

California Public Utilities Commission (Appendix C)

CD Compliance and Report Filing Cover Sheet

Please complete this cover sheet and include in your CD compliance filings and reports submitted to CDcompliance@cpuc.ca.gov. NO hard copies needed. DO NOT use this cover sheet for Advice Letter filings.

Utility Number U - - C	Filing Date:
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Utility Name:

Mailing Address:
(Street Address, City, State, Zip Code)

*Report Name:

Original	Revision to Previous Filing; Date of Previous Filing:	Number of Pages:
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Document Submission Frequency: Annual Quarterly Monthly Other

**Authority for Filing (Decision/Resolution/General Order #/etc.):

Confidential Treatment requested (if so, please attach declaration of confidentiality): Yes No

Name of Filer:	Email Address:	Phone No.:
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Notes/Comments:

Additional Instructions:

***Report Name Format:**

Carrier U# + Submittal Frequency + Report Name + Year + Reporting Interval + (COV for Cover Sheet or CONF for Confidential or both or neither)

EXAMPLES:

U-xxxx-C Once Compliance with Pub. Util. Code § 708, Employee Identification Cards 201701 COV

U-xxxx-C Quarterly Settlement Report Compliance Report D. xx-xx-xxx COV CONF

U-xxxx-C Once Acceptance of Authority Granted 2017(CPCN, Registration license, WIR) D. xx-xx-xxx COV

U-xxxx-C Once Date of local exchange service offering to public D. xx-xx-xxx 201701 COV

****All submittals should reference a proceeding, a decision or resolution, if applicable. If not applicable, provide a summary of why the document is being submitted.**

1. Decision Number: (starts with D plus 7 numbers eg. D.xx-xx-xxx)
2. Resolution Number: (starts with Res T plus 5 numbers eg. Res T-xxxxx)
3. Proceeding Number: (starts with R, I, C, A, or P plus 7 numbers eg. R.xx-xx-xxx, etc.)
4. Ordering Paragraph (OP): Number from the decision (eg. OP4)
5. All formal appeals (including citation appeals) start with K (eg. K.xx-xx-xxx)

CD Compliance and Report Filings information: <https://www.cpuc.ca.gov/General.aspx?id=1089>



20000 Hwy 88 • P.O. Box 1070 • Pine Grove • CA 95665

209.296.7502 • www.VolcanoCommunications.com

February 7, 2022

RE: Electronic Tariff Filing for Volcano Telephone Company, ID #U-1019-C

Electronic Tariff Administrator
cdcompliance@cpuc.ca.gov
Communications Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Dear Electronic Tariff Administrator,

Attached is Volcano Telephone Company's (U-1019-C) electronic file containing the current tariff sheets as of January 1, 2022. If you have any questions regarding this filing, you may reach me at (209) 296-1447.

Sincerely,

A handwritten signature in black ink that reads 'Brenda Shepard'. The signature is fluid and cursive.

Brenda Shepard
Chief Financial Officer
Volcano Telephone Company
(209) 296-1447
brendas@volcanotel.com

bjb

Schedule No. A-1

NETWORK ACCESS LINE SERVICE

APPLICABILITY

Applicable to residence and business exchange one-party access lines arranged for touch calling.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

Rate per Month

(1) Business One-Party Access Line Services

a. Extended Area Service

1. Pioneer

Flat Rate Service

\$ 34.00

(I)

2. Volcano

Flat Rate Service

34.00

(I)

3. West Point*

Flat Rate Service

34.00

(I)

b. Local Service

1. Kirkwood Meadows

Flat Rate Service

34.00

(I)

* See Special Conditions 6. for toll-free calling to certain organizations and entities in Pacific Bell's San Andreas exchange.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 391

Date Filed October 18, 2016

Decision No. 16-09-049

Sharon J. Lundgren
 NAME
President

Effective January 1, 2017

\ch

TITLE

Resolution No. _____

Schedule No. A-1

NETWORK ACCESS LINE SERVICE

(Continued)

RATES - (Continued)

Rate per Month

(2)	Resident One-Party Access Line Services		
	a. Extended Area Service		
	1. Pioneer		
	Flat Rate Service	\$ 24.00	(I)
	2. Volcano		
	Flat Rate Service	24.00	(I)
	3. West Point*		
	Flat Rate Service	24.00	(I)
	b. Local Service		
	1. Kirkwood Meadows		
	Flat Rate Service	24.00	(I)
(3)	Hunting Service		
	Each one-party business access line arranged for hunting	1.00	

* See Special Conditions 6. for toll-free calling to certain organizations and entities in Pacific Bell's San Andreas exchange.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 391

Date Filed October 18, 2016

Decision No. 16-09-049

Sharon J. Lundgren
NAME
President

Effective January 1, 2017

\ch

TITLE

Resolution No. _____

Schedule No. A-1

NETWORK ACCESS LINE SERVICE
 (Continued)

SPECIAL CONDITIONS

1. Off-premises extension service will be provided at the applicable mileage rates as shown in Schedule No. A-3.
2. Extended Area Service comprehends service without additional charge to all other stations served by exchanges of the Utility and/or Pacific Bell exchanges in the following expanded local calling areas: (T)

From Stations Receiving
 Service from the
Exchanges Designated As

To Stations Receiving
 Service from the
Exchanges Designated As

Pioneer
 Pioneer
 Pioneer
 Volcano
 Volcano
 Volcano
 West Point
 West Point
 West Point

Volcano
 West Point
 Jackson
 Pioneer
 West Point
 Jackson
 Jackson
 Pioneer
 Volcano

(N)

Additionally, the following expanded local calling areas are established in accordance with Decision No. 90-11-058 dated November 21, 1990, to be effective June 1, 1991:

From Stations Receiving
 Service from the
Exchanges Designated As

To Stations Receiving
 Service from the
Exchanges Designated As

Volcano
 Volcano
 West Point

Sutter Creek
 Mokelumne Hill
 Mokelumne Hill

3. Line extension and service connection charges in suburban areas are set forth in Schedule No. A-5 and Rule No. 16.
4. The charge for access to the local exchange network for basic telephone service will remain the same regardless of the number of stations on the premises.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 222

Date Filed July 23, 1997

Decision No. 97-06-106

Sharon J. Lundgren
 NAME
President

Effective August 11, 1997

\cng

TITLE

Resolution No. T-16742

Schedule No. A-1

NETWORK ACCESS LINE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

(D)

(D)

- 6. There will be no toll charge for any call made from the West Point exchange (prefix 293) to an entity or organization located in Pacific Bell's San Andreas exchange (prefix 754) that is listed on Attachment A of Decision 97-06-106 dated June 25, 1997. Attachment A will be updated every 24 months and filed with the California Public Utilities Commission through an Advice Letter.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 298

Date Filed June 3, 2003

Sharon J. Lundgren

Decision No. _____

Effective June 18, 2003

NAME

President

\cng

TITLE

Resolution No. T-16742

Schedule No. A-2

CUSTOM CALLING SERVICE

APPLICABILITY

Applicable to custom calling service, furnished in connection with individual access line service.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

		<u>Rate per Month**</u>		
		<u>Business</u>	<u>Residence</u>	
		<u>Service</u>	<u>Service</u>	
(1)	Call Forwarding, each line*			
	a. Call Forwarding Variable	\$ 4.00	\$ 2.65	
	b. Busy Call Forwarding	4.00	2.65	
	c. Delayed Call Forwarding	4.75	3.23	
	d. Busy Call Forwarding - Extended	7.75	5.00	(I)
(2)	Call Waiting, each line*	6.65	4.00	
(3)	Three-way Calling, each line*	6.65	4.00	
(4)	Call Forwarding Variable and Call Waiting, each line*	8.00	5.35	
(5)	Call Forwarding Variable and Three-way Calling, each line*	8.00	5.35	
(6)	Call Waiting and Three-way Calling, each line*	8.00	6.00	
(7)	Call Forwarding Variable, Call Waiting, and Three-way Calling, each line*	11.35	7.35	

* Includes all stations.
 ** See Special Conditions 5.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 335D

Date Filed November 13, 2007

Decision No. _____

 Sharon J. Lundgren
 NAME
 President

Effective January 1, 2008

\cng

 TITLE

Resolution No. T-17108

Schedule No. A-2

CUSTOM CALLING SERVICE
 (Continued)

RATES - (Continued)

	<u>Rate per Month**</u>	
	<u>Business Service</u>	<u>Residence Service</u>
(8) Abbreviated Dialing, each line*		
a. Eight Code	\$ 4.65	\$ 2.65
b. Thirty Code	6.65	4.65
(9) Call Forwarding Variable and Abbreviated Dialing, each line*		
a. Eight Code	6.00	4.00
b. Thirty Code	8.00	6.00
(10) Reverted Ring, each line	1.75	1.75
(11) Toll Restriction, each line or trunk	2.00	2.00
(12) Information Services Call Blocking (ISCB) (See Special Condition 13)		<u>Nonrecurring Charge***</u>
a. Residential Call Blocking		
1. New Connect, each line		---
2. Transfer of Service, each line		---
3. Utility Initiated Call Blocking, each line		---
4. Remove Call Blocking, each line.....		\$ 5.00
b. Business Call Blocking @		
1. New Connect, each line		15.00#
2. Transfer of Service, each line		15.00#
3. Utility Initiated Call Blocking, each line		---
4. Remove Call Blocking, each line.....		15.00
5. WATS (automatically blocked).....		---

* Includes all stations.
 ** See Special Conditions 5.
 *** Multi-Element Service Charges will not apply.
 # A \$1, instead of \$15, business nonrecurring charge will apply for 60 days following the date of the customer education campaign bill insert.
 @ Effective 11/1/93 through 12/31/93, customers may obtain blocking at no charge. In addition, any customer who subscribes to a new telephone number may obtain blocking at no charge for period of 60 days after the new number is effective. After that period of time, a customer will be able to order blocking or unblocking from this tariff or NECA's FCC No. 5 interstate tariff per local exchange or trunk blocked or unblocked. The customer can order the lowest rate available.

(N)
 |
 (N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 193

Date Filed November 10, 1993

Decision No. _____

James W. Welch
 NAME
President
 TITLE

Effective December 20, 1993

\cng

Resolution No. _____

Schedule No. A-2

(N)

CUSTOM CALLING SERVICE
 (Continued)

RATES - (Continued)

(13) Custom Calling, Advanced Calling, and
 Voice Mail Services Discounts:

<u>Per Feature Credit*</u>	<u>Credit Per Month</u>
a. Two Features.....	\$ (0.75)
b. Three Features.....	(1.50)
c. Four Features	(2.25)
d. Five Features.....	(3.00)
e. Six Features.....	(3.75)
f. Seven Features	(4.50)
g. Eight Features	(5.25)

* Rates (1) through (3) and (8) through (11) in Schedule No. A-2 qualify for discounts. See Schedule No. A-40, Advanced Calling Services and Schedule No. A-32, Voice Mail Service for other qualifying services.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 336

Date Filed December 22, 2006

Decision No. _____

Sharon J. Lundgren

Effective January 22, 2007

NAME
President

\cng

TITLE

Resolution No. _____

Schedule No. A-2

CUSTOM CALLING SERVICE

(Continued)

(N)

SPECIAL CONDITIONS

1. Custom Calling Service requires special central office equipment and will be provided only where facilities are available.
 2. Custom Calling Service (with the exception of reverted ring and toll restriction) will not be provided in connection with Semi-Public Service, Private Branch Exchange Trunk Line Service, or Centrex Service. (T)
(T)
 3. Description of Service
 - a. Call Forwarding Variable permits the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion. (T)
 - b. Busy Call Forwarding permits the forwarding of incoming calls when the customer's line is busy. The forwarded number is fixed by the customer service order. Forwarded calls are limited to intra-office completion; however, calls can be forwarded to a Foreign Exchange Service (FXS) number within the same central office (C.O.). (N)
 - c. Delayed Call Forwarding permits the forwarding of incoming calls when the customer's line remains unanswered after customer-designated number of rings. The number of rings and the forwarded number are fixed by the customer service order. Forwarded calls are limited to intra-office completion; however, calls can be forwarded to an FXS number within the same C.O.
 - d. Busy Call Forward - Extended forwards calls to a number outside the customer's local C.O. provided, forwarding is within the customer's IntraLATA Serving Area. Forwarding is completed in two stages: The customer's call is forwarded to a special number within the local C.O.; calls are then automatically forwarded to another number outside the local C.O. (N)
(L)
- (L) Special Conditions 3.b.-d. now shown in Schedule No. A-2, Cal. P.U.C. Sheet No. 960-T as paragraphs 3e.-g.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 121

Date Filed June 25, 1985

Decision No. _____

James W. Welch

Effective July 26, 1985

NAME

President

TITLE

Resolution No. _____

Schedule No. A-2

(N)

CUSTOM CALLING SERVICE
 (Continued)

SPECIAL CONDITIONS - (Continued)

3. Description of Service - (Continued)

(N)

e. Call Waiting

(L)

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting and by operation of the **switchhook** to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the **switchhook**, but a three-way conference cannot be established.

f. Three-way Calling

Three-way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to re-establish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

g. Customer Changeable Abbreviated Dialing

Customer Changeable Abbreviated Dialing permits the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight or thirty code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one or two two digit code (for eight code and thirty code lists respectively) plus the telephone number.

X

(L)

(Y)

(L) Paragraphs 3.e.-g. previously shown in Schedule No. A-2, Cal. P.U.C. Sheet No. 624-T as paragraphs 3.b.-d.

(Y) Material previously shown in Schedule No. A-2, Cal. P.U.C. Sheet No. 682-T.

X - Correction.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 121

Date Filed June 25, 1985

James W. Welch

Decision No. _____

NAME

Effective July 26, 1985

President

\cng

TITLE

Resolution No. _____

Schedule No. A-2

CUSTOM CALLING SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

4. The Call Forwarding Variable, Busy, and Delayed Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between his call forwarding equipped line and the number to which the call is forwarded. This charge for local, message unit, or dial station toll applies to all forwarded calls that are answered at the number to which the calls are forwarded.

Charges between the originating location and the call forwarding equipped line are applicable in accordance with regularly filed tariffs, local, message unit, dial station, operator station, or person toll.

5. Nonrecurring charges shown in Multi-Element Service Charges as set forth in Schedule No. A-23 do not apply when:

- a. other work subject to a nonrecurring charge or installation charge or service connection charge is done at the same time on the same order, or
- b. a custom calling feature is currently being furnished with the service on the same line.

6. Custom Calling Service features may be provided to customers with either rotary dial or touch calling dial telephones.

7. The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.

(D)

8. Only one type of customer changeable abbreviated dialing may be provided on each line, either eight code or thirty code.

(T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 146

Date Filed April 21, 1988

James W. Welch

Decision No. _____

NAME

Effective June 1, 1988

President

\cng

TITLE

Resolution No. _____

Schedule No. A-2

CUSTOM CALLING SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

- 9. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded.
- 10. Reverted ringing permits the customers to dial a reverted call code that signals all instruments on the individual line. (T)
- 11. Toll restriction prevents direct dialed access to the toll network.
- 12. At the option of the Utility, during specific promotional periods, the installation charge will be waived.
- 13. Information Services Call Blocking (ISCB) (T)
 - a. Description
 - (1) ISCB is 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 976 and 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, operator-assisted, and operator-entered billing to 976 and 900 numbers. If a customer with ISCB dials a 976 or 900 number, they will receive an announcement that tells the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers. (T) (C) (T) (C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 177B

Date Filed June 13, 1991

Decision No. 91-03-021

James W. Welch
NAME
President

Effective July 22, 1991

\cng

TITLE

Resolution No. _____

Schedule No. A-2

CUSTOM CALLING SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

13. Information Services Call Blocking - (Continued)

b. Utility's Obligation

The Utility's obligation is limited to installing and maintaining ISCB as described in 13.a.(1) above. By installing ISCB, the Utility is blocking access to 900/976 numbers, as requested by the customer, regardless of the toll carrier chosen by the customer. The Utility does not bill 900/976 charges on behalf of any toll carrier.

(C)

(C)

c. Customer's Obligation

ISCB will be disconnected only if the customer makes a written request to the business office to cancel the service or if the customer disconnects their telephone service.

(T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 273

Date Filed August 24, 2001

Decision No. 01-02-018

Sharon J. Lundgren

Effective October 8, 2001

NAME
President

\cng

TITLE

Resolution No. _____

Schedule No. A-3

OFF-PREMISES SERVICE

APPLICABILITY

Applicable to service involving off-premises service.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Rate per</u> <u>Month*</u>	
(1) Off Customer's Premises and Within the Exchange Area:		
a. Each Extension Service		(D)
1. Where the terminals are on noncontinuous property:		(D)
Each one-quarter mile or fraction thereof	\$ 3.00	(T)
Each additional one-quarter mile or fraction thereof.....	1.75	

* In addition to applicable Multi-Element Service Charges as shown in Schedule No. A-23.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 190

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.
NAME
President
TITLE

Effective August 8, 1993

Resolution No. T-15352

Schedule No. A-3

OFF-PREMISES SERVICE

(Continued)

<u>RATES</u> - (Continued)	<u>Installation</u> <u>Charge</u>	<u>Rate per</u> <u>Month*</u>	
(1) Off Customer's Premises and Within the Exchange Area - (Continued):			
b. Each Key Extension Service			
1. Where the terminals are in different buildings on noncontinuous property:			(T) (T)
Each 1,000 feet or fraction thereof:			
1 to 9 lines	\$ 49.00	\$ 21.75	
10 to 20 lines	60.00	34.50	
			(D) (D)
c. Each PBX Station			
1. In addition to rate in (a) preceding where the customer has on-premises control of the off-premises station on noncontiguous property:			(T) (T)
Per Station			
- Each local loop (two-required)		13.50	(T)
- ACE (per loop)		.68	

* In addition to applicable Multi-Element Service Charges as shown in Schedule No. A-23.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 190

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.
NAME
President
TITLE

Effective August 8, 1993

Resolution No. T-15352

Schedule No. A-3

OFF-PREMISES SERVICE

(Continued)

SPECIAL CONDITIONS

1. Off-premises extension service rates are applicable in connection with off the premises on which the primary service is located and within the exchange area, in addition to the other rates applicable to the service involved. (T)
2. The mileage rates are applicable to the airline distance measured between the terminals of the line involved.
3. Off-premises extension service will be installed on other premises of the customer with the primary service, provided the service is for the use of the customer. (T)
4. Off-premises extension service will be installed on other than the customer's premises, provided the service is for the use of the customer. (T)
(T)
5. Residence off-premises extension service will not be furnished on business premises unless it terminates on the telephone answering service. (T)
(C)
6. In this schedule, "terminals" mean the stations between which the off-premises extension service is connected. (T)
7. The line used to service extension stations is inside wire if:
 - a) the service is entirely on private property; and (T)
 - b) no utility distribution cable facilities are used. The customer shall be responsible for the installation and maintenance of any inside wire and standard jack beyond the Utility's local loop demarcation point. (C)
(C)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 190A

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME

President

Resolution No. T-15352

TITLE

Schedule No. A-4

E9-1-1 EMERGENCY SERVICE

APPLICABILITY

E9-1-1 Emergency Service is furnished to political subdivisions and municipal corporations of the state of California.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES:

(1) E9-1-1 Service:

	<u>Non-Recurring Charge</u>	<u>Rate Per Month</u>	(T)
a. Each E9-1-1 End Office Trunk	\$741.00	\$26.00	(C)
b. E9-1-1 Mileage:			
1. Airline distance between the Utility and Pacific Bell Telephone Company's (d.b.a. AT&T California) rate centers.			
Each mile or fraction thereof		2.00	

(2) Automatic Number Identification with Automatic Location Identification, Per 1000 access lines served¹

a. Initial Set-up	1,926.00		
b. Maintenance Updates.....		89.00	

¹ The quantity of updates is rounded to the nearest 1000 access lines served by the system. Every month, access line quantities will be adjusted for purposes of updating the customer's monthly billing. No additional non-recurring charges will be applied to the updated amounts.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 381

Date Filed October 15, 2013

Decision No. _____

Sharon J. Lundgren
 NAME
President

Effective November 13, 2013

\cng

TITLE

Resolution No. _____

Schedule No. A-4

(N)

E9-1-1 EMERGENCY SERVICE

(Continued)

SPECIAL CONDITIONS

1. General:
 - a. E9-1-1 exchange lines are arranged for incoming service only. Outgoing calls can only be made on a transfer basis.
 - b. ANI or ALI information will not be displayed on calls received from two-party suburban service.
 - c. Features and network arrangements will be based upon the operating limitations of the Utility's facilities and equipment.
 - d. The rates charged for E9-1-1 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the E9-1-1 Service, and the Utility does not undertake such responsibility.

2. Customer Responsibilities:
 - a. Customer must be a "public agency" as defined in Section 53100 of the Warren 9-1-1 Emergency Assistance Act.
 - b. The customer must adhere to the guidelines as set forth in the State of California 9-1-1 Guidelines Manual.
 - c. The customer must make such operational tests as in the judgment of the customer are required to determine whether the E9-1-1 system is functioning properly for its use. Customer shall promptly notify the Utility in the event the system is not functioning properly.
 - d. The customer is responsible for supplying the County Coordinator with all appropriate information required to define their jurisdictional boundaries for creation of the Master Street Address Guide (MSAG). The customer and the County Coordinator shall be responsible for resolving boundary discrepancies, and to keep the MSAG current for the life of the system.
 - e. The customer must arrange to have all E9-1-1 calls answered 24 hours a day, 7 days a week.
 - f. The customer must subscribe to local exchange service at each PSAP location for emergency use by any person who does not want his/her telephone number and/or address displayed, for administrative purposes, and for placing and receiving non-emergency calls.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 381

Date Filed October 15, 2013

Decision No. _____

Sharon J. Lundgren
NAME
President
TITLE

Effective November 13, 2013

\cng

Resolution No. _____

Schedule No. A-4

(N)

E9-1-1 EMERGENCY SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

2. Customer Responsibilities: - (Continued)

g. The County Coordinator must identify PSAP locations as well as the unique combinations of police, fire, emergency medical, and any other appropriate agencies responsible for providing emergency service in the E9-1-1 serving area. An Emergency Service Number (ESN) will be provided by the Utility for each unique combination. The County Coordinator will associate such ESNs with street address ranges or other routing criteria in the E9-1-1 serving area on forms supplied by the Utility for all agencies that are part of the system. Such ESNs will be carried in the Data Management System (DMS) at a Pacific Bell location to permit routing of E9-1-1 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the E9-1-1 serving area. The following terms define the County Coordinator's responsibility in providing this information.

- (1) After establishment of the E9-1-1 Service, it is the County Coordinator's responsibility to continue to verify the accuracy of the routing information contained in the MSAG, and to advise the Utility of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other approximate agencies' jurisdiction over any address, annexations, and other changes in local jurisdictional boundaries, incorporation of new cities, or any other matter that will affect the routing of E9-1-1 calls to the proper PSAP for all agencies that are part of the system.

Note: The Utility will provide to the County Coordinator on request, annually at no charge, a complete copy of the MSAG to permit the County Coordinator to verify accuracy of police, fire, and emergency medical PSAP routing designations.

- (2) Changes, deletions, and additions which the County Coordinator desires to have made in the MSAG should be submitted to the Utility on an "as occurred" basis. The Utility, in turn, will furnish the County Coordinator a copy of each change, deletion, and addition for verification.
- (3) The County Coordinator is responsible for acting as the single point of contact with the Utility in defining the MSAG, and for being the interface between the Utility and all other agencies that are part of the system.

h. 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 9-1-1 database administrator. Once the customer provides ANI and ALI sub-address information to the 9-1-1 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 9-1-1 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.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 381

Date Filed October 15, 2013

Decision No. 13-07-019

Sharon J. Lundgren
NAME
President

Effective November 13, 2013

\cng

TITLE

Resolution No. _____

Schedule No. A-4

(N)

E9-1-1 EMERGENCY SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

3. Definitions:

- a. Automatic Location Identification (ALI): A feature by which the name (business accounts only) and listed 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 premises, etc.) will be identified with the address of the telephone number at the main location.
- b. 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.
- c. Data Management System (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.
- d. E9-1-1 Service: E9-1-1 is a single three digit telephone number that connects the calling party with a PSAP where any kind of emergency response can be obtained. E9-1-1 is the most sophisticated of the 9-1-1 systems. It provides Selective Routing (SR) that routes the 9-1-1 call to the proper jurisdiction regardless of the PSAP and central office boundary mismatches, Automatic Number Identification (ANI) and Automatic Location Identification (ALI), the calling party's address.
- e. E9-1-1 Display and Transfer Unit: A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.
- f. Fixed Transfer: Fixed Transfer enables a PSAP attendant to transfer an incoming E9-1-1 call to another designated PSAP by depressing a single button on the E9-1-1 Display and Transfer Unit.
- g. Selective Transfer: Selective Transfer enables any PSAP attendant to transfer an incoming E9-1-1 call to the proper response PSAP by depressing a single button labeled with the type of agency, e.g., "fire," on the E9-1-1 Display and Transfer Unit.

4. The state of California is exempt from the federal excise tax and Emergency Telephone Users Surcharge (911 tax). The state of California is not exempt from the Public Utilities Commission surcharges and User Fee.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 381

Date Filed October 15, 2013

Sharon J. Lundgren

Decision No. _____

NAME

Effective November 13, 2013

President

\cng

TITLE

Resolution No. _____

Schedule No. A-5

LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

APPLICABILITY

Applicable to charges for line extensions and service connections in addition to line extension and service connection provisions of Rule No. 16.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules. (T)

RATES (Also See Special Conditions 1 through 7) Charge (T)

(1) Aerial, or at Utility's option, underground reinforcements to plant along existing exchange or suitable toll telephone circuits of this Utility. No Charge (T)

(2) Aerial, or at Utility's option, underground extension to plant beyond existing exchange or suitable toll circuits of this Utility: (Not applicable to subdivisions or real estate developments; see Special Conditions 8.) (T)

(D)

—
(D)

a. Free Footage Allowance; (T)
(D)

The Utility will construct at its expense a maximum of 700 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 (D)

—
(D)

b. Extension to Plant Exceeding Free Footage Allowance; (T)
(D)

Each 100 feet or fraction thereof of line extension and/or service connection.

\$ 50.00

Each additional foot or fraction thereof of line extension and/or service connection.

.50 (T)
X

X - Correction

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 124

Date Filed October 30, 1985

Decision No. _____

James W. Welch
NAME
President
TITLE

Effective November 30, 1985

Resolution No. _____

Schedule No. A-5

LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS
(Continued)

SPECIAL CONDITIONS

1. General:

- a. Charges under this schedule are for abnormally long plant extensions to prevent unreasonably burdening the general body of existing customers.
- b. Charges in this schedule are:
 - (1) Applicable to aerial and underground facilities whether Utility or jointly owned or rented and to all classes, types and grades of service;
 - (2) Not applicable to new subdivisions and real estate developments (Special Condition 8); or to farmer lines, toll station service and tree-contact-type construction;
- c. In lieu of the charges under this schedule for excess footage, applicant may, for that excess, clear the right-of-way, furnish and set the poles where aerial construction is employed, or furnish and install the underground supporting structure, all in accordance with the Utility's construction specifications; the Utility in that case will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities so provided by 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 Rule No. 16, A.5.b.(1)(b)). (T)
- d. Charges under this schedule are payable in advance and, except as described in Special Conditions 7. and 8. below, are not refundable.

2. Route, Type and Measurement of Line Extensions and Service Connections:

- a. The line extension and service connection distance (excluding the length of aerial drop wire) for determining free footage and charge is measured from the point of connection at the existing distribution facility to the point of connection with the network interface at the building being served. The free footage portion on (T)
(T)
(T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 139

Date Filed September 1, 1987

Decision No. 860749

James W. Welch
NAME
President
TITLE

Effective October 12, 1987

Resolution No. _____

Schedule No. A-5

LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS - Continued (T)

SPECIAL CONDITIONS - Continued

- 2. Route, Type and Measurement of Line Extensions and Service Connections - Continued
 - a. Continued (T)
private property, 300 feet maximum, is deducted from the total free footage to determine the remaining free footage along public roads. (See Special Condition 4.b.(2))
 - b. Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the Utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads. (T)
- 3. Collective Application and Grouping of Applicants:
 - a. 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.
 - b. 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 successive applicants exceeds one-half mile. Two or more projects are combined, however, whenever this results in lower charges (or no increase in charges) for all of the applicants involved.
 - c. An applicant at any premises receives only a single line extension allowance regardless of the number of services ordered at that premises.
 - d. Where an applicant orders service at more than one premise, he is treated as being a separate applicant at each premise for purposes of this schedule. (T)
(T)
- 4. Apportionment of Charges To Group of Applicants:
 - a. Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 56

Date Filed May 13, 1971

Decision No. 78294 and 78500

James W. Welch
NAME
President

Effective May 18, 1971

Resolution No. _____

Schedule No. A-5

LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS - Continued (T)

SPECIAL CONDITIONS - Continued

4. Apportionment of Charges To Group of Applicants - Continued

a. Continued

exceeds the construction required to serve them. No charge is made to such applicants. 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.

b. Exceptions:

(1) 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.

(2) Charges for extensions to plant on private property are assumed by applicants on whose property such extensions are made and these charges are not included in the over-all charges for the project. Likewise, the free footage allowance on private property is not included in the collective allowance for the project.

5.

(L)

6. Charges to Subsequent Applicants:

a. When a new applicant is secured who can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate of the line extension charge based upon the number of months (a fraction of a month is counted as a full month) remaining in the original three-year term, the time to be computed from the date service is established for the new applicant.

b. Where additional construction is required for an applicant to be served from a project less than three years old, the cost of the

(L) Material omitted now in Special Condition 1.d.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 56

Date Filed May 13, 1971

Decision No. 78294 and 78500

James W. Welch

Effective May 18, 1971

NAME

President

Resolution No. _____

TITLE

Schedule No. A-5

LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS - Continued (T)

SPECIAL CONDITIONS - Continued (T)

- 6. Charges to Subsequent Applicants: - Continued
 - b. Continued
project is 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.

- 7. Adjustment in Charges When Additional Applicants are Connected:
 - a. When a project is recomputed as described in Special Condition 6. above, existing customers will be refunded a prorate of the difference between the original charges and the recomputed charges, based on the remainder of the three-year term. Recomputation of charges due to the addition of new applicants is made on the assumption that there have been no disconnects. (T) | (T)
 - b. In the event the Utility attaches interexchange toll facilities to an aerial line extension within the three-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. (T) | (C)
 - c. If within three years of completion of the original project, construction on private property is treated as being on public roads, or if a private road is dedicated to public use, the line extension charges shall be recomputed and refunds made to the initial applicants where applicable. (T) | (T)

- 8. Line Extensions to Serve New Subdivisions or Real Estate Developments in Their Entirety: (T)
 - a. Where requested and permissible, aerial facilities to and within real estate developments will be provided under the following conditions: (C)
 - (1) 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 advanced or refunded, as the case may be, within 60 days after completion of the Utility's construction. (C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 56

Date Filed May 13, 1971

Decision No. 78294 and 78500

James W. Welch
NAME
President
TITLE

Effective May 18, 1971

Resolution No. _____

Schedule No. A-5

LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS - Continued (T)

SPECIAL CONDITIONS - Continued

8. Line Extensions to Serve New Subdivisions or Real Estate Developments in their Entirety - Continued (T)

a. Where requested and permissible, aerial facilities to and within real estate developments will be provided under the following conditions: - Continued (C)

(2) When, within the first three-year period after completion of construction, the subdivision density requirement has been met, the Utility will refund the advance in (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 advance 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 advances.

b. 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 Rule No. _____. (C)

9. Disconnects: (T)

When one or more customers on a project disconnect within the three-year term, no refund is made of the line extension charge to the disconnected customers. Charges to remaining customers are not affected by disconnects. (T)

10. Re-Use of Facilities: (T)

a. 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. (T)

b. 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. (T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 56

Date Filed May 13, 1971

Decision No. 78294 and 78500

James W. Welch
NAME
President

Effective May 18, 1971

Resolution No. _____

Schedule No. A-5

LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS
(Continued)

SPECIAL CONDITIONS - (Continued)

10. Re-Use of Facilities - (Continued):

- c. 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.

11. Contracts:

(T)

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 schedule, and shall not interfere with the Utility's right to collect amounts as provided for elsewhere in its tariff schedules.

12. Saving Clause:

(T)

In exceptional circumstances, when the application of this schedule appears impracticable 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.

13. Extraordinary Costs:

(T)

- a. The applicant/customer will be required to pay the representative costs below in addition to the associated plant extension and service connection charges (not to be confused with multi-element service charges) when the Utility incurs extraordinary costs for:

(N)

- (1) Obtaining rights-of-way and easements for; i.e., railroad crossings, Bureau of Land Management, Forest Service, environmental impact studies, interstate freeway, state highway, etc.
- (2) Obtaining rights-of-way and easements which require payment of annual fees.
- (3) Rule No. 13 will apply to projects of a temporary or speculative nature.
- (4) Trenching in rock and/or blasting rock either for aerial or underground construction.
- (5) Monthly fees and/or annual dues on rights-of-way.

(N)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch
NAME
President
TITLE

Effective December 1, 1984

Resolution No. T-10881

Schedule No. A-6

CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES

APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, California Community Colleges, and community based organizations. All CTF recipients must meet specific eligibility criteria set by the California Public Utilities Commission. CTF discounts are given only to those CTF recipients where the Utility has an approval notification from the California Public Utilities Commission.

(C)
(C)

TERRITORY

Within the Utility's exchanges, as said areas are defined on maps filed as part of the tariff schedules.

SPECIAL CONDITIONS

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 409B

Date Filed July 1, 2019

Decision No. 19-04-013

Sharon J. Lundgren

Effective July 1, 2019

NAME

President

Resolution No. _____

TITLE

Schedule No. A-6

CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES

(Continued)

SPECIAL CONDITIONS- (Continued)

5. How Discounts are Applied: (T)

a. For Federal E-rate program participants, the CTF discount applies to eligible service costs minus the Federal E-rate subsidy. Per D.15-07-007, Rule 18 of Appendix A, the CTF discount amount is capped at the level equal to the E-rate subsidy. For E-Rate schools, the E-Rate percentage discount is applied first, then the 50% CTF discount is applied to the net amount. The Company must compare the E-Rate dollar discount to the CTF dollar discount. The CTF dollar discount amount must be equal or less than the E-Rate discount dollar amount. (C)
(C)

b. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1st prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate. When the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate. (T)

CTF participants that have not filed for E-rate must apply the current statewide average E-rate discount before applying the CTF discount to CTF-eligible services. CTF participants that applied for the E-rate discount but denied must apply the 0% E-rate discount documented in the funding commitment letter and 50% CTF discount to CTF-eligible services. The CTF discount amount shall be equal or less than the Federal E-rate subsidy dollar amount. (N)
(N)

c. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows: (T)

- (1) Apply appropriate CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.
- (2) The Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF-eligible services.
- (3) The Utility shall continue to apply the appropriate CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.

d. For approved CBOs that have non-eligible E-rate service(s); the Utility will apply the appropriate CTF discount on the full monthly rate on the CTF eligible services. (T)

(D)
|
(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 409B

Date Filed July 1, 2019

Decision No. 19-04-013

Sharon J. Lundgren

Effective July 1, 2019

NAME
President

TITLE

Resolution No. _____

Schedule No. A-7

PROMOTIONAL CAMPAIGNS

(C)

APPLICABILITY

(N)

Applicable to promotional campaigns for optional network and exchange services, which the Utility may offer to residential and business customers for specific tariffed non-recurring charges.

The Utility may waive and/or discount specific tariff charges, as approved by the California Public Utilities Commission.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

Service/feature introductions as a result of a new or upgraded central office capability and for offerings of new or existing optional services will be made under one of the following promotional structures:

- (1) Non-recurring charges shall not be applicable during the promotional period.
- (2) Non-recurring charges shall be discounted during the promotional period.

SPECIAL CONDITIONS

1. All services listed in Special Conditions 6 are approved by Advice Letter filings and shall become effective on regular notice, which is no less than five days.
2. Promotional campaigns listed in Special Conditions 6 are subject to the Utility's Rules and offered only where facilities and operating conditions permit.
3. The promotional campaign duration shall not exceed 120 days per offering. All promotional campaigns will be approved by Advice Letter filings, which shall include but not be limited to:
 - service selection
 - non-recurring charges
 - promotional area
 - duration
 - customer notification plan

(N)

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 305A

Date Filed December 12, 2003

Decision No. _____

Sharon J. Lundgren

Effective May 5, 2004

NAME

President

Resolution No. T-16828

TITLE

Schedule No. A-7

PROMOTIONAL CAMPAIGNS

(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

3. (Cont'd)

The Utility will notify the California Public Utilities Commission by a five-day memorandum notice of all repeat or extended promotions. The authorization for repeat or extended promotions will be limited to 120 days. No promotion, whether repeated or extended will last for more than 240 consecutive days: 120 days duration approved through an advice letter filing and an additional 120 days extension of time to either repeat or extend promotions approved via the five-day notice.

The Utility will wait 60 days after a promotion has run for 240 consecutive days before filing to offer the same promotion again.

4. The method of customer notification of the promotional campaign is at the option of the Utility.
5. Customers may cancel the promotional offering at any time during or at the conclusion of the promotional period without penalty. Minimum billing as set forth in Rule No. 9, Rendering and Payment of Bills, is applicable to a promotional offering.
6. Promotional campaigns shall be limited to serving central offices designated by the Utility and include the following service:

None at this time

(N)

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 305A

Date Filed December 12, 2003

Decision No. _____

Sharon J. Lundgren

Effective May 5, 2004

NAME

President

TITLE

Resolution No. T-16828

Schedule No. A-7

(N)

PROMOTIONAL CAMPAIGNS

(Continued)

SPECIAL CONDITIONS - (Continued)

7. During the "subscription" phase of each promotion, the customer will be fully informed of all terms and conditions of the promotional offering, and the Utility will contact the customer regarding the retention or discontinuance of the service prior to the end of the promotional period. This contact will inform the customer that if they wish to retain the promoted service, they need do nothing; and if they wish to discontinue it, they need to call our business office to do so. Samples of the notification materials will be provided to the Telecommunications Division when proposing the promotion.

8. A post-analysis financial impact report required on each promotional offering should be provided to the Telecommunications Division by the Utility, within 60 days of the ending date of each promotion and receive Telecommunications Division approval before the next promotional offering is made. This report should include the following information:
 - a. The original estimate of revenues and number of customers, as filed with the Advice Letter.
 - b. The non-recurring revenue loss from the promotion.
 - c. The non-recurring costs of the promotion.
 - d. The recurring revenue gain.
 - e. The recurring expenses.
 - f. The number of subscribing customers.
 - g. The record of any complaints.
 - h. The record of the service retention by customers during the promotional period.

9. The Utility may advertise and market promotional pricing campaigns prior to the effective date of the promotion provided that all media where the promotion is discussed, contain the disclaimer "...this promotion will be effective on (specific date) pending Commission notification."

