabled Fund Surcharge	.XX
CA State 911 Surcharge	.XX
Teleconnect Fund Surcharge	.XX
CA St Public Utilities Commission Fee	.XX
CA State High Cost Fund Surcharge - A	.XX
<b>TOTAL STATE TAXES AND OTHER CHARGES</b>	<b>XXXX</b>

**TOTAL TAXES AND OTHER CHARGES**

**IMPORTANT CUSTOMER INFORMATION**

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$XXX.XX by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

ON ONLY

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R2 STANDARD FORMS

R2.9 PAYMENT RECEIPT

R2 STANDARD FORMS

R2.10 RETURNED CHECK NOTICE

R2 STANDARD FORMS

R2.11 APPLICATION FOR TELECOMMUNICATIONS DEVICES FOR DEAF AND SEVERELY HEARING IMPAIRED



R2 STANDARD FORMS

R2.12 REQUEST FOR SUPERSEDURE

R2 STANDARD FORMS

R2.13 DESIGN INFORMATION FOR POWER INDUSTRY CHANNELS

R2 STANDARD FORMS

R2.14 CUSTOMER INSTALLATION REQUIREMENTS FOR RADIO TELEPHONE

R2 STANDARD FORMS

R2.15 SPACE USE AGREEMENT FOR PUBLIC TELEPHONES

R2 STANDARD FORMS

R2.16 APPLICATION FOR EXEMPTION FROM CHARGES FOR DIRECTORY ASSISTANCE SERVICES - RESIDENCE

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R2 STANDARD FORMS

R2.17 APPLICATION FOR EXEMPTION FROM CHARGES FOR DIRECTORY ASSISTANCE  
SERVICES - BUSINESS

R2 STANDARD FORMS

R2.18 DISCONNECT NOTICE

(CTC of **California**) CAALL (Lifeline and Non-Lifeline)

**Past Due Notice**

Our records indicate that your account is past due in the amount shown below. If payment is not received by 4:30 pm on the final due date, your service will be temporarily disconnected without further notice. In addition, a reconnect fee and deposit requirement may then apply. Life Line customers may elect to subscribe to Toll Restriction at no charge in lieu of a deposit. Your basic local service, including applicable taxes and surcharges, can be maintained by paying those charges marked with a star (\*). All services remaining unpaid are subject to suspension. If you are a Business customer, you must pay the Total Past Due in order to avoid any service interruption. If you have any questions please contact your Service Representative at **800-921-8105**.

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**IMPORTANT!** If your services are discontinued, you will pay \$25.00 (Residence fee) or \$46.25 (Business fee) before your telephone service will be turned on again.

\$9,999.99	* Basic
9,999.99	Optional
9,999.99	Government Fees and Taxes
9,999.99	*Government Fees and Taxes-Basic
9,999.99	IntraLATA Toll
9,999.99	InterLATA Toll
<u>9,999.99</u>	900 Toll
Place holder line 5	
Place holder line 6	
Place holder line 7	
\$9,999.99	Total Past Due Charges

Accounts are temporarily disconnected for ten calendar days after which time the service is permanently disconnected. If the service is permanently disconnected, an application for new service will be required. The installation charge for new service is greater than the charge to restore service and a security deposit may also be required. Some types of service, such as coin telephone service are permanently disconnected after the past due date on the notice. The characteristics of these services do not permit application of the temporary denial procedures. If disconnection occurs on these accounts, an application for new service will be required and the installation charges will apply.

The "Amount Due" as shown below may include charges for directory advertising, operator services, long distance charges, and disputed 900 charges. Your local telephone service will not be disconnected because of these charges.

You have the right to challenge the disconnection of any portion of this bill that is in dispute. If you have disputed charges on your bill and have contacted Frontier at the toll-free number listed above, your service will not be interrupted until the dispute is resolved. However, you must pay any amount not in dispute. You may request the assistance of the Public Utilities Commission in resolving an outstanding dispute with Frontier by calling 800-649-7570 or 415-703-1170.

If amount due has been paid, please disregard this notice.

**Thank You!**

Account Number: 999999999 888888 7  
Past Due Date: mm/dd/yy  
Final Due Date: mm/dd/yy  
Amount Due: \$999.99

Please detach the payment slip below and include with your payment in the return envelope provided. Please write your account number on your check

Advice Letter No. 1226  
Decision No.

Issued By  
Steve Crosby, Senior Vice President  
Regulatory Affairs

Date Filed: 10/14/16  
Effective Date: 10/16/16  
Resolution No.

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R2 STANDARD FORMS

R2.19 CUSTOMER NOTIFICATION-INSTALL

Telephone Operations

Following your recent installation of telephone service the  
line was thoroughly checked and tested.

Upon completing the installation, we were unable to contact  
you. If you experience any problems, please call repair service.

WE ARE COMMITTED TO PROVIDING YOU  
EXCELLENT SERVICE AND WE APPRECIATE  
YOUR BUSINESS.

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|  
(N)