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 305A

Date Filed December 12, 2003

Decision No. _____

Sharon J. Lundgren

Effective May 5, 2004

NAME

President

Resolution No. T-16828

TITLE

Schedule No. A-8

INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS

APPLICABILITY

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

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Nonrecurring Charge</u>	
1. Primary Interexchange Carrier (PIC) Selection Charges		(T)
Per Local Exchange Service line or trunk, Per Occurrence*		
a. IntraLATA Service	\$ 5.00	
b. InterLATA Service	@	(C)
c. IntraLATA Service -same IC, same transaction on an interstate PIC order**	2.50	(C)
d. IntraLATA PIC Freeze	.00	(T)
e. InterLATA PIC Freeze	.00	

* In the event an end user is incorrectly presubscribed due to misassignment on the part of the Utility, no charge shall apply. In the event an end user is incorrectly presubscribed due to a misassignment on the part of the Interexchange Carrier (IC), and the IC is unable to document such an assignment, the Utility will apply charges, as described preceding to the IC responsible for the misassignment of the end user and assign the end user to a IC of the end user's choice. PIC charges conform with P.U.Code 2889.5. (T)
(N)
(N)

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

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

(D)
(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 322

Date Filed August 17, 2005

Decision No. _____

Sharon J. Lundgren

Effective September 15, 2005

NAME

President

Resolution No. _____

TITLE

Schedule No. A-8

(N)

INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS

(Continued)

SPECIAL CONDITIONS

1. Interexchange Carrier (IC) Selection is a procedure whereby:
 - a. An end user or an agent (the person or persons who has legal authority to subscribe service(s) provided by the Utility for the end user) may select an IC to place intraLATA toll calls without the 101XXXX carrier identification code. This IC is referred to as the end user's IntraLATA Primary Interexchange Carrier (IPIC).
 - b. An end user or an agent may select an IC to place interLATA, intrastate calls without the 101XXXX carrier identification code. This IC is referred to as the end users Primary Interexchange Carrier (PIC).
 - c. The Utility will accept a PIC and/or IPIC from the IC by telephone if the end user or agent participates in the telephone conversation.
 - d. Existing end users, as of June 8, 2001, who do not select an IC to carry their IntraLATA toll shall be defaulted to their PIC or to 101XXXX dialing if the end user's PIC does not participate in IntraLATA presubscription.

2. PIC or IPIC Charge Application
 - a. New end users may presubscribe, without charge, to the IPIC and/or PIC of their choice at the time an order is placed for service.
 - b. If an IPIC and/or PIC is not chosen at the time the order for service is submitted, the end user or agent will be sent a list of ICs approved by the CPUC to offer intraLATA and/or interLATA service. There will be no charge for this initial selection if made within six months of implementation on intraLATA presubscription. After that time, if an end user or agent requests a change, the charge(s) set forth in Rates 1. applies. Until the end user or agent chooses an intraLATA and/or interLATA IC, the end user may access an intraLATA and/or interLATA IC by dialing the appropriate 101XXXX carrier identification code.
 - c. If an end user or agent in a single transaction, requests the same IC for intraLATA and interLATA service, charges as set forth in Rates 1.c. preceding will be applied to the end user.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 266

Date Filed March 1, 2001

Decision No. 97-04-083 / 01-02-018

Sharon J. Lundgren

Effective April 9, 2001

NAME

President

TITLE

Resolution No. _____

Schedule A-8

(N)

INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS

(Continued)

SPECIAL CONDITIONS - (Continued)

3. End User/Agent Choice Discrepancy

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

- a. Return the end user's/agent's line to its previous PIC/IPIC;
- b. Credit the end user's/agent's bill for previously-billed PIC/IPIC change charges; and
- c. Bill any PIC/IPIC change charges to the IC that submitted this disputed PIC/IPIC change.

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

4. Customer Access Records Exchange (CARE) Lists

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

5. Termination or Change Provisions

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

- (1) inform the end users and agents of the cancellation;
- (2) request the end users and agents to select a new IC; and
- (3) state that the canceling IC will pay for the change charge.

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

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

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

6. PIC/IPIC Freeze

- a. The PIC/IPIC freeze remains in place until:

- (1) The end user or agent issues a written request to lift the freeze, or
- (2) The IC and end user contacts the Utility by telephone and request the removal of the freeze.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 266

Date Filed March 1, 2001

Decision No. 97-04-083 / 01-02-018

Sharon J. Lundgren

Effective April 9, 2001

NAME

President

TITLE

Resolution No. _____

Schedule No. A-9

TELEPHONE DIRECTORY REPRODUCTION RIGHTS

APPLICABILITY

Applicable to reproduction rights to the Utility's customers listed in the most recently published alphabetical sections of the Utility's Telephone Directories. (T)
 (T)

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

CHARGES

	<u>Rate*</u>	
Each listing.....	\$0.04	(C) (C)

SPECIAL CONDITIONS

- This offering authorizes a publisher, as described herein, to reproduce names, addresses, and telephone numbers of this Utility's customers contained in Utility's telephone directories. Such reproduction rights do not include names, addresses, telephone numbers, art work, headings, and other materials contained in this Utility's classified "yellow page" directories and directory sections or other utilities customers listed in this Utility's directories. No other rights are granted to the publisher. (T)
 (C)

* The new service order charge in Schedule No. A-23, Multi-Element Service Charges, applies. (C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 270

Date Filed _____

Decision No. _____

Sharon J. Lundgren

Effective _____

NAME
President

Resolution No. _____

TITLE

Schedule No. A-9

TELEPHONE DIRECTORY REPRODUCTION RIGHTS

(Continued)

SPECIAL CONDITIONS - (Continued)

- 2. This offering is limited to publishers engaged in the business of publishing a general directory for general public use and distribution and may not be used by such publishers for any other purpose.

(T)

(D)

(D)

A general directory is defined as a publication printed on paper and distributed periodically to the public which contains a classified compilation of a number of individuals or concerns together with their respective telephone numbers and advertisements regarding their products or services. These directories may also contain an associated compilation of telephone customers names, addresses, and telephone numbers.

(T)

- 3. The publisher shall not permit anyone but his employees or authorized representatives to inspect, use, or reproduce any information furnished hereunder. Reproduction rights under this offering are non-assignable and nontransferable.

- 4. The Utility assumes no responsibility or liability for any error in the information furnished. The publisher agrees to accept the listings on an "as-is" basis with all faults, errors, and omissions, if any, and the Utility does not warrant the accuracy of the information contained therein. The Utility makes no warranty, expressed or implied with respect to any listings or the information contained therein, including but not limited to warranties for merchantability or fitness for a particular purpose. The publisher agrees to release the Utility from any and all liability for damages which may arise due to any errors and omissions in the Utility's listings.

(T)

(T)

- 5. The Utility reserves the right to discontinue any of its directories in whole or part, to rearrange or change any such directory in whole or in part or to split or combine one or more of such directories as it deems necessary in the ordinary conduct of its business.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 270

Date Filed _____

Decision No. _____

Sharon J. Lundgren

Effective _____

NAME

President

TITLE

Resolution No. _____

Schedule No. A-9

TELEPHONE DIRECTORY REPRODUCTION RIGHTS

(Continued)

SPECIAL CONDITIONS - (Continued)

- 6. Charges shown above for this offering include furnishing a single current copy of the directory requested and such directories are not subject to return to the Utility.
- 7. The publisher shall furnish a copy of any published directory containing any listing information furnished hereunder to the Utility within 10 days following publication. The Utility may refuse to furnish reproduction rights henceforth to any publisher who fails to comply with this provision.
- 8. The charges shown are payable in advance or the Utility may, at its discretion, accept a guarantor to secure payment. The Utility, within 40 days following publication of one or more such directories, shall:
 - a. refund or bill, as appropriate, any difference between the estimated amount collected and the applicable charge or,
 - b. where a guarantor has been accepted, determine the applicable charge, advise the guarantor of such applicable charge and bill the publisher that amount.
- 9. If the publisher cancels the order prior to the date the Utility is scheduled to provide the listings and the Utility has performed any work or incurred any expense in connection therewith, the Utility will charge the estimated cost incurred not to exceed the estimated charge for the order. If the publisher cancels the order on or after the date the Utility is scheduled to provide the listings, all charges shall apply. (T)
(T)
- 10. For purposes of this Schedule, each name, address, and telephone number of a listed party shall be counted as one listing. If additional lines of information appear, each such line shall be counted as a separate additional listing. Where additional information appears as part of a listed party's name or address, the Utility, at its option, may count same as two listings. (C)
(C)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 270

Date Filed _____

Decision No. _____

Sharon J. Lundgren

Effective _____

NAME

President

Resolution No. _____

TITLE

Schedule No. A-10

OPTIONAL RESIDENCE TELEPHONE SERVICE*

(C)

(D)

(D)

* In accordance with Decision No. 90-11-058 dated November 21, 1990, the rates for Rate Band 1 will no longer apply effective June 1, 1991.

(C)

(C)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 173

Date Filed March 28, 1991

Decision No. 90-11-058

James W. Welch

Effective June 1, 1991

NAME

President

Resolution No. _____

TITLE

Schedule No. A-11

INTEREXCHANGE RECEIVING SERVICE

APPLICABILITY

Applicable to interexchange receiving service.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules. (T)

RATES

Rate per Month

Each interexchange receiving service ----- \$ 7.50 (I)

SPECIAL CONDITIONS

- 1. Interexchange receiving service is available to customers with business individual access line service (except coin box service), business private branch exchange service, or order receiving equipment service located in the receiving exchange. (T)
- 2. A telephone number designation will be assigned to each service in each exchange in which interexchange receiving service is subscribed for, and will be listed in the telephone directory for such exchange. Only those calls to this number which originate at stations served from the exchange in which the service is subscribed for will come within the scope of the service under this schedule, and then only when an interexchange rate is applicable between the calling station and the service in the receiving exchange.
- 3. Under this schedule, the sent-paid station rate in connection with message toll telephone service is applicable to each interexchange message. The customer with interexchange receiving service will be billed for calls to his number completed in accordance with Special Conditions 2. above. (T)
- 4. Multi-element service charges as shown in Schedule No. A-23, will apply in connection with this service. (T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch
NAME
President
TITLE

Effective December 1, 1984

Resolution No. T-10881

Schedule No. A-12

DIRECTORY LISTINGS

APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory and to Interexchange Carrier (IEC) Information Listing in the "Information Pages" section of the white pages in the telephone directory.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

- | | | | |
|-----|--|-------------|-----------------------|
| (1) | Listings, without additional charge in the alphabetical section of the directory: | | |
| | a. Each One-Party Access Line----- | One listing | |
| | b. Each Interexchange Receiving Service----- | One listing | |
| | | | <u>Rate Per Month</u> |
| (2) | Primary service listings for customers who do not have telephone service in an exchange served by the directory: | | |
| | a. Each business listing----- | \$ 1.00 | |
| | b. Each residence listing----- | .50 | |
| (3) | Additional listings and lines of information: | | |
| | a. Each business listing----- | .50 | |
| | b. Any individual(s) residing at a residence, listed at the residence, each listing----- | .50 | |
| | c. Reference to service of same customer, each listing----- | .50 | |
| | d. Reference to service of another customer, each listing----- | .50 | |
| | e. Any information in addition to a listing, each line----- | .50 | |
| (4) | Nonpublished Service----- | .00 | (R) |

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 206A

Date Filed December 26, 1995

Decision No. _____

Sharon J. Lundgren

Effective May 1, 1997

NAME

President

TITLE

Resolution No. T-16007

Schedule No. A-12

(N)

DIRECTORY LISTINGS
(Continued)

RATES - (Continued)

Rate Per Month

(5) Interexchange Carrier (IEC) Information Listing:

a. For Space in Information Section of the White Pages:

- | | |
|---|----------|
| 1. Each one-half page or fraction thereof | \$ 50.00 |
| 2. Each quarter-page or fraction thereof | 30.00 |

b. Each line in the alphabetical section of the service
exchange directory -----

2.30

(N)

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 199

Date Filed December 22, 1994

Decision No. 94-09-065

Sharon J. Lundgren

Effective January 1, 1995

NAME

President

Resolution No. _____

TITLE

Schedule No. A-12

DIRECTORY LISTINGS

(Continued)

SPECIAL CONDITIONS

- | | |
|---|------------------------------------|
| | (T) |
| 1. Listings in the alphabetical section of the directory are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service. Telephone directories are furnished to customers to facilitate the use of the service, remain the property of the Utility, and may be collected upon issuance of new directories. | (T)

(T) |
| 2. Business Service Listings | (N) |
| a. Business listings consist of a name, the address of the premises on which the primary network access is located, and the telephone number. A designation description of the business will be included if the name does not indicate the nature of the business. | (T)
(T) |
| b. Business listings may be those of an individual engaged in a business or profession, names of firms or members thereof, names of corporations or officers thereof, and names of employees or departments and branches of the business. When an additional listing involves the name of a member of a firm or an officer of a corporation, or a trade name, the listing shall include a reference to the name of the firm, company, or corporation subscribing to telephone service and may include the same business designation as the primary service listing or a designation descriptive of connection with the firm. A trade name may be used as a listing when the business is conducted under that name, as may be evidenced by the fact that the telephone service is so subscribed for, or in the case of an extra listing, is authorized in writing by the proper authority. | (T)
(T)

(T)
(T) |
| c. All additional listings in connection with a customer's service, except night service, must bear the same address and telephone number as the primary listing, except that additional listings in connection with off-premises extension access. | (T)

(T)
(D)

(D) |

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch

Effective December 1, 1984

NAME
President

Resolution No. T-10881

TITLE

Schedule No. A-12

DIRECTORY LISTINGS
(Continued)

SPECIAL CONDITIONS - (Continued)

(T)

3. Residence Service Listings

(T)

a. Residence Service Primary Listings and Additional Listings

Residence service primary listings or additional listings shall consist of name(s), address, and telephone number in accordance with the following:

(T)

(1) Name

Individual(s) listed must reside on the premises at which the service is furnished and the name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. Normally, the name(s) will consist of a surname and a given name or names. The name(s) may be:

(T)

(a) That of an individual,

(T)

(b) A combination of names and/or initials of two persons with the same surname,

(T)

(c) Another given name and/or initials for a person known by more than one name, or

(T)

(d) Professional Titles

(T)

Residence listings of professional customers may include the professional title indicated by the designation of profession in their business service listing. When professional customers are not customers to business access service, and are not practicing a profession on the premises where residence access is installed, the residence listing may include the professional title. Names of clergymen, professors, military or naval officers, and nurses may, for the purposes of identification, include their professional title.

(T)

(T)

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 119

Date Filed October 22, 1984

James W. Welch

Decision No. _____

NAME

Effective December 1, 1984

President

TITLE

Resolution No. T-10881

Schedule No. A-12

DIRECTORY LISTINGS

(Continued)

SPECIAL CONDITIONS - (Continued)

- 3. Residence Service Listings - (Continued) (T)
 - b. Residence Service Caption Listings
 - (1) Separate service or off-premises station access service of the customer may be listed under a caption, provided that such services show either addresses or telephone numbers differing from the caption or from one another when the caption shows no address or telephone number. (T)
 - (2) The service provided for use of the customer's domestic employees may be listed in terms commonly used to designate employees of a domestic establishment or in the domestic employee's name. (T)
- 4. Each primary business service listing may receive, at the option of the applicant and without additional charge, a regular type listing in the classified section of the directory under headings generally descriptive of the business as prescribed by the Utility. Each such classified listing shall contain the same name, address, and telephone number as the corresponding listing provided in the alphabetical section except that business or professional designations or titles will not be included. (T)
- 5. The charges for additional listings begin with the day they are entered in the information records and when such listings are included in the directory they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or becomes the same class of customer as the customer, or unless the customer's service is discontinued, or in the case of guest listing, the listed party becomes a residence service customer in his own name in the same exchange. (T)
- 6. All applications for additional listings and lines of information shall be made by the customer or authorized agent. (T)
- 7. Telephone numbers of public telephones will not be listed in the telephone directory. (T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch

Effective December 1, 1984

NAME

President

Resolution No. T-10881

TITLE

Schedule No. A-12

DIRECTORY LISTINGS

(Continued)

SPECIAL CONDITIONS - (Continued)

- 8. All applications for reference listings to the service of another customer shall be signed by both customers who are parties to the arrangement or by their authorized agents. The charges for listings referring to the service of another customer begin with the day they are entered in the information records, and when such listings are included in the directory they may not be discontinued until the end of the directory period. Listings will be discontinued at the end of the directory period upon the written order of either of the customers concerned or his authorized agent.
- 9. The Utility is liable for errors or omissions in the listings of its customers in the telephone directory subject to the provisions and limitations set forth in Sections A. and C. of Rule No. 24.
- 10. Nonpublished Service
 - a. The primary service listings shown in Rate (1) above will be nonpublished at the specific request of the applicant or customer. The telephone numbers of such service will not be listed in any telephone directory or in the directory assistance records available to the general public except that the number may be included in reference listings.
 - b. Nonpublished Service furnished in connection with Semi-Public Coin Box Service will be treated the same as other one-party access line services.
 - c. Nonpublished Service is applicable for a minimum period of one month.

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 206A

Date Filed December 26, 1995

Sharon J. Lundgren

Decision No. _____

NAME

Effective May 1, 1997

President

TITLE

Resolution No. T-16007

Schedule No. A-12

(N)

DIRECTORY LISTINGS

(Continued)

SPECIAL CONDITIONS - (Continued)

- 11. Interexchange Carrier (IEC) Information Listing in the "Information Pages" section of the white pages in the telephone directory.
 - a. IEC Information Listing provides a directory listing of an Interexchange Carrier (IEC) in the "Information Pages" section of the telephone directory's white pages. The listing shall be limited to the IEC name, 10XXX dialing code, telephone numbers for Residence and business service, and sample rate table including information for day, evening, and night rates with rates for the first minute and each additional minute.
 - b. The customer assumes full responsibility concerning the accuracy of listing information provided to the Utility and for verification of the draft listing prior to publication.
 - c. The customer must provide listing information prior to the closing date of the directory in order for the listing to appear in the next directory.
 - d. The customer agrees to indemnify and hold the Utility harmless from any claims or liability arising out of or resulting from any inaccurate information provided to the Utility by the customer.
 - e. The minimum period for which charges apply is one year.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 199

Date Filed December 22, 1994

Decision No. 94-09-065

Sharon J. Lundgren

Effective January 1, 1995

NAME

President

Resolution No. _____

TITLE

Schedule No. A-13

KEY TELEPHONE SERVICE*

(C)

(D)

(D)

* In accordance with Decision No. 85-08-097, Customer Premises Equipment is detariffed effective January 1, 1988.

(N)

(N)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch

Effective January 1, 1988

NAME

President

Resolution No. _____

TITLE

Schedule No. A-14

VACATION RATE SERVICE*

(C)

(D)

(D)

* This service is withdrawn.

(N)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. _____

James W. Welch

Effective January 1, 1988

NAME

President

Resolution No. _____

TITLE

Schedule No. A-15

FOREIGN EXCHANGE NETWORK ACCESS**

(C)

APPLICABILITY

Applicable to Foreign Exchange Network Access.

TERRITORY

Within the exchange areas listed under "Local Exchange" below, as said areas are defined on maps filed as part of the tariff schedules.

RATES*

(1) Exchange Network Access

<u>Foreign Exchange</u>	<u>Local Exchange</u>	<u>Class and Type of Network Access Service</u>
Plymouth	Volcano	Residence-One-Party Extended Service
Volcano	Pioneer	Business-One-Party Flat Rate
Pioneer	West Point	Residence-One Party Flat Rate

Rate per Month

Rate for same grade of service in foreign exchange, plus increment as follows:

Refer to the Utility's Schedule Cal. (T)
P.U.C. No. A-1 or AT&T California's (T)
Schedule Cal. P.U.C. No. A5.2.

* See Special Conditions 13.

** Foreign Exchange Service is grandfathered and limited to existing customers at existing locations as of the date Advice Letter 329 is approved. No moves, additions, or changes to the service will be permitted. Existing customers are immediately family members residing at the premises. (N)
(N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 329

Date Filed May 15, 2006

Decision No. T-17034

Sharon J. Lundgren
NAME
President

Effective August 24, 2006

\cng

TITLE

Resolution No. _____

Schedule No. A-15

FOREIGN EXCHANGE NETWORK ACCESS*

(C)

(Continued)

RATES - (Continued)

(1)	Exchange Network Access - (Continued)		
		<u>NRC#</u>	<u>Monthly Increment</u>
	a. Residence One-Party	\$ 50.00	\$ 3.50
	b. Business One-Party	75.00	6.90
(2)	Foreign Exchange Mileage Rates		<u>Rate per Month</u>
	a. Within the Local Exchange Area:		<u>Each One-quarter Mile</u>
			<u>or Fraction Thereof</u>
	Each residence one-party network access line -----		\$ 1.75
	Each business one-party network access line -----		1.75

* Foreign Exchange Service is grandfathered and limited to existing customers at existing locations as of the date Advice Letter 329 is approved. No moves, additions or changes to the service will be permitted. Existing customers are immediate family members residing at the premises.

(N)
|
(N)

Plus applicable charges as set forth in Schedule No. A-23.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 329

Date Filed May 15, 2006

Decision No. T-17034

Sharon J. Lundgren
NAME
President

Effective August 24, 2006

\cng

TITLE

Resolution No. _____

Schedule No. A-15

FOREIGN EXCHANGE NETWORK ACCESS

(Continued)

SPECIAL CONDITIONS

1. The above rates comprehend service, without additional charge, to all exchange network access lines receiving service from the exchange from which the foreign exchange network access is furnished. The toll rates applicable in connection with toll service over foreign exchange lines will be in accordance with the toll tariff provisions of the foreign exchange.
2. The above local exchange area mileage rates are applicable to the airline distance between the customer's exchange network access and the nearest point on the common boundary of the foreign and local exchange areas.
3. Foreign exchange network access will be furnished subject to the same conditions as to the use of the access service by others than the customer or his representatives which are applicable in connection with other classifications of customers' exchange network access. (See Schedule No. A-1.)
4. In the case where extraordinary construction (as defined in Schedule No. A-5, Special Conditions 13) is required, the customer will be billed for actual costs incurred by the Utility.
5. Multi-element service charges will apply in connection with foreign exchange network access furnished under this schedule. (T)
6. Customers with foreign exchange network access under this schedule are not required to take service of the exchange from which local exchange network access normally would be rendered.
7. Except as otherwise provided in this schedule, services furnished in the local exchange will be available in connection with foreign exchange network access in accordance with the tariff provisions of the local exchange for the particular classification of access furnished.
8. Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign directories in accordance with the tariff provisions in effect for the directory containing the additional listing or line of information.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch

Effective January 1, 1988

NAME
President

\cng

TITLE

Resolution No. _____

Schedule No. A-15

FOREIGN EXCHANGE NETWORK ACCESS

(Continued)

SPECIAL CONDITIONS - (Continued)

9. The above rates for foreign exchange network access line comprehend a listing in the directories having primary distribution in the local and foreign exchange.
10. Joint user service will not be permitted in connection with foreign exchange service.
11. A directory listing is provided in the directory for the foreign exchange without additional charge. In addition, customers are also provided with the same directory listing in the alphabetical section of the local directory without additional charge in connection with foreign exchange service for each foreign exchange primary station.
12. "Local Exchange" means the exchange in which the exchange network access is located and "Foreign Exchange" means the exchange from which the network access service is rendered.
13. Multi-element service charges will not apply for changes between June 1 and August 31, 1991, due to the expanded local calling area. (N)
(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 173

Date Filed March 28, 1991

Decision No. 90-11-058

James W. Welch

Effective June 1, 1991

NAME

President

TITLE

Resolution No. _____

Schedule No. A-16

JOINT USER ACCESS SERVICE* (C)

APPLICABILITY

Applicable to joint user access service furnished in connection with local exchange business service. (T)

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules. (T)

RATES

Rate per Month

Each joint user service furnished in connection with		(T)
individual access line business service-----	\$ 4.50	(I)(T)

* The rates and conditions set forth in this schedule for joint user access service apply only to service established or applied for prior to December 1, 1984, furnished to the same customer on the same premises. (C)
(C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch
NAME
President

Effective December 1, 1984

\cng

TITLE

Resolution No. T-10881

Schedule No. A-16

JOINT USER ACCESS SERVICE

(Continued)

(T)

SPECIAL CONDITIONS

- 1. Joint user access service is an arrangement whereby an individual (other than an employee, member, or officer of the concern which is the customer), a firm, a corporation, or an association shares in the use of a customer's business telephone service. The customer's facilities are not to be extended off the premises on which the primary access is located to provide joint user access service only. (T)
- 2. Joint user access service is applicable and will be furnished upon application by the customer as follows:
 - a. Application for use of the customer's service by an individual, firm, company, corporation, or association occupying jointly or in part the premises on which the primary access is located or the premises on which the customer's off-premises access is located.
 - b. Application for use of the customer's access for another business conducted separately by the customer and differing in character and name from that for which the facilities are provided. (T)
- 3. The above rates apply in addition to the rates and charges for the facilities and all other service provided. The minimum charge for joint user access service shall be the monthly rate, provided that if the listing is included in the telephone directory, the service shall be paid for until the end of the directory period unless the joint user vacates the customer's premises, the customer's access is discontinued, or the joint user becomes a customer to business access in the same exchange. (T)
- 4. Joint user access service is not furnished in connection with residence telephone service. (T)
- 5. Directory listings will be furnished in connection with joint user access service in accordance with the tariff provisions applicable to directory listings. (T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch

Effective December 1, 1984

NAME
President

Resolution No. T-10881

TITLE

Schedule No. A-17

SUBSCRIBER'S TRANSFER SERVICE*

(T)

(D)

(D)

* This service has been withdrawn.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch

Effective December 1, 1984

NAME

President

Resolution No. T-10881

TITLE

Schedule No. A-18

CONCENTRATOR-IDENTIFIER SERVICE

(T)

APPLICABILITY

Applicable to the joint provision of concentrator-identifier service between the Volcano exchange and a Pacific Bell's exchange.

TERRITORY

Within the exchange area of the Volcano exchange, as said area is defined on a map filed as part of the tariff schedules.

RATES

	<u>Basic Termination Charge</u>	<u>Installation Charge</u>	<u>Rate per Month</u>	
(1) Concentrator-Identifier Equipment*				(T)
Each concentrator unit equipped for the termination and identification of 100 or less extension lines and/or answering lines	\$ 1,000.00	\$ 1,000.00	\$ 48.00	
Each identifier unit	Applicable rate as set forth in Pacific Bell's Schedule Cal. P.U.C. No. A-9, Section 9.3.5.			(T) (T)

(2) Line Rates

Each concentrator-identifier line terminated on an identifier unit located in Pacific Bell's territory.

Each interexchange circuit or channel

Each mile or fraction thereof,
 airline measurement \$ 5.70

* Applicable to services furnished prior to January 1, 1983, to existing customers or as equipment becomes available for reuse. (T)
(T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President

Effective January 1, 1988

Resolution No. _____

Schedule No. A-18

CONCENTRATOR-IDENTIFIER SERVICE

(T)

(Continued)

SPECIAL CONDITIONS

Jointly Provided Concentrator-Identifier Service
(concentrator in an exchange of the Utility)

(T)

1. Applicable to a serving arrangement where the concentrator unit is located in an exchange of The Volcano Telephone Company. (T)
2. Service will only be provided between contiguous and noncontiguous exchanges where facilities and operating conditions permit. The utility providing the identifier will determine the operating conditions. X
3. Charges, rates and conditions applicable to the identifier unit will be those of the utility who provides the identifier. Charges, rates and conditions applicable to the concentrator unit and the concentrator-identifier trunks, including services terminated on that concentrator unit, will be those of the utility who provides the concentrator unit.
4. Charges and rates for the concentrator, identifier and concentrator-identifier trunks are to be billed to the customer.
5. To meet operating conditions, additional outside plant facilities for talking and/or signaling and supervision on a concentrator-identifier system may be required, and the rate of each additional such facility required will be the same as the mileage rate set forth herein for each concentrator-identifier trunk.
6. A minimum of two and a maximum of six concentrator-identifier lines may be used to connect the concentrator to the associated identifier unit.
7. Charges for customers connected to the concentrator will be those listed for an off-premises extension service in Schedule No. A-3. (T)

X - Correction

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President
TITLE

Effective January 1, 1988

Resolution No. _____

Schedule No. A-18

CONCENTRATOR-IDENTIFIER SERVICE

(T)

(Continued)

SPECIAL CONDITIONS - (Continued)

8. The utility has the option of entering into either of the arrangements set forth under a. or b. below, with respect to payment of the basic termination charge.

a. Deferred payment arrangement

The utility may enter into an agreement requiring that if at any time during the five-year period following the installation of an identifier unit, such unit is permanently disconnected as a result of a request of the customer or disconnection of customer's service in accordance with utility's applicable tariffs, or disconnection of customer's service for any other reason the customer shall pay to the utility, upon demand, the basic termination charge specified less a credit of one-sixtieth of said charge for each month between the date on which said unit was installed and the date on which it was so disconnected.

Supersedure

The customer shall not be required to pay to the utility said basic termination charge if at any time during the aforesaid five-year period, the customer's identifier unit is superseded by an applicant in accordance with the utility's applicable tariffs.

The unexpired amount of the original basic termination charge will be established as the basic termination charge in connection with the equipment to be furnished to the applicant superseding the service.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President

Effective January 1, 1988

Resolution No. _____

Schedule No. A-18

CONCENTRATOR-IDENTIFIER SERVICE

(T)

(Continued)

SPECIAL CONDITIONS - (Continued)

8. (Continued)

b. Initial payment arrangement

The utility may require the applicant to make an initial payment, in advance of the installation of the identifier unit, of an amount equal to the basic termination charge specified.

One-sixtieth of the amount of this initial payment will be refunded by the utility to the customer for each month, not to exceed sixty, that the equipment remains in service and the customer complies with utility's applicable tariffs.

Interest at the rate of six percent per annum will be paid by the utility on the amount of the unrefunded balance at each date the refund is computed.

Supersedure

If, at any time during the five-year period following the installation of the equipment, said customer's identifier unit is superseded by another applicant in accordance with utility's applicable tariffs, the portion of the initial payment held for refund will be refunded by the utility in full with interest to the outgoing customer.

The amount of initial payment so refunded, less interest, will be established as the basic termination charge in connection with the equipment to be furnished to the applicant superseding the service.

c. The utility has the option of applying either the deferred or the initial payment arrangement with respect to payment of the basic termination charge.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President

Effective January 1, 1988

Resolution No. _____

Schedule No. A-19

(N)

EXTRA COPIES OF BILLS AND TOLL STATEMENTS

APPLICABILITY

Applicable to the furnishing of extra copies of bills for telephone service and extra copies of toll statements.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

Extra Copies Requested by the Customer:

Bill for telephone service, each extra copy	\$0.50
Toll statement, each extra copy.....	.50

SPECIAL CONDITIONS

1. Charges for furnishing customers with extra copies of bills for telephone service and extra copies of toll statements are intended to cover, in part, the expense incurred by the Company in the preparation of such extra copies.
2. Extra copies are those in addition to the number of copies regularly furnished by the Company.
3. These rates are not applicable to bills or toll statements used as receipts.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 75

Date Filed _____

Decision No. _____

James W. Welch

Effective February 19, 1976

NAME

President

TITLE

Resolution No. T-9265

Schedule No. A-20

VISIT CHARGE

APPLICABILITY

Applicable to the Utility's repairman's visit to a customer's premises when a service difficulty is caused in whole or in part by customer-provided facilities.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

Charge
Per Hour or
Portion Thereof

Each visit by the Utility's personnel to a customer's premises when a service difficulty or trouble report is caused by customer-provided equipment and/or facilities: (See Special Conditions 4, 6, and 7)

(T)

During normal working hours (between 8:00 a.m. and 5 p.m., Monday through Friday)-----

\$ 30.00

Other than regular working hours (such as nights, Saturdays, Sundays, or holidays)-----

45.00

SPECIAL CONDITIONS

1. Visit charges provided for herein are in addition to the regular schedule of rates.
2. The Utility will not repair, adjust, or perform other work on the customer-provided equipment and/or facilities. (T)
3. At the request of the Utility, the customer is responsible for disconnecting customer-provided facilities in order that the Utility can determine the location of a trouble condition.
4. When the customer has reported a service difficulty or trouble to the Utility which requires a visit to the customer's premises, the visit charge will apply only if the Utility determines the problem results from the customer's equipment or inside wiring terminating on a standard network interface (SNI). There will be no charge if the problem results from the customer's inside wiring without an SNI or the Utility's facilities. (C)
(C)
5. Time for the per hour charge is measured from the time of dispatch of the Utility's personnel to the time of departure from the customer's premises.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 139

Date Filed September 1, 1987

Decision No. 860749

James W. Welch
NAME
President
TITLE

Effective October 12, 1987

Resolution No. _____

Schedule No. A-20

VISIT CHARGE

(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

- 6. When a service difficulty or trouble is reported to the Utility by other than the customer, or is detected by the Utility Staff:
 - (a) The Utility will first endeavor to clear the trouble without a visit to the customer's premises.
 - (b) If the trouble cannot be cleared, the Utility will inform the customer of the trouble condition and that it cannot clear it without a visit to the customer's premises. (T)
 - (c) A customer with an SNI will be instructed how to test the facilities. (C)
 - (d) The customer will then temporarily discontinue connection of the customer-provided facilities with those of the Utility to determine if trouble will clear. If disconnection of the customer-provided facilities does not clear the trouble and a visit to the customer's premises is still necessary, no visit charge will apply. (T)
 - (e) Upon visiting the customer's premises with his consent, if the Utility finds the service difficulty or trouble results from the use of customer-provided equipment or inside wiring on the customer's side of the SNI, the visit charge will apply. If the Utility determines the problem results from the customer's inside wiring without an SNI or the Utility's facilities, the visit charge will not apply. (T)
(C)
(C)
 - (f) The customer may request the Utility to defer its visit until the customer has his customer-provided facilities tested, in which case the Utility will delay its visit. (T)
 - (g) If the customer asks the Utility to defer its visit in accordance with (f) above or does not consent to a Utility visit, the Utility will have the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service in accordance with the rules as shown in the Tariff Schedules of the Utility and shall inform the customer of such action. (T)
(T)
(T)

(L)

(L) Paragraphs 7. and 8. now shown in Schedule No. A-20, Sheet No. 1068-T.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 139

Date Filed September 1, 1987

Decision No. 860749

James W. Welch
NAME
President
TITLE

Effective October 12, 1987

Resolution No. _____

Schedule No. A-20

(N)

VISIT CHARGE

(Continued)

SPECIAL CONDITIONS - (Continued)

(N)

- 7. The customer is responsible for the payment of all charges for visits made to the customer's premises by the Utility where service difficulty or trouble report results from customer-provided equipment or facilities and not the customer's inside wiring without an SNI or the Utility's facilities. (L)
(T)
- 8. This charge cannot be made if a protective connecting arrangement associated with customer's equipment fails to operate properly. (L)
- 9. If the service difficulty or trouble reports results from the customer's inside wiring where there is no SNI, and the customer requests the installation of an SNI while the Utility's personnel are at the premises, only the charge for the SNI set forth in Schedule No. A-33 will apply. (N)
(N)

(L) Previously shown in Schedule No. A-20, Sheet No. 579-T.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 139

Date Filed September 1, 1987

Decision No. 860749

James W. Welch
NAME
President

Effective October 12, 1987

Resolution No. _____

Schedule No. A-21

TOUCH CALLING SERVICE
(This Schedule is cancelled)

(D)

(D)

Touch Calling now provided at no additional line charge.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 107

Date Filed June 9, 1983

Decision No. _____

James W. Welch

Effective August 1, 1983

NAME

President

Resolution No. T-10732

TITLE

Schedule No. A.-21

TOUCH CALLING SERVICE (Continued)
(This Schedule is cancelled)

(D)

(D)

Touch calling now provided at no additional line charge.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 107

Date Filed June 9, 1983

Decision No. _____

James W. Welch

Effective August 1, 1983

NAME

President

Resolution No. T-10732

TITLE

Schedule No. A-22

HOLD-A-CALL

(This Schedule is cancelled)

(D)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 104

James W. Welch

Date Filed May 25, 1982

Decision No. _____

NAME

Effective June 25, 1982

President

TITLE

Resolution No. T-10575

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES

APPLICABILITY

Applicable to Multi-Element Service Charges as they apply to all residential and business exchange service and facilities, except where otherwise indicated.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

RATE

(1) Elements for ordering new and additional service and changes:		
(a) Service ordering: (See Special Conditions 2 & 4)		
1. For connecting new or additional service (i.e., central office lines) -----	\$ 16.75	(I)
2. For changing existing service or adding new or additional service other than central office lines (including record changes) -----	13.00	(I)
(b) Central office connection work, per line (See Special Conditions 2 & 5) -----	28.00	(I)
(c)* Premises visit charge (See Special Conditions 2) -----	74.75	(I)
(d) Reconnect charge for nonpayment-----	22.50	(I)

* Applicable only when a premises visit is required.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 199

Date Filed December 22, 1994

Decision No. 94-09-065

Sharon J. Lundgren
NAME
President

Effective January 1, 1995

Resolution No. _____

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES
(Continued)

RATES - (Continued)

(2) Premises Visit Charge - Premium Time Appointments (T)

Charge

Customer requested premium time appointment
for premises visit work -

Premium time charge per hour, per visit----- \$ 84.00 (I)

- (a) Regular working hours, between 8:00 a.m. and 5:00 p.m., Monday through Friday. Saturdays, Sundays, and Holidays observed by the Utility are excluded from this offering.
- (b) Where facilities and operating conditions permit, premium time appointments for premises visits may be scheduled by the Utility at the customer's request when a regularly scheduled appointment is not suitable. The premium time charge is in addition to applicable Multi-Element Service Charges.
- (c) Work scheduled during regular working hours but not completed until premium time hours shall be considered as work performed during regular working hours. The Utility has the option to schedule regular working hour appointments during premium time hours without the application of the premium time charge.
- (d) Time for the per hour charge is measured from the time of dispatch of the Utility's personnel to the time of departure from the customer's premises.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 199A

Date Filed December 22, 1994

Decision No. 94-09-065/94-12-024

Sharon J. Lundgren
NAME
President

Effective January 1, 1995

Resolution No. _____

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES

(Continued)

SPECIAL CONDITIONS

1. Multi-Element Service Charges for service connection and change charges are applied to individual access line residence and business services and Semi-Public Coin Box Service, except as otherwise shown.

The charges apply to the ordering, installation, and changing telephone service and other facilities up to and including the Utility's local loop demarcation point. (C)
(C)

At the customer's request, the Utility will terminate the requested service at points specified by the customer at the customer's expense. (N)
(N)

2. Multi-Element Service Charges include three basic elements:

- a. Service Ordering

The term Service Ordering means the charges that apply per customer request for work performed by the Utility in connection with the receiving, recording, and processing of customer requests for service to be completed in connection with each primary service. (T)

- (1) Service Ordering 1.a.(1) applies to each new and additional service (primary access), supersedure of residence and business service, and reconnection of service as set forth in this schedule.

- (2) Service Ordering 1.a.(2) applies as indicated.

- b. Central Office Connection Work

The term Central Office Connection Work means the work that applies to arranging an exchange access line to provide service between the central office and the customer's premises. The charge applies to work including but not limited to:

- (1) Establishing or changing connections in the central office.

- (2) Establishing or changing connections in distribution facilities between the central office and the customer's premises, including necessary cross-connections and line transfers.

(Continued)

(To be inserted by the utility)

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Advice Letter No. 190

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME
President

Resolution No. T-15352

TITLE

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES

(Continued)

SPECIAL CONDITIONS - (Continued)

2. Multi-element service charges include three basic elements (cont'd):

c. Premises Visit Charge

The term Premises Visit Charge means the charge that applies to a visit to the customer's premises to perform work requested by the customer other than a disconnect. The Premises Visit Charge also applies to the provision of any new service (other than maintenance replacements) for which a recurring monthly rate is applicable and such new service is provided coincident with or as a result of a maintenance or repair visit to the customer's premises by the Utility. When for Utility reasons, more than one visit is necessary to complete the work only one Premises Visit Charge applies.

(T)

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President
TITLE

Effective January 1, 1988

Resolution No. _____

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES
(Continued)

(D)

(D)

(L)

(L)

(L) Now shown in Schedule No. A-23, Sheet No. 1071-T.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 139

James W. Welch

Date Filed September 1, 1987

Decision No. 860749

NAME

President

Effective October 12, 1987

TITLE

Resolution No. _____

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES

(Continued)

SPECIAL CONDITIONS - (Continued)

- 3. The charges are intended to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system, and subsequent changes ordered by the customer.
- 4. Multi-element service charges provided for herein are in addition to the rates, non-recurring and installation charges as set forth in other schedules.

(D)

(D)

- 5. Except as otherwise shown, one service ordering charge applies to each service order issued for each customer request for service and work as shown in charges above. Only one service ordering charge applies for all items included on that service order.

(L)

- 6. The multi-element central office connection work charge applies to each exchange line provided or worked on, including local and foreign exchange service, and to each exchange line extended to an off-premises address on noncontinuous property.

(T)

- 7. A change of location from one premises to another, will be treated as a new installation.

(L)

(L) Previously shown in Schedule No. A-23, Cal. P.U.C. Sheet No. 1074-T.

(Continued)

(To be inserted by the utility)

Issued by

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James W. Welch
NAME
President
TITLE

Effective January 1, 1988

Resolution No. _____

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES

(Continued)

SPECIAL CONDITIONS - (Continued)

- 8. Multi-element service charges do not apply in connection with:
 - a. Public (non-guarantee) telephones.
 - b. Changes necessary to conform with requirements of Cal. P.U.C. Rule No. 18, Customer's Private Service Not for Public Use. (T)
(D)
(D)
 - c. Company initiated number changes as provided for in Cal. P.U.C. Rule No. 17, (C). (T)
 - d. Directory listing changes from non-published to published service. Change of name due to marriage or divorce, legal name change, change address only, or change bill name when the customer (individual or concern) remains the same. (T)
 - e. Utility initiated service orders. (T)
 - f. The replacement of rotary dial service with Touch Calling Service where the rotary dial service was installed in lieu of Touch Calling Service due to the availability of facilities. (T)
 - g. Changes to a higher grade of service, when such service was ordered initially, but a lower grade was installed due to a Utility facility shortage. (T)
 - h. A change initiated by the Utility, or required on account of a change in class, type, or grade of service. (T)
(T)

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President

Effective January 1, 1988

Resolution No. _____

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES

(Continued)

SPECIAL CONDITIONS - (Continued)

- 8. Multi-element service charges do not apply in connection with: (Cont'd) (T)
 - j. Items of service reconnected for a customer at the same location subsequent to disconnection of such items of service by the Utility pursuant to an order or regulation of the Federal Government issued under executive and administrative proclamations, provided that the customer agrees to such reconnection upon the receipt of notice from the Utility that facilities necessary for the reconnection of such items have become available. (T)

- 9. Multi-element charges apply in connection with: (T)
 - a. Supersedure (T)

Charges as set forth in this schedule are applicable, and include a change of primary listing and/or billing when required. Refer also to Cal. P.U.C. Rule Nos. 1 & 20 for definitions and supersedure of service.

 - b. Change in billing (T)

Charges as set forth in this schedule are applicable to a change in billing for payment of service other than supersedure, requiring the issuance of a service order, including:

 - (1) Transfer of service between spouses or members of the immediate family. When transfer is made for reasons of death, no charge is applicable. (T)
 - (2) Transfer of service to or from an estate, receiver, trustee, executor, administrator, or debtor in possession. (T)
 - (3) Change between sole owner, partnership or corporation as long as one individual in the previous firm remains and becomes the new sole owner, a partner, or an officer in the new firm. (T)
 - (4) Merger of partnerships or corporations. (T)
 - (5) Addition to, or withdrawal from, or change of, membership in a partnership, corporation, or association. (T)
 - (6) Change in billing arrangement for government accounts. (T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 139

Date Filed September 1, 1987

Decision No. 860749

James W. Welch
NAME
President
TITLE

Effective October 12, 1987

Resolution No. _____

Schedule No. A-23

MULTI-ELEMENT SERVICE CHARGES

(Continued)

SPECIAL CONDITIONS - (Continued)

10. The customer shall be responsible for installation, change, rearrangement, activation, move, or removal and maintenance of any inside wiring and associated jack(s).

(D)

(D)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 316

Date Filed April 4, 2005

Decision No. 05-01-058

Sharon J. Lundgren

Effective May 13, 2005

NAME

President

Resolution No. _____

TITLE

Schedule No A-24

PRODUCTS AND SERVICES FOR THE DISABLED

APPLICABILITY

Applicable to telecommunications products and services for certified disabled customers funded by an intrastate surcharge on all customers' bills for both the Deaf and Disabled Telecommunications Program and the Telecommunications Devices for the Deaf Placement Interim Committee.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

- (1) See Schedule No. A-28 for the applicable surcharge. (C)

(D)
|
(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 315

Date Filed December 20, 2004

Decision No. _____

Sharon J. Lundgren

Effective January 1, 2005

NAME

President

Resolution No. T-16901

TITLE

Schedule No. A-24

PRODUCTS AND SERVICES FOR THE DISABLED
(Continued)

Schedule No. A-24

PRODUCTS AND SERVICES FOR THE DISABLED
(Continued)

RATES - (Continued)

(2) Products and Services for the Disabled.

a. Products

The Deaf and Disabled Telecommunications Program (DDTP) provides specialized telephone equipment and services to deaf and disabled consumers in California to enable them to use their basic residential telephone service at no charge. The program is authorized in Sections 2881 and 2881.1 of the Public Utilities Code. These services are funded by a surcharge, which applies to all intrastate telephone charges.

Contact the California Telephone Access Program (CTAP) at 1.800.806.1191 to see what specialized telephone equipment is available.

(T)

(T)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 291

Date Filed October 24, 2002

Decision No. 87-04-027

Sharon J. Lundgren

Effective December 2, 2002

NAME

President

Resolution No. _____

TITLE

Schedule No. A-24

PRODUCTS AND SERVICES FOR THE DISABLED
(Continued)

RATES - (Continued)

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 291

Date Filed October 24, 2002

Decision No. 87-04-027

Sharon J. Lundgren

Effective December 2, 2002

NAME

President

Resolution No. _____

TITLE

Schedule No. A-24

PRODUCTS AND SERVICES FOR THE DISABLED

(Continued)

RATES - (Continued)

(2) Products and Services for the Disabled - (Continued)

	<u>Monthly Rate</u> <u>Billed to Fund</u>	(T)
b. Network Services for Program Certified Customers		
(1) Custom Calling Service		
(a) Speed Calling - 8 Code Capacity	See Schedule No. A-2	
(b) Speed Calling - 30 Code Capacity	See Schedule No. A-2	(T)
(c) Three-Way Calling	See Schedule No. A-2	(N)
(2) California Relay Service		(T)
(a) A communications assistant completes calls between a TDD and a non-TDD telephone (See Special Conditions No. 13).		(T)
(b) There is no charge for the communications assistant to complete a call.		(N)
(c) California Relay Service calls may not be placed to 900 or 976 numbers, time or weather recorded messages or other informational recordings.		
(d) California Relay Service is available to all classes and grades of service.		
(e) Connection to the California Relay Service via 711 abbreviated dialing code is a free call.		(N)

(D)

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 291

Date Filed October 24, 2002

Decision No. 87-04-027

Sharon J. Lundgren

Effective December 2, 2002

NAME

President

Resolution No. _____

TITLE

Schedule No. A-24

PRODUCTS AND SERVICES FOR THE DISABLED

SPECIAL CONDITIONS

1.

(D)

(D)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 315

Date Filed December 20, 2004

Decision No. _____

Sharon J. Lundgren

Effective January 1, 2005

NAME

President

Resolution No. T-16901

TITLE

Schedule No. A-24

(N)

PRODUCTS AND SERVICES FOR THE DISABLED

(Continued)

SPECIAL CONDITIONS – (Continued)

(N)

2. The certified disabled individual is one whose disability limits the use of the telephone and who require special equipment or services to access the exchange and toll networks. Such disability must be determined and certified by a competent authority. A competent authority is defined as:

(L)

- (1) A physician and surgeon who is California licensed, or exempt from such licensing, in accordance with Division 2, Chapter 5, Article 3 of the California Business and Professions Code.
- (2) A California licensed speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their license.
- (3) An authorized representative of agencies approved by the California Public Utility Commission.

(L)

(L) Previously shown on Cal. P.U.C. Sheet No. 1052-T.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 152

Date Filed August 11, 1988

James W. Welch

Decision No. _____

Effective October 1, 1988

NAME

President

TITLE

Resolution No. T-13005

Schedule No. A-24

PRODUCTS AND SERVICES FOR THE DISABLED

(Continued)

(C)

SPECIAL CONDITIONS - (Continued)

4. A certified disabled individual, as defined above, need not be a customer of the Utility.
 - (1) Where RESIDENCE SERVICE is involved, this individual must reside in the household of a customer who will be responsible for payment for basic service of the Utility.
 - (2) Where BUSINESS SERVICE is involved, the following criteria applies:
 - a. A certified deaf customer requesting a TDD must be the proprietor of the business or a partner.
 - b. A certified speech impaired customer requesting a TDD or any disabled customer requesting other products and services must be the customer or an employee of the customer who will be responsible for payment of basic service of the Utility.

5. 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 disconnected or provided under other appropriate schedules. The customer will be responsible for returning the equipment with the discontinuance of service, and will be held responsible for the loss or damage due to causes beyond their control.

6. Service under this schedule will be provided for only one station for each certified disabled individual on a business premises and for only one station on a primary residence premises to meet special requirements as determined by the Utility.

7. Products and Services are available with single line service, providing they do not terminate on a multi-line system, such as a key system or a PBX.

8. Each certified deaf, severely hearing or speech impaired customer requiring a visual means of communications over the telephone system will be furnished a basic minimum telecommunications device and a signal unit at no charge. An initial set of batteries and roll of paper tape, where required, will be provided with each device furnished to the certified individual. Provision of replacement batteries and paper will be the responsibility of the user.

9. TDDs require a modular telephone jack installation. Also, TDDs do not have internal signaling or dialing capacity and must be used in conjunction with a telephone instrument incorporating such capacity.

(C)

(C)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 137

Date Filed June 1, 1987

Decision No. 87-04-027

James W. Welch

Effective June 8, 1987

NAME
President

TITLE

Resolution No. _____

Schedule No. A-24

PRODUCTS AND SERVICES FOR THE DISABLED

(Continued)

SPECIAL CONDITIONS – (Continued)

- 10. The customers will be advised of the designated utility repair locations for the portable TDDs.
- 11. Each certified individual requiring products other than TDDs will be supplied with equipment available through the Fund. The Fund reserves the right to substitute a specific product with one in stock providing that the substitute product allows the individual to gain access to the local and toll network.
- 12. Services required by a certified individual are limited to those available in the Utility's Central Office.
- 13. California Relay Service calls may not be placed to 900 or 976 numbers, time or weather recorded messages, or other informational recordings. (T)
- 14. Temporarily disabled persons who submit a medical certificate to the Utility shall be included in the disabled program only for the actual period of disability.
- 15. The Multi-Element Service Charge for the record change will not apply. This cost will be recovered from the Fund.
- 16. Services for Organizations Serving the Deaf and Severely Hearing-Impaired Community: (N)
 - a. The processing procedures for requests for telecommunications devices for the Deaf (TDDs) from schools and private, nonprofit organizations serving the deaf and severely hearing-impaired community in accordance with Commission Resolution No. T-13060 are as follows:
 - (1) The Utility shall:
 - (a) receive the request,
 - (b) investigate the request,
 - (c) approve the request if the following requirements are met, or
 - (d) deny the request,
 - (e) disburse the TDDs when approved.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 159

Date Filed July 12, 1989

James W. Welch

Decision No. _____

NAME

Effective August 22, 1989

President

TITLE

Resolution No. T-13060

Schedule No. A-24

(N)

PRODUCTS AND SERVICES FOR THE DISABLED

(Continued)

SPECIAL CONDITIONS – (Continued)

16. Services for Organizations Serving the Deaf and Severely Hearing-Impaired Community -
(Continued)

a. (Continued)

(2) The Commission shall:

(a) continue to process requests from state agencies, or those organizations not clearly meeting the guidelines set forth in this schedule.

b. Regulations

(1) Organizations eligible to receive TDDs shall meet at least one of the following criteria:

(a) Private, nonprofit, not tax-supported, and serve the deaf or severely hearing-impaired on a more than incidental basis, that is, at least 10% of the total clientele of the organization must be deaf or severely hearing-impaired. The requesting nonprofit organization will provide services specifically serving the unique needs of the deaf and/or severely hearing-impaired community.

(b) Schools that are specifically for the deaf. The term “school” refers to both public and private schools.

(c) Schools that have significant programs for the deaf. The term “school” refers to both public and private schools. A significant program for the deaf or severely hearing-impaired students is an established, on-going supplementary educational program in addition to the mainstreaming of the student into the regular classroom.

(d) Private nonprofit organizations under contract with the Department of Rehabilitation and the Department of Social Services. The requesting organization will supply the Utility documentation of the contract existing between itself and the state agency to establish eligibility.

(Continued)

(N)

(To be inserted by the utility)

Issued by

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Advice Letter No. 159

Date Filed July 12, 1989

James W. Welch

Decision No. _____

NAME

Effective August 22, 1989

President

TITLE

Resolution No. T-13060

Schedule No. A-24

(N)

PRODUCTS AND SERVICES FOR THE DISABLED

(Continued)

SPECIAL CONDITIONS – (Continued)

16. Services for Organizations Serving the Deaf and Severely Hearing-Impaired Community -
(Continued)

b. Regulations – (Continued)

(2) The requesting organization shall supply the Utility with any information requested by the Utility. This may include, but is not limited to the following:

- (a) The exact nature of the organization.
- (b) The source of funding for the organization.
- (c) The services provided by the organizations to the deaf and severely hearing-impaired, the number of clients served, and a schedule of any fees charged for such service.
- (d) The services provided by the organization to persons who are not deaf or hearing-impaired and the relevant proportion of deaf/severely hearing-impaired clients.
- (e) The number of telephone lines in service with which a TDD would be used by the organization.
- (f) The number of organization staff who are deaf or severely hearing-impaired.

(3) An organization which is eligible to receive a TDD must:

- (a) ensure that there are trained employees available at all duty hours to use the TDD, including backup coverage when the designated individuals are out for any reason,
- (b) keep TDDs in operating order, plugged in, and ready to use without advance notice,
- (c) keep one telephone line for use with each authorized TDD,

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 159

Date Filed July 12, 1989

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Decision No. _____

Effective August 22, 1989

NAME

President

TITLE

Resolution No. T-13060

Schedule No. A-24

(N)

PRODUCTS AND SERVICES FOR THE DISABLED

(Continued)

SPECIAL CONDITIONS – (Continued)

16. Services for Organizations Serving the Deaf and Severely Hearing-Impaired Community -
(Continued)

b. Regulations – (Continued)

(3) (Continued)

(d) widely circulate the TDD telephone number to constituents of the organization. For example, the TDD number should be printed on all stationery, on business cards, in the telephone directory, and in any other literature of the organization,

(e) not use the TDD outside California,

(f) not charge substantial fees for its services to the deaf and severely hearing-impaired.

(4) The TDD remains the property of the Deaf Equipment Administration Fund (D.E.A.F.) Trust and is loaned to the recipient organization for as long as the recipient continues to be eligible and has a need for the TDD.

(5) When requested to do so by the Commission, the Utility shall audit organizations which receive TDDs pursuant to this schedule to determine effective use and continued need of authorized TDDs.

(6) Compliance with the criteria outlined above, will demonstrate that the TDD is being effectively utilized at the minimal acceptable level in the event that the recipient is audited by the Utility under the direction of the Commission.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 159

Date Filed July 12, 1989

James W. Welch

Decision No. _____

NAME

Effective August 22, 1989

President

TITLE

Resolution No. T-13060

Schedule No. A-25

CUSTOMER-PROVIDED RESIDENCE INTERIOR WIRING*

(C)

(D)

(D)

* In accordance with FCC Docket No. 79-105, installation and maintenance of inside wiring and jacks was detariffed January 1, 1987.

(N)

(N)

(D)

(To be inserted by the utility)

Issued by

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Advice Letter No. 139

Date Filed September 1, 1987

Decision No. 860749

James W. Welch

Effective October 12, 1987

NAME

President

Resolution No. _____

TITLE

Schedule No. A-26

DIAL MOBILE RADIOTELEPHONE SERVICE*

(C)

(D)

(D)

* In compliance with Resolution No. T-16007 Ordering Paragraph 4, Dial Mobile Radiotelephone Service is detariffed as of May 1, 1997. This entire schedule is withdrawn.

(C)

(C)

(D)

(To be inserted by the utility)

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Advice Letter No. 206A

Date Filed December 26, 1995

Decision No. _____

Sharon J. Lundgren

Effective May 1, 1997

NAME

President

Resolution No. T-16007

TITLE

Schedule No. A-27

PRIVATE BRANCH EXCHANGE (PBX) TRUNK LINE SERVICE

APPLICABILITY

Applicable to PBX trunk lines provided from the Utility's central office furnished in connection with Private Branch Exchange Service and customer-provided multi-line terminating systems.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Rate per Month**</u>
1. Trunk Rates*	
a. Kirkwood Meadows, Pioneer, and Volcano exchanges, each PBX trunk line -----	\$ 48.50
b. West Point exchange, each PBX trunk line-----	51.25
2. Direct Inward Dialing Service (DID)	
a. For each 100 DID station number -----	45.00
b. Circuit termination for each PBX trunk ----- (requires two (2) circuit terminations for each PBX trunk)	8.00
c. Block of 20 DID station numbers in the same trunk group -----	15.00

* See Schedule No. A-1 for local calling areas. See Special Conditions 9 for the E9-1-1 provisioning. (C)

** In addition to the applicable Multi-Element Service Charges set forth in Schedule No. A-23.

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 381

Date Filed October 15, 2013

Decision No. 13-07-019

Sharon J. Lundgren

Effective November 13, 2013

NAME

President

TITLE

Resolution No. _____

Schedule No. A-27

PRIVATE BRANCH EXCHANGE (PBX) TRUNK LINE SERVICE

(Continued)

SPECIAL CONDITIONS

1. Off-Premises PBX Station Service will be provided at the applicable mileage and station rates as provided in Schedule A-3.
2. Direct Inward Dialing (DID) to PBX systems is an arrangement in the Utility's central office to provide DID Service from the telecommunications network to the customer's premises for use in connection with dial switching or number identifying equipment and is furnished where operating conditions and availability of facilities permit. (T)
3. DID Service must be provided on all lines in a trunk group arranged for inward service.
4. Directory listings will be furnished in accordance with Schedule A-12.
5. Intercepting of numbers assigned to the customer that are vacant or not in use by the customer is the responsibility of the customer. Attendant or suitable machine intercept share may be arranged. All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call. X (C)
(C)
6. Each block of 20 or 100 station numbers are charged separately, see Rates 2.a. and c, following. The Utility may be required to select blocks of 20 DID station numbers to form a block of 100, these blocks will not be priced separately. (N)
7. Multi-Element Service Charges, as set forth in Schedule Cal. P.U.C. No. A-23, apply to central office modifications of trunk lines and/or changes to the rearrangement of the existing station numbers at the customer's request.

X - Correction

(Continued)

(N)

(To be inserted by the utility)

Issued by

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Advice Letter No. 229

Date Filed December 12, 1997

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Sharon J. Lundgren

Effective January 23, 1998

NAME

President

TITLE

Resolution No. _____

Schedule No. A-27

PRIVATE BRANCH EXCHANGE (PBX) TRUNK LINE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

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

9. PBX Trunk Service:

- a. 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 9-1-1 database administrator. Once the customer provides ANI and ALI sub-address information to the 9-1-1 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 9-1-1 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.
- b. It is the customer's responsibility to arrange for the above capability for its Multi-Line Telephone System.

(N)

(N)

(To be inserted by the utility)

Issued by

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Advice Letter No. 381

Sharon J. Lundgren

Date Filed October 15, 2013

Decision No. 13-07-019

NAME

President

Effective November 13, 2013

\cng

TITLE

Resolution No. _____

Schedule No. A-28

BILLING SURCHARGES

APPLICABILITY

Applicable to all intrastate end user services. See the exceptions below.

TERRITORY

Within the territory served.

RATES

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) Universal Lifeline Telephone Service (ULTS) 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 for coin-operated pay telephones;
- (6) Directory advertising; and
- (7) One-way radio paging.

For a list of the Public Program surcharges, and the amounts, please refer to the Pacific Bell Telephone Company's (d.b.a. AT&T California) tariffs.

(T)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 337

Date Filed April 4, 2007

Decision No. _____

Sharon J. Lundgren

Effective May 3, 2007

NAME

President

TITLE

Resolution No. _____

Schedule No. A-28

BILLING SURCHARGES

(D)

(D)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 315

Date Filed December 20, 2004

Decision No. _____

Sharon J. Lundgren

Effective January 1, 2005

NAME

President

Resolution No. T-16901

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Schedule No. A-28

BILLING SURCHARGES
(Continued)

(D)

(D)

(To be inserted by the utility)

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Advice Letter No. 315

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Sharon J. Lundgren

Effective January 1, 2005

NAME

President

Resolution No. T-16901

TITLE

Schedule No. A-29

SALE OF TERMINAL EQUIPMENT*

(C)

(D)

(D)

* In accordance with Decision No. 85-08-097, Customer Premises Equipment is detariffed effective January 1, 1988.

(N)

(N)

(D)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President
TITLE

Effective January 1, 1988

Resolution No. _____

Schedule No. A-30

SURCHARGE TO FUND PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

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 that appear on customers' bills.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

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 sales; and
- (3) Inter-utility sales.

Please refer to the Pacific Bell Telephone Company's (d.b.a. AT&T California) tariff for the amount. (T)

(To be inserted by the utility)

Issued by

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Advice Letter No. 337

Date Filed April 4, 2007

Decision No. _____

Sharon J. Lundgren

Effective May 3, 2007

NAME

President

Resolution No. _____

TITLE

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

APPLICABILITY

- (1) Applicable to eligible residence customers for Universal LifeLine Telephone Service (ULTS) a.k.a. California LifeLine Program or LifeLine furnished pursuant to the Moore Universal Telephone Service Act and in accordance with General Order 153. The Utility as listed throughout this Schedule is identified as the California LifeLine Service Provider in GO 153.
- (2) The Utility shall provide federal credits for Lifeline Assistance as defined in FCC 47 C.F.R. 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Utility's Lifeline service offering shall comply with all applicable federal laws, including but not limited to, 47 C.F.R Part 54, Subpart E; the FCC's Lifeline Reform Order (Report and Order released February 6, 2012, WC Docket No. 11-42, et. al.), the FCC's Lifeline Modernization Order (Third Report and Order released on April 27, 2016, WC Docket No. 11-42, FCC 16-38, et. et. al.), and any subsequent revision.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES AND CHARGES

	<u>Rate per Month</u>		
(1) Flat Rate Exchange Service:	Full LL Support*	Reduced LL Support	(C)
Qualifying Residents:			
a. <u>Federal Lifeline:</u>			
1. Local Flat Rate Service	\$24.00	\$24.00	
2. End User Common Line (EUCL) Charge	6.50	6.50	
3. Federal LifeLine Credit	-9.25	-5.25	
4. California Makeup Support Credit	0.00	-2.00	
5. California Specific Support Credit	<u>-14.85</u>	<u>-14.85</u>	
6. California LifeLine Flat Rate Service	\$6.40	\$8.40	
b. <u>CA-Only Lifeline:</u>			
1. Local Flat Rate Service	\$24.00	\$24.00	
2. End User Common Line (EUCL) Charge	6.50	6.50	
3. California Makeup Support Credit**	-9.25	-7.25	
4. California Specific Support Credit	<u>-14.85</u>	<u>-14.85</u>	
5. California LifeLine Flat Rate Service	\$6.40	\$8.40	(C)
* Full Lifeline Support is provided if a customer also subscribes to a qualifying broadband package that meets or exceeds the FCC's applicable Lifeline minimum broadband standard or satisfies the exception in 47 C.F.R. Section 54.408 by which the customer subscribes to the "highest performing generally available residential fixed broadband service offering" that is at least 4 Megabits per second ("Mbps") download and 1 Mbps upload.			(N)
** If the customer qualifies for Lifeline service using a program not recognized under federal program-based eligibility standards or pursuant to the higher income eligibility standard in California, a "California Makeup Support Credit" will be applied to provide credit in the same amount as would otherwise be applied if the customer established eligibility through a federally-recognized mechanism.			(N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 418

Date Filed October 30, 2020

Decision No. D.20-10-006

Sharon J. Lundgren

Effective December 1, 2020

NAME
President

Resolution No. _____

TITLE

Schedule No. A-31

(N)

UNIVERSAL LIFELINE TELEPHONE SERVICE
 (Continued)

RATES AND CHARGES - (Continued)

(1) Flat Rate Exchange Service: - (Continued)

Rate per Month

Full LL Reduced
 Support* LL Support

Qualifying Residents of Tribal Lands:

a. Federal Lifeline:

1. Local Flat Rate Service	\$24.00	\$24.00
2. End User Common Line (EUCL) Charge	6.50	6.50
3. Federal LifeLine Credit	-30.50	-30.25
4. California Makeup Support Credit	0.00	0.00
5. California Specific Support Credit	0.00	-0.25
6. California Enhanced LifeLine Flat Rate Service	\$0.00	\$0.00

b. CA-Only Lifeline:

1. Local Flat Rate Service	\$24.00	\$24.00
2. End User Common Line (EUCL) Charge	6.50	6.50
3. California Makeup Support Credit**	-30.50	-30.25
4. California Specific Support Credit	0.00	-0.25
5. California Enhanced LifeLine Flat Rate Service	\$0.00	\$0.00

* Full Lifeline Support is provided if a customer also subscribes to a qualifying broadband package that meets or exceeds the FCC's applicable Lifeline minimum broadband standard or satisfies the exception in 47 C.F.R. Section 54.408 by which the customer subscribes to the "highest performing generally available residential fixed broadband service offering" that is at least 4 Megabits per second ("Mbps") download and 1 Mbps upload.

** If the customer qualifies for Lifeline service using a program not recognized under federal program-based eligibility standards or pursuant to the higher income eligibility standard in California, a "California Makeup Support Credit" will be applied to provide credit in the same amount as would otherwise be applied if the customer established eligibility through a federally-recognized mechanism.

(Continued)

(N)

(To be inserted by the utility)

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Date Filed October 30, 2020

Decision No. D.20-10-006

Sharon J. Lundgren

Effective December 1, 2020

NAME

President

TITLE

Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

RATES AND CHARGES - (Continued)

Service Charge (T)

(2) Service Connection Charges:
 (See Special Conditions 5)

a. Each New Service Order for Initial Install:

1. New Service Order Charge	\$16.75	
2. Central Office Connection Work Charge	<u>28.00</u>	
	44.75	
3. Federal Link Up Credit	0.00	(R)
4. California LifeLine Credit	<u>-36.38</u>	(I)
5. California LifeLine Service Connection Charge	\$8.37	

b. Each Subsequent New Service Order:

1. New Service Order Charge	\$16.75
2. Central Office Connection Work Charge	<u>28.00</u>
	44.75
3. California LifeLine Credit	<u>-36.38</u>
4. California LifeLine Service Connection Charge	\$8.37

c. Each Non-Payment Reconnect Charge:

1. Restoral Charge	\$22.50
2. California LifeLine Credit	<u>-14.13</u>
3. California LifeLine Service Connection Charge	\$8.37

d. Each New Service Order for Initial Install with Premises Visit:

1. New Service Order Charge	\$16.75	
2. Central Office Connection Work Charge	28.00	
3. Premises Visit Charge	<u>74.75</u>	
	119.50	
4. Federal Link Up Credit	-0.00	(R)
5. California LifeLine Credit	<u>-111.13</u>	(I)
6. California LifeLine Service Connection Charge	\$8.37	

(D)

(D)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 366

Date Filed April 4, 2012

Decision No. _____

Sharon J. Lundgren
 NAME
President
 TITLE

Effective April 4, 2012

\cng

Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

RATES AND CHARGES - (Continued)

	<u>Service Charge</u>	
(2) Service Connection Charges: - (Continued) (See Special Conditions 5)		
e. Each change to convert to ULTS:		
1. Change Charge	\$13.00	
2. California LifeLine Credit	<u>-4.63</u>	
3. California LifeLine Service Conversion Charge	\$8.37	
f. Expanded Link Up (Tribal Lands) (see Special Conditions 17)		
Link Up Initial Install (only covered under federal program)		(C)
1. Credits up to:	\$100.00	

(Continued)

(To be inserted by the utility)

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Advice Letter No. 393A

Sharon J. Lundgren

Date Filed July 28, 2017

Decision No. _____

NAME
President

Effective August 29, 2017

\cng

TITLE

Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

RATES AND CHARGES - (Continued)

Rate or Charge

(2) Service Connection Charges: - (Continued)
(See Special Conditions 5)

c. Additional Benefits for Federally-Designated Tribal Lands
(only covered under federal program)
(See Rates and Charges (2) f. and Special Conditions 17)

(C)

(Continued)

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Sharon J. Lundgren

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Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

RATES AND CHARGES - (Continued)

	<u>Rate or Charge</u>	
(3) End User Common Line (EUCL) Charge (covered in federal lifeline credit)	No Charge*	(C)
(4) Toll Blocking (Also called toll restriction. See Schedule No. A-2)	No Charge	
(5) Surcharges for California only Lifeline and/or FCC/California customer	No Charge	(C)

ULTS Rates (1) and (2) are exempt from California High Cost Fund A (CHCF-A) surcharge, California High Cost Fund B (CHCF-B) Surcharge, California Advanced Services Fund (CASF) surcharge, California Teleconnect Fund (CTF) surcharge, California Relay Service Communications Device Fund (DDTP) surcharge, the California LifeLine (ULTS) surcharge, and the CPUC User Fee.

- (6) Deposits (see Special Conditions 7)
- a. A deposit is not required to establish or reestablish credit for basic service for ULTS customers.
 - b. A deposit may be required to maintain basic service if the Utility discovers the customer no longer qualifies for ULTS.
 - c. A deposit may be required for non-basic service(s).
 - d. If it is determined that false information has been provided, correct information plus a deposit for non-basic service(s) will be required.

* Does not apply to State only ULTS unless the Lifeline customer has a TTY and then ULTS covers the second line. (N)
(N)

(Continued)

(To be inserted by the utility)

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Sharon J. Lundgren

Date Filed July 28, 2017

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TITLE

Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

SPECIAL CONDITIONS

1. Eligibility Criteria for Obtaining and Retaining ULTS:

a. Universal LifeLine Telephone Service (ULTS) is available to all residential customers who meet the following eligibility requirements:

- (1) The residence at which the service is requested is the subscriber's principal place of residence. An applicant for ULTS may report only one address in this state as his/her principal place of residence.

The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied entirely by a single family or individuals functioning as one domestic establishment.

The 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 ULTS.

- (2) The subscriber and the members of the subscriber's household collectively have one, and only one, ULTS line, except as provided for elsewhere in this schedule.
- (3) Residential customers may qualify for ULTS by meeting either the Income-Based Criteria or the Program-Based Criteria.
- (4) Income-Based Criteria:

Income-based criterion allows an applicant to enroll in ULTS if members of the applicant's household collectively earn no more than the mandated annual income limits. Total household income is defined in Rules 1.

The California Public Utilities Commission develops the eligibility requirements for qualified households to receive the California Lifeline discounts. The eligibility requirements can be found at <http://www.cpuc.ca.gov/lifeline/> and https://www.californialifeline.com/en/eligibility_requirements.

(C)
|
(C)

Customers must also provide proof of their total household income. Acceptable income documents are:

- (a) Prior year's state, federal, or tribal tax return,
- (b) Current income statement for an employee or paycheck stub for three consecutive month's worth of the same type of statements within the last 12 months,

(Continued)

(To be inserted by the utility)

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Sharon J. Lundgren

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Decision No. 17-01-032

NAME

Effective February 2, 2017

President

TITLE

Resolution No. _____

Schedule No. A-31 _

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

SPECIAL CONDITIONS – (Continued)

1. Eligibility Criteria for Obtaining and Retaining ULTS: (Cont'd)

- a. Universal Lifeline Telephone Service (ULTS) is available to all residential customers who meet the following eligibility requirements: (Cont'd)

(4) Income-Based Criteria: (Cont'd)

Customers must also provide proof of their total household income. Acceptable income documents are: (Cont'd) (T)

- (c) Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or workmen's compensation,
- (d) A divorce decree,
- (e) Child support document,
- (f) Other official documents.

Borrowed money shall not be considered as income when determining eligibility for the ULTS program. Funds transferred from one account to another, such as from savings account to a checking account, shall not be considered as income when determining eligibility for the ULTS program, even if such funds are used for living expenses.

- (5) No customer who is claimed as a dependent on another person's income tax return shall be eligible for ULTS. (T)

(Continued)

(To be inserted by the utility)
Advice Letter No. 364

Decision No. _____

\cng

Issued by
Sharon J. Lundgren
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed November 1, 2011

Effective December 1, 2011

Resolution No. T-17321

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

1. Eligibility Criteria for Obtaining and Retaining ULTS: - (Cont'd)

- a. Universal Lifeline Telephone Service (ULTS) is available to all residential customers who meet the following eligibility requirements: (Cont'd)

(6) Program-Based Criteria:

Program-based criterion allows an applicant to enroll in ULTS based on participation by the applicant or a member of the applicant's household in a means-tested programs approved by the Commission.

The California Public Utilities Commission develops the eligibility requirements for qualified households to receive the California Lifeline discounts. The eligibility requirements can be found at <http://www.cpuc.ca.gov/lifeline/> and https://www.californialifeline.com/en/eligibility_requirements.

(C)

(C)

- (7) For self-employed members, the "income from self-employment" shown on IRS Form 1040, Schedule C, line 29 shall be used to determine eligibility for ULTS.
- (8) A subscriber shall be eligible to receive two ULTS lines if: (i) the subscriber meets all ULTS eligibility criteria set forth above; (ii) a member of the subscriber's household is a disabled member and has immediate and continuous access within the household to a TTY; and (iii) the TTY is issued by DDTP or a medical certificate indicating the household member's need for a TTY is submitted.
- (9) All ULTS rules and regulations that apply to the one ULTS line shall apply equally to the second ULTS line provided to a subscriber.

(Continued)

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Sharon J. Lundgren

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Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

1. Eligibility Criteria for Obtaining and Retaining ULTS: - (Cont'd)

a. Universal LifeLine Telephone Service (ULTS) is available to all residential customers who meet the following eligibility requirements: (Cont'd)

(10) Customers that verbally certify they meet the ULTS income limits and have proof of income or participate in an approved public program will receive an Application Form in the mail from the California LifeLine Administrator for completion and submission prior to being enrolled in the ULTS program. (T)
 (T)

(11) The completed Application Form and supporting documents, if any, must be received by the California LifeLine Administrator on or before the deadline date specified in the Application Form. (T)
 (T)

(12) Enrollment Process:

(a) The Utility shall send a confirmation notice to all California LifeLine applicants informing them of the arrival of Application Forms from the California LifeLine Administrator and the requirement to return the completed forms with all required documentation. The notice shall also inform them that failure to return all the required documentation by the deadline date will result in denial of LifeLine service. (T)
 (T)

(b) Customers will incur regular tariff rates and charges until the approval of their California LifeLine Application Form process is completed. (T)
 (T)

(c) Customers will be converted to LifeLine service upon the Utility receiving confirmation of the customer's eligibility from the California LifeLine Administrator. (T)
 (T)

(d) Customers will receive a credit on their bill for the LifeLine discounts retroactive to their application date which will appear on their next bill. The customer may request a refund check for a net credit if the amount is over \$10.00. (T)

(13) The Utility shall not knowingly enroll an applicant into the ULTS program who does not meet the ULTS eligibility criteria and the Utility shall not knowingly allow a subscriber to remain in the ULTS program who does not meet the ULTS eligibility criteria. (T)
 (T)

(14) The Utility shall not link the availability of discounted phone service under the ULTS program with the sale of non-ULTS services.

(Continued)

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Advice Letter No. 364

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Sharon J. Lundgren

Decision No. _____

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Resolution No. T-17321

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

1. Eligibility Criteria for Obtaining and Retaining ULTS: - (Cont'd)

a. Universal LifeLine Telephone Service (ULTS) is available to all residential customers who meet the following eligibility requirements: (Cont'd)

(15) The Utility must inform the applicant that he or she may opt to receive the instructions for the Application Form in Braille (English Only) or the instructions and the Application Form in large print.

(16) A subscriber changing his/her Utility shall not be required to undergo the Application Process, provided that the subscriber initiates California LifeLine service with his/her new Utility within 30 days of disconnecting California LifeLine service with the previous Utility and the subscriber maintains eligibility in all other respects. If a subscriber changes his or her principal place of residence, while maintaining eligibility in all other respects, the subscriber shall not be required to go through the Application Process again.

(17) 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 enhanced Lifeline discounts.

(N)

(N)

2. Universal LifeLine Telephone Service (ULTS) is available to eligible customers subscribing to one-party access line service.

3. ULTS includes all the service elements defined in Rule No. 1 for Basic Service.

(Continued)

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Effective December 12, 2012

President

TITLE

Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

4. Universal LifeLine Telephone Service (ULTS) is restricted to residence local exchange service including all applicable extended area service. Foreign Exchange Service and other non-ULTS services are excluded from this offering.
5. Discounted Nonrecurring Charges:
- a. Initial Installation
- (1) The Universal LifeLine Telephone Service (ULTS) connection charge is applicable to each eligible household residing at the same principal place of residence. (T)
- (2) The ULTS connection charge may be applicable any time a subscriber (i) establishes ULTS, (ii) re-establishes ULTS at the same residence at which ULTS was previously provided (even when the customer was disconnected for nonpayment), (iii) establishes ULTS at a new residence, or (iv) switches ULTS from one utility to another. (T)
- (3) Utilities may not impose a "central office charge" in addition to the ULTS connection charge when installing or activating California LifeLine. (T)
- (4) Installation of a second and subsequent telephone service connections shall be subject to the Utility's regular tariffed rates for these connections, except that subscribers with a disabled household member may qualify for ULTS connection charges on two residential telephone connections. (T)
(T)
- b. Change Charges
- The ULTS conversion charge is applicable each time a ULTS subscriber requests a change in the class (business or residential to ULTS), type (this means measured to flat rate service or vice versa, which is not applicable in our territory), or grade of service (this means going from one to two party service or vice versa, which is not applicable in our territory), including requests to change from Foreign Exchange Service. There is no limit on the number of times a ULTS subscriber may pay the ULTS conversion charge to change the class, type, or grade of service. This discounted charge excludes adding services not covered under the ULTS program. No conversion charge is assessed if a LifeLine applicant fails to qualify or if a LifeLine subscriber is removed from the LifeLine program (either voluntarily or involuntarily). (T)
(T)
(T)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 364

Date Filed November 1, 2011

Decision No. _____

Sharon J. Lundgren
NAME
President

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Resolution No. T-17321

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

6. Eligible subscribers of this service may have up to twelve months to pay the Utility for the reduced service connection charges without interest. The Utility may charge a late-payment fee when Universal LifeLine Telephone Service (ULTS) subscribers fail to timely remit some or all of the ULTS connection charge under a deferred-payment schedule. (T)
7. Deposits for establishment of service from applicants for new service, as outlined in Cal. P.U.C. Rule No. 7, will not be required of eligible ULTS recipients. The Utility may require a ULTS customer to pay any overdue ULTS rates and charges, or make payment arrangements, before ULTS is reinstated at the same address or at a new address. The Utility may apply toll restriction to a ULTS customer's line when toll charges are not paid and optional services may be discontinued. (T)

(Continued)

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Advice Letter No. 364

Sharon J. Lundgren

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TITLE

Resolution No. T-17321

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

8. Universal LifeLine Telephone Service (ULTS) shall be subject to the conditions set forth in Cal. P.U.C. Rule No. 11, Discontinuance and Restoration of Service. Unless the customer directs otherwise; a partial payment will be applied towards the local service nonrecurring and recurring charges, and federal taxes associated with this service. (T)
(T)
9. Applicants who wish to re-establish ULTS service after removal from the program will be treated as a new applicant, subject to the Application Process and G.O. 153 rules, and a Service Conversion Charge as shown in Rates (2) above (once the applicant has successfully re-established ULTS service). The ULTS discount will be effective on the Application Date and will not be applied retroactively to the prior enrollment period. (T)
10. The California LifeLine Administrator will qualify new ULTS customers and verify the continued eligibility of existing ULTS customers. (T)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 364

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Decision No. _____

Sharon J. Lundgren

Effective December 1, 2011

NAME
President

\cng

TITLE

Resolution No. T-17321

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

11. Subscribers to Universal Lifeline Telephone Service (ULTS) must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for the service or a second ULTS line. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service connection charges will not apply to the change in service. The three-month limitation to back bill, as set forth in Rule No. 9, is not applicable to this service. (T)
12. Each ULTS customer is subject to the annual renewal process. (T)
13. The Utility will annually mail a notification of availability of ULTS to all its residential customers. (T)
14. In addition to the rates and conditions specified herein, all rules, regulations, charges, and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule.
15. Optional services and equipment are not included in ULTS rates, but will be provided to ULTS customers at applicable tariffed rates and charges. Non-ULTS lines will be available to ULTS customers at the applicable regular tariffed rates and charges.
16. ULTS rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.

(Continued)

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Resolution No. T-17321

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

17. Additional Lifeline and Link Up Benefits and Qualification Requirements for Federally-Designated Tribal Lands (only covered if recipient qualifies under federal program)

a. Description

The following Lifeline and Link Up program benefits and qualification standards apply to all residence customers residing on Indian "tribal lands," as the same are from time to time defined by the U.S. Department of the Interior, Bureau of Indian Affairs, including both "reservation" and "near-reservation" areas.

b. Qualifications

In addition to the qualification standards set out above for Lifeline and Link Up program participants, residents of tribal lands may qualify for these programs if they participate in any one of the following federal assistance programs: Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for needy families; Head Start (only those meeting its income qualifying standard); or National School Lunch Program's free lunch program. Those who qualify under the provisions of this paragraph must provide written certification of such qualification under penalty of perjury and must further agree to notify the Company if the customer ceases to participate in the program or programs.

c. Lifeline and Link Up Benefits

Additional federal Lifeline support up to \$25 per month for eligible residents of Tribal lands, as defined in §54.400(e) will be provided to reduce the qualifying customer's basic monthly service rate to \$1.00 per month, inclusive of the federal End-User Common Line charge. Up to \$100.00 in additional federal Link Up support will be provided to pay 100% of the charges for a new service connection in connection with commencing telecommunications service to the qualifying customer's principal place of residence. The reduction shall not apply to charges assessed for facilities or equipment that fall on the customer's side of the demarcation point.

18. Definitions covered under the California LifeLine Program and words used throughout this Schedule are defined in GO153.

(Continued)

(N)

(To be inserted by the utility)

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Effective June 1, 2017

President

TITLE

Resolution No. T-17654

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE
 (Continued)

SPECIAL CONDITIONS - (Continued)

(D)

(D)

*Effective March 19, 2018, Special Conditions 19 was removed in compliance with Rulemaking 11-03-013 filed on March 16, 2018. The 60-day freeze and the exceptions were no longer practiced on March 19, 2018.

(N)

(N)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 402

Sharon J. Lundgren

Date Filed March 23, 2018

Decision No. _____

NAME
President

Effective March 19, 2018

TITLE

Resolution No. _____

Schedule No. A-31

UNIVERSAL LIFELINE TELEPHONE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

(D)

(D)

*Effective March 19, 2018, Special Conditions 19 was removed in compliance with Rulemaking 11-03-013 (N)
filed on March 16, 2018. The 60-day freeze and the exceptions were no longer practiced on March 19, 2018. (N)

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Advice Letter No. 402

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Decision No. _____

Sharon J. Lundgren

Effective March 19, 2018

NAME
President

TITLE

Resolution No. _____

Schedule No. A-32

(N)

VOICE MAIL SERVICE

APPLICABILITY

Voice Mail is a Central Office based Voice Message system with the capability to record and store voice messages for subsequent playback.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Nonrecurring Charge*</u>	<u>Rate Per Month</u>
(1) Greeting Only Mailbox	\$ 5.00	\$ 2.95
Maximum Message Length - 3 Minutes		
(2) Economy Mailbox.....	5.00	2.95
Message Length 1 Minute		
Message Storage 10 Messages		
Message Retention 7 Days		
Greeting Length 30 Seconds		
Message Scanning		
Message Sending		
(3) Basic Mailbox	5.00	4.45
Message Length 2 Minutes		
Message Storage 20 Messages		
Message Retention 10 Days		
Greeting Length 45 Seconds		
Message Scanning		
Message Sending		

* In addition to applicable Multi-Element Service Charges set forth in Schedule No. A-23.

(Continued)

(N)

(To be inserted by the utility)

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Advice Letter No. 179A

Date Filed November 27, 1991

Decision No. _____

James W. Welch

Effective January 6, 1992

NAME

President

TITLE

Resolution No. _____

Schedule No. A-32

(N)

VOICE MAIL SERVICE
 (Continued)

RATES - (Continued)

	<u>Nonrecurring Charge*</u>	<u>Rate Per Month</u>
(4) Enhanced Mailbox	\$ 8.00	\$ 5.45
(See Special Conditions 6 and 7)		
Message Length	2 Minutes	
Message Storage	20 Minutes	
Message Retention	15 Days	
Greeting Length	45 Seconds	
Message Scanning		
Alternate Answer		
Message Sending/Marking		
(5) Premium Mailbox	11.00	6.45
(See Special Conditions 6 and 7)		
Message Length	3 Minutes	
Message Storage	30 Messages	
Message Retention	17 Days	
Greeting Length	60 Seconds	
Message Scanning		
Alternate Answer		
Message Sending/Marking		
Message Forwarding		

* In addition to applicable Multi-Element Service Charges set forth in Schedule No. A-23.

(Continued)

(N)

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President

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TITLE

Resolution No. _____

Schedule No. A-32

VOICE MAIL SERVICE
 (Continued)

RATES - (Continued)

	<u>Nonrecurring Charge*</u>	<u>Rate Per Month</u>	
(6) Option(s) [Not available with Rate (2)]			
a. Pager Notification	\$ 5.00	\$ 2.00	
b. Message Waiting Lamp.....	5.00	1.00	
(7) Miscellaneous Charges:			
a. Replace Lost Passcode	15.00	- -	
b. Change Alternate Answer Number	15.00	- -	
(8) Voice Mail, Custom Calling, and Advanced Services Discounts:			(N)
		<u>Credit Per Month</u>	
<u>Per Feature Credit**</u>			
a. Two Features		\$ (0.75)	
b. Three Features		(1.50)	
c. Four Features		(2.25)	
d. Five Features		(3.00)	
e. Six Features		(3.75)	
f. Seven Features.....		(4.50)	
g. Eight Features.....		(5.25)	(N)

* In addition to applicable Multi-Element Service Charges set forth in Schedule No. A-23.

** Rates (1) through (6) in Schedule No. A-32 qualify for discounts. See Schedule No. A-2, Custom Calling Service and Schedule No. A-40, Advance Calling Services for other qualifying services. (N)
 (N)

(Continued)

<p>(To be inserted by the utility)</p> <p>Advice Letter No. <u>336</u></p> <p>Decision No. _____</p>	<p>Issued by</p> <p><u>Sharon J. Lundgren</u></p> <p>NAME <u>President</u></p> <p>TITLE</p>	<p>(To be inserted by Cal. P.U.C.)</p> <p>Date Filed <u>December 22, 2006</u></p> <p>Effective <u>January 22, 2007</u></p> <p>Resolution No. _____</p>
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Schedule No. A-32

(N)

VOICE MAIL SERVICE
(Continued)

SPECIAL CONDITIONS

1. Voice Mail Service requires use of a Dual Tone Multi-Frequency (DTMF) compatible telephone set.
2. Calls made to local exchange telephone lines equipped with Voice Mail Service will be automatically terminated on a designated mailbox when either;
 - a. the line is busy; or
 - b. unanswered after a designated number of rings, unless otherwise specified by the customer.
3. Voice Mail Service associated with Network Access Line Service is subject to temporary disconnection for nonpayment in accordance with Rule 9.
4. The minimum charge for services provided under this schedule shall be one month.
5. The Utility makes no guarantee and assumes no liability for accuracy, performance, or nonperformance of the Voice Mail Service. Credit adjustments will be made in accordance with the provisions outlined in Rule 14, Interruptions and Failures of Service.
6. Enhanced and Premium mailboxes are available with business Network Access Line Service only.
7. Group Message Limits for the Enhanced and Premium mailboxes are as follows:
 - a. Three groups with eight mailboxes per group; or
 - b. Five groups with ten mailboxes per group.
8. Service is only offered where facilities and operating conditions permit.

(Continued)

(N)

(To be inserted by the utility)

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James W. Welch
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Effective January 6, 1992

\cng

TITLE

Resolution No. _____

Schedule No. A-32

(N)

VOICE MAIL SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

- 9. Hunting service may not be compatible with Voice Mail.
- 10. Call waiting takes precedence over call forwarding to a mailbox.
- 11. A voice mail box may be provisioned, but this is not associated with a network access line.
- 12. Message Waiting Notification is provided only on mailboxes associated with a network access line.
- 13. Under certain conditions, facilities restrictions and limitations may prevent the Wake-up/Reminder option from activating at the precise time designated by the customer.
- 14. The number outdialed for pager notification or special delivery is restricted to the local calling area.
- 15. Description of Features:
 - a. Greeting Length: The time allotted for the message a caller hears when accessing a mailbox.
 - b. Greeting Only Mailbox: Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.
 - c. Message Forwarding: Allows caller(s) to hear the voice mail customer's greeting while the incoming message is forwarded to a mailbox selected by the voice mail customer.
 - d. Message Length: The maximum time, in minutes, a caller has to leave a message in a mailbox.
 - e. Message Marking: When leaving a message, customers can mark the message "Private" or "Urgent." Private messages cannot be forwarded. Urgent messages are played before all other messages. Two other options are "Return Receipt Requested" advising recipient when listening to the message and "Future Delivery" allowing customer to select the time and date that the message is to be delivered. The maximum is 30 days.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 179C

Date Filed November 27, 1991

Decision No. _____

James W. Welch
NAME
President

Effective January 6, 1992

\cng

TITLE

Resolution No. _____

Schedule No. A-32

(N)

VOICE MAIL SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

15. Description of Features: - (Continued)

- f. Message Retention: The number of days a message may be allowed to remain in the mailbox.
- g. Message Sending: Allows customer to send messages to other mailboxes or groups of mailboxes individually or simultaneously.
- h. Message Storage: The maximum quantity of messages a user may save for subsequent retrieval.
- i. Message Waiting Lamp: This feature must have compatible customer-owned equipment. Stutter dial tone and message lamp service cannot be combined on same access line.
- j. Message Waiting Notification: Special dial tone indicates a new message is waiting. Regular dial tone returns after message is retrieved, erased, or stored.
- k. Pager Notification: Notifies a specific pager unit that a message is in the mailbox.
- l. Personal Greeting: A changeable, recorded greeting to callers, such as itinerary, phone numbers, or special instructions.

(Continued)

(N)

(To be inserted by the utility)

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Advice Letter No. 179C

Date Filed November 27, 1991

Decision No. _____

NAME
James W. Welch

President

TITLE

Effective January 6, 1992

\cng

Resolution No. _____

Schedule No. A-33

CONNECTION WITH CUSTOMER-PROVIDED FACILITIES

APPLICABILITY

Applicable to connecting arrangements of access lines with customer-provided inside wiring.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Installation Charge</u>	(T)
(1) Entrance bridge and network interface for terminating one or two access lines		
- Each termination	*	(C)

* Premises Visit Charge as set forth in Schedule No. A-23, Multi-Element Service Charges. (T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. _____

James W. Welch

Effective January 1, 1988

NAME

President

Resolution No. _____

TITLE

Schedule No. A-33

CONNECTION WITH CUSTOMER-PROVIDED FACILITIES

(Continued)

SPECIAL CONDITIONS

1. The standard network interface closure is a weatherproof housing designed to contain the station protector network interface (RJ11).
 - a. This closure is specially designed for single residence dwellings and simple business applications, excluding multi-unit structures.

Multi-unit structures are buildings containing rooms or spaces that are rented, purchased, leased, or otherwise occupied by more than one customer. (T)
 - b. The SNI closure provides for easy customer access to premises wiring and network interface while maintaining Utility hardware security.
 - c. The closure eliminates the need for multiple pieces of hardware placed at the customer's premises by both the Utility and customer agent.
2. Customers will be billed a premises visit charge only when a network interface is being installed on existing service as requested by the customer. There will be NO CHARGE for the placement of the SNI closure on new construction.
3. The customer shall be responsible for the installation and maintenance of inside wire and the standard jack conforming to Subpart F that is connected to the Utility's local loop demarcation point. (N)

(To be inserted by the utility)

Advice Letter No. 190

Decision No. 92-01-023

Issued by

James W. Welch

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 5, 1993

Effective August 8, 1993

Resolution No. T-15352

Schedule No. A-34

(N)

AUTOMATIC INTERCEPT SERVICE

APPLICABILITY

Applicable to automatic intercept service for telephone numbers that have been disconnected or changed by customer request.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

Rate per Month

(1)	Residence	
	a. Standard Referral - 90 days-----	No Charge
	b. Extended Referral: each month in excess of standard referral -----	\$ 1.50
(2)	Business	
	Listed service:	
	a. Standard Referral - life of current directory -----	No Charge
(3)	Business	
	Nonpublished service and published service not yet appearing in the Utility's telephone directory:	
	a. Standard Referral - 90 days-----	No Charge
	b. Extended Referral: each month in excess of standard referral -----	2.00

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 121

Date Filed June 25, 1985

Decision No. _____

James W. Welch
NAME
President
TITLE

Effective July 26, 1985

\eng

Resolution No. _____

Schedule No. A-34

(N)

AUTOMATIC INTERCEPT SERVICE

(Continued)

SPECIAL CONDITIONS

1. The total charges, based on the length of extended referral requested, will be billed on the customer's final bill.
2. Operator "voice" referral will be provided only at the discretion of the Utility, or where circumstances prohibit "automatic" intercept service.
3. When "voice" referral is provided, it will be provided for a maximum of 90 days, then will be converted to "automatic" intercept service.
4. If a customer requests termination of extended referral service prior to the "ordered" termination date, the Utility will issue no credit allowance for the unused portion of the referral time requested.
5. Cal. P.U.C. Schedule No. A-23, Multi-Element Service Charges, will be applied when a customer orders a change in a referral telephone number, whether for a "standard" or "extended" referral.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 121

Date Filed June 25, 1985

Decision No. _____

James W. Welch

Effective July 26, 1985

NAME

President

Resolution No. _____

TITLE

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

APPLICABILITY

Digital Centrex Service, a central office based touch-tone service provided from the Utility's suitably equipped digital central office facilities for business customers. This offering is a central office service, which is an alternative to or enhancement to customer PBX, multi-function, and key systems.

The equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant. The number of centrex lines, which will be allowed to access the network at any given time will be restricted by virtual facility group (VFG) software. This number will be based on the individual customer's requirements.

Digital Centrex Service consists of standard features and an assortment of optional features. Additional features are offered on an optional basis subject to the availability of facilities. The service does not include any customer premises equipment.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

1. In lieu of rates specified below, business one-party rates in Schedule No. A-1, Network Access Line Service, are applicable to those lines designated as unrestricted outside access lines and when the service is used as an enhancement to a key telephone, multi-line, or PBX system.

2. Intragroup Calling Service*	<u>Rate Per Month</u>
2 or more lines, each line-----	\$ 10.70

* Service offering is limited to availability of Utility facilities and construction requirements. In addition to this rate, a charge to cover the cost of providing facilities and connect the remote switch at the customer's location to the Utility's central office will be established on an individual basis and filed in this tariff under special assemblies.

(Continued)

(N)

(To be inserted by the utility)

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Date Filed July 5, 1990

James W. Welch

Decision No. _____

NAME

Effective August 15, 1990

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TITLE

Resolution No. _____

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

RATES - (Continued)

3. Basic Features and Services	<u>Rate Per Month*</u>
Access Line and Intragroup Calling Service Lines	
a. 2 or more, each line -----	\$ 3.75
b. Additional features or services, each (See Special Conditions 12.) -----	.25
4. Enhanced Features and Services	
a. Enhanced Business Service	2.00
b. Additional features or services, each (see Special Conditions 13.)	.25
c. Virtual Facility Group	1.50
d. Automatic Route Selection (ARS)	1.50
e. Business Set (excludes Customer Premises equipment)	2.00
f. Datapath - Basic	4.00
g. Hospital Call I.D.	.60
h. Console Alerting	.60
i. Electronic Switched Network - Basic (ESN)	4.25
j. Cut-Thru Dialing	.60
k. Large Conference	Negotiated
l. Station Message Detail Recording (SMDR)	Negotiated
m. Enhanced Station Message Detail Recording (SMDR) (Basic SMDR Features Included)	Negotiated

* Feature and service rates are applicable for both Digital Centrex Service access lines and Intragroup Calling Service lines, except the VFG rate which applies only to those lines designated as access lines. The VFG rate does not apply if the customer requests the same number of access lines as stations.

(Continued)

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NAME

Effective August 15, 1990

President

TITLE

Resolution No. _____

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

SPECIAL CONDITIONS

1. Digital Centrex Services are provided for business customers with two or more access lines.
2. Digital Centrex Services are furnished where there is available central office equipment with proper program updates as determined by the Utility.
3. Digital Centrex Services are provided using single-party business access lines in conjunction with Digital Centrex Service lines for additional stations in the Digital Centrex group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all access lines in a Digital Centrex group are busy, the service lines may be used for calling station to station or to activate enhanced features within the group.
4. Premises equipment must be provided by the customer and must be compatible with the services and equipment offered by the Utility.
5. The minimum charge for service provided under this tariff shall be one month.
6. The customer must subscribe to a minimum of two centrex lines.
7. The Utility will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Schedule No. A-12, Directory Listings of this tariff, or may be provided free if in the judgment of the Utility such listings will improve service to the public, reduce Utility operating costs, or both.
8. Intragroup Calling Service rates apply to all lines not designated as outside access lines and restricted by the Virtual Facility Group feature to intragroup calls.
9. The quantity of outside access lines will be designated based on the individual customer's traffic requirements.

(Continued)

(N)

(To be inserted by the utility)

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Advice Letter No. 167

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Decision No. _____

James W. Welch

Effective August 15, 1990

NAME

President

Resolution No. _____

TITLE

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

10. Installation and/or change charges as set forth in Schedule No. A-23, Multi-Element Service Charges, are applicable to access lines and intragroup calling service lines. All feature and service rates listed below are per line, per month.

11. Explanation of Terms

- a. Intragroup calling service lines - lines designated as restricted lines, which provide communication paths for calls within the customer location.
- b. The Virtual Facility Group (VFG) - a software package, which simulates a trunk group such that the number of centrex lines which have access to the network, at any one time, is restricted.
- c. Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.
- d. Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

12. Basic Features and Services

a. Basic Feature and Services package may include up to six of the following with additional features at \$.25 each:

(1) Attendant Features

- Access to Paging
- Attendant Conference (Maximum Six Conferees)
- Automatic Recall
- Busy Verification
 - 1. Stations
 - 2. Trunks
- Call Hold
- Call Park

(Continued)

(N)

(To be inserted by the utility)

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Advice Letter No. 167

Date Filed July 5, 1990

James W. Welch

Decision No. _____

Effective August 15, 1990

NAME

President

Resolution No. _____

TITLE

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

12. Basic Features and Services - (Continued)

a. Basic Feature and Services package may include up to six of the following with additional features at \$.25 each: - (Continued)

(1) Attendant Features - (Continued)

- Call Park Recall Timer
- Call Selection
- Camp-On
- Code Calling Line Termination
- Console Display
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Interposition Calls and Transfers
- Locked Loop Operation
- Lockout
- Maintenance & Administration Position (MAP) Display for Attendant Operational Measurements
- Multiple Console Operation
- Multiple Listed Directory Numbers
- Position Busy
- Recorded Announcement
- Release Upon Completion of Dialing
- Secrecy
- Serial Call
- Speed Calling
- Straightforward Outward Completion
- Supervisory Console (Basic)
- Switched Loop Operation
- Through Dialing
- Timed Recall Set to Zero
- Transfer
- Trouble Key on System-II Console
- Trunk Group Busy Indication
- Trunk Group Busy/Trunk Group Access Control Through Special Keys
- 2-Way Splitting
- Uniform Call Distribution from Queue
- Wild Card Key

(Continued)

(N)

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NAME

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President

\cng

TITLE

Resolution No. _____

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

12. Basic Features and Services - (Continued)

a. Basic Feature and Services package may include up to six of the following with additional features at \$.25 each: - (Continued)

(2) Services

Access

- Common Control Switching Arrangement (CCSA E&M Types I & II
- CO from PBX
- Enhanced Private Switched Communication Service (EPSCS)
- Electronic Tandem Network (ETN)
- Special Service Facilities

Attendant Service

- Local Consoles
- Remote Consoles

Attendant Service (Centralized, Limited to Host and Remote Line Equipment)

Class-Of-Service Restrictions

- Fully Restricted Service
- Semi-restricted Service
- Toll Restricted Service
- Unrestricted Service

Code Call Access

Code Restrictions

Data Call Protections

Dial Pulse Conversion

Dial Tone Upon Trunk Seizure

Dictation Access & Control (DTMF only)

Direct Inward Dialing (DID)

Direct Outward Dialing (DOD)

End-to-End Signaling

Flexible Intercept

Foreign Exchange (FX) Line - Analog

Foreign Exchange (FX Trunk, Digital 2-Way

Hunting

Increase in Number of Customer Groups

Individual Line Business Service - PBX Application

Loudspeaker to Radio Paging Access

Loudspeaker Paging - Line Termination

Multi-customer Operation

(Continued)

(N)

(To be inserted by the utility)

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(To be inserted by Cal. P.U.C.)

Advice Letter No. 167

Date Filed July 5, 1990

James W. Welch

Decision No. _____

Effective August 15, 1990

NAME

President

TITLE

Resolution No. _____

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

12. Basic Features and Services - (Continued)

a. Basic Feature and Services package may include up to six of the following with additional features at \$.25 each: - (Continued)

(2) Services - (Continued)

Night Service

Fixed

Flexible

Trunk Answer from Any Station (TAFAS)

Off-Premises Stations and Extensions

Operational Measurements

Outpulsing to Local Exchange Service Trunks

Quantity Control (100 Lines)

Service Order System

Simplified Dialing

Six-Port Conference Circuit Use Control

Station-to-Station Calling

Tandem Switching of Special Service Circuits (Senderized Operation)

Uniform Numbering Plan Capability

(3) Station Features

Automatic Line

Call Forward

All Calls

Busy

No Answer

Call Hold

Call Pickup

Call Transfer Enhancement

Call Waiting

Consultation Hold

Meet-Me Conference

Ring Again

Speed Calling (One Short and One Long List per Station Maximum)

Individual - Short List

Individual - Long List

Group - Long List

(Continued)

(N)

(To be inserted by the utility)

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(To be inserted by Cal. P.U.C.)

Advice Letter No. 167

Date Filed July 5, 1990

James W. Welch

Decision No. _____

Effective August 15, 1990

NAME

President

Resolution No. _____

TITLE

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

12. Basic Features and Services - (Continued)

a. Basic Feature and Services package may include up to six of the following with additional features at \$.25 each: - (Continued)

(3) Station Features - (Continued)

- Station Access to Paging
- Station Call Park
- Station Code Call Access
- Station Controlled Conference (Six Ports Maximum)
- 3-Way Conference/Transfer
 - 3-Way Conference
 - Call Transfer of Incoming Calls
 - Call Transfer of Outgoing Calls
 - Call Transfer of All Calls

(Continued)

(N)

(To be inserted by the utility)

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Effective August 15, 1990

NAME

President

Resolution No. _____

TITLE

Schedule No. A-35

(N)

DIGITAL CENTREX SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

13. Enhanced Features and Services

a. Enhanced Features and Services package will include any six of the following with additional features or services at \$.25 each:

(1) Features

Dual Tone Multi-frequency (DTMF) Outpulsing On A Line
Flexible Console Alerting

(2) Services

Audio Input On Incoming Calls In Queue (Attendant and Uniform Call Distribution)
Distinctive Ringing
Executive Busy Override (EBO)
Intergroup Calling
Overlap Outpulsing
Uniform Call Distribution (UCD)

b. Enhanced Features and Services - Optional

Automatic Route Selection
Business Set
Console Alerting
Cut-Thru Dialing
Datapath - Basic
Electronic Switched Network - ESN
(a) Network Speed Calling (Offered only with ESN Service)
(b) Time-Of-Day Routing (Offered only with ESN Service)
(c) Time-of-Day Network Class of Service (NCOS) (Offered only with ESN Service)
Hospital Communications
Large Conference
Station Message Detail Recording (SMDR)
Station Message Detail Recording (SMDR) Enhanced
Virtual Facility Group

c. Additional descriptions and limitations of the enhanced services and features listed above are maintained in the Utility's service office.

(N)

(To be inserted by the utility)

Issued by

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Advice Letter No. 167

Date Filed July 5, 1990

James W. Welch

Decision No. _____

Effective August 15, 1990

NAME

President

TITLE

Resolution No. _____

Schedule No. A-36

INSIDE WIRING MAINTENANCE SERVICE

SPECIAL CONDITIONS

1. Simple inside wiring maintenance does not include repair of inside wiring which connects station components to each other or to common equipment of a PBX or key system.
2. Billable time includes travel, work preparation, actual work and cleanup. The above labor charge begins upon arrival at or on the customer's premises.
3. Charges for materials may be applicable in addition to the labor charges. The Utility provides a thirty-day warranty for repairs of simple inside wire.
4. (D)
5. If Utility personnel are dispatched to isolate trouble and the customer requests inside wiring maintenance, then the above labor charges will apply in place of the visit charge shown in Schedule No. A-20.
6. Inside Wire Repair Plan:
 - a. Customers may subscribe to the monthly plan only at the time their simple inside wire is in working condition.
 - b. The monthly plan does not include re-installation of inside wiring where the wiring was destroyed by fire, major floor, or similar catastrophes.
 - c. The customer must advise the Utility when the customer wishes to cancel the monthly plan.
 - d. Customers with nonstandard wire are not eligible for the plan.
 - e. Subscription to the monthly plan becomes effective with the installation due date of the service connection for new service or, with established service, five days after the customer requests participation.

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 312

Date Filed August 6, 2004

Decision No. 04-05-057

Sharon J. Lundgren
NAME
President
TITLE

Effective December 6, 2004

\cng

Resolution No. _____

Schedule No. A-36

INSIDE WIRING MAINTENANCE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

- 7. Unless there are unforeseen or unavoidable occurrences beyond the Utility's control, the Utility personnel will be dispatched no later than four hours from the scheduled arrival time. See Special Conditions 12.
- 8. When the Utility is requested to visit a customer's premises to repair their inside wire, and there is a "no show" or the customer refuses to allow the Utility access to their premises, the customer may be subject to a minimum 3/4-hour labor charge.
- 9. The Utility will repair simple inside wire. However, if the inside wire is nonstandard and the repair requires replacement of such nonstandard wire, the Utility may perform repairs and advise the customer that the nonstandard wire must be replaced.
- 10. The Utility reserves the right not to repair or replace simple inside wire that is in nonworking condition due to obvious neglect or willful misuse.
- 11. Connection of wiring and terminal equipment to the telephone network may be made through a jack conforming to FCC Part 68, Subpart F or by direct attachment to simple inside wire beyond the local loop demarcation point.

(D)

(D)

(To be inserted by the utility)

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Advice Letter No. 316

Date Filed April 4, 2005

Decision No. 05-01-058

Sharon J. Lundgren
NAME
President

Effective May 13, 2005

\cng

TITLE

Resolution No. _____

Schedule No. A-37

(N)

INTRABUILDING NETWORK CABLE

APPLICABILITY

Applicable to the consultation, design, installation, rearrangement, repair, and maintenance of Intrabuilding Network Cable (INC).

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

		<u>Labor Charge*</u>		
		<u>Schedule 1</u>	<u>Schedule 2</u>	<u>Schedule 3</u>
(1)	Intrabuilding Network Cable (INC):			
a.	Initial premises work charge to dispatch employee, locate trouble, complete repair, install, or rearrange:			
	First 15 minutes or fraction thereof	\$ 35.00	\$ 40.00	\$ 45.00
b.	Additional premises work to locate trouble, complete repair, install, or rearrange:			
	Each additional quarter hour or fraction thereof	15.00	15.00	15.00
c.	Utility-Provided Material Prices	Include but not limited to cost of material, taxes, freight charges.		

Schedule 1 is applicable to work performed Monday through Friday, between 8:00 a.m. and 4:30 p.m., except holidays.

Schedule 2 is applicable to work performed Monday through Friday at hours other than Schedule 1 and all day Saturday, except holidays.

Schedule 3 is applicable to work performed on Sundays and holidays observed by the Utility.

The above labor charge begins upon arrival at or on the customer's premises.

* If a professional engineer is consulted, then the Utility will include those charges in addition to the labor and/or material charges.

(Continued)

(N)

(To be inserted by the utility)

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Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME
President

Resolution No. T-15352

TITLE

Schedule No. A-37

(N)

INTRABUILDING NETWORK CABLE

(Continued)

SPECIAL CONDITIONS

A. GENERAL

1. Design, installation, and maintenance of Intrabuilding Network Cable (INC) is available for all types of buildings. The customer under this portion of the tariff would be the property owner/landlord/agent who is not necessarily the customer to any particular Utility network service.
2. The Utility shall charge for installing and rearranging intrabuilding riser and lateral cable. The Utility will provide estimates of charges to the applicants.
3. If the customer cancels the order after work has begun, the Utility will charge the customer for any costs or expenses incurred prior to the receipt of the cancellation notice, not to exceed the estimated charge.
4. Arranging for installation and repair of INC cable is the responsibility of the property owner. A property owner may choose a source for installation and repair other than the Utility.
5. The Utility shall charge for repair of Non-Utility-owned riser and lateral cable. The Utility is not responsible for the repair of any customer provided riser or lateral cables which do not meet industry standards as specified in Special Condition A.12 below.
6. Where the property owner chooses not to install or maintain INC, the Utility will install INC as the "vendor of last resort," provided the property owner pays rates and charges specified in this tariff and such installation is in accordance with the tariff provisions.
7. The Utility guarantees INC cable and its associated facilities against defects for a period of one year. This warranty excludes any utility provided supporting structure which is part of and associated with such facilities. During the warranty period the Utility will replace defective parts and equipment at no additional charge.

(Continued)

(N)

(To be inserted by the utility)

Issued by

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Advice Letter No. 190

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James W. Welch Jr.

Effective August 8, 1993

NAME
President

Resolution No. T-15352

TITLE

Schedule No. A-37

(N)

INTRABUILDING NETWORK CABLE

(Continued)

SPECIAL CONDITIONS - (Continued)

A. GENERAL (Continued):

8. The property owner is responsible for placing all conduit for wire and cable placement.
9. Network access lines of the customers who receive installation, maintenance or repair of intrabuilding network cable (INC) may be disconnected for nonpayment of applicable rates and charges. Property owners who are not also customers will be subject to all legal remedies for non-payment including reasonable attorney fees and court costs.
10. INC cable products shall be manufactured to, and used in accordance with, industry standards as identified in Special Condition A.12 below and shall be installed in accordance with local building codes and shall have the minimum industry rating for the application.
11. If a customer requests, the Utility will, where possible, repair or replace substandard cable to meet the established standards and needs of the requested service. The charges for labor and material will be paid by the customer.
12. The Utility will not be required to provision its services over INC that does not meet national, state, and local industry minimum safety, transmission, installation and material quality standards. INC shall meet the technical specifications and standards outlined by the following industry groups:

American National Standards Institute (ANSI)
 American Society for Testing and Materials (ASTM)
 Building Industry Consulting Service International (BICSI)
 Electronic Industries Association (EIA)/Telecommunications Industries Association (TIA)
 Institute of Electronics and Electrical Engineers (IEEE)
 Insulated Cable Engineering Association (IECA)
 National Electric Code (NEC)
 National Electrical Safety Code (NESC)
 National Recognized Testing Laboratories (NRTL)
 Underwriter's Laboratories (UL)

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(To be inserted by the utility)

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Effective August 8, 1993

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Resolution No. T-15352

TITLE

Schedule No. A-37

(N)

INTRABUILDING NETWORK CABLE

(Continued)

SPECIAL CONDITIONS - (Continued)

A. GENERAL (Continued)

- 13. The Utility is granted the right of access to the customer-owned/provided intrabuilding network cable (INC) and the right to use pairs in such cable without charge to enable the Utility to provide and maintain the Utility's network services. The Utility will provide verbal notice to property owner(s) to arrange for access to the facility.
- 14. If the property owner does not allow the Utility the right to use sufficient pairs in customer-owned/provided cable without charge, or does not request that the Utility install the necessary cable to serve the Utility's customers, the Utility is not required to provide network services to reach such customers.
- 15. Where a customer is so located that it is necessary to use private right of way to furnish a service on continuous property, the customer shall be required to pay the entire cost involved in securing and retaining such right of way.

B. IN PLACE INTRABUILDING NETWORK CABLE (INC)

- 1. In place INC is INC installed prior to August 8, 1993.
- 2. As of August 8, 1993, the responsibility for maintenance of INC is transferred to the property owner together with its associated protective apparatus, terminal chambers, connecting blocks, and frames in "as is" condition without any representation as to quality or fitness. Further, the "as is" condition is without express or implied warranties as to merchantability; fitness for a particular purpose; permanence of right of way, easement or locations; or any other matter whatsoever. The Utility's liability will be as shown in Rule No. 24.
- 3. Ownership of facilities not detailed in the preceding paragraph, such as poles and conduit structure, shall remain with the Utility. Where no longer required by the Utility, these facilities may be priced for sale on an individual case basis.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 190A

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME
President

Resolution No. T-15352

TITLE

Schedule No. A-37

INTRABUILDING NETWORK CABLE

(Continued)

SPECIAL CONDITIONS - (Continued)

B. IN PLACE INTRABUILDING NETWORK CABLE (INC) - (Continued)

- 4. All property owner requested rearrangements, changes and removals required to separate the relinquished facilities from the Utility's network shall be performed by the Utility. Charges for installation and rearrangement of INC are applicable and shall be paid by the customer.
- 5. The Utility may further recover any extraordinary costs incurred during any special removal procedures requested by the customer. Costs shall be recovered based on current labor and material prices.

C. JOINT TRENCHES

- 1. For jointly-used trenches, the demarcation point will be located at the building, rather than at the edge of the property. Customers who request a demarcation point at the property line will be required to retrench the INC, as required by the energy utility.

(N)
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(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 194

Date Filed January 6, 1994

Decision No. _____

James W. Welch Jr.

Effective February 19, 1994

NAME

President

Resolution No. _____

TITLE

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

APPLICABILITY

Applicable to Integrated Service Digital Network (ISDN) that provides the end-to-end digital telecommunications network architecture for simultaneous access, transmission and switching of voice, data, and image services through the Basic Rate Interface (BRI) and/or Primary Rate Interface (PRI).

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Nonrecurring Charge</u>	<u>Rate Per Month***</u>	(C)
(1) ISDN-BRI Basic Service*			
a. Voice Features Include:			
Multiple and/or Shared Directory Numbers (ISDN-BRI Business ISDN only)			
Time and Date display			
Call Information Display			
Multiple Directory Numbers (Personal ISDN only)			
Hold			
Consultation Hold			
Three Way Conference			
Call Transfer			
b. Data Features Include:			
Call Information Display			
Multiple Call Appearance			
Each Business ISDN Line -----	**	\$ 11.00	
Each Residence ISDN Line-----	**	11.00	

* In addition to applicable one-party line rates in Schedule No. A-1.

** The Multi-Element Service Charges in Schedule No. A-23 apply.

*** ISDN-BRI Service is grandfathered and limited to existing customers at existing locations as of the date Advice Letter 329 is approved. No moves, additions, or changes to the service will be permitted. Existing customers are immediate family members residing at the premises. (N)
(N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 329

Date Filed May 15, 2006

Decision No. T-17034

Sharon J. Lundgren
NAME
President

Effective August 24, 2006

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TITLE

Resolution No. _____

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

RATES - (Continued)

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
(2) Message Charges:		
<p>When the Utility has Measured Service capability, the usage rates and conditions associated with the ISDN-Basic Rate Interface will be tariffed. The customer would be notified of the Advice Letter filing.</p>		
(3)		
(4) ISDN-Primary Rate Interface Service*		
a. Package 1 (Includes 23 individual 64 Kbps B channels and one 64 Kbps D channel) -----	\$ 750.00	\$ 220.00
b. Package 2 (Includes 24 individual 64 Kbps B channels)** -----	750.00	220.00
c. Package 3 (Includes 23 B channels and one backup D channel) -----	750.00	270.00

* In addition to applicable High Capacity Service rates shown in Schedule No. G-1 and applicable one-party line rates in Schedule No. A-1. See Special Conditions 3.h. for E9-1-1 provisioning. (C)

** Package 2 requires Package 1 to operate.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 381

Date Filed October 15, 2013

Decision No. 13-07-019

Sharon J. Lundgren
NAME
President

Effective November 13, 2013

\cng

TITLE

Resolution No. _____

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

RATES - (Continued)

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>	
(4) ISDN-Primary Rate Interface Service (Continued)			
d. Optional Features			
1. Additional Logical Channels			
Each Equipped B Channel Packet	\$ 275.00	\$ 150.00	(T)
2. Alternate Route			
Each Route	150.00	10.00	
3. B Channel Packet			
Each B Channel Dedicated	125.00	10.00	
4. Calling Name Display			
Each PRI Serving Arrangement	125.00	10.00	
5. Closed User Group			
Each Utility's Administered Group	125.00	5.00	
6. Dialing Plan			
Each Entity in a PRI Network Serving Arrangement	200.00	75.00	
7. Message Waiting Indicator			
Each PRI Serving Arrangement	125.00	10.00	
8. Network Ring Again			
Each PRI Serving Arrangement	125.00	10.00	
9. Non-PRI FXS/FPS			
Each Path/Each Telephone Number	70.00	15.00	
10. Packet Hunting			
Each B Channel Packet Service in the Hunt Group	5.00	1.00	
11. Permanent Virtual Circuits			
Each Utility Administered End	125.00	5.00	
12. PRI Subgroup			
Each Subgroup	125.00	10.00	
13. Private Facility Connection			
Each Facility Group/Trunk Group Connected	250.00	100.00	
14. User-to-User Information			
Each PRI Serving Arrangement	125.00	10.00	(T)
15. Inform 911			(N)
Each PRI Serving Arrangement	142.49	118.74	
16. Enhanced Alternate Route			
Each Route	142.49	47.50	
17. Deluxe Call Transfer			
Each PRI Package	94.99	42.75	(N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 326

Date Filed April 20, 2006

Decision No. _____

Sharon J. Lundgren
NAME
President

Effective May 22, 2006

\cng

TITLE

Resolution No. _____

Schedule No. A-39

(N)

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

RATES - (Continued)

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
(4) ISDN-Primary Rate Interface Service (Continued)		
d. Optional Features (Continued)		
18. ISDN PRI-Circular Hunt Each PRI Package	\$.00	\$.00
19. ISDN Calling Name Delivery Each PRI Package	125.00	25.00
20. Redirected Number Each PRI Package	150.00	.00
21. Two B-Channel Transfer Each PRI Package	100.00	45.00
22. Selective Class of Call Screening Each PRI Package	.00	.00

(N)

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 326

Date Filed April 20, 2006

Decision No. _____

Sharon J. Lundgren

Effective May 22, 2006

NAME
President

\cng

TITLE

Resolution No. _____

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)
(Continued)

SPECIAL CONDITIONS

1.

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 298

Date Filed June 3, 2003

Decision No. _____

Sharon J. Lundgren

Effective June 18, 2003

\cng

NAME
President

Resolution No. T-16742

TITLE

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

SPECIAL CONDITIONS - (Continued)

1. (Continued)

(D)

(D)

2. Description of Service:

a. Basic Rate Interface

(1) Integrated Service Digital Network - Basic Rate Interface (ISDN-BRI) is a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of Circuit Switched Voice and Circuit Switched Data on an incoming and outgoing basis.

(2) The B channels are used for voice or circuit switched data up to 64 Kbps.

(3) The D channel is used to carry signaling information for the B channels. The D channel is not available at this time.

(4) Circuit Switched Voice provides the ability to originate and receive switched voice calls over a 64 Kbps channel.

(5) Circuit Switched Data provides the ability to originate and receive circuit switched data calls over a 64 Kbps channel. Data line speeds up to 64 Kbps are permitted.

b. Primary Rate Service Interface is an international standard for sending voice, video, or data over T-1 phone lines in digital format, with 24 separate 64 Kbps channels.

3. Regulations:

a. ISDN will only be provided where central office facilities and operating conditions permit.

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 298

Date Filed June 3, 2003

Decision No. _____

Sharon J. Lundgren

Effective June 18, 2003

NAME

President

Resolution No. T-16742

TITLE

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

SPECIAL CONDITIONS - (Continued)

3. Regulations - (Continued)

- b. The interface to the network is the American National Standards Institute (ANSI) U interface.
- c. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features.
- d. The customer is responsible for providing compatible premises equipment in order to utilize ISDN-BRI.
- e. Commercial power or another power source, including outlets, is required for the operation of compatible premises equipment and will be furnished, owned, and maintained by the customer.
- f. ISDN-BRI is not available to customers on the following types of lines: Extension Line Service, Centrex, PBX Services, and Payphone Services.
- g. Business ISDN may be provided to business customers where the use of the service is primarily for business purposes. Residence ISDN is provided to residence customers only, where the actual or obvious use is for domestic purposes.

h. 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 9-1-1 database administrator. Once the customer provides ANI and ALI sub-address information to the 9-1-1 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 9-1-1 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)

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 381

Date Filed October 15, 2013

Decision No. 13-07-019

Sharon J. Lundgren
NAME
President
TITLE

Effective November 13, 2013

\cng

Resolution No. _____

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(T)

(Continued)

SPECIAL CONDITIONS - (Continued)

4. Description of Features:

a. ISDN-BRI Basic Service

Provides two B channels, each of which can support Circuit Switched Voice and/or Circuit Switched Data and one D channel which is used for signalling.

In addition, ISDN-BRI Basic Service includes: Hold, Consultation Hold, Three Way Conference, and Call Transfer. This allows the station user to place an existing call on hold, access another call appearance, and establish a second call. When this second connection is made, the station user can privately confer with the third party (Consultation Hold). The held party can then be joined to create a Three Way Conference. Finally, the station user can disconnect from the call, connecting the original call to the third party (Call Transfer). The Call Transfer can connect two parties that are outside the ISDN system. The ISDN customer will be billed the appropriate toll message charges for the transferred call.

Caller Identification (Caller ID) displays the telephone number of the calling party on a specially designed telephone.

Business ISDN or Residence ISDN customer may select any combination of features included in the ISDN-BRI Basic Service. The central office features provided are as follows:

(1) Voice Features

- (a) Provides a Primary Directory Number for each B channel voice service.
- (b) Multiple Directory Numbers
- (c) Allows multiple call appearances of Primary, Secondary, and/or Shared Directory Numbers to be assigned to stations equipped with compatible premises equipment.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 225

Date Filed August 25, 1997

Decision No. _____

Sharon J. Lundgren

Effective October 6, 1997

NAME

President

Resolution No. _____

TITLE

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(T)

(Continued)

SPECIAL CONDITIONS - (Continued)

4. Description of Features - (Continued)

a. ISDN-BRI Basic Service - (Continued)

(1) Voice Features - (Continued)

(d) Call Information Display

Displays call related information about any call appearance that has an active call associated with it. The information that can be displayed includes called or calling directory number within the ISDN-BRI system, incoming call identifier call type, call progress information, and call forwarding information. This information is limited to being within the serving central office switch and between B1 and B2 channels.

(e) Time and Date Display

Displays the time and date in those offices that are suitably equipped.

(2) Data Features

(a) Primary Directory Numbers

Provides a Primary Directory Number for each B channel with circuit switched data service. Multiple Directory Number call appearance is not allowed with data service.

(b) Call Information Display

Displays call related information about any call appearance that has an active call associated with it. The data that can be displayed includes called or calling directory number within the ISDN-BRI system, incoming call identifier call type, call progress information, and call forwarding information. This information is limited to being within the same serving central office switch and between B1 and B2 channels.

(Continued)

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Advice Letter No. 225

Date Filed August 25, 1997

Decision No. _____

Sharon J. Lundgren

Effective October 6, 1997

NAME

President

Resolution No. _____

TITLE

Schedule No. A-39

(N)

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

SPECIAL CONDITIONS - (Continued)

4. Description of Features - (Continued)

b. ISDN-Primary Rate Interface (PRI) Service

- (1) Package 1 provides 23 individual 64 Kbps B channels and one 64 Kbps D channel with a connection to the public circuit switched network. This interface must be ordered in conjunction with High Capacity Service.
- (2) Package 2 provides 24 individual 64 Kbps B channels with a connection to the public circuit switched network. This interface must be ordered in conjunction with High Capacity Service. This interface requires that the customer have in place one Package 1 PRI with a D channel to be utilized for signaling. Up to 19 Package 2's may be associated with a single Package 1.
- (3) Package 3 provides 23 B Channels and one Backup D channel. The backup D channel will take over if the Package 1 primary D channel fails. Only one Package 3 may be associated with a Package 1.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 225

Date Filed August 25, 1997

Decision No. _____

Sharon J. Lundgren

Effective October 6, 1997

NAME

President

Resolution No. _____

TITLE

Schedule No. A-39

(N)

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

SPECIAL CONDITIONS - (Continued)

4. Description of Features - (Continued)

b. ISDN-Primary Rate Interface (PRI) Service - (Continued)

4. Basic Features Include:

- (a) Incoming Calling Line Identification with Intra-serving arrangement only.
- (b) Call-by-Call Service Selection allows B channels to be shared by multiple network services. Calls seize B channels on a first-come, first -serve basis.
- (c) Dedicated Service Selection allows a customer to dedicate all B channels to a specific type of service (Dedicated B channels can not be shared)

5. Optional Features:

- (a) Calling Name Display passes the caller's name along with the calling number within a PRI network serving arrangement only.
- (b) Dialing Plan allows customers to interconnect multiple entities (Centrex, PBX's, etc.,) into a single PRI network serving arrangement with abbreviated station-to-station dialing.
- (c) Message Waiting Indication allows passing of Message Waiting Indication signals between multiple entities within a PRI network serving arrangement.

(Continued)

(N)

(To be inserted by the utility)

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Advice Letter No. 225

Date Filed August 25, 1997

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Sharon J. Lundgren

Effective October 6, 1997

NAME

President

Resolution No. _____

TITLE

Schedule No. A-39

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

SPECIAL CONDITIONS - (Continued)

4. Description of Features - (Continued)

b. ISDN-Primary Rate Interface (PRI) Service - (Continued)

(5) Optional Features - (Continued):

- (d) Network Ring Again allows customers to invoke the Ring Again Feature between multiple entities with a PRI network serving arrangement.
- (e) Non-PRI Foreign Exchange/Foreign Prefix Connection allows customers to include telephone numbers from non-serving central offices as part of a PRI serving arrangement.
- (f) Private Facilities Connection allows customers to include non-PRI facilities in a PRI serving arrangement.
- (g) Alternate Routing advances calls to another PRI or other trunk group, when all PRI channels are busy, or when there is a failure in the network.
- (h) B Channel Packet Service allows dedication of one or more B channels for exclusive use of packet-switched data (56/64 Kbps). The service includes 15 logical channels, fast select initiate, and accept, flow control parameter negotiation, throughput class negotiation, and closed user group. The optional features include additional logical channels, closed user group, packet hunting, and permanent virtual circuits.
- (i) Inform 911 allows the Calling Party Number of the station to be sent to the E911 database rather than the billed Telephone Number. This feature is available where technical capability exists. It is the customer's responsibility to provide station number updates to the 911 database.
- (j) Enhanced Alternate Route allows incoming voice or data calls to overflow on a disaster and busy basis to a line side and trunk side connection designated by the customer. Subject to technical capabilities, routing is not limited to another PRI arrangement, trunk group or private facility as is the Alternate Route feature. A route may be limited in the number of simultaneous calls that can be routed.

(N)
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(N)

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 326

Date Filed April 20, 2006

Decision No. _____

Sharon J. Lundgren

Effective May 22, 2006

NAME

President

Resolution No. _____

TITLE

Schedule No. A-39

(N)

INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

(Continued)

SPECIAL CONDITIONS - (Continued)

4. Description of Features - (Continued)

b. ISDN-Primary Rate Interface (PRI) Service - (Continued)

(5) Optional Features - (Continued):

- (k) Deluxe Call Transfer allows the customer to transfer an incoming call to any dialable telephone number, freeing the incoming channel for the next call upon transfer completion. Also allows for the use of a single channel on Three-Way Calling. This feature is available where technical capability exists.
- (l) ISDN-PRI – Circular Hunt searches for an idle B channel at either the last channel to have accepted a call or the last channel to have attempted to place a call. This allows all call attempts to move through the route list of available B channels within the trunk group in a forward (ascending) circular fashion thereby evenly distributing traffic through all B channels in the trunk groups within the route list. This feature is available where technical capability exists.
- (m) ISDN Calling Name Delivery allows ISDN PRI Calling Name Delivery with call control to send calling party name to ISDN Class II equipment.
- (n) Redirected Number provides the redirected number (i.e., the directory number to which the call was last presented) to the Customer Provided Equipment, as well as the calling number in cases where call forwarding is invoked. If during the call establishment phase, the call is redirected to another directory number by call forwarding, both the calling party number and the redirected number are delivered to called party. If a call is redirected multiple times, only the first and last redirected numbers are delivered.
- (o) Two B-Channel Transfer allows the ISDN PRI to connect two calls, transfer the call together and then release the parties from the ISDN PRI.
- (p) Selective Class of Call Screening allows the user, by means of the Utility identification, to restrict outgoing calls to those which are charged to the called telephone number, a third number, or a calling card.

(N)

(To be inserted by the utility)

Issued by

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Advice Letter No. 326

Date Filed April 20, 2006

Decision No. _____

Sharon J. Lundgren

Effective May 22, 2006

NAME

President

Resolution No. _____

TITLE

Schedule No. A-40

ADVANCED CALLING SERVICES

APPLICABILITY

Applicable to Advanced Calling Services (ACS) furnished in connection with individual access line business and residence service where facilities are available.

TERRITORY

Within the exchange areas, as said areas are defined on a map filed as part of the tariff schedules.

RATES

- (1) The rates and charges apply to both residential and business customers in addition to the established rates and charges for associated services.
- (2) Nonrecurring charges set forth in Schedule No. A-23 apply to ACS except when a feature is added on the same line at the same time of an initial order or subsequent order for local service.
- (3) Activation and Deactivation codes listed below apply to touchtone telephones. (Rotary telephones use the codes prefaced by 11. For example, Call Return would be 1169.)

	<u>Rate Per</u> <u>Month</u>	<u>Activation</u> <u>Code</u>	<u>Deactivation</u> <u>Code</u>	
(4) Individual Features, per line				
a. Anonymous Call Rejection	\$ 3.00	*77	*87	
b. Call Rejection	3.00	*60	N/A	
c. Call Return	3.00	*69	*89	
d. Preferred Call Forwarding	3.00	*63	N/A	
e. Priority Ringing	3.00	*61	N/A	
f. Repeat Dialing	3.00	*66	*86	
g. Special Call Acceptance	3.00	*64	N/A	
h. Caller ID - Basic (Number Only) includes Anonymous Call Rejection)	6.17	N/A	N/A	(I)
i. Call Forward Don't Answer**	1.25	*71/*94	N/A	

** In addition to the Call Forwarding rate shown in Schedule No. A-2.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 335D

Date Filed November 13, 2007

Decision No. _____

NAME
President

Effective January 1, 2008

\cng

TITLE

Resolution No. T-17108

Schedule No. A-40

ADVANCED CALLING SERVICES
(Continued)

RATES - (Continued)

	<u>Rate Per</u> <u>Month</u>	<u>Activation</u> <u>Code</u>	<u>Deactivation</u> <u>Code</u>		
(4) Individual Features, per line - (Continued)					
j.	Call Forward Busy Line*	\$1.25	*76	N/A	
k.	Wake Up Call	3.00	*68	*88	
l.	Teen Service**	6.00	N/A	N/A	
m.	Selective Toll Denial	4.00	*55	*85	
	Charge to Remove.....	5.00			
	Charge to Change Passcode	15.00			
n.	Call Waiting ID***00			(N)

* In addition to the Call Forwarding rate shown in Schedule No. A-2.

** In addition to the one-party line rate shown in Schedule No. A-1 for the first line.

*** Rates for Caller ID and Call Waiting apply in order to get this rate. (N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 317

Date Filed April 12, 2005

Sharon J. Lundgren

Decision No. _____

Effective May 13, 2005

NAME

President

TITLE

Resolution No. _____

Schedule No. A-40

ADVANCED CALLING SERVICES
(Continued)

RATES - (Continued)

	<u>Nonrecurring Code</u>	<u>Activation Code</u>	<u>Deactivation Code</u>
(4) Individual Features, per line - (Continued)			
o. Caller ID Selective or Complete Blocking*		*67	*82
1. Before January 1, 1997: Each customer's initial selection of Selective Blocking or Complete Blocking, or change in their blocking selection	No Charge		
2. On or after January 1, 1997:			
(a) Each customer may change their blocking selection one time free of charge.			
(b) After the customer's one free change, the customer will be charged for each change in their blocking selection	5.00		

(5) Advanced Calling, Custom Calling, and Voice Mail (T)
Services Discounts: (T)

<u>Per Feature Credit*</u>	<u>Credit Per Month</u>
a. Two Features	\$ (0.75)
b. Three Features	(1.50)
c. Four Features	(2.25)
d. Five Features	(3.00)
e. Six Features	(3.75)
f. Seven Features	(4.50)
g. Eight Features	(5.25)

* Call Trace, Caller ID Blocking, and Usage Sensitive Features are not offered as part of the above discount package. See Schedule No. A-2, Custom Calling Service and Schedule No. A-32, Voice Mail Service for other qualifying services. (C)
(C)

(6) Usage Sensitive Feature(s)	Per		<u>Activation Code</u>	<u>Deactivation Code</u>
	<u>Successful Trace</u>	<u>Monthly Cap</u>		
Call Trace	\$ 4.00	\$ 12.00	*57	N/A

* See Special Conditions 2.i.(1) and (2).

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 336

Date Filed December 22, 2006

Decision No. _____

Sharon J. Lundgren
NAME
President

Effective January 22, 2007

\cng

TITLE

Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLING SERVICES

(Continued)

RATES - (Continued)

	<u>Nonrecurring Charge</u>
(7) Advanced Calling Service Connection	\$ 5.00

The nonrecurring charge applies to the connection of Advanced Calling Service. If more than one feature is subscribed to at a time, only one charge is applied. The nonrecurring charge does not apply to customers requesting a change in their blocking option (i.e. changing from Complete Blocking to Selective Blocking or vice versa, changing from Selective Blocking to Complete Blocking).

SPECIAL CONDITIONS

1. GENERAL

Advanced Calling Services (ACS) are optional features, offered in addition to regular exchange service, which allow customers to efficiently manage the call flow generated over their Network Access Line(s). Customers will be able to screen, redirect, or return selected calls. These features offer customers convenience, time savings, and a greater degree of control over the use of their telephones. ACS are available to residence and business customers where facilities are available. Individual feature availability may differ by exchange.

2. FEATURE DESCRIPTIONS

a. ANONYMOUS CALL REJECTION

This feature enables a customer to reject incoming calls from which a privacy indicator is received. The feature is activated by dialing a unique code. When the feature is active, the Utility will not complete a call to its customer when the calling party has activated Caller ID Blocking. Such calls will be routed to a Utility recorded announcement, and those calls will be treated as an incomplete call and not billed to the calling party. Anonymous Call Rejection is included with Caller ID at no charge.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 213

Date Filed October 31, 1996

Decision No. 96-10-055

Sharon J. Lundgren
 NAME
President

Effective December 10, 1996

\cng

TITLE

Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLING SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

2. FEATURE DESCRIPTIONS - (Continued)

b. CALL REJECTION

This feature enables a customer to reject up to a maximum of six (6) preselected incoming telephone numbers from which he/she does not wish to receive calls. To select a telephone number, the customer dials a unique code and then constructs or modifies a telephone number screening list. To add an unknown telephone number to the list, a customer can activate a code immediately after receiving an unwanted incoming call. The Utility's equipment will screen incoming calls against the customer's list and reject those on the list. Callers whose numbers are rejected are directed to a Utility recorded announcement, and those calls are treated as incomplete calls and not billed to the calling party. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur.

c. CALL RETURN

This feature enables the customer to automatically redial the telephone number of the most recent incoming call. The Utility's equipment will make repeated attempts to establish the call for approximately a thirty (30) minute period, beginning with the customer's activation of Call Return if the most recent incoming call is busy. This feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups.

d. PREFERRED CALL FORWARDING

This feature enables the customer to forward up to a maximum of six (6) preselected incoming telephone numbers to another telephone number. To forward a telephone number, the customer dials an activation code and then constructs or modifies a telephone number screening list. The Utility's equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list. Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

(Continued)

(N)

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President
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Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLING SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

2. FEATURE DESCRIPTIONS - (Continued)

e. PRIORITY RINGING

This feature allows the customer to provide up to a maximum of six (6) preselected telephone numbers with a distinctive alerting signal or ring (or a Call Waiting tone if the customer has subscribed to Call Waiting), when the customer receives calls from them. To program a telephone number, the customer dials a unique code and then constructs or modifies a telephone number screening list. The Utility's equipment will screen incoming calls against the customer's list and provide the Priority Ringing feature for telephone numbers on the customer's list.

f. REPEAT DIALING

This feature enables the customer to automatically redial the last outgoing telephone number dialed from that line. When the recalled telephone number is busy, the Utility's equipment will make repeated attempts to establish the call for a thirty (30) minute period, beginning with the customer's activation.

g. SPECIAL CALL ACCEPTANCE

This feature enables a customer to allow a maximum of six (6) preselected telephone numbers to be accepted. To select a telephone number to be accepted, the customer dials a unique code and then constructs or modifies a telephone number screening list. The Utility's equipment will screen incoming calls against the customer's list and allow only those calls to be completed. Calls from all other numbers will be routed to a Utility recorded announcement, and those calls will be treated as incomplete calls and not billed to the calling party.

(Continued)

(N)

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Sharon J. Lundgren
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TITLE

Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLING SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

2. FEATURE DESCRIPTIONS - (Continued)

h. CALLER ID

(1) Caller ID - Basic Number only

This feature utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID customers must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The Utility will forward all telephone numbers where technically feasible. The customer originating the call may prevent the display of their number by using blocking services. If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID customer. Instead, the Caller ID customer will receive a privacy indicator. This privacy indicator notifies the Caller ID customer that the calling party chose to block number delivery. Anonymous Call Rejection is included with Caller ID at no charge.

(2) At this time, blocking may or may not be provided on calls originating from public, semi-public, or other services used by the general public. This depends on feature availability.

(Continued)

(N)

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Sharon J. Lundgren
NAME
President

Effective December 10, 1996

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TITLE

Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLING SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

2. FEATURE DESCRIPTIONS - (Continued)

i. **CALLER ID BLOCKING**

Caller ID Blocking allows the customer to prevent the delivery of their number to a Caller ID customer on a per call basis (Selective Blocking) or per line basis (Complete Blocking). There are two available options:

(1) **Caller ID Selective Blocking - Per Call**

This feature will block the delivery of the customer's number to a Caller ID customer for one call only and may be activated from all individual access lines by dialing *67 (1167 from a rotary phone) prior to placing the call.

(2) **Caller ID Complete Blocking - Per Line**

This feature will automatically block the delivery of the customer's number to a Caller ID customer on all calls and will be provided, at no charge, to all customers requesting it. A customer is able to unblock their line on a specific call by dialing *82 prior to placing the call.

(Continued)

(N)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective December 10, 1996

NAME

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Resolution No. _____

TITLE

Schedule No. A-40

ADVANCED CALLING SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

2. FEATURE DESCRIPTIONS - (Continued)

j. **CALL TRACE**

- (1) This feature enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. A Call Trace is considered successful when the Utility's equipment is able to record the incoming call detail (not the conversation). Incoming call detail includes: the calling number, the time the trace was activated, and in some locations, the time the traced call was received. Upon completion of a successful trace, the customer will be assessed a Call Trace fee that will appear on the customer's next bill. The results of the trace are never provided to the customer directly. For further action to be taken, the customer is required to contact the Utility's business office during normal business hours, which will refer the customer to appropriate law enforcement agencies, or contact the law enforcement agency directly. Call Trace detail will be retained by the Utility and made available to the local law enforcement for ten (10) business days after the trace has been initiated.
- (2) Call Trace may not capture incoming telephone numbers marked "private" or "out of area."
- (3) Only calls from locations with compatible signalling services are traceable using Call Trace.

k. **CALL FORWARD DON'T ANSWER**

Allows the customer to forward the incoming calls to another telephone number after a specified number of rings has occurred.

l. **CALL FORWARD BUSY LINE**

Allows the customer to forward the incoming calls to another telephone number when the line is busy.

(N)
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(N)

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(To be inserted by the utility)

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Decision No. _____

Sharon J. Lundgren
NAME
President
TITLE

Effective September 26, 1997

\cng

Resolution No. _____

Schedule No. A-40

ADVANCED CALLING SERVICES

(Continued)

SPECIAL CONDITIONS - (Continued)

2. FEATURE DESCRIPTIONS - (Continued)

m. **WAKE UP CALL**

Allows the customer to dial in the time they want to be called using military time. For example: the customer would enter 0630 which would equal 6:30 am then press the # sign. The customer will hear a confirmation tone. A recorded message will greet the customer. The Wake Up Call will call the customer four times if they do not answer.

n. **TEEN SERVICE**

- (1) Teen Service enables two telephone numbers to be assigned to a one-party access line. Each telephone number is assigned a unique ringing pattern so the called party can determine the nature of the call.
- (2) Customers who also have the Call Waiting feature assigned to their line will receive call waiting tones for each telephone number. (T)
- (3) Customers who also have the Call Forwarding assigned to their line have two options:
 - (a) Both telephone numbers can be forwarded when Call Forwarding is activated.
 - (b) Only the main telephone number can be forwarded when Call Forwarding is activated.
- (4) All toll calls are billed to the primary telephone number.
- (5) Each customer subscribing to Teen Service will receive, at no extra charge, an additional listing in the white pages of the telephone directory.
- (6) Each Voice Mail Service customer can have a separate voice mailbox on each number.

(Continued)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective October 6, 1997

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President

\cng

TITLE

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Schedule No. A-40

ADVANCED CALLING SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

2. FEATURE DESCRIPTIONS - (Continued)

o. **SELECTIVE TOLL DENIAL**

Denies all 1+ and 0+ dialing unless a pre-set four digit passcode is entered.

p. **CALL WAITING ID**

Call Waiting ID allows a customer who subscribes to both Caller ID and Call Waiting to see the name and number of an incoming caller while engaged in a call. The customer must have a specially designed telephone or Caller ID display unit attached to their existing telephone.

(N)
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(N)

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(To be inserted by the utility)

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Sharon J. Lundgren

Effective May 13, 2005

NAME
President

\cng

TITLE

Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLINGS SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

3. LIMITATIONS

a. CALLER ID

- (1) An originating caller's data may not be displayed at the called party under the following conditions:
 - (a) The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
 - (b) The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
 - (c) Caller ID features cannot be provided with any distinctive ringing lines having a maximum silent interval duration that is not long enough to allow transmission of the data message.
 - (d) Identification of names, specific stations, or extensions served by a PBX or Key System is not possible. The main directory number of the PBX or Key System will be displayed.
 - (e) Caller ID features cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
 - (f) The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
 - (g) The calling party has activated blocking.

(Continued)

(N)

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Sharon J. Lundgren
NAME
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Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLING SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

3. LIMITATIONS - (Continued)

a. CALLER ID - (Continued)

- (1) An originating caller's data may not be displayed at the called party under the following conditions: - (Continued)
 - (h) Caller ID features do not display a directory number or name for operator assisted calls, calls marked private by the originator or calls originating from coin and party line stations.
- (2) The following Special Conditions apply to Caller ID features based on the FCC Caller ID Order effective 12/1/95:
 - (a) If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has Complete Blocking or has activated Selective Blocking, the 800 number party has the right to obtain this information through ANI.
 - (b) Caller ID features are available on all long distance calls where technically feasible.
 - (c) All calling data will be displayed to E911, even if the customer has Complete Blocking or has activated Selective Blocking.
 - (d) All calling data will be passed, even for customers who do not subscribe to Caller ID.
 - (e) Selective Blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Selective Blocking.)

(Continued)

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(To be inserted by the utility)

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NAME
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Effective December 10, 1996

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TITLE

Resolution No. _____

Schedule No. A-40

(N)

ADVANCED CALLING SERVICES
(Continued)

SPECIAL CONDITIONS - (Continued)

3. LIMITATIONS - (Continued)

b. ADVANCED CALLING SERVICES (ACS)

- (1) The management of these features is possible only when the following conditions are met:
 - (a) Where the calling party's data can be forwarded from the central office originating the call to the terminating central office serving the called party;
 - (b) When both the originating customer and the call terminating customer are served from the same central office;
 - (c) When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities;
- (2) The Utility shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of ACS or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the features after the Utility has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the feature affected for the period following notice from the customer until service is restored.
- (3) It shall be the responsibility of the customer to provide customer premises equipment compatible with ACS.

(N)

(To be inserted by the utility)

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Date Filed October 31, 1996

Decision No. 96-10-055

Sharon J. Lundgren
NAME
President
TITLE

Effective December 10, 1996

Resolution No. _____

Schedule No. A-41

PAYPHONE SERVICE

APPLICABILITY

Payphone Service provides telephone service to a customer-leased or owned payphone with or without coin collecting devices. Collect and third number calls billed to a Payphone Access Line will be blocked.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Rate per Month</u>	
(1) Each Payphone Access Line	See Schedule No. A-1 for the business individual access line rate	
(2) Coin Supervision Additive Service	\$2.21	
(3) Payphone Service Providers Enforcement (PSPE) Program Surcharge, each payphone access line	*	(C)
(4) Public Policy Payphone Program (PPPP) Surcharge, each payphone access line	*	(C)

SPECIAL CONDITIONS

1. Payphone Service does include a directory listing.
2. Installation, move, and change charges will be those applicable to business service. Also see Schedule No. A-20 Visit Charge for the charge and Special Conditions concerning service difficulties or trouble reports.
3. The Payphone Service Provider (PSP) shall be responsible for the installation, operation, and maintenance of any payphone instrument used in connection with this service. The payphone instrument must return coins deposited in the event of an attempted but uncompleted call.

* See Pacific Bell's (d.b.a. SBC California) Schedule Cal. P.U.C. No. A5, Section 5.5.3E.2 for the current per payphone per month surcharge. (C)

(Continued)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective May 18, 2005

NAME

President

TITLE

Resolution No. PSPC-1

Schedule No. A-41

(N)

PAYPHONE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

4. The payphone instrument must be registered under Part 68 of the F.C.C. Rules and Regulations or be connected behind a protective coupler registered under Part 68 of the F.C.C. Rules and Regulations.
5. The payphone instrument must comply with the requirements of the Telecommunications for the Disabled Act of 1982 (access to handicapped and hearing aid compatible).
6. The payphone instrument must be connected to the Utility's network in compliance with the current National Electric Code and National Electric Safety Code.
7. Payphone Service will be considered a business service for the purpose of applying the conditions in the rules of this tariff.
8. Only one payphone instrument may be connected to a given Payphone Access Line.
9. Payment of Payphone Service, toll message service, operator assistance, special tariff charges, directory assistance, or other types of chargeable calls shall be the responsibility of the Payphone Service customer. Rule No. 9 on back billing of toll, collect, credit card, and third number billed calls applies.
10. The Utility may require, as a condition of connection, a security deposit to ensure payment. See Rule No. 6 on the Establishment and Reestablishment of Credit, and Rule No. 7 on Deposits for business service.
11. Minimum charges for Payphone Service shall apply when the entire service is discontinued within one calendar month of the service establishment date. The minimum charge will consist of one month's service and the non-recurring charges.
12. The PSP is responsible for the provision of booths, shelves, directories, and all other ancillary equipment.
13. When a payphone is in violation of this tariff, the Utility will take whatever action is necessary to protect its network and will promptly notify the PSP in writing of the violation. The PSP will discontinue use of the Payphone Service or correct the violation and notify the Utility in writing within 5 days after receipt of such notice that the violation has been corrected. Failure of the PSP to discontinue such use or to correct the violation will result in the suspension of the PSP service until such time as the PSP complies with the provisions of this tariff.

(Continued)

(N)

(To be inserted by the utility)

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Effective April 15, 1997

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Resolution No. _____

TITLE

Schedule No. A-41

PAYPHONE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

- 14. Coin Supervision Additive Service is to be used in conjunction with a Payphone Access Line connecting to a payphone instrument requiring central office coin supervision capability. Coin Supervision Additive Service provides the capability for central office line equipment to pass signals and/or tones from a Payphone Access Line to a trunk terminating at a PSP's Operator Service Provider. These signals enable an Operator Service Provider to recognize coin deposits and return coins to pay telephone users. Coin Supervision Additive Service also permits a suitably equipped Operator Service Provider to automatically ring back the originating Payphone Access Line upon completion of a call.
- 15. The demarcation point between Utility facilities will generally be the minimum point of entry at the PSP's premises. A Standard Network Interface (SNI) will be installed at the option of the PSP at a location determined by the Utility which is accessible to both the PSP and the Utility. If the PSP does not want to connect to an SNI, some mutually acceptable alternative form of interconnection must be negotiated between the PSP and the Utility.
- 16. The Utility shall not be liable for shortages of coins collected and deposited at the PSP's payphone instrument.
- 17. The PSP's payphone instrument must provide free access to the following:
 - a. Operator Service
 - b. 950-XXXX where Utility facilities permit
 - c. 800/877/888-XXX-XXXX toll-free calling
 - d. 101XXXX
 - e. PSP's trouble reports, repair, refunds, and complaints
 - f. 911 Emergency
 - g. 0 plus intraLATA and interLATA
 - h. 411 Directory Assistance
 - i. 711 for connection to the California Relay Service
- 18. The PSP is required to true up rates to match the Utility's rates set forth in Schedule No. B-1 in effect on January 1st of each year. This annual true up shall be completed no later than February 1st of each year.

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X (T)

(N)

X - Correction.

(Continued)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective _____

NAME

President

Resolution No. _____

TITLE

Schedule No. A-41

PAYPHONE SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

18. (Continued)

The following mandatory toll rate caps apply:

- a. Intrastate interLATA toll call - no more than AT&T's rate + 10¢
- b. Intrastate intraLATA toll call:
 - (1) Coin Call - No more than the Utility's rate + 10¢
 - (2) Non-Coin Call - No more than the Utility's rate. The customer may apply an optional service charge to each call at a rate which shall not exceed 25¢ per message.
- c. The directory assistance rate for intrastate interLATA will not exceed AT&T's authorized rate.

19. The PSP is responsible for installing on or adjacent to each payphone instrument a prominent display in signage or screen indicating the following in well lighted and clearly legible form:

- a. Cost Information
 - (1) local call rate and long distance rates
 - (2) local calls made by use of 101XXXX, calling card, or operator handled services may cost more than directly dialing the local number (T)
 - (3) any time limit on a local call
- b. Dialing Instructions
 - (1) dialing sequence (coin or dial first)
 - (2) how to reach local and long distance operators
 - (3) 1 and 0 plus dialing instructions
- c. No Charge Telephone Numbers
 - (1) 911 Emergency or other dialing sequence
 - (2) owner/operator of telephone
 - (3) refunds, repairs, complaints
 - (4) 711 for connection to the California Relay Service* (N)
- d. Identification
 - (1) Name and no charge telephone number of the owner/operator who can assist with a problem about the payphone instrument for an end user within the LATA of the payphone instrument
 - (2) Name of Operator Service Provider
 - (3) State if no incoming calls allowed
 - (4) Address of payphone instrument
 - (5) Telephone number or identification number of payphone instrument
 - (6) Long Distance Carrier (optional)

* Effective January 1, 2002, payphone signage must reflect that 711 is a free call to the California Relay Service using the language "711 is a free call to TRS/CRS." (N)

(To be inserted by the utility)

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Effective _____

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TITLE

Resolution No. _____

Schedule No. A-42

(N)

DIRECTORY ASSISTANCE LISTING INFORMATION SERVICE (DALIS)

APPLICABILITY

Applicable to DALIS, which grants a license to third parties such as Competitive Local Carriers, Local Exchange Carriers, Interexchange Carriers, and other parties to utilize the listed names, addresses, and telephone numbers that appear in the Utility's telephone directory assistance data base for the purpose of providing directory assistance service.

TERRITORY

Within the exchange area, as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Rate*</u>
Basefile, per listing	\$.04

SPECIAL CONDITIONS

1. The listing information will be provided by hard copy print-out.
2. A standard format of the listing information will be established by the Utility and provided to the DALIS provider. The Utility reserves the right to modify this format.
3. The Utility will not provide any listing information that its customer(s) has requested to be nonpublished, nonlisted, and/or not released.

* The service order charge in Schedule No. A-23, Multi-Element Service Charges, applies.

(Continued)

(N)

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Decision No. _____

Sharon J. Lundgren

Effective _____

NAME

President

Resolution No. _____

TITLE

Schedule No. A-42

(N)

DIRECTORY ASSISTANCE LISTING INFORMATION SERVICE (DALIS)

(Continued)

SPECIAL CONDITIONS - (Continued)

4. Rights in this offering are nonassignable and nontransferable by the DALIS providers other than through the provisioning of directory assistance.
5. Publisher shall not make any representation to the public, prospective advertisers, or others, expressed or implied, written or oral, to the effect that Publisher (and its publications) is the same as, a part of or associated with the Utility or Utility's Directory Company.
6. The listed information provided by this offering may only be used for the purpose of providing directory assistance to the DALIS customers.
7. The DALIS providers shall indemnify, hold harmless, and defend the Utility from and against any cost, damage, expense (including but not limited to reasonable attorney's fees and expenses) or liability arising in any manner out of any demand, claim, suit, or judgment for damages or injuries however caused, which may arise out of the provider's use of the listings furnished under this Schedule.
8. The Utility assumes no responsibility or liability for any error in the information furnished. The DALIS provider agrees to accept the listings on an "as-is" basis with all faults, errors, and omissions, if any, and the Utility does not warrant the accuracy of the information contained therein. The Utility makes no warranty, expressed or implied with respect to any listings or the information contained therein including, but not limited to, warranties for merchantability or fitness for a particular purpose. The DALIS provider agrees to release the Utility from any and all liability for damages which may arise due to any errors and omissions in the Utility's listings.
9. The listings shall, at all times, remain the sole property of the Utility. No one may sell, rent, or otherwise provide copies of listings, except as provided in CPUC Decision 00-10-026. Anyone who obtains the Utility's listings must comply with the requirements set forth in CPUC Decision 00-10-026.
10. Any third party failing to pay such applicable charges due the Utility shall be subject to the same sanctions, penalties, or other legal remedies that would be available if the listings were obtained directly from the Utility.
11. The basefiles will contain the most recent listings available in the Utility directory listing data base.

(Continued)

(N)

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NAME

Effective _____

President

TITLE

Resolution No. _____

Schedule No. A-42

(N)

DIRECTORY ASSISTANCE LISTING INFORMATION SERVICE (DALIS)

(Continued)

SPECIAL CONDITIONS - (Continued)

12. The Utility may request the return of the listings that have been provided or proof of their destruction and refuse to furnish monthly updates to any DALIS provider who fails to comply with the provisions set forth in this Schedule.

13. Rate Regulations:

- a. The Utility may require the DALIS provider to make an advance payment of the estimated per listing charges for the basefile at the time the order is taken. The Utility shall refund or bill, as appropriate, any difference between the estimated amount collected and the actual charge.
- b. If the DALIS provider cancels the order prior to the date the Utility is scheduled to provide the listings and the Utility has performed any work or incurred any expense in connection therewith, the Utility will charge the estimated cost incurred not to exceed the estimated charge for the order.
- c. If the DALIS provider cancels the order on or after the date the Utility is scheduled to provide the listings, all charges shall apply.
- d. The Utility shall count and bill for all listings provided to the DALIS provider, whether or not the provider actually reproduces such listings in the provider's directory assistance.
- e. For purposes of this Schedule, each name, address, and telephone number of a listed party shall be counted as one listing. If additional lines of information appear, each such line shall be counted as a separate additional listing. Where additional information appears as a part of the listed party's name or address, the Utility at its option may count it as two listings.

(N)

(To be inserted by the utility)

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Advice Letter No. 270

Date Filed _____

Decision No. _____

Sharon J. Lundgren

Effective _____

NAME

President

Resolution No. _____

TITLE

Schedule No. B-1

MESSAGE TELECOMMUNICATIONS SERVICE*

(C)

(D)

(D)

* In accordance with Decision 01-02-018, the Utility no longer pools or concurs in Pacific Bell's services.

(N)

(N)

(Continued)

(To be inserted by the utility)

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Decision No. 01-02-018

Sharon J. Lundgren

Effective _____

NAME

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Resolution No. _____

TITLE

Schedule No. B-1

MESSAGE TELECOMMUNICATIONS SERVICE*

(C)

(D)

(D)

* In accordance with Decision 01-02-018, the Utility no longer pools or concurs in Pacific Bell's services.

(N)

(N)

(To be inserted by the utility)

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Decision No. 01-02-018

Sharon J. Lundgren

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NAME

President

Resolution No. _____

TITLE

The Volcano Telephone Company
 Pine Grove, California
 U-1019C

Revised Cal. P.U.C. Sheet No. 2259-T
 Canceling Revised Cal. P.U.C. Sheet No. 2178-T

Schedule No. B-2

ACCESS SERVICE

APPLICABILITY

Applicable to access service within or between Local Access and Transport Areas (LATAs) for connection to intrastate communication services for intrastate customers within the operating territory of The Volcano Telephone Company where facilities permit.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES AND CHARGES

The Utility adopts the rates as shown below and concurs in the conditions along with the amendments thereto and successive issues thereof for these services in NECA Tariff FCC No. 5 for the application to the intrastate access services. This tariff shall apply to all intrastate interLATA and intrastate intraLATA traffic which either originates from or terminates to end users physically located inside and outside of the boundaries of the Utility's study area. In the case of traffic exchanged with incumbent local exchange carriers, which continue to utilize existing Feature Group C-like interconnection, the Feature Group C (FGC) provisions of the NECA Tariff shall apply, except that the provisions of Section 6.7.1 shall not be construed to require conversion to Feature Group D (FGD) access when FGD access becomes available in an end office.

The following NECA rates as of July 1, 1999, apply, with the exception of (1) for The terminating rates:

(1) Switched Access Rates:

	<u>Rate</u>	
(a) Local Switching, Per Access Minute:		
Originating (Non-Toll Free).....	\$.02402028	(T)
Originating (Toll Free Only).....	.02402028	(N)
Terminating #.....	#	
(b) Information Surcharge, Per 100 Access Minutes:		
Originating (Non-Toll Free).....	.0161	(T)
Originating (Toll Free Only).....	.0161	(N)
Terminating #.....	#	

The composite Terminating Local Switching rate will be identified using the Terminating Switched Access and Information Surcharge rate element as found in the NECA Tariff 5 Section 17.2.3.

(Continued)

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Advice Letter No. 422

Date Filed May 20, 2021

Decision No. FCC 20-143

Sharon J. Lundgren

Effective July 1, 2021

NAME

President

TITLE

Resolution No.

Volcano Telephone Company
Pine Grove, California
U-1019-C

Revised Cal. P.U.C. Sheet No. 2253-T
Canceling Revised Cal. P.U.C. Sheet No. 2161-T

Schedule B-2

ACCESS SERVICE
 (Continued)

RATES AND CHARGES - (Continued)

(1) Switched Access Rates: - (Continued)

	<u>Rate</u>	
(c) Entrance Facility, Per Month, Per Termination:		(N)
1. ESALT 2 Mbps	\$ 253.52	
2. ESALT 10 Mbps	273.27	
3. ESALT 50 Mbps	354.04	(N)
(d) Direct Trunked Transport Facility, Per Month, Per Mile:*		(T)
1. Voice Grade	\$ 2.04	
2. High Capacity DS1.....	9.54	
3. High Capacity DS3.....	83.04	
4. OC3 (155.52 Mbps).....	88.89	
5. OC12 (622.08 Mbps).....	111.58	
ESALT DTF-E1, Per Month, Per Facility		(N)
1. ESALT 2 Mbps	\$ 28.89	
2. ESALT 10 Mbps	73.24	
3. ESALT 50 Mbps	205.09	
ESALT DTF-E2, Per Month, Per Facility		
1. ESALT 2 Mbps	\$ 19.26	
2. ESALT 10 Mbps	43.95	
3. ESALT 50 Mbps	136.73	
ESALT DTF-E3, Per Month, Per Facility		
1. ESALT 2 Mbps	\$ 79.58	
2. ESALT 10 Mbps	200.30	
3. ESALT 50 Mbps	654.18	
ESALT DTF-E4, Per Month, Per Facility		(N)
1. ESALT 2 Mbps	\$ 133.24	
2. ESALT 10 Mbps	410.84	
3. ESALT 50 Mbps	1,165.85	(N)

* Does not apply to Feature Group C-like interconnection.

(L) Materials now shown on P.U.C. Sheet No. 2254-T.

(Continued)

(To be inserted by the utility)
Advice Letter No. 420

Decision No. _____

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Sharon J. Lundgren

NAME
 President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed February 15, 2021

Effective March 16, 2021

Resolution No. _____

Schedule B-2

ACCESS SERVICE
(Continued)

RATES AND CHARGES - (Continued)

(1) Switched Access Rates: - (Continued)

	<u>Rate</u>	
(e) Direct Trunked Termination, Per Month, Per Termination:*		
1. Voice Grade	\$ 20.43	
2. High Capacity DS1.....	49.46	
3. High Capacity DS3.....	317.60	
4. OC3 (155.52 Mbps).....	330.69	
5. OC12 (622.08 Mbps).....	720.01	
6. ESALT 2 Mbps	67.41	
7. ESALT 10 Mbps	82.40	
8. ESALT 50 Mbps	100.70	
 (f) Tandem Switched Transport Facility, Per Mile,*** Per Access Minute.....	 .000189	 (C)
 (g) Tandem Switched Termination, Per Termination, *** Per Access Minute.....	 .000933	 (C)
 (h) Transport Interconnection Charge, Per Access Minute00	
 (i) Toll Free Database Access Service Queries, Per Query:		
1. Basic.....	**	(T)
2. Vertical.....	**	(N)
 (j) Networking Blocking Charge, Per Call Blocked.....	 .0135	 (N)

* Does not apply to Feature Group C-like interconnection.

** The Toll Free Database Access Services Queries rates will be identified as found in the NECA Tariff 5 Section 17.2.2(B). (N)

*** As of July 1, 2021, originating Tandem Switched Transport Facility and Tandem Switched Termination rates are not applied to originating toll free minutes. (N)

(Continued)

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Effective July 1, 2021

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Resolution No. _____

The Volcano Telephone Company
 Pine Grove, California
 U-1019-C

Revised Cal. P.U.C. Sheet No. 2255-T
 Canceling Original Cal. P.U.C. Sheet No. 2162-T

Schedule No. B-2

ACCESS SERVICE
 (Continued)

RATES AND CHARGES - (Continued)

(1) Switched Access Rates: - (Continued)

	Rate Per Month	Nonrecurring Charge	
(k) Multiplexing Per Arrangement:			(T)
1. DS3 to DS1	\$ 289.77		
2. DS1 to Voice	111.88		
3. Customer Node, Per Node:			
a. OC3 (155.52 Mbps)	300.80	\$ 197.00	
b. OC12 (622.08 Mbps)	869.01	197.00	
4. Customer Premises Port, Per Port:			
a. OC3 (155.52 Mbps)	98.71	213.00	
b. STS-1 (51.84 Mbps)	118.51	213.00	
c. DS3 (44.736 Mbps)	118.51	213.00	
d. DS1 (1.544 Mbps)	30.37	54.00	
5. Add/Drop Multiplexing, Central Office Port, Per Port:			
a. OC3 (155.52 Mbps)	98.71		
b. DS3 (44.736 Mbps)	60.77		
c. DS1 (1.544 Mbps)	24.31		
(l) SS7/MF Conversion, Per 24 Trunks or fraction thereof		260.00	(T)
(m) ESALT Real Time CoS/QoS, Per ESALT DTF, Per Option			(N)
1. ESALT 2 Mbps	\$ 5.51		
2. ESALT 10 Mbps	27.56		
3. ESALT 50 Mbps	85.90		
(n) ESALT Entrance Facility Protection, Per ESALT EF, Per Option			
1. ESALT 2 Mbps	\$ 284.10		
2. ESALT 10 Mbps	284.10		
3. ESALT 50 Mbps	284.10		
(o) Local Transport - Installation, Per Entrance Facility			
1. ESALT 2 Mbps		\$ 569.95	
2. ESALT 10 Mbps		569.95	
3. ESALT 50 Mbps		569.95	(N)

(Continued)

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Sharon J. Lundgren

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TITLE

The Volcano Telephone Company
 Pine Grove, California
 U-1019-C

Revised Cal. P.U.C. Sheet No. 2256-T
 Canceling Original Cal. P.U.C. Sheet No. 1756-T

Schedule No. B-2

ACCESS SERVICE
 (Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

(1) Switched Access Rates: - (Continued)

	<u>Nonrecurring Charge</u>	
(p) Direct Trunk Activation, Per 24 Trunks or Fraction Thereof, Per Order	\$ 249.00	(T)
(q) ESALT Direct Trunked Termination (DTT) Per ESALT DTT Installed.....	375.50	(N)
(r) ESALT Entrance Facility Protection (EFP) Per ESALT EFP Installed.....	576.11	(N)

(2) Special Access:

	<u>Rate Per Month</u>	
(a) Advanced Digital Network or Digital Data Service (2.4 Kbps through 64.0 Kbps)		
1. Channel Termination, Per Termination.....	\$ 69.82	177.00
2. Channel Mileage Facility, Per Mile:		
a. 2.4 Kbps through 19.2 Kbps	2.56	
b. 56.0 and 64.0 Kbps	3.96	
3. Channel Mileage Termination, Per Termination:		
a. 2.4 Kbps through 19.2 Kbps	25.72	
b. 56.0 and 64.0 Kbps	39.79	
4. Optional Features and Functions:		
a. Bridging	7.85	
b. Loop Transfer.....	6.21	
c. Channel Service Unit, Per Termination for 2.4 Kbps through 56.0 Kbps.....	31.05	

(Continued)

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NAME
 President

Resolution No. _____

TITLE

Schedule No. B-2

(N)

ACCESS SERVICE
 (Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

(2) Special Access: - (Continued)

	<u>Rate Per</u> <u>Month</u>	<u>Nonrecurring</u> <u>Charge</u>
(b) High Capacity Service:		
1. Channel Termination, Per Termination:		
a. DS1 (1.544 Mbps).....	\$ 176.82	\$ 181.00
b. Capacity of 1 DS3 (1X 44.736 Mbps) Interface	2,051.19	
- per DS3 Channel Installed00	499.00
c. Capacity of 3 DS3 (3X 44.736 Mbps) Interface	1,569.16	
- Per DS3 Channel Installed	1,220.46	499.00
d. Capacity of 6 DS3 (6X 44.736 Mbps) Interface	2,953.72	
- Per DS3 Channel Installed	1,148.67	499.00
e. Capacity of 12 DS3 (12X 44.736 Mbps) Interface	4,799.79	
- Per DS3 Channel Installed	933.29	499.00
2. Channel Mileage Facility, Per Mile:		
a. 64 Kbps	3.96	
b. 1.544 Mbps	19.14	
c. 44.736 Mbps	131.77	

(Continued)

(N)

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President
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Resolution No. _____

Schedule No. B-2

(N)

ACCESS SERVICE

(Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

(2) Special Access: - (Continued)

	<u>Rate Per</u> <u>Month</u>	<u>Nonrecurring</u> <u>Charge</u>
(b) High Capacity Service: - (Continued)		
3. Channel Mileage Termination, Per Termination:		
a. 64 Kbps	\$ 39.79	
b. 1.544 Mbps	94.38	
c. 44.736 Mbps	525.64	
4. Optional Features and Functions:		
a. Multiplexing:		
(1) DS3 to DS1	474.31	
(2) DS1 to Voice	183.12	
(3) DS1 to DS0	183.12	
(4) DS0 to Subrates:		
(a) 2.4 Kbps	390.00	
(b) 4.8 Kbps	265.00	
(c) 9.6 Kbps	235.00	
b. Automatic Loop Transfer	158.00	
c. Transfer Arrangement Per 4 Port	172.20	
d. Network Channel Terminating Equipment:		
(1) 1.544 Mbps, Per Termination	89.60	
(2) Automatic Loop Transfer	360.00	

(Continued)

(N)

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Decision No. 01-02-018

Sharon J. Lundgren

Effective July 1, 2001

NAME
President

Resolution No. _____

TITLE

Schedule No. B-2

(N)

ACCESS SERVICE

(Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

(2) Special Access: - (Continued)

	<u>Rate Per</u> <u>Month</u>	<u>Nonrecurring</u> <u>Charge</u>
(c) Voice Grade Service:		
1. Channel Termination, Two-Wire	\$ 37.83	\$ 161.00
2. Channel Termination, Four-Wire	60.53	161.00
3. Channel Mileage Facility, Per Mile for Two- or Four-Wire.....	2.70	
4. Channel Mileage Termination, Per Termination of Two- or Four-Wire	27.08	
5. Special Access Surcharge, Per Voice Grade Equivalent	25.00	
6. Optional Features and Functions:		
a. Per Port for Two- or Four-Wire Bridging for Voice, Data, or Telephoto	6.50	
b. Dataphone Sequential, Per Channel:		
(1) Two-Wire	22.19	
(2) Four-Wire	117.70	
c. Dataphone Addressable, Per Channel:		
(1) Two-Wire	23.75	
(2) Four-Wire	102.80	

(Continued)

(N)

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Sharon J. Lundgren

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Resolution No. _____

TITLE

Schedule No. B-2

(N)

ACCESS SERVICE

(Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

(2) Special Access: - (Continued)

	<u>Rate Per</u> <u>Month</u>	<u>Nonrecurring</u> <u>Charge</u>
(c) Voice Grade Service: - (Continued)		
6. Optional Features and Functions: - (Continued)		
d. Telemetry/Alarm Bridging, Per Channel:		
(1) Split Band.....	\$ 8.89	
(2) Summation	3.47	
(3) Passive.....	.24	
e. Conditioning Per Termination, C-Type	7.20	
f. Data Capability, Per Termination.....	4.95	
g. Telephoto Capability, Per Termination.....	9.02	
h. Improved Return Loss, Per Termination for Two- or Four-Wire	12.80	
i. Customer Specified Receive Level, Per Termination.....	8.80	
j. Multiplexing-Voice to Telegraph, Per Arrangement	226.19	
k. Signaling Capability, Per Termination.....	12.95	
l. Selective Signaling, Per Arrangement	6.50	
m. Transfer Arrangement:		
(1) Four Port	3.13	
(2) Five Port.....	7.14	

(Continued)

(N)

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Sharon J. Lundgren

Effective July 1, 2001

NAME

President

TITLE

Resolution No. _____

Schedule No. B-2

(N)

ACCESS SERVICE

(Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

(2) Special Access: - (Continued)

	<u>Rate Per</u> <u>Month</u>	<u>Nonrecurring</u> <u>Charge</u>
(d) Synchronous Optical Channel Service:		
1. Channel Termination, Per Termination:		
a. OC3/OC3c (155.52 Mbps)	\$ 1,361.19	\$ 786.00
b. OC12 (622.08 Mbps)	2,656.80	786.00
2. Channel Mileage Facility, Per Mile:		
a. OC3/OC3c (155.52 Mbps)	140.00	
b. OC12 (622.08 Mbps)	280.00	
3. Channel Mileage Termination, Per Termination:		
a. OC3/OC3c (155.52 Mbps)	484.49	
b. OC12 (622.08 Mbps)	1,807.00	
4. Optional Features and Functions:		
a. Customer Node, Per Node:		
(1) OC3/OC3c (155.52 Mbps)	495.00	197.00
(2) OC12 (622.08 Mbps)	1,430.00	197.00
b. Customer Premises Port, Per Port:		
(1) OC3/OC3c (155.52 Mbps)	150.00	213.00
(2) STS-1 (51.84 Mbps)	195.00	213.00
(3) DS3 (44.736 Mbps)	195.00	213.00
(4) DS1 (1.544 Mbps)	50.00	54.00
c. Add/Drop Multiplexing, Central Office Port, Per Port:		
(1) OC3/OC3c (155.52 Mbps)	150.00	
(2) DS3 (44.736 Mbps)	100.00	
(3) DS1 (1.544 Mbps)	40.00	

(Continued)

(N)

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Sharon J. Lundgren

Effective July 1, 2001

NAME

President

Resolution No. _____

TITLE

Schedule No. B-2

(N)

ACCESS SERVICE
(Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

<u>(3) Access Order Charges:</u>	<u>Nonrecurring Charge</u>
(a) Access Order Charge, Per Order	\$ 81.00
(b) Service Date Change Charge, Per Order	34.00
(c) Design Change Charge, Per Order	34.00
 <u>(4) Miscellaneous Charges:</u>	
(a) Miscellaneous Order Charge, Per Order	34.00
(b) Additional Engineering, Per 1/2 Hour or fraction thereof:	
1. Basic time	19.67
2. Overtime	29.50
3. Premium time	39.33

(Continued)

(N)

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Sharon J. Lundgren
NAME
President
TITLE

Effective July 1, 2001

Resolution No. _____

Schedule No. B-2

(N)

ACCESS SERVICE

(Continued)

RATES AND CHARGES - (Continued)

The following NECA rates as of July 1, 1999, apply: - (Continued)

(4) Miscellaneous Charges: - (Continued)

	<u>Nonrecurring Charge</u>
(c) Additional Labor, Per 1/2 Hour or fraction thereof:	
1. Installation & Repair, Per Technician:	
a. Basic time.....	\$ 20.76
b. Overtime	31.13
c. Premium time.....	41.51
2. Standby, Per Technician:	
a. Basic time.....	19.28
b. Overtime	28.92
c. Premium time.....	38.56
(d) Testing & Maintenance, Per 1/2 Hour or fraction thereof:	
1. Per Installation and Repair Technician:	
a. Basic time.....	20.76
b. Overtime	31.13
c. Premium time.....	41.51
2. Per Central Office Technician:	
a. Basic time.....	19.05
b. Overtime	28.57
c. Premium time.....	38.09
(e) Late Payment Charge:000292
Per Day, Compounded Daily. All bills are due 31 days after the bill date.	

(Continued)

(N)

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Sharon J. Lundgren

Effective July 1, 2001

NAME

President

Resolution No. _____

TITLE

Schedule No. B-2

(N)

ACCESS SERVICE

(Continued)

RATES AND CHARGES - (Continued)

(5) Billing and Collections:

	<u>Rate</u>
(a) Bill Processing, Per Message Billed..... The accumulation, guiding, and preparation of messages (including application of taxes) for customer bill rendering.	\$.0407
(b) Bill Rendering, Per Bill Rendered..... The printing and mailing of statements showing amounts due from customers, payment and remittance processing, treatment, denial of service, and the collection of money due from customers.	.4783
(c) Data Transmission of the Rated Customer Message Detail, Per Record Received or Transmitted0025
(d) Inquiry, Per Message Billed0484
The answering of end user questions, either written or verbal, concerning disputed charges, explaining bills, crediting, and adjusting charges, and claims investigation.	

(Continued)

(N)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective July 1, 2001

NAME
President

Resolution No. _____

TITLE

Schedule No. B-2

(N)

ACCESS SERVICE
 (Continued)

RATES AND CHARGES - (Continued)

(5) Billing and Collections: - (Continued)

	<u>Rate</u>
(e) Message Billing Services Rating, Per Message Billed	\$.0075
The transforming of the recorded call into a rated or rerated message in preparation for billing.	
(f) Record Keeping, Per End User Account, Per Bill Rendered0611
The maintenance of the master file information for all billing accounts for that carrier.	
(g) Recording Services, Per Customer Recorded Message0125
The entering of the message detail onto the acceptable media.	

(N)

(To be inserted by the utility)

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Sharon J. Lundgren
NAME
President
TITLE

Effective July 1, 2001

Resolution No. _____

Schedule No. B-3

INTRALATA WIDE AREA TELECOMMUNICATIONS SERVICE*

(C)

(D)

(D)

* In accordance with Decision 01-02-018, the Utility no longer pools or concurs in Pacific Bell's services.

(N)

(N)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective _____

NAME

President

Resolution No. _____

TITLE

Schedule No. B-4

LOCAL AREA OPERATOR ASSISTANCE SERVICE

APPLICABILITY

Applicable to furnishing a calling party with telephone numbers or other information available from the Directory Assistance records by dialing 411 and/or 555-1212. (T)

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

(1) Direct Dialed Calls to Directory Assistance Exceeding the Allowance:

	<u>Charge</u>
a. Each direct dialed call -----	\$ 0.50

(2) Direct Dialed Calls to Directory Assistance Allowance:

a. <u>Residence Service</u>	<u>Call Allowance</u>
1. Individual or key access line, each line-----	3
2. PBX Trunk, each trunk-----	3
b. <u>Business Service</u>	
1. Individual or key access line, each line-----	0
2. PBX Trunk, each trunk-----	0

(3) Directory Assistance Call Allowances And Charges:

The call allowances and charges only apply to calls to Directory Assistance within the calling party's area code within the Utility's exchange areas. Intrastate interLATA and interstate calls placed to Directory Assistance are covered by the tariffs of the interexchange carrier providing such service.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 346

Date Filed October 20, 2008

Decision No. _____

Sharon J. Lundgren

Effective October 20, 2008

NAME
President

TITLE

Resolution No. _____

Schedule No. B-4

LOCAL AREA OPERATOR ASSISTANCE SERVICE

(Continued)

SPECIAL CONDITIONS

1. Service Description

a. Directory Assistance Service provides the calling party with the following type of information from the Directory Assistance records: (T)

(1) The requested telephone number and address information associated with the requested telephone number.

(2) Information that the requested telephone number cannot be found.

b. The Directory Assistance operator will furnish up to a maximum of three items of the type of information in (1) preceding, per call.

2. Regulations

a. Exemptions

The following are exempt from the charges shown under the Rates section:

(1) Physically Impaired. A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these regulations are met:

(a) Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.

(b) An individual access line may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.

(c) A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 346

Date Filed October 20, 2008

Decision No. _____

Sharon J. Lundgren

Effective October 20, 2008

NAME

President

TITLE

Resolution No. _____

Schedule No. B-4

(N)

LOCAL AREA OPERATOR ASSISTANCE SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

2. Regulations - (Continued)

a. Exemptions - (Continued)

(1) (Continued)

(d) A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number or credit card. No charge will apply to this type of call.

(2) No exemption is applicable to pay telephones.

(3) No exemption is applicable to Centrex or PBX services.

3. A Directory Assistance Service call allowance not used in one billing period cannot be transferred to the customer's account for any other billing period or to any other account. For the PBX systems, the call allowance applies to PBX stations that have been assigned seven-digit working telephone numbers.

4. Provisions concerning limitation of liability are set forth in Rule No. 24. Except as otherwise provided in such regulation, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands, or damages that shall or may arise from the use of this service.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 251

Date Filed March 9, 2000

Decision No. _____

Sharon J. Lundgren

Effective April 20,2000

NAME

President

TITLE

Resolution No. _____

content.txt

content.txt Content file

=====

Title.doc Title Page
TOC.doc Table of Contents
PreStmt.doc Preliminary Statement
Map.doc Map of Exchange Area

=====

A-01.doc Network Access Line Service
A-02.doc Custom Calling Service
A-03.doc Off-Premises Extension Service
A-04.doc E9-1-1 Emergency Service
A-05.doc Line Extension and Service Connection Charges in Suburban Areas
A-06.doc California Teleconnect Fund Discounted Services
A-07.doc Promotional Campaigns
A-08.doc Interexchange Carrier Selection Process for Equal Access
A-09.doc Telephone Directory Reproduction Rights
A-10.doc Optional Residence Telephone Service
A-11.doc Interexchange Receiving Service
A-12.doc Directory Listings
A-13.doc Key Telephone Service
A-14.doc Vacation Rate Service
A-15.doc Foreign Exchange Network Access
A-16.doc Joint User Access Service
A-17.doc Subscriber's Transfer Service
A-18.doc Concentrator-Identifier Service
A-19.doc Extra Copies of Bills and Toll Statements
A-20.doc Visit Charge
A-21.doc Touch Calling Service
A-22.doc Hold-a-Call
A-23.doc Multi-Element Service Charges
A-24.doc Products and Services for the Disabled
A-25.doc Customer-Provided Residence Interior Wiring
A-26.doc Dial Mobile Radiotelephone Service
A-27.doc Private Branch Exchange (PBX) Trunk Line Service
A-28.doc Billing Surcharges
A-29.doc Sale of Telephone Equipment
A-30.doc Surcharge to Fund Public Utilities Commission Reimbursement Fee
A-31.doc Universal Lifeline Telephone Service
A-32.doc Voice Mail Service
A-33.doc Connection with Customer-Provided Facilities
A-34.doc Automatic Intercept Service
A-35.doc Digital Centrex Services
A-36.doc Inside Wiring Maintenance Service
A-37.doc Intrabuilding Network Cable
A-38.doc List of Deviations

content.txt

A-39.doc Integrated Service Digital Network (ISDN)
A-40.doc Advanced Calling Services
A-41.doc Payphone Service
A-42.doc Directory Assistance Listing Information Service (DALIS)
B-01.doc Message Telecommunications Service
B-02.doc Access Service
B-03.doc IntraLATA Wide Area Telephone Service
B-04.doc Local Area Operator Assistance Service
D-01.doc Classified Telephone Directory Advertising Service
G-01.doc IntraLATA Leased Line and Private Line Telephone Service

=====

Rule-01.doc Definitions
Rule-02.doc Description of Service
Rule-03.doc Application for Service
Rule-04.doc Contracts
Rule-05.doc Special Information Required on Forms
Rule-06.doc Establishment and Re-establishment of Credit
Rule-07.doc Deposits
Rule-08.doc Notices
Rule-09.doc Rendering and Payment of Bills
Rule-10.doc Disputed Bills
Rule-11.doc Discontinuance and Restoration of Service
Rule-12.doc Rates and Optional Rates
Rule-13.doc Temporary Service, Speculative Projects and Risk Services
Rule-14.doc Interruptions and Failures of Service
Rule-16.doc Line Exts, Service Conns and Facilities on Premises of
Customer
Rule-17.doc Telephone Directories, Listings and Numbers
Rule-18.doc Customer's Private Service Not for Public Use
Rule-19.doc Business and Residence Service
Rule-20.doc Priority of Establishment and Supersedure of Service
Rule-21.doc Legal Requirements for Refusal of Discontinuance of Service
Rule-22.doc Facilities to Provide Replacement of Aerial with Undergrd OSP
Facilities
Rule-24.doc Limitation of Liability
Rule-25.doc Nonpublished Service
Rule-26.doc Release of Credit Information and Calling Records
Rule-27.doc Demarcation Points
Rule-28.doc Special Construction of Exchange Facilities

=====

Form-01.doc Application for Service
Form-02.doc Monthly Bill and Toll Statement
Form-03.doc Temporary Disconnect Notice
Form-04.doc Improved Mobile Telephone Service Agreement
Form-05.doc Special Notice - Noncompliance with Rule 11
Form-06.doc Statement of Labor and Material Charges for SNI
Form-07.doc Universal Lifeline Tel Service - Re-Certification and

content.txt

Certification Form

Form-08.doc	Universal Lifeline Tel Service - Certification Form
Form-09.doc	Written Statement Regarding Former Business Customer's Occupancy
Form-10.doc	Written Statement Regarding Former Residence Customer's Occupancy

Schedule No. D-1

CLASSIFIED TELEPHONE DIRECTORY ADVERTISING SERVICE

(D)

This schedule is cancelled.

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 89

Date Filed December 14, 1979

Decision No. 91059

James W. Welch

Effective January 1, 1980

NAME

President

Resolution No. _____

TITLE

MONTHLY BILL AND TOLL STATEMENT

A. Front of Monthly Bill

(T)

Page 1 of 5

Customer Name:
 Account Number:
 Bill Date:

209.296.7502 888.886.5226
 P.O Box 1070 Pine Grove, CA 95665
 www.VolcanoCommunications.com

TO VIEW AND PAY ONLINE GO TO:	http://volcanotelebilltrust.com
USE THIS ENROLLMENT TOKEN:	XDV KDL VDB

Balance Forward	New Charges	Total Amount Due	Due Date	Amount Paid

Account Summary

Beginning Balance
 Total Amount Due from Prior Bill


Balance Forward

New Charges
 Volcano Telephone Company from (209)XXX-XXXX
 Volcano Vision from (209)XXX-XXXX
 *Volcano Long Distance from (209)XXX-XXXX
 Volcano Internet Provider from (209)XXX-XXXX

**Company not billed in prior month*

Total New Charges
Total Amount Due

Please detach and return the lower portion with your payment

 <p>209.296.7502 888.886.5226 P.O Box 1070 Pine Grove, CA 95665 www.VolcanoCommunications.com</p>	Customer Name: Account Number: Bill Date:	Please make Check or Money Order payable to: Volcano Telephone Company Do Not Send Cash Return portion with payment. <input type="checkbox"/> Check here for address changes and complete information on reverse. *100000919100000049132*
--	---	--

Balance Forward	New Charges	Total Amount Due	Due Date	Amount Paid

REMITTANCE ADDRESS

Customer Name & Address

VOLCANO TELEPHONE COMPANY
 P.O. BOX 1070
 PINE GROVE, CA 95665

100000919100000049132

(Continued)

(T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren
 NAME
President
 TITLE

Effective September 3, 2018

Resolution No. CSD-5

MONTHLY BILL AND TOLL STATEMENT

(N)

B. Back of Monthly Bill

When To Pay Your Bill – You are responsible for payment of authorized charges on your bill. Payment is due when you receive your bill. If this bill is not paid within 15 days from the date of presentation, service may be discontinued. Failure to pay charges (i.e. basic flat rate single line service charges including all mandated surcharges and taxes) may result in disconnection of telephone service. Basic Telephone Service is defined in CPUC D.96-10-066, Appendix B, page 5. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued. If we disconnect your service for non-payment, you must pay the past due amount plus a charge to reconnect your service. You may also be required to pay a deposit. Late charges – If your bill is not paid by the 21st day from the metered date, a 1.5% late payment charge will be applied to an unpaid balance greater than \$20.00. Basic telephone service, as defined by D. 96-10-066, Appendix B, page 5, will not be disconnected solely for nonpayment of 700, 900 or 976 charges. If you have any disputed charges, you may be entitled to a credit. At no charge, residential customers can block such calls from being made on their phones. You must lodge your complaint within 60 days of receipt of the bill in dispute. To lodge a complaint, please call or write to the business office listed below.

How To Pay Your Bill

Ebill – You can view and pay your bill online at <http://volcanotel.billtrust.com> anywhere, anytime.

Go paperless! - If you would like to "go paperless" please contact the Business Office and let them know. Ebill will send you a monthly email reminder that your bill is available for viewing and paying online.

Mail – Checks or money orders (no cash) can be mailed to Volcano Communications, P. O. Box 1070, Pine Grove, CA 95665.

Office - There is a drop box outside the Pine Grove office for after hours payment. Payments may also be made inside the office during business hours. See below for hours and location.

Autopay – Your bill can be paid automatically, using Autopay. "Autopay ACH" will automatically charge your credit or debit card for the outstanding amount on the 22nd of every month. "Autopay EFT" will automatically debit your checking or savings account on the 22nd of every month.

Questions About Your Bill – If you believe there is an error on your bill or have a question about your service, please call Volcano

Telephone Company customer support at (209) 296-7502 or 1-(888) 8VOLCANO. If you are not satisfied with Volcano Telephone

Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting

<http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB),

which can be reached by the following means if you prefer not to submit your complaint online: Telephone 1-800-649-7570 (8:30

AM to 4:30 PM, Monday through Friday) Mail California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue,

Room 2003, San Francisco, CA 94102. If you have limitations hearing or speaking, dial 711 to reach the California Relay Service,

which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If

you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific

numbers below to be routed to the California Relay Service provider.

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to-Speech	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If your complaint concerns interstate or international calling, write to the Federal Communications Commission at Consumer

Complaints, 445 12th Street SW, Washington, D. C. 20554, or at 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.

Rate Increases – A 30-day notice is given prior to any rate increase. All rate increases must meet the regulation criteria of local and regulatory agencies.

Service or Repair Calls – 209-296-7501 or 888-786-5226. Reports are taken 24 hours a day and system failures are responded to immediately.

Business Office Locations and Hours

Pine Grove	20000 Highway 88, Pine Grove, CA	Monday through Friday 8:00 to 5:30
	888-886-5226 or 209-296-7502	Saturday 8:00 to 4:30

Change of Address (please write any changes below)	
Name	Street Address
City	ZIP

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

NAME

President

TITLE

Resolution No. CSD-5

TEMPORARY DISCONNECT NOTICE

A. Front of Disconnect Notice

(T)

Page 1 of 1



209.296.7502 888.886.5226
P.O Box 1070 Pine Grove, CA 95665
www.VolcanoCommunications.com
URGENTURGENT**URGENT**

Customer Name:
Account Number:
Bill Date:

TO VIEW AND PAY ONLINE GO TO: <http://volcanotelebiltrust.com>
USE THIS ENROLLMENT TOKEN: LKX PKB KDS

REMINDER NOTICE

Total Due Amount: \$

Due Before 4:30 PM On:

Your payment has not arrived yet. Unless we receive your payment by the disconnect date shown, your service will be subject to disconnection. If disconnection should become necessary, we will ask you for a reconnect charge in addition to the full payment of your account before re-establishing service. So won't you please send your payment today? If you have any questions, please call our business office at 209-296-7502.

CUSTOMER BILLING ACCOUNT TOTAL: \$

If you have already made a payment, thank you, please disregard this notice.



209.296.7502 888.886.5226
P.O Box 1070 Pine Grove, CA 95665
www.VolcanoCommunications.com
URGENTURGENT**URGENT**

Customer Name:
Account Number:
Total Due Amount

Due Before 4:30 PM on

Please make Check or
Money Order payable to:
Volcano Telephone Company
Do Not Send Cash

Return portion with payment.

Check here for address
changes and complete
information on reverse.

Amount Enclosed

Customer Name & Address goes
here

REMITTANCE ADDRESS
: 956651070704 :
VOLCANO TELEPHONE COMPANY
P.O. BOX 1070

(Continued)

(T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

NAME
President

Resolution No. CSD-5

TITLE

TEMPORARY DISCONNECT NOTICE

(N)

B. Back of Disconnect Notice

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Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to-Speech	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If your complaint concerns interstate or international calling, write to the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D. C. 20554, or at 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.

Rate Increases – A 30-day notice is given prior to any rate increase. All rate increases must meet the regulation criteria of local and regulatory agencies.

Service or Repair Calls – 209-296-7501 or 888-786-5226. Reports are taken 24 hours a day and system failures are responded to immediately.

Business Office Locations and Hours

Pine Grove	20000 Highway 88, Pine Grove, CA 888-886-5226 or 209-296-7502	Monday through Friday 8:00 to 5:30 Saturday 8:00 to 4:30
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Change of Address (please write any changes below)	
Name	Street Address
City	ZIP

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Sharon J. Lundgren

Decision No. _____

NAME
President

Effective September 3, 2018

TITLE

Resolution No. CSD-5

IMPROVED MOBILE TELEPHONE SERVICE AGREEMENT

(D)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 118

Date Filed October 1, 1984

Decision No. _____

James W. Welch

Effective November 1, 1984

NAME

President

TITLE

Resolution No. T-10865

SPECIAL NOTICE - NONCOMPLIANCE WITH RULE 11

CUSTOMER'S NAME
ADDRESS

Dear _____,

We know how important your telephone is to you and want to do everything we can to continue your service. However, you may not be in compliance with our tariffs filed with the California Public Utilities Commission (CPUC), which state:

"The Utility may not discontinue or deny service at a premises where services provided to a prior customer were disconnected for nonpayment, except where it is found that the delinquent customer still resides at that same premises."

There is an outstanding bill of \$_____, regarding services rendered to a prior customer at your remises. We must hear from you or receive full payment within 5 days, or service will be disconnected. To restore your service, a restoral charge of \$_____, and a deposit of \$_____, will be required in addition to the outstanding bill.

If you still disagree after calling the office, send the disputed amount to the CPUC, to avoid being disconnected. Include with your payment, a statement supporting your belief. The Commission will investigate this matter and advise us of its findings. Their address is:

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

website: <http://www.cpuc.ca.gov/complaints/>

Phone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service or the following numbers to be routed to the California Relay Service provider:

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to- Speech	1-800-854-7784

Thank you for your cooperation.

Sincerely,

NAME OF COMPANY

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

NAME

President

TITLE

Resolution No. CSD-5

(D)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

James W. Welch

Date Filed November 12, 1987

Decision No. _____

NAME
President

Effective January 1, 1988

\cng

TITLE

Resolution No. _____

**Volcano Telephone Company
Pine Grove, California**

**Revised Cal. P.U.C. Sheet No. 2060-T
Canceling Revised Cal. P.U.C. Sheet No. 2021-T**

(D)

UNIVERSAL LIFELINE TELEPHONE SERVICE RE-CERTIFICATION AND CERTIFICATION FORM*

(C)

(D)

(D)

(N)

* The certifying agent will provide the re-certification form.

(To be inserted by the utility)
Advice Letter No. 330

Decision No. 05-12-013

Issued by

Sharon J. Lundgren
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed June 1, 2006

Effective July 1, 2006

Resolution No. _____

Volcano Telephone Company
Pine Grove, California

Revised Cal. P.U.C. Sheet No. 2061-T
Canceling Revised Cal. P.U.C. Sheet No. 2022-T

UNIVERSAL LIFELINE TELEPHONE SERVICE CERTIFICATION FORM*

(C)
(D)

(D)

(N)

* The certifying agent will provide the form.

(To be inserted by the utility)
Advice Letter No. 330

Decision No. 05-12-013

Issued by

Sharon J. Lundgren
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed June 1, 2006

Effective July 1, 2006

Resolution No. _____

WRITTEN STATEMENT REGARDING FORMER BUSINESS CUSTOMER'S OCCUPANCY

(N)

DATE: _____

NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

I, the undersigned, certify that _____ (name) _____, the former customer of the Utility at _____ (address) _____ was, and is not occupying the premises or affiliated with the above business.

In the event that this statement is falsified, I then may be held liable for the entire delinquent bill owed the Utility by the previous customer and shall also be liable for a deposit in accordance with the Utility's tariffs.

APPLICANT SIGNATURE: _____

DATE: _____

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 126

James W. Welch

Date Filed December 16, 1985

Decision No. _____

NAME
President

Effective January 16, 1986

\cng

TITLE

Resolution No. _____

WRITTEN STATEMENT REGARDING FORMER RESIDENCE CUSTOMER'S OCCUPANCY

(N)

DATE: _____

NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

I, the undersigned, certify that _____ (name) _____, the former customer of the Utility residing at _____ (address) _____, was, and is not a member of this household.

In the event that this statement is falsified, I then may be held liable for the entire delinquent bill owed the Utility by the previous customer and shall also be liable for a deposit in accordance with the Utility's tariffs.

APPLICANT SIGNATURE: _____

DATE: _____

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 126

Date Filed December 16, 1985

Decision No. _____

James W. Welch
NAME
President

Effective January 16, 1986

\cng

_____ TITLE

Resolution No. _____

Schedule No. G-1

INTRALATA LEASED LINE AND PRIVATE LINE TELEPHONE SERVICE*

(C)

APPLICABILITY

Applicable to leased line and private line telephone service.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules within the LATA where the Utility's service areas are located.

RATES

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
(1) Intra-exchange Service - analog service provided wholly within one exchange of this Utility:		
a. Mileage Rate:		
Each Local circuit or channel		
- First 1/4 mile or fraction thereof, airline measurement		\$ 3.00
- Each additional 1/4 mile or fraction thereof, airline measurement		1.00
b. Each termination	\$ 5.00	1.50

* The above rates and charges are grandfathered effective January 1, 2008 with the approved General Rate Case Resolution for Advice Letter No. 335 and its Supplements. These rates and charges will continue to be furnished to the existing customers at existing locations. No moves, additions, or changes to the service will be permitted. Existing customers are immediate family members residing at the premises. All new services will be offered from Schedule No. B-2, Access Service, Rates (2).

(C)

(C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 335D

Date Filed November 13, 2007

Decision No. _____

Sharon J. Lundgren

Effective January 1, 2008

NAME
President

\cng

TITLE

Resolution No. T-17108

Schedule No. G-1

INTRALATA LEASED LINE AND PRIVATE LINE TELEPHONE SERVICE*

(C)

(Continued)

RATES - (Continued)

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
(2) Intra-exchange Service - High Capacity Service provided within one exchange of this Utility:		
a. Channel Termination per point of termination.....	\$ 633.50	\$ 175.00

* The above rates and charges are grandfathered effective January 1, 2008 with the approved General Rate Case Resolution for Advice Letter No. 335 and its Supplements. These rates and charges will continue to be furnished to the existing customers at existing locations. No moves, additions, or changes to the service will be permitted. Existing customers are immediate family members residing at the premises. All new services will be offered from Schedule No. B-2, Access Service, Rates (2).

(N)

** See Schedule No. A-6, California Teleconnect Fund Discount Services, for qualifying entities and services.

(N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 335D

Date Filed November 13, 2007

Decision No. _____

Sharon J. Lundgren

Effective January 1, 2008

NAME
President

\cng

TITLE

Resolution No. T-17108

Schedule No. G-1

INTRALATA LEASED LINE AND PRIVATE LINE TELEPHONE SERVICE
(Continued)

RATES - (Continued)

(T)

- (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 Schedule No. B-2, Access Service, for the rates and charges.

SPECIAL CONDITIONS

- 1. Applicable to service provided under Rates (1) above:
 - a. The above rates 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 networks, and signaling services. The rates apply to each physical, nonphysical, metallic, or grounded circuit or channel.

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 298

Date Filed June 3, 2003

Decision No. _____

Sharon J. Lundgren

Effective June 18, 2003

NAME
President

\cng

TITLE

Resolution No. T-16742

Schedule No. G-1

INTRALATA LEASED LINE AND PRIVATE LINE TELEPHONE SERVICE
 (Continued)

SPECIAL CONDITIONS - (Continued)

- 1. Applicable to service provided under Rates (1), above: (Continued)
 - b. 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 above rates may be used only for the specific purposes, primarily intended, and may not be used for a combination of services, nor may a service be superimposed on one of a different kind. (T)
 - c. Where unusual conditions are encountered in arranging for the service, such as loading, balancing, or special arrangement, additional charges may be applied, based on the costs thereof, subsequent to review thereof by the California Public Utilities Commission. (T)
 - (D)
 - (D)
 - d. Private lines located wholly within an exchange area may not be connected on a switchboard or connected for exchange or toll service. (T)
 - e. The minimum charge for private line or leased line service is one month's charges determined in accordance with the above rates. (T)
 - (D)
 - (D)
 - f. Mileage Measurement (T)
- The airline measurement for local channels is the airline distance between the stations or terminals of the private line, leased line or channel. The number of quarter miles is computed separately between the various stations or terminals along the route of the circuit, each fractional quarter mile being considered as a whole quarter mile. The number of sections between stations or terminals will be one less than the total number of stations or terminals connected.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

James W. Welch

Date Filed November 12, 1987

Decision No. 85-08-097

NAME
President

Effective January 1, 1988

\cng

TITLE

Resolution No. _____

Schedule No. G-1

INTRALATA LEASED LINE AND PRIVATE LINE TELEPHONE SERVICE
(Continued)

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 298

Sharon J. Lundgren

Date Filed June 3, 2003

Decision No. _____

NAME
President

Effective June 18, 2003

\cng

TITLE

Resolution No. T-16742

Schedule No. G-1

INTRALATA LEASED LINE AND PRIVATE LINE TELEPHONE SERVICE
(Continued)

(D)

(D)

(To be inserted by the utility)

Advice Letter No. 298

Decision No. _____

\cng

Issued by

Sharon J. Lundgren

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed June 3, 2003

Effective June 18, 2003

Resolution No. T-16742

**Volcano Telephone Company
Pine Grove, California**

**Revised Cal. P.U.C. Sheet No. 2031-T
Canceling Revised Cal. P.U.C. Sheet No. 655-T**

See enclosed map.	<u>MAP OF EXCHANGE AREAS</u>	(T)
		(C)
		(C)

(To be inserted by the utility)
Advice Letter No. 325

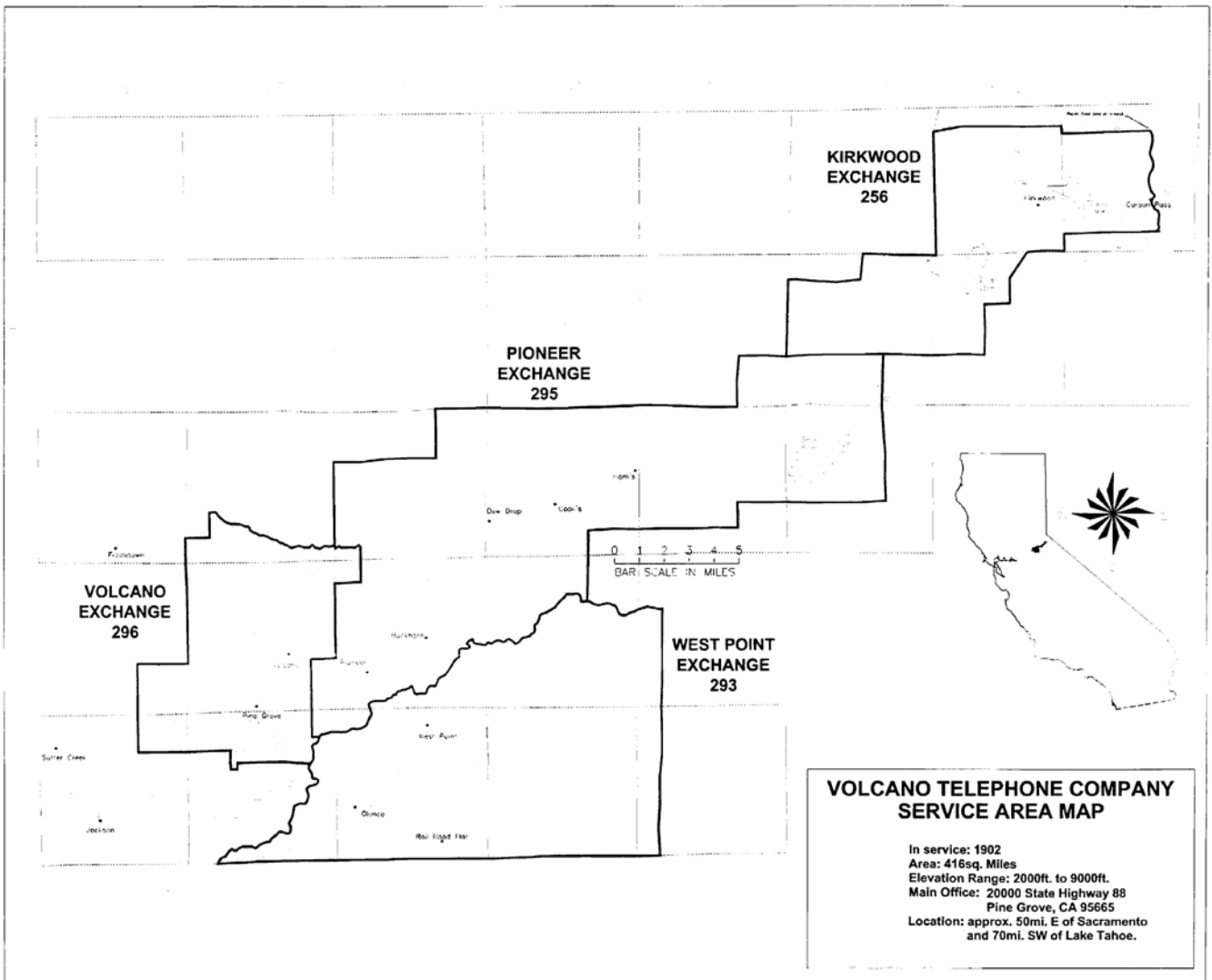
Issued by
Sharon J. Lundgren
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed December 1, 2005

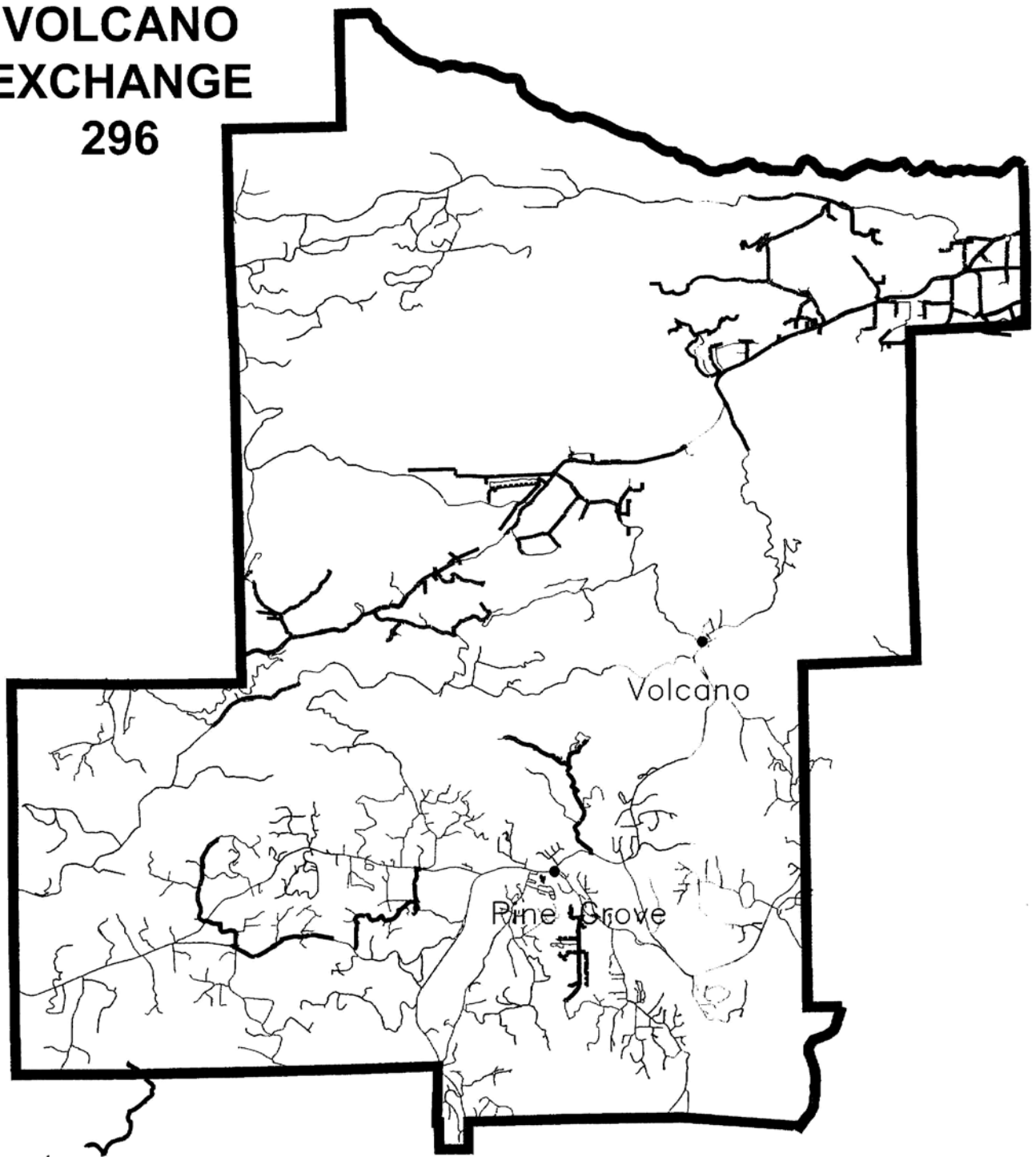
Decision No. _____

Effective December 31, 2005




Resolution No. _____

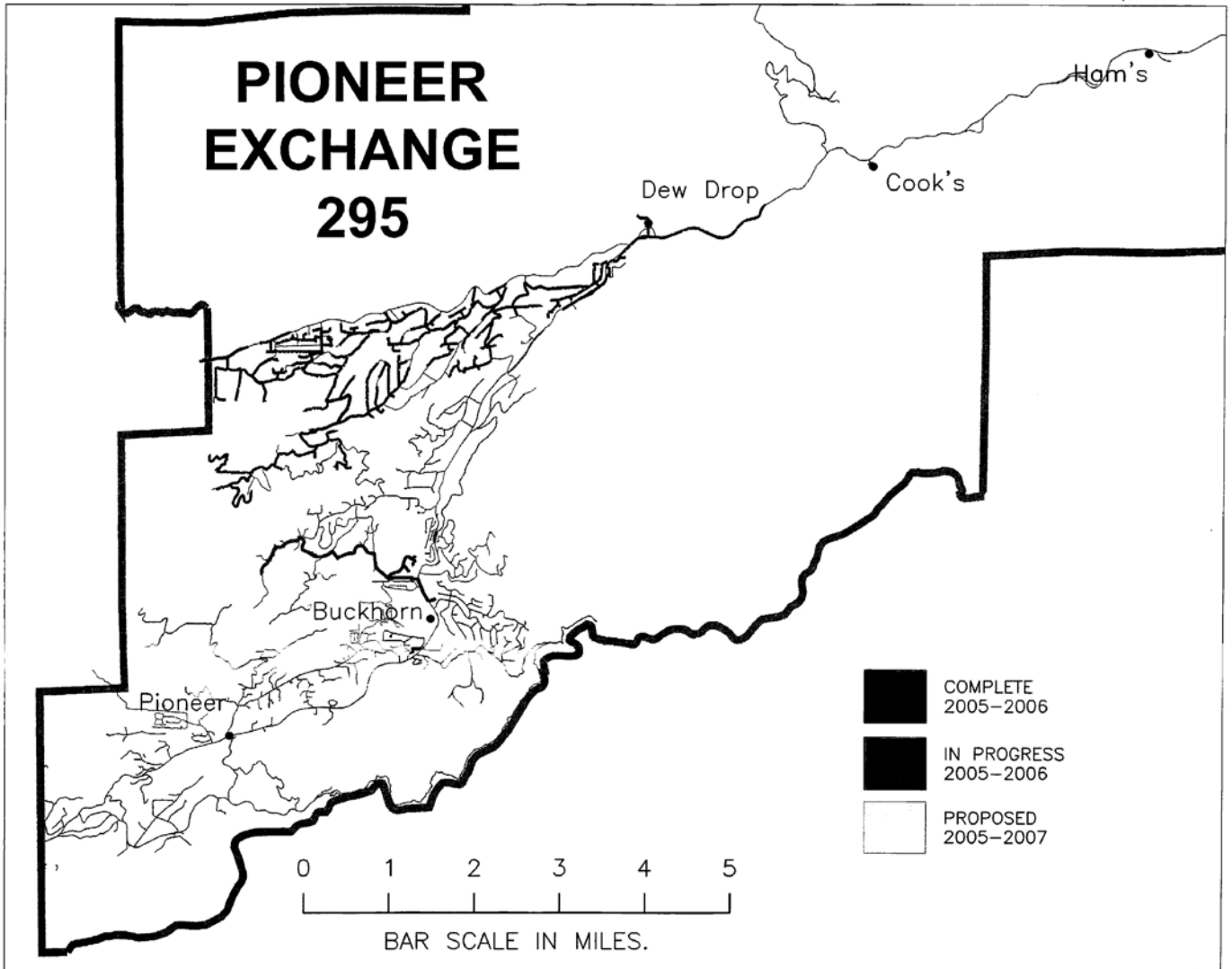


VOLCANO EXCHANGE 296

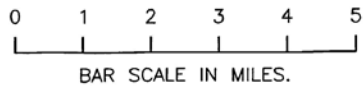
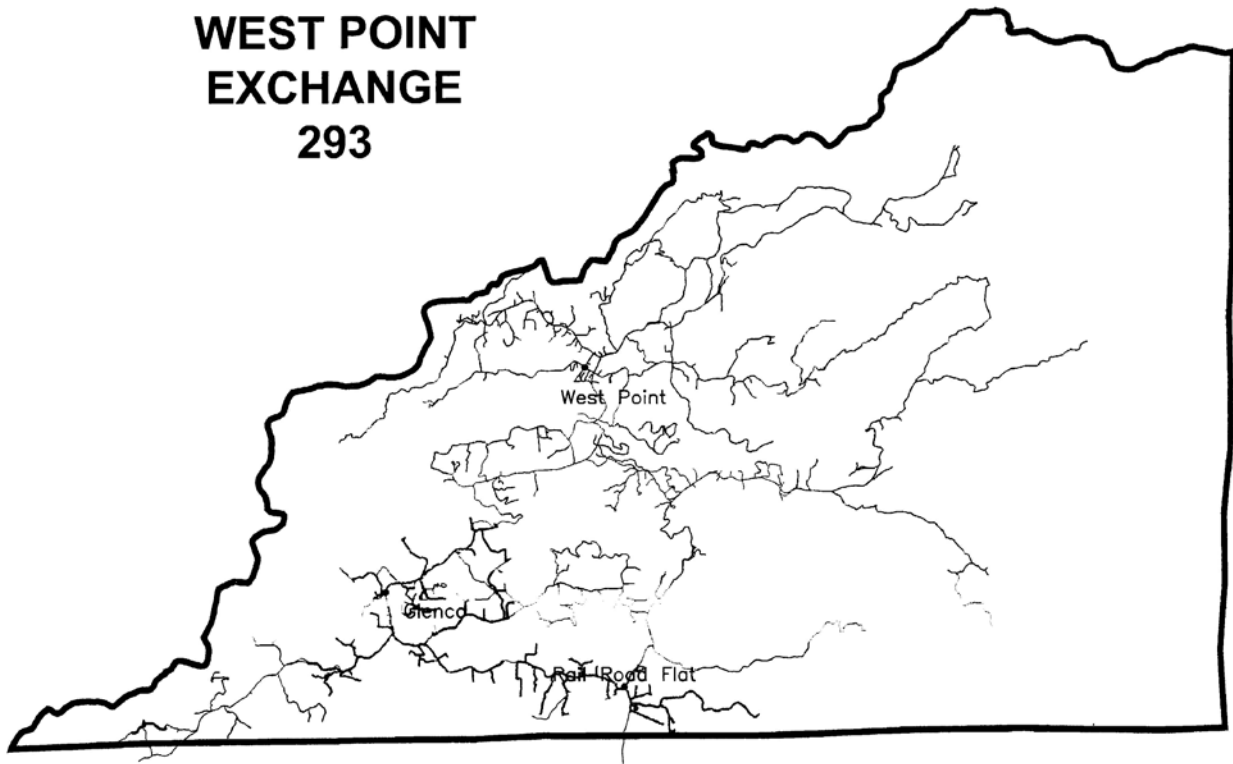


BAR SCALE IN MILES.

-  COMPLETE
2005-2006
-  IN PROGRESS
2005-2006
-  PROPOSED
2005-2007

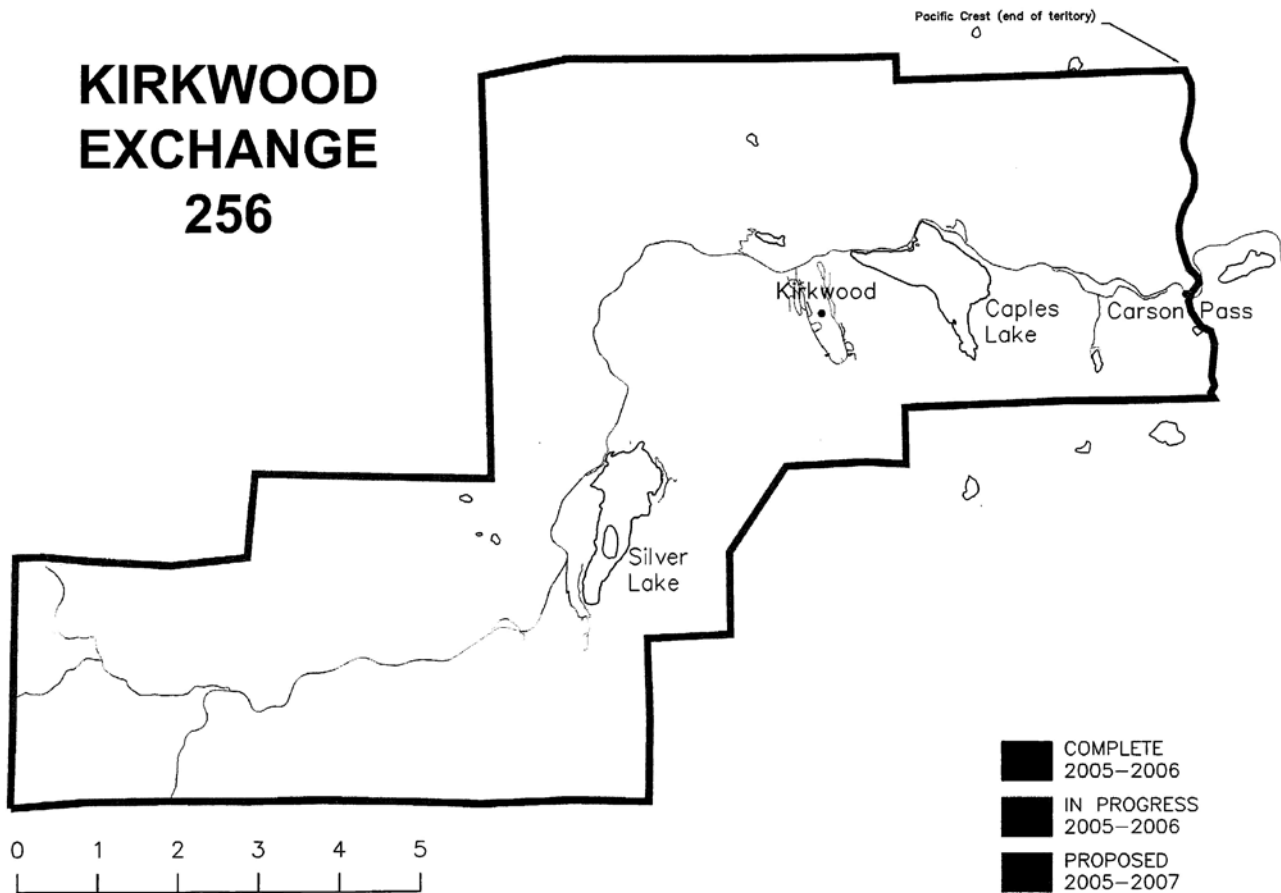


WEST POINT EXCHANGE 293



- COMPLETE
2005-2006
- IN PROGRESS
2005-2006
- PROPOSED
2005-2007

KIRKWOOD EXCHANGE 256



0 1 2 3 4 5
BAR SCALE IN MILES.

- COMPLETE
2005-2006
- IN PROGRESS
2005-2006
- PROPOSED
2005-2007

PRELIMINARY STATEMENT

A. Territory Served by the Company

The Volcano Telephone Company serves certain territory in the towns of Pioneer, Volcano, Pine Grove, Kirkwood Meadows, and West Point and adjacent territory in portions of Alpine, Amador, Calaveras, and El Dorado Counties.

(C)

B. Services Furnished

1. Exchange Service

The types and classes of service furnished are described in Rule No. 2, "Description of Service", and as may be further limited or amplified in the section of each rate schedule designated "Applicability".

2. Toll Service

Toll Service is provided through interconnection with the facilities of the Pacific Telephone and Telegraph Company, whereby the toll service of that company and its connecting companies is offered to Volcano customers at the filed rates of the toll companies.

(D)
—
(D)

C. Procedure to Obtain Service

Services as described herein will be furnished to any individual, firm, or corporation in the utility's service area when an application is made as set forth in Rule No. 3, and credit has been established or re-established as specified in Rule No. 6. When a pole line or buried wire extension is required or where the service is temporary or to a speculative project or in a real estate subdivision, the charge therefore and the conditions governing the installation will be in accordance with the appropriate schedule and Rule No. 13.

D. Exchanges Served

The names of the Utility's exchanges, the type of central office equipment, operation and hours of service are as follows:

<u>Exchange</u>	<u>Equipment</u>	<u>Operation</u>	<u>Hours of Service</u>
Pioneer	Automatic	Dial	Continuous
Volcano	Automatic	Dial	Continuous
West Point	Automatic	Dial	Continuous
Kirkwood Meadows	Automatic	Dial	Continuous

(C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 59

Date Filed 3/20/72

James W. Welch

Decision No. _____

Effective 6/3/72

NAME

President

TITLE

Resolution No. T-7691

PRELIMINARY STATEMENT

(Continued)

E. Detariffing

1. On January 1, 1987, in accordance with F.C.C. Docket 79-105, inside wiring was detariffed. Customers are responsible for the installation and maintenance of inside wiring and jacks. Inside wiring is the cable or wire within a building extending from the network interface to and between instrumentalities, equipment, or connecting arrangements (includes jacks and connecting blocks).
2. In accordance with Decision No. 85-08-097, Customer Premises Equipment is detariffed effective January 1, 1988.

F. Basic and Optional Service Choices for Intrastate End Users

See the Schedule or Rule listed below for detail of rates, terms and conditions, and description of services. These services can be added, changed, or canceled at any time by calling the business office at 209-296-7502.

	<u>Tariff Schedule/Rule**</u>
1. Residential Basic Access Line Service and Functional Equivalent	
Associated Non-Recurring Charges	A-23
Associated Surcharges and Taxes as mandated by regulation or law	
California High Cost Fund-A Surcharge	A-28
California High Cost Fund-B Surcharge	A-28
California Relay Service and Communication Devices	
Fund Surcharge	A-24
California Teleconnect Fund Surcharge	A-28
Emergency Telephone Users Surcharge (9-1-1 Tax)	See F.5.
Federal Excise Tax	See F.5.
IntraLATA Billing Surcredit (from General Rate Case Filing)	A-28
Public Utilities Commission Reimbursement Fee	A-30
Universal Lifeline Telephone Service Surcharge	A-28
Flat Rate Exchange Service - One-Party Line*	A-1
Foreign Exchange Service (selected areas)*	A-15
Late Payment Charge	Rule No. 9, F
Returned Check Charge	Rule No. 9, C
Universal Lifeline Telephone Service*	A-31

* 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 Universal Lifeline Telephone Service (ULTS) customer. The SLC charge is located in National Exchange Carrier Association (NECA) Tariff FCC No. 5, Section 17.1.2. The customers are notified when the SLC charge changes. (For further SLC information, please see the FCC web site at www.fcc.gov under the Consumer & Governmental Affairs, click on Information for Consumers).

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

(C)
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(C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 286

Date Filed June 18, 2002

Decision No. _____

Sharon J. Lundgren

Effective August 5, 2002

NAME

President

Resolution No. _____

TITLE

PRELIMINARY STATEMENT

(Continued)

(N)

F. Basic and Optional Service Choices for Intrastate End Users - (Continued)

	<u>Tariff</u> <u>Schedule/Rule*</u>
2. Residential Optional Services and Features	
Advanced Calling Service	A-40
Anonymous Call Rejection	
Call Forward Busy Line	
Call Forward Don't Answer	
Call Rejection	
Call Return	
Call Trace	
Caller ID - Basic (Number Only)	
Caller ID Selective or Complete Blocking Change Charge	
Multiple Feature Discount Plan	
Preferred Call Forwarding	
Priority Ringing	
Repeat Dialing	
Selective Toll Denial	
Selective Toll Denial Charge to Change Passcode	
Selective Toll Denial Charge to Remove	
Special Call Acceptance	
Teen Service	
Wake Up Call	
Automatic Intercept Service	A-34
Custom Calling Service	A-2
Abbreviated Dialing: Eight Code or Thirty Code	
Busy Call Forwarding	
Busy Call Forwarding - Extended	
Call Forwarding Variable	
Call Waiting	
Delayed Call Forwarding	
Reverted Ring	
Three-Way Calling	
Toll Restriction	
Directory Listings (additional listings, primary listing is free)	A-12
Extra Copies of Bills and Toll Statements	A-19
Foreign Directory Listings	A-12
Information Services Call Blocking (block 900 calls)	A-2
Inside Wiring Maintenance Service	A-36
Integrated Services Digital Network (ISDN) Service	A-39
Interexchange Carrier Selection Charges (charges to change carriers)	A-8
Line Extension Charges and Service Connection Charges In Suburban Areas	A-5

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

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 281

Date Filed December 17, 2001

Decision No. 01-07-026

Sharon J. Lundgren

Effective January 1, 2002

NAME

President

TITLE

Resolution No. _____

PRELIMINARY STATEMENT
(Continued)

F. Basic and Optional Service Choices for Intrastate End Users - (Continued)

	Tariff <u>Schedule/Rule*</u>
2. Residential Optional Services and Features - (Continued)	
Local Area Operator Assistance Service (directory assistance)	B-4
Multi-Element Service Charges (associated non-recurring charges)	A-23
Off-Premises Extension Service	A-3
Products and Services for the Disabled	A-24
Visit Charge	A-20
Voice Mail Service	A-32
3. Business Basic Access Line Service and Functional Equivalents	
Associated Non-Recurring Charges	A-23
Associated Surcharges and Taxes as mandated by regulation or law	
California High Cost Fund-A Surcharge	A-28
California High Cost Fund-B Surcharge	A-28
California Relay Service and Communication Devices	
Fund Surcharge	A-24
California Teleconnect Fund Surcharge	A-28
Emergency Telephone Users Surcharge (9-1-1 Tax)	See F.5.
Federal Excise Tax	See F.5.
IntraLATA Billing Surcredit (from General Rate Case Filing)	A-28
Payphone Service Providers Enforcement Program Surcharge	A-41
Public Policy Payphone Program Surcharge	A-41
Public Utilities Commission Reimbursement Fee	A-30
Universal Lifeline Telephone Service Surcharge	A-28
Central Office or PBX Trunk Service**	A-27
Flat Rate Exchange Service - One-Party Line**	A-1
Foreign Exchange Service (selected areas)**	A-15
Late Payment Charge	Rule No. 9, F
Payphone Service - Public Access Line**	A-41
Returned Check Charge	Rule No. 9, 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 Universal Lifeline Telephone Service (ULTS) customer. The SLC charge is located in National Exchange Carrier Association (NECA) Tariff FCC No. 5, Section 17.1.2. The customers are notified when the SLC charge changes. (For further SLC information, please see the FCC web site at www.fcc.gov under the Consumer & Governmental Affairs, click on Information for Consumers).

(C)
|
(C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 286

Date Filed June 18, 2002

Decision No. _____

Sharon J. Lundgren

Effective August 5, 2002

NAME

President

Resolution No. _____

TITLE

PRELIMINARY STATEMENT

(Continued)

(N)

F. Basic and Optional Service Choices for Intrastate End Users - (Continued)

	Tariff <u>Schedule/Rule*</u>
4. Business Optional Services and Features	
Advanced Calling Service	A-40
Anonymous Call Rejection	
Call Forward Busy Line	
Call Forward Don't Answer	
Call Rejection	
Call Return	
Call Trace	
Caller ID - Basic (Number Only)	
Caller ID Selective or Complete Blocking Change Charge	
Multiple Feature Discount Plan	
Preferred Call Forwarding	
Priority Ringing	
Repeat Dialing	
Selective Toll Denial	
Selective Toll Denial Charge to Change Passcode	
Selective Toll Denial Charge to Remove	
Special Call Acceptance	
Teen Service	
Wake Up Call	
Automatic Intercept Service	A-34
Coin Supervision Additive Service	A-41
Concentrator - Identifier Service (offered to existing customers)	A-18
Custom Calling Service	A-2
Abbreviated Dialing: Eight Code or Thirty Code	
Busy Call Forwarding	
Busy Call Forwarding - Extended	
Call Forwarding Variable	
Call Waiting	
Delayed Call Forwarding	
Reverted Ring	
Three-Way Calling	
Toll Restriction	
Digital Centrex Service (this is an enhancement to One-Party Service)	A-35
Direct Inward Dialing Service	A-27
Directory Assistance Listing Information Service (DALIS)	A-42
Directory Listings (additional listings, primary listing is free)	A-12
Extra Copies of Bills and Toll Statements	A-19

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

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 281

Date Filed December 17, 2001

Decision No. 01-07-026

Sharon J. Lundgren

Effective January 1, 2002

NAME

President

Resolution No. _____

TITLE

PRELIMINARY STATEMENT

(Continued)

(N)

F. Basic and Optional Service Choices for Intrastate End Users - (Continued)

	<u>Tariff Schedule/Rule*</u>
4. Business Optional Services and Features - (Continued)	
Foreign Directory Listings	A-12
Hunting Service	A-1
Information Services Call Blocking (block 900 calls)	A-2
Inside Wiring Maintenance Service	A-36
Integrated Services Digital Network (ISDN) Service	A-39
Interexchange Carrier Selection Charges (charges to change carriers)	A-8
Interexchange Receiving Service	A-11
Intrabuilding Network Cable	A-37
IntraLATA Leased Line and Private Line Telephone Service	G-1
Intrastate Special Access Charges (dedicated circuits)	B-2
Joint User Service	A-16
Line Extension Charges and Service Connection Charges In Suburban Areas	A-5
Local Area Operator Assistance Service (directory assistance)	B-4
Multi-Element Service Charges (associated non-recurring charges)	A-23
Off-Premises Extension Service	A-3
Products and Services for the Disabled	A-24
Telephone Directory Reproduction Rights	A-9
Visit Charge	A-20
Voice Mail Service	A-32

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

Emergency Telephone Users Surcharge information can be found at 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.

Federal Excise Tax information can be found at 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.

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

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 281

Date Filed December 17, 2001

Decision No. 01-07-026

Sharon J. Lundgren

Effective January 1, 2002

NAME

President

TITLE

Resolution No. _____

PRELIMINARY STATEMENT

(Continued)

SYMBOLS

The following symbols are applicable to all tariff schedules and rules of The Volcano Telephone Company.

- (C) To signify changed listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule, or condition.
- (I) To signify increase.
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule, or condition.
- (N) To signify new material including, listing, rate, rule, or condition.
- (P) To signify material subject to change under a pending application or advice letter. (N)
- (R) To signify reduction.
- (T) To signify change in wording of text but no change I rate, rule, or condition.
- (Y) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule, or condition
- X To signify correction.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 346

Date Filed October 20, 2008

Decision No. _____

Sharon J. Lundgren

Effective October 20, 2008

NAME

President

Resolution No. _____

TITLE

Rule No. 1

DEFINITIONS

For the purpose of these tariff schedules, the terms and expressions listed below shall have the meanings set forth opposite them. (T)

Access Line: Telephone service involving outside plant facilities which enable the customer to initiate and receive telephone calls.

Acoustical Connection: A connecting arrangement without electrical connections that permit transmission of sound between Utility-provided telephone instruments and customer-provided equipment.

Additional Listings: Listings furnished in addition to the primary listing at the charges filed in this tariff.

Airline Mileage: As used in connecting with airline mileage measurements in determining charges for exchange telephone service, including message unit service and message toll telephone service, means statute mile or 5,280 feet.

Apparatus: Electrical or mechanical equipment in whole or in part provided by the Utility in the provision of various services.

Applicant: See Customer. (T)

Application Cancelled, Modified, or Deferred: Any act or omission by an applicant or customer to cancel, modify, postpone, suspend, defer, or delay either the installation of new or additional service, or a change ordered by the applicant or customer. (T)

Application for Service: Request by an applicant or customer for new or additional service or facilities or a change of existing service or facilities.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 190

James W. Welch Jr.

Date Filed May 5, 1993

Decision No. 92-01-023

NAME
President

Effective August 8, 1993

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS

(Continued)

Authorized Customer-Provided Equipment: Customer-provided equipment authorized for connection to the telecommunications network in accordance with the provisions of the California Public Utilities Commission's Certification Program or of the Federal Communications Commission's Registration Program as are now in effect or may become effective.

Authorized Representative (Agent): An individual or concern designated in writing by the applicant/customer that represents such applicant/customer regarding telephone services, including intrabuilding network cable. 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 access line from the same central office to the same premises as the main individual access line and associated therewith.

Basic Service: Includes the following service elements that are defined in D.96-10-066, Appendix B, page 5, for the first 17 elements. Service element 18 was added in Resolution No. T-16546. Service elements 19 through 22 were added from Decision 05-12-013 for Universal Lifeline Telephone Service (a.k.a. California Lifeline Service).

(T)
(N)
(N)

1. Access to single party local exchange service;
2. Access to all interexchange carriers offering service to customers in a local exchange;
3. Ability to place calls;
4. Ability to receive free unlimited incoming calls;
5. Free touch tone dialing;
6. Free and unlimited access to 911/E911;

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 330

Date Filed June 1, 2006

Decision No. 05-12-013

Sharon J. Lundgren

NAME

President

TITLE

Effective July 1, 2006

Resolution No. _____

Rule No. 1

(N)

DEFINITIONS

(Continued)

(N)

Building: A nonmobile 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 premises. Carports, driveways, passageways, patios, or similar connecting elements not intended for occupancy, covered or not, do not create a single building.

(L)

Abutting structures having common hallways above ground level, occupied by a customer or his personnel as a permanent work location and appearing to function as one entity, are treated as a single building.

A pier or wharf for mooring one or more boats 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.

(L)

(L) Material previously shown on Original Cal. P.U.C. Sheet No. 1826-T

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 330

Date Filed June 1, 2006

Decision No. 05-12-013

Sharon J. Lundgren

Effective July 1, 2006

NAME

President

TITLE

Resolution No. _____

Rule No. 1

(N)

DEFINITIONS

(Continued)

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:

1. Residential:
 - a. 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 as part of the premises where located on the same continuous property.
 - b. 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; e.g., apartments, condominiums, townhouses, and duplexes.
2. Commercial:
 - a. Single Tenant: A multi-story or single story, but not multi-unit, building entirely occupied by one business customer.
 - b. Multi-Tenant: A multi-unit, multi-story or single story building occupied by more than one business customer.
3. Mixed Residential and Commercial:
 - a. A multi-unit and multi-story or single story building occupied by both residential and business customers.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 190

James W. Welch Jr.

Date Filed May 5, 1993

Decision No. 92-01-023

NAME

President

Effective August 8, 1993

TITLE

Resolution No. T15352

Rule No. 1

(N)

DEFINITIONS

(Continued)

Building Usage: (Continued)

4. Mobilehome Parks:

Mobilehome Parks, as defined below, shall not be considered continuous property. Instead, the Utility shall provide service to mobilehome parks in a manner consistent with the provision of service to residential subdivisions containing detached, single-family homes.

A mobilehome park is any area or tract of land where two or more mobilehome lots accommodate manufactured homes or mobilehomes and:

- (1) which is subject to the permit to operate requirements under the Mobilehome Parks Act (Health and Safety Code Section 18200, et seq.) or
- (2) that (a) is 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 Section 17008, regardless of the number of employees does not constitute a "mobilehome park," unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act.

(Continued)

(N)

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James W. Welch Jr.

Effective August 8, 1993

NAME

President

TITLE

Resolution No. T-15352

Rule No. 1

DEFINITIONS
(Continued)

Buried Cable/Wire: A cable/wire designed for use in underground construction and utilized in extending the Utility's telephone plant.

Business Service: Network access 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. If the directory listing denotes the character of the service to be for business use, the rates for business service will apply.

California Relay Service: A dual-party relay system using communication assistants to connect deaf or severely hearing impaired persons with persons of normal hearing.

Campus Arrangement: See Continuous Property.

Central Office: A Utility's switching office unit by means of which one network access line may be connected to another.

Change Charge: A charge for a change of service 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 that is not initiated by the Utility or required for the proper maintenance of the service. (See Multi-Element Service Charges.)

Circuit: An outside plant facility used for the transmission of electrical energy in the furnishing of telephone and other communications service.

Coin Box Service: Network access exchange service furnished from stations equipped with a device for collecting coins in payment of telephone service.

Community Based Organization (CBO): CBOs offer health care, job training, a community technology program, job placement, and/or educational instruction. Section 884(b) of the Public Utilities Code defines community technology program as:

"...a community-based nonprofit organization that is exempt from taxation under Section 501(c)(3) of the Internal Revenue Code and engages in diffusing technology into local communities and training local communities that have no access to or have limited access to the Internet and other technologies."

For purposes of the California Teleconnect Fund, a "community-based organization" is defined as follows:

A nongovernmental, California nonprofit corporation which itself directly serves individuals and families, provides benefits to the community, and offers one or more qualifying services without charge or at a minimal fee. The organization must offer services addressing the challenges and needs of populations impacted by the digital divide within a local geographic area in California and have its governing body drawn largely from the community it serves.

(N)
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(N)
(L)

(L) Material now shown in Rule No. 1, Cal. P.U.C. Sheet No. 2243.

(Continued)

(To be inserted by the utility)

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Advice Letter No. 409

Date Filed May 30, 2019

Decision No. 19-04-013

Sharon J. Lundgren

Effective July 1, 2019

NAME

President

TITLE

Resolution No. _____

Rule No. 1

DEFINITIONS

(Continued)

Company: See Utility.

(L)

Complex Inside Wire: Complex Inside Wire, also known as Intrasystem Wire, connects station components to each other or to common equipment, such as 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: Denotes the equipment provided by the Utility to accomplish the direct electrical connection of customer-provided facilities with facilities of the Utility. Such connection will be made through a standard network interface or its equivalent conforming to Part 68, Subpart F, of FCC Rules and Regulations.

(L) Material previously shown in Rule No. 1, Cal. P.U.C. Sheet No. 1912.

(Continued)

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Date Filed May 30, 2019

Decision No. 19-04-013

Sharon J. Lundgren

NAME

President

TITLE

Effective July 1, 2019

Resolution No. _____

Rule No. 1

(N)

DEFINITIONS

(Continued)

(N)

Continuous Property:

(L)(C)

1. Continuous Property is land which is:

- (a) wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and
- (b) which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.

(L)

2. There are three basic types of Continuous Property:

- (a) Single-tenant commercial in which one owner or tenant occupies all buildings.
- (b) 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 uses exist.
- (c) Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

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 the entities in common³ do not constitute continuous property.

¹The 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 buildings or complexes. Condominiums also are continuous property.

²A "public thoroughfare" is a street, road, or other means of passage across property which is not subject to restrictions on ingress, egress, or boundaries.

³Such as townhomes and homes in gated communities.

(C)

(L) Previously shown in Rule No. 1, Cal. P.U.C. Sheet No. 1128-T, and 1084-T, however changed for this filing.

(Continued)

(N)

(To be inserted by the utility)

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Advice Letter No. 190A

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Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME

President

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS
(Continued)

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 number and/or driver's license number, billing name, and location of previous service. Not included in customer's credit information for purposes of Rule No. 25 are: nonpublished customer information, or customer's name, address, and telephone number as listed in the telephone directory.

Customer: Refers to the person, firm, or corporation responsible for ordering telecommunications services, paying charges, and 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 this tariff.

(L)
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(L)

(T)

(C)
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(C)

(D)
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(D)

(L) Material now shown in Cal. P.U.C. Sheet No. 1356-T.

(Continued)

(To be inserted by the utility)

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Advice Letter No. 190

James W. Welch Jr.

Date Filed May 5, 1993

Decision No. 92-01-023

NAME
President

Effective August 8, 1993

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS
 (Continued)

- Customer-Provided Premises Terminal Equipment: Denotes communications devices and apparatus with their associated wiring provided by a customer or authorized user that does not constitute a communications system. (C)
- Date of Presentation: The date on which a bill or notice is mailed or delivered to the customer. (T)
- Demarcation Point: See Rule No. 27. (T)
- Directory Listings: Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's network access.
- Distribution Cable Facilities: Cable and associated structures and appurtenances, located in/on streets or easements, extending from the serving central office up to and including the Utility's local loop demarcation point. (C)
- On continuous property, these facilities include the Utility's cable and associated apparatus directly or indirectly routed to the minimum point of entry in a building or buildings. (C)
- Dual Party Relay System: See California Relay Service.
- Emergency: A situation that exists when serious illness, public safety, necessity, or war conditions are involved. (T)
- End-User: A customer who uses (rather than provides) telecommunications services. Also see Customer. (N)
- Exchange: A telephone system providing service within a specified area as shown on maps filed elsewhere in the tariff schedules, and within which communications are considered as exchange messages, except those messages between toll points. (T)
- 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 Message: A completed telephone call or telephonic communication between network access exchange lines in the same local service area, except messages between toll points.

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 190

James W. Welch Jr.

Date Filed May 5, 1993

Decision No. 92-01-023

NAME
President

Effective August 8, 1993

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS

(Continued)

Exchange Service: Telephone service furnished between customers' telephone stations within an exchange area or local service area.

Extended Service: Network access available to customers in a particular exchange for communication throughout that exchange and other designated areas in accordance with the provisions of the exchange tariffs.

Facilities: The elements inside of plant involved in providing a telecommunications service such as: service connection facilities, radio facilities, Other Common Carrier facilities, and central office equipment, etc.

(T)
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(T)

Fictitious Name: A name under which a concern conducts its business or desires to be known to the public, other than the actual name of a person or corporation conducting the business concerned.

Flat Rate Service: Network access exchange service furnished at a fixed periodic charge, without charges for completed local exchange messages.

(Continued)

(To be inserted by the utility)

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Advice Letter No. 190

James W. Welch Jr.

Date Filed May 5, 1993

Decision No. 92-01-023

NAME
President

Effective August 8, 1993

TITLE

Resolution No. T-15352

Rule No. 1

DEFINITIONS

(Continued)

Foreign Attachment: Equipment attached or connected to Utility equipment not authorized by the Utility for use with the telephone service furnished.

Foreign Exchange Service: Exchange service furnished by means of facilities connecting a customer's network access line with a central office in an exchange area other than the exchange area which the line termination is located.

Fully Renovated Buildings: Are 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.

(N)
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(N)

Immediate Family: A group of persons, related either by blood, marriage, or adoption.

Individual Access Line Service (also shown as Individual Line Service): Basic exchange service furnished by means of a central office line to which one customer is assigned.

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.

(N)
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(N)

Information Services Call Blocking: The Utility's customer option to restrict direct-dialed, operator assisted, and operator-entered billing calls from their telephone(s) to 976 and 900 numbers. See Schedule No. A-2, Rate (12).

(T)

Inside Wire: Also known as Simple Wire, refers to all nonsystem premises telephone wire. Inside wire includes the associated jacks on the customer's side of the Utility's local loop demarcation point. Inside wire does not include customer premises equipment.

(C)
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(C)

Inside Wire Demarcation Point: The inside wire demarcation point designates the end of inside wire facilities, the beginning of CPE facilities, and separates the inside wire vendor's responsibility from that of the CPE vendor. It is located at the point where CPE is connected to inside wire.

(N)
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(N)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 190A

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME

President

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS

(Continued)

Installation Charge: An initial nonrecurring charge made under certain conditions to cover all or a portion of the cost of installing telephone service. The payment of an installation charge gives the customer no ownership, wholly or in part, to the property installed.

Integrated Service Digital Network - Basic Rate Interface (ISDN-BRI): An optional local telecommunications service that provides integrated voice and data communications capability for the transmission of circuit switched voice, circuit switched data, and packet switched data on an incoming and outgoing basis over digital business and residence exchange access lines utilizing Integrated Service Digital Network (ISDN) architecture. (N)

Intrabuilding Network Cable (INC): INC is located on the customer's side of the Utility's local loop demarcation point. INC connects the end of the Utility's local loop at the minimum point of entry to the INC demarcation point at the floor terminal(s) within a customer's building or to another building on a customer's continuous property. The purpose of INC is to provide the communications path from the Utility's service entrance facility to the end-user's service location. (N)

Intrabuilding Network Cable (INC) Demarcation Point: The Intrabuilding Network Cable (INC) demarcation point separates the property owner's responsibility to provide INC from the property owner and/or end-user customer's responsibility to provide inside wire, standard jack(s), and customer premises equipment. This demarcation point designates the end of the INC provided by the property owner and the beginning of simple or complex inside wire.

Intrasystem Wire: See Complex Inside Wire.

Job Schedule: This schedule establishes the activity dates associated with a job. Start and completion dates for each major work activity are normally provided.

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.

Key Telephone Service: Exchange service furnished by means of one or more network access exchange lines, including at least one key telephone set, and associated apparatus arranged for various combinations of cut-off, holding, intercommunicating, pickup, and signaling within the capacity of the equipment.

Landlord: See Property Owner/Landlord/Agent.

(Continued)

(To be inserted by the utility)

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Advice Letter No. 208

Sharon J. Lundgren

Date Filed April 3, 1996

Decision No. _____

NAME
President

Effective June 10, 1996

TITLE

Resolution No. _____

Rule No. 1

DEFINITIONS

(Continued)

Late Payment Charge: A charge applicable to an unpaid balance not received by the late payment date printed on the bill.

Lateral Cable: (See Intrabuilding Network Cable.)

(T)

Line Extensions: Line Extensions consist of overhead or underground extensions to plant from existing distribution facilities to new service connections, and exclude additions to plant along existing telephone facilities. (See Distribution Cable 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 call or telephone communication between a calling station and any other station within the local service area of the calling station.

Local Loop Demarcation Point (LLDP): The LLDP is the point at which the Utility's facilities end and the property owner's facilities begin. For copper land-line facilities only, the LLDP shall be located at the Minimum Point of Entry/Presence (MPOE/MPOP). (See also Minimum Point of Entry/Presence).

(C)

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(C)

Installation and maintenance of facilities and equipment beyond the Utility's local loop demarcation point is the responsibility of the property owner/landlord/agent, or end-user customer.

Where a local loop demarcation point 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.

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 network access exchange service.

Local Service: Network access service furnished between customer's telephone station within an exchange area or local service area.

(Continued)

(To be inserted by the utility)

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Advice Letter No. 290A

Date Filed October 17, 2002

Decision No. 02-08-067

Sharon J. Lundgren

Effective November 27, 2002

NAME

President

TITLE

Resolution No. _____

Rule No. 1

DEFINITIONS

(Continued)

Local Service Area: An area within which are located the stations that customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area is the customer's exchange and any other exchange whose serving central office is within a 12 mile radius of the customer's serving central office.

Measured Calling Unit: A unit of measurement based upon elements of outgoing calls such as distance, duration, and time of day.

Measured Service (Usage Pricing): A telephone service which consists of two types of charges for outgoing calls: access line charge and usage charges. Usage charges are based upon elements such as number of calls placed, duration, distance, and time of day.

Mileage Charges: The additional charges for exchange telephone service based on airline distance measurement for service furnished off the premises of the primary station or in connection with foreign exchange service.

Minimum Point of Entry/Presence (MPOE/MPOP): 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 facility enters a multiunit building or buildings. For copper land-line facilities only, the LLDP shall be located at the MPOE. (See local loop demarcation point.)

(C)

(C)

Mobilehome Park: (See Building Usage.)

(T)

Move and Change Charges: (See Change Charge.)

(T)

Multi-Element Service Charges: Charges designed to cover in part the various separate portions of expense incurred in providing certain telephone service. The separate portion or elements are: service ordering, central office connection work, and premises visit charge.

(Continued)

(To be inserted by the utility)

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Date Filed October 17, 2002

Decision No. 02-08-067

Sharon J. Lundgren

Effective November 27, 2002

NAME

President

TITLE

Resolution No. _____

Rule No. 1

DEFINITIONS

(Continued)

Network Access Exchange Service: Telephone service furnished to customer with an exchange area or local outside plant facilities. Utility-provided connection between central office switching locations and the customer's premises, or between customer premises locations.

Network Interface (NI): See Standard Network Interface.

(N)

Network Terminating Wire (NTW): The wire between the Utility's protected terminal and the Utility placed network access termination. This wire connection is called a cross-connect.

(N)

Nonpublished Service: 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 the Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Rule No. 26 established for the release of nonpublished information.

Nonrecurring Charge: A one-time charge designed to cover miscellaneous expenses applicable to certain services furnished.

Office: A place where business is transacted or a service is supplied, such as consulting, record keeping, clerical work, etc.

Off-Premises Location: A premises of a customer other than the primary location (or on-premises location).

Permanent Disconnect: A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

Person: Any individual, public agency, partnership, corporation, or other organization operating as a single business entity.

Premises; Business; Residence: See Building Usage, Business Service, and Residence Service.

(T)

(D)

(D)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 190

Date Filed May 5, 1993

James W. Welch Jr.

Decision No. 92-01-023

NAME

Effective August 8, 1993

President

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS
(Continued)

Private Branch Exchange (PBX) Service: Network access 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 network access lines to the Utility's central office.

Private Line: A direct channel for communications between two or more specified customer locations furnished to customers for their exclusive use.

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 (Agent). The Property Owner/Landlord/Agent shall be wholly responsible for Intrabuilding Network Cable (INC) within multi-story buildings in a single location and between buildings on continuous property as of August 8, 1993. For purposes of providing INC, there is no distinction between residential and commercial properties. A property owner is responsible for the installation and maintenance of INC on the customer's side of the Utility's local loop demarcation point. A property owner may designate an authorized representative (Agent).

Public Telephone Service: Network access exchange service furnished by the Utility from a noncustomer, nonlisted station installed for the convenience of the public at locations chosen or accepted by the Utility.

Public Utilities Commission: The Public Utilities Commission of the State of California, sometimes referred to as the Commission.

(D)

(D)

(N)

(N)

(Continued)

(To be inserted by the utility)

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Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME

President

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS

(Continued)

Residence Service: Network access exchange telephone service furnished to a customer at a residence or place of dwelling where the actual or obvious occupancy is for domestic purposes.

Right of Way: Denotes the legal permission granted to the Utility by the property owner to allow the Utility to install, maintain, and repair intrabuilding network cable 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.)

(T)

Room: 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.

(D)

(D)

Service Connection: Wire or cable, and associated underground supporting structure where used, from the point of connection with the Utility's distribution cable facilities to the point of connection with the standard network interface 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, Line Extensions, and Inside Wire.)

Service Connection Charge: A charge intended to cover in part certain operating expenses incident to the establishment of telephone service.

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 local loop demarcation point.

Service Provisioning Cross-Connect (SPC): Wires or bridge clips that connect the Utility's network access termination point to the building owner's access terminal.

(N)

(N)

Simple Wire: (See Inside Wire.)

(T)

Special Bill: A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges of any deposits made in connection with the particular service.

(Continued)

(To be inserted by the utility)

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Advice Letter No. 290A

Date Filed October 17, 2002

Decision No. 02-08-067

Sharon J. Lundgren

Effective November 27, 002

NAME

President

TITLE

Resolution No. _____

Rule No. 1

DEFINITIONS

(Continued)

Speculative Projects and Risk Services: Projects and risk services involving oil wells, mining operations, stock or other promotional schemes, club membership or other drives, election or sales campaigns, resorts and business ventures when experience shows that they are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects and risk services which present more than the usual risk or liability of loss.

Standard Network Interface (SNI): This is a type of Utility-owned network interface (isolation device) at which customer-owned facilities are connected to the telephone network. It also serves as the official demarcation point between the customer's responsibility and the Utility's responsibility.

(C)

(C)

Start of Installation: An installation of service or a change applied for by an applicant or customer, is considered to have started when the Utility performs any work or incurs any expense in connection therewith, or in preparation therefore, which would not otherwise have been performed or incurred, provided:

- (a) The applicant or customer has advised the Utility to proceed with the installation,
- (b) The Utility has advised the applicant or customer that, in accordance with his/her order, it is commencing the installation,
- (c) The Utility has advised the applicant or customer by written notice at the time the order was taken that charges will be applicable in the event of a cancelled, modified, or delayed order, and
- (d) That a copy of such written notice, signed by the Utility and the applicant/customer, is on file with the Utility at the time of the cancellation, modification, or delay.

Subdivision: Improved or unimproved land under a definite plan of development where it can be shown that there are reasonable prospects within the next three years for five or more Network Access Lines at a density of at least one per acre.

Subscriber: See Customer.

(T)

(Continued)

(To be inserted by the utility)

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Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME

President

TITLE

Resolution No. T15352

Rule No. 1

DEFINITIONS

(Continued)

Supersedure: The transfer of a customer's complete service from one party to another, including the telephone number and responsibility for payment of outstanding charges against the service.

Tariff Schedules: The entire body of effective rates, tolls, rentals, charges, classifications, and rules, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedules.

Telephone: A unit of equipment consisting of a transmitter, receiver, and associated apparatus.

Telephone Message: A completed call or telephonic communication.

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.

Toll Message: A completed telephone call or telephonic communication between network access 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 a network access exchange line.

Total Household Income: "Income" as gross income as defined under section 61 of the Internal Revenue Code, 26 USC §61, for all members of the household. This means all income actually received by all members of the household from whatever source derived, unless specifically excluded by the Internal Revenue Code, Part III of Title 26, 26 USC §101 et. Seq.

(C)
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(C)

Trade Name: The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 395

Date Filed February 2, 2017

Decision No. 17-01-032

Sharon J. Lundgren

Effective February 2, 2017

NAME

President

TITLE

Resolution No. _____

Rule No. 1

DEFINITIONS

(Continued)

Trenching Costs: Cost of excavating, backfilling and compacting, and where necessary, cost of breaking and repaving pavement and of restoring landscaping.

Trunk 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.

Underground Supporting Structure: Conduit, manholes, handholes, and pull boxes where and as required plug trenching costs as defined in Trenching Costs above.

Unpaid Balance: The total amount of the previous month's bill less payments and adjustments.

Utility: The public utility named herein. (Also see Company)

Utility Initiated Blocking: The Utility's option to assign blocking to a customer's line when the customer fails or refuses to pay information charges associated with 976 and 900 calls.

Visit Charge: A charge for the Utility repairman's visit to a customer premises when a service difficulty is caused by customer-provided equipment or facilities.

Voice Mail Service: Voice Mail Service used a Central Office based Voice Message system with the capability to record and store voice messages for subsequent playback. (N)

(N)

Zone: A portion of an exchange area shown on maps filed elsewhere in the tariff schedules.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 179

Date Filed November 27, 1991

Decision No. 92-01-023

James W. Welch Jr.

NAME

President

TITLE

Effective January 6, 1992

Resolution No. _____

Rule No. 2

DESCRIPTION OF SERVICE

A. General

- 1. Exchange service is available by means of outside plant facilities owned and maintained by the Utility, and in multi-office exchanges is operated from the central office designated by the Utility. In certain exchanges, extended service is furnished with availability of exchange service to other exchange areas, central office districts or zones of the Utility or of a connecting Utility. Foreign exchange service from other exchanges of the Utility or connecting utilities is furnished in designated areas. (T)
- 2. Toll service is furnished either by means of the Utility's toll lines or lines of a connecting utility, or both. (T)
- 3. The Utility furnishes touch calling with the basic service and the customer may install either dial or touch call telephones. (T)
- 4. The exchange area is generally divided into one or more base rate areas, comprising in general the more built-up portion of the territory served and suburban areas outside the base rate areas. (T)
- 5. Inside wire maintenance is available; however, there are competitive alternatives. (N)

B. Service

The Utility furnishes network access exchange service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

- 1. Classes of Service Furnished
 - (a) Business Service
 - (b) Residence Service
- 2. Types of Service Furnished
 - (a) Flat Rate Service
 - (b) Coin Box Service (T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 168

Date Filed August 17, 1990

Decision No. 90-06-069

James W. Welch
NAME
President
TITLE

Effective November 1, 1990

Resolution No. _____

Rule No. 2

DESCRIPTION OF SERVICE

(Continued)

B. Service - (Continued)

3. Grades of Service Furnished

In general, the following grades of service are furnished:

	<u>Grade of Service</u>	<u>Area Applicable</u>	
(a)	Individual Access Line Service	All Areas	
(b)	Semi-Public Coin Box Service	All Areas	(T)
(c)	Public Telephone Service	All Areas	(T)

(D)

(D)

(D)

(D)

Miscellaneous service and private lines are furnished by the Utility in accordance with the tariff schedules.

(T)

(D)

(D)

(D)

(D)

(D)

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(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch

Effective January 1, 1988

NAME

President

Resolution No. _____

TITLE

Rule No. 2

DESCRIPTION OF SERVICE

(Continued)

C. Bell Limitations

Based on operating practices and conditions, the Utility may limit the number of bells connected to a circuit.

(C)

(C)

(D)

(D)

D. IntraLATA Leased Line and Private Line Telephone Service

Local private line access service will be provided solely for communication between stations thereon, and will not be connected with the Utility's network access exchange service or to a private branch exchange switchboard.

(T)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch

Effective January 1, 1988

NAME

President

Resolution No. _____

TITLE

Rule No. 2

DESCRIPTION OF SERVICE*
(Continued)

(T)

(D)

(D)

* See Rule No. 18, "Customer's Private Service Not For Public Use."

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 199

Date Filed December 22, 1994

Decision No. 94-09-065

Sharon J. Lundgren

Effective January 1, 1995

NAME

President

Resolution No. _____

TITLE

Rule No. 3

APPLICATION FOR SERVICE

A. General

1. Applicant(s) will be required to provide their legal surname(s), middle name(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; or
- (f) Other item of identification acceptable to the Utility.

2. The Utility may request the applicant(s) to voluntarily provide their Social Security Card 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; (T)
- (c) notwithstanding the above, 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 enhanced Lifeline discounts. (C)
- (d) no record will be made of their choice not to provide their SSN. (T)

3. The Utility may request applicant(s) to visit the business office for the purpose of completing a service application and/or to provide approved picture identification as designated by the Utility.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 374

Date Filed November 13, 2012

Decision No. _____

Sharon J. Lundgren

Effective December 12, 2012

NAME

President

TITLE

Resolution No. _____

Rule No. 3

APPLICATION FOR SERVICE

(Continued)

A. General - (Continued)

4. Application for service covered by the filed schedule of rates will be accepted by the Utility. An applicant for service agrees to pay all charges against such service made in accordance with the provisions of the tariffs.
5. The application for initial service may set forth:
 - (a) Listing as it is to appear in the telephone directory;
 - (b) Classified heading;
 - (c) Additional listings as they are to appear in telephone directory;
 - (d) Service desired (class, type, and grade);
 - (e) Whether facilities are in place on premises where service is desired;
 - (f) Whether applicant is the owner, agent, or tenant of the premises;
 - (g) Date applicant will be ready for service;
 - (h) Address to which bills are to be mailed or delivered;
 - (i) Date of application;
 - (j) Signature of applicant; and
 - (k) Such other information as the Utility may reasonably require.
6. The Utility will accept an oral or written application from a customer for additions to or changes in the existing service of such customer, except that written application will be required where joint user service or directory listings in connection with business service are requested.
7. An application is merely a request for service, and does not in itself bind the Utility to serve except under reasonable conditions, nor does it bind the applicant to take service. When the Utility denies an application for a telecommunications service subject to Commission jurisdiction, the Utility shall inform the applicant. (C)
8. Customers shall notify the Utility when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Utility will update the customer's directory listing. The record change charge as set forth in Schedule No. A-23 shall not apply.

(D)
—
(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 316

Date Filed April 4, 2005

Decision No. 05-01-058

Sharon J. Lundgren

Effective May 13, 2005

NAME

President

TITLE

Resolution No. _____

Rule No. 3

APPLICATION FOR SERVICE

(Continued)

B. Cancellation of Application

(T)

An application for service cancelled by the customer or by the Utility prior to the establishment of the service applied for is subject to the following conditions:

(C)

1. Cancelled by Customer

- (a) If cancellation is requested by the customer prior to the time the service is installed on the customer's premises, the application will be cancelled by the Utility and no charge will be made to the customer except as may be specifically covered by written contract as provided for in the tariff schedules.
- (b) If cancellation is requested by the customer subsequent to the time service is installed on customer's premises, but not connected for service, the application will be cancelled by the Utility and the Utility will collect all charges applicable to the equipment actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.
- (c) If cancellation of an application for service is requested by the customer subsequent to the time service is installed on customer's premises and connected for service, such cancellation will be considered as an order to discontinue service and the conditions of Section (b) above and the minimum requirements of the rate schedule under which service is furnished will apply.
- (d) Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within 30 days after the new service is initiated. This does not relieve the customer from payment for per use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer cancelled.

(C)

(N)

(N)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 312

Date Filed August 6, 2004

Decision No. 04-05-057

Sharon J. Lundgren

Effective December 6, 2004

NAME

President

Resolution No. _____

TITLE

Rule No. 3

APPLICATION FOR SERVICE
(Continued)

(D)

(D)

(Continued)

(To be inserted by the utility)

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Advice Letter No. 312

Date Filed August 6, 2004

Decision No. 04-05-057

Sharon J. Lundgren

Effective December 6, 2004

NAME

President

Resolution No. _____

TITLE

Rule No. 3

APPLICATION FOR SERVICE
(Continued)

(D)

(D)

(Continued)

(To be inserted by the utility)

Advice Letter No. 312

Decision No. 04-05-057

Issued by

Sharon J. Lundgren

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed August 6, 2004

Effective December 6, 2004

Resolution No. _____

Rule No. 3

APPLICATION FOR SERVICE

(Continued)

- C. Application Cancelled by Utility (T)
- If applicant refuses to comply with the requirements set forth in the Utility's tariff schedules prior to the establishment of service, the Utility may cancel the application, in which case any amounts collected from the customer will be refunded. (C)
(C)
- D. A land developer or contractor will be responsible for payment of all costs incurred by the Utility in assessing potential subdivision(s) for telephone service. (T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 312

Date Filed August 6, 2004

Decision No. 04-05-057

Sharon J. Lundgren

Effective December 6, 2004

NAME

President

Resolution No. _____

TITLE

Rule No. 4

CONTRACTS

- A. Contracts will not be required as a condition precedent to service except: (T)
1. As may be required by regulations as set forth in the regular schedule of rates and rules approved or accepted by the Public Utilities Commission of the State of California. (C)
 2. In the case of line extensions, temporary service, or service to speculative projects or risk services, in which case a contract may be required for a period not to exceed three years unless by special permission from the Public Utilities Commission of the State of California. (C)
 3. Each contract shall contain the following provision: This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may from time to time direct in the exercise of its jurisdiction. (N)
- B. No Utility initiated change in a term contract that may result in more restrictive term or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. (N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 312

Date Filed August 6, 2004

Decision No. 04-05-057

Sharon J. Lundgren

Effective December 6, 2004

NAME

President

Resolution No. _____

TITLE

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

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

“This contract shall at all times be subject to such changes or modifications by the California Public Utilities Commission as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

B. Customers' 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:

“You are responsible for payment of authorized charges on your bill. Payment is due when you receive your bill. If this bill is not paid within 15 days from date of presentation, service may be discontinued. Failure to pay charges (i.e. basic flat rate single line service charges including all mandated surcharges and taxes) may result in a disconnection of telephone service. Basic Service is defined in D. 96-10-066, Appendix B, page 5. Other services, such as the ability to make toll calls, may be restricted if not paid. Optional services may be discontinued. If we disconnect your service for non-payment, you must pay the past due amount and a charge to reconnect your service. You may also be required to pay a deposit.”

2. Annual Bills

Each regular annual bill for telephone service will contain on the face or back the same statement as B.1. above, except the bill must be paid within 30 days from date of presentation.

3. Special Bills

Each special bill for telephone service will contain on the face or back the same statement as B.1. above, except the bill must be paid within three days from date of presentation.

(L)

(L)

(L) B.4. now shown on Original Cal. P.U.C. Sheet No. 2224-T.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Sharon J. Lundgren

Decision No. _____

Effective September 3, 2018

NAME

President

TITLE

Resolution No. CSD-5

Rule No. 5

(N)

SPECIAL INFORMATION REQUIRED ON FORMS

(N)

B. Customers' Bills

(L)

4. Disputed Bills

Each monthly or annual bill for telephone service will contain on the face or back thereof the following statement:

Questions About Your Bill

If you believe there is an error on your bill or have a question about your service, please call Volcano Telephone Company customer support at (209) 296-7502 or 1-(888) 8VOLCANO. If you are not satisfied with Volcano Telephone Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online: Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) Mail California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

(T)

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to- Speech	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(T)(L)

(L) – B.4. Disputed Bills originally shown on Revised Cal P.U.C. Sheet No. 1996-T, however updated.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

NAME

President

TITLE

Resolution No. CSD-5

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

B. Customers' Bills – (Continued)

4. Disputed Bills – (Continued)

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, or call 1-888-225-5322 or TTY 1-888-835-5322.

(C)

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.

(C)

5. Notations on all Customers' Bills

The customer will see the @ symbol on the basic flat rate single line service charges, as defined in D. 96-10-066, Appendix B, page 5, including all mandated surcharges and taxes that refers them to a footnote on the bill that reads:

“@Non-payment of this charge(s) may result in disconnection of your Basic Service.”

6. Contents on Customer Bills

(N)

Telephone bills shall, at a minimum, contain the following information:

- (a) Billing Utility's name;
- (b) Period of service covered by the bill (excluding services for which back billing is permitted);
- (c) Time or date in which payment is due;
- (d) Late payment charge (if applicable); and date after which it may be applied;
- (e) How to pay;
- (f) Utility's toll free number for billing inquiries and disputes, along with a postal address, or an e-mail address if the customer has agreed to communicate via electronic media where customer may send a billing inquiry or complaint in writing.

(N)

(L)

(L)

(L) Material now shown on Original Cal. P.U.C. Sheet No. 1962-T.

(Continued)

(N)

(To be inserted by the utility)

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Advice Letter No. 312

Date Filed August 6, 2004

Decision No. 04-05-057

Sharon J. Lundgren

Effective December 6, 2004

NAME

President

Resolution No. _____

TITLE

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

C. Deposit Receipts

Each receipt for a cash deposit to establish or re-establish credit for service will contain the following statements:

“This deposit may be applied to unpaid balances where service has been discontinued by the Utility because of nonpayment of bills.”

“This deposit, less the amount of any unpaid telephone bills, will be refunded, together with simple interest due at the rate of 7/12 percent per month except as mentioned below. Such interest will be paid at the time the deposit is returned.”

“No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills, nor for a fraction of a full month in excess of the number of full months deposits are held.”

D. Late Payment Charge

Each bill for telephone service will contain the following statement:

“If a bill is not paid by the 21st day from the metered date, a 1.5% late payment charge will be applied to an unpaid balance of \$20.00 or more.” (C)

E. 700/900/976 Consumer Rights

Basic telephone service, as defined by D. 96-10-066, Appendix B, page 5, will not be disconnected solely for nonpayment of 700, 900, or 976 charges. If you have any disputed charges, you may be entitled to a credit. At no charge, residential customers can block such calls from being made on their phones. You must lodge your complaint within 60 days of receipt of the bill in dispute. To lodge a complaint, please call or write to the business office listed on the front of your bill.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 316

Date Filed April 4, 2005

Decision No. 05-01-058

Sharon J. Lundgren

Effective May 13, 2005

NAME

President

Resolution No. _____

TITLE

Rule No. 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

Each applicant for telephone service may be required to establish his/her credit before service is furnished.

(C)

I. BUSINESS SERVICE

A. Establishment of Credit for 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 Rule No. 7 before service is connected.

B. Establishment of Credit for Other Applicants:

Each applicant for telephone service will be required to establish credit, which will be deemed established upon qualifying under any one of the following:

1. Applicant is a customer of the Utility or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently discontinued for nonpayment thereof, for a period of 12 consecutive months immediately prior to the date of the present application.
2. Applicant has been a customer of the Utility or any other telephone utility in California, for a similar class of service in the last two years and during the last 12 consecutive months that service was provided has paid all bills for such service, without having been temporarily or permanently discontinued for nonpayment thereof.
3. 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.
4. Applicant furnishes a guarantor satisfactory to the Utility to secure payment of bills of applicant for telephone service requested in the application. The amount of the guarantee shall be in the same amount as the deposit computed in accordance with Rule No. 7. This guarantee shall continue in full force and effect for one year from the installation date of the service or until applicant's credit is otherwise established. An advance payment may also be required from the applicant.

(C)

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

James W. Welch

Decision No. _____

NAME

Effective December 1, 1984

President

TITLE

Resolution No. T10881

Rule No. 6

(N)

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

I. BUSINESS SERVICE - (Continued)

B. Establishment of Credit for Other Applicants (Continued):

4. (Continued)

When the Utility is unable to collect a bill on a guaranteed account, the amount unpaid (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 Rule No. 9, Rendering and Payment of Bills, and No. 11, Discontinuance and Restoration of Service, as well as any other applicable Rule or tariff schedules.

5. Applicant's credit is otherwise established to the satisfaction of the Utility.

6. Applicant makes the deposit and advance payment, if required, as prescribed in Rule No. 7.

C. Re-establishment of Credit for Temporary Services, Speculative Projects, and Risk Services:

1. A customer whose service has been discontinued for nonpayment of bills or nonpayment of an additional deposit will be required to pay any unpaid balance due the Utility for the premises for which service is to be restored, to re-establish credit by making the additional deposit prescribed in Rule No. 7 and to pay the applicable multi-element service charges to restore service.

2. An applicant for temporary telephone service, speculative projects, and risk services with an unpaid bill from any previous service will be required to pay such bills in full and to re-establish credit by making the deposit prescribed in Rule No. 7 before service is connected.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

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Decision No. _____

Effective December 1, 1984

NAME

President

TITLE

Resolution No. T10881

Rule No. 6

(N)

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

I. BUSINESS SERVICE - (Continued)

C. Re-establishment of Credit for Temporary Services, Speculative Projects, and Risk Services (Continued):

- 3. 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 furnished on behalf of or for the benefit of that candidate, committee, organization, person or persons.

D. Re-establishment of Credit for Other Applicants:

- 1. A customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the Utility for the premises for which service is to be restored, to pay the applicable multi-element service charges, and to re-establish credit by making the deposit prescribed in Rule No. 7.B.3. before service is restored.
- 2. An applicant who previously has been a customer of the Utility and during the last 12 months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Utility and to re-establish credit by making the deposit prescribed in Rule No. 7.B.3.

E. 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 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.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

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Date Filed October 22, 1984

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Decision No. _____

Effective December 1, 1984

NAME

President

TITLE

Resolution No. T10881

Rule No. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

(Continued)

II. RESIDENCE SERVICE

A. Establishment of Credit for Residence Service:

- 1. Each applicant will be required to furnish a complete application as specified in Rule 3, "APPLICATION FOR SERVICE," and establish credit in one of the following ways:
 - a. Applicant is a customer of the Utility or any other telephone utility in California, for a similar class of service, and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of 12 consecutive months prior to the date of the present application. The applicant will provide the Utility with the verifiable telephone number of their other service.
 - b. Applicant has been a customer of the Utility or any other telephone utility in California in the last two years, and during the last 12 consecutive months that service was provided, had paid all bills for such service without having been temporarily or permanently disconnected for nonpayment thereof. The applicant will provide the Utility with the verifiable telephone number and disconnection date of their previous service.
 - c. 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.
 - d. Applicant has been continuously employed by present employer (including military) for a period of one year or more, or is retired on pension.
 - e. Applicant's credit is otherwise established to the satisfaction of the Utility.
 - f. Applicant furnishes a guarantor satisfactory to the Utility to secure payment of bills for the telephone service requested in the application.
 - g. Applicant pays the deposit prescribed in Rule No. 7, "DEPOSITS."

(C)

(C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

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James W. Welch
NAME
President
TITLE

Effective June 16, 1991

Resolution No. _____

Rule No. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT
(Continued)

II. RESIDENCE SERVICE - (Continued)

(D)

(D)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 175

Date Filed June 6, 1991

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James W. Welch
NAME
President
TITLE

Effective June 16, 1991

Resolution No. _____

Rule No. 6

(N)

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

II. RESIDENCE SERVICE - (Continued)

B. Re-establishment of Credit - Residence Applicants:

1. A customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the Utility for the premises for which service is to be restored, to pay the applicable multi-element service charges, and to re-establish credit by making the deposit prescribed in Rule No. 7.B.3. before service is restored.
2. An applicant who previously has been a customer of the Utility and during the last 12 months of that prior service, has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Utility and to re-establish credit by making the deposit prescribed in Rule No. 7.B.3.

C. 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 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.

D. Guarantor:

The Utility will accept a guaranty of payment in lieu of a deposit for residence accounts under the following conditions.

1. The guarantor must be an individual (not a business) and must be a concurrent customer of the Utility for residence service. The guarantor may be a parent or guardian. The guarantor must meet the Utility's approval.
2. A guarantor, other than a parent or guardian, may guarantee only one account.
3. The Utility must receive the appropriate form completed and signed by the guarantor.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

James W. Welch

Decision No. _____

Effective December 1, 1984

NAME

President

TITLE

Resolution No. T10881

Rule No. 6

(N)

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

II. RESIDENCE SERVICE - (Continued)

D. Guarantor (Continued):

4. The guaranteed amount will be equal to the amount of the deposit requested from the applicant and will remain in force and effect for one year from the installation date of the service or until the applicant's credit is otherwise established.
5. When the Utility is unable to collect a bill on a guaranteed account, the amount unpaid (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 Rule No. 9, Rendering and Payment of Bills, and No. 11, Discontinuance and Restoration of Service, as well as any other applicable Rule or tariff schedule.

(N)

(To be inserted by the utility)

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Effective December 1, 1984

NAME

President

Resolution No. T10881

TITLE

Rule No. 7

DEPOSITS

A. General

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. Failure to provide a social security number shall not be cause for requiring a deposit. A 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.

(C)
|
(C)

B. Amount of Deposit

1. For Residence Service

A deposit to establish or re-establish basic service may not exceed twice the estimate or typical monthly bill for recurring and usage charges for basic service. A Utility may require an additional deposit for services it provides other than basic service.

(C)
|
(C)

The deposit will be waived for Universal Lifeline Telephone Service customers who voluntarily elect to take toll blocking\|toll restriction.

Whenever a deposit is taken, normal multi-element service charges and one month's advance payment will be collected at the time of application.

2. For Business Service

A deposit to establish or re-establish basic service may not exceed twice the estimated or typical monthly bill for recurring charges for basic service. A Utility may require an additional deposit for services it provides other than basic service.

(C)
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(C)

(D)
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(D)

(Continued)

(To be inserted by the utility)

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Date Filed August 6, 2004

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Sharon J. Lundgren
NAME
President
TITLE

Effective December 6, 2004

Resolution No. _____

Rule No. 7

DEPOSITS
(Continued)

B. Amount of Deposit - (Continued)

3. For Temporary Service, Speculative Projects, and Risk Services (T)
- (a) The amount of deposit required to establish or re-establish credit is an amount equal to the estimated billing for two months basic service, or for the duration of the basic service if less than two months. This amount may be a cash deposit, a noncancellable letter of credit, or a combination of these, at the option of the Utility. (T)
(C)
(C)
- (b) If, at any time after basic 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 billed and unbilled charges; the customer shall pay upon demand within seven days, an additional deposit equal to the estimated billing increase. The additional deposit may be a cash deposit, a noncancellable 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 discontinued without further notice. (C)

(Continued)

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Effective December 6, 2004

NAME

President

Resolution No. _____

TITLE

Rule No. 7

DEPOSITS
(Continued)

C. Return of Deposits

The Utility will refund the deposit in accordance with the following:

1. 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.
2. When the customer's credit may be otherwise established in accordance with Rule No. 6, and upon the customer's request for return of the deposit with interest.
3. Upon voluntary 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. (T)
4. The Utility shall refund deposit amounts, with interest, after one continuous year of timely payments (T)

D. Interest on Deposits

1. The Utility will compute simple interest on deposits at the rate of 7/12 percent per month for each full month deposits are held, except as mentioned in 2., below. Such interest will be paid at the time the deposit is returned.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills nor if the deposit is held less than full month increments.

(To be inserted by the utility)

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Date Filed April 4, 2005

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Sharon J. Lundgren
NAME
President
TITLE

Effective May 13, 2005

Resolution No. _____

Rule No. 8

NOTICES

A. Notices to Customers

1. Notices 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 Section 1633.15(b)). Every notice in whatever form shall be legible and printed in the equivalent of 10-point or larger type.

2. A Utility shall notify all affected customers at least 25 days in advance of every proposed change in its customers' tariffed services or non-term contracts that may result in higher rates or charges or more restrictive terms or conditions excluding taxes or surcharges for which the Utility has no discretion over the amount to charge. The customer notice shall describe the current and proposed rates, terms, or conditions, as appropriate. Where required by D. 02-01-038 (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 percent terms.

3. Disconnection Notice

The Utility shall provide notices in writing to customers whose payments are overdue not less than 5 calendar days prior to terminating service for nonpayment. Each termination notice shall include all of the following:

(C)

(a) Utility's name

(b) The name and address of the customer, and the telephone number (s) associated with the delinquent account

(c) The delinquent amount (the bills indicate what charges must be paid to retain basic service).

(C)

(C)

(Continued)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective May 13, 2005

NAME

President

TITLE

Resolution No. _____

Rule No. 8

NOTICES
(Continued)

A. Notices to Customers - (Continued)

3. Disconnection Notice – (Continued) (N)

(d) The time or date by which payment, or arrangement for payment, must be made to avoid termination.

(e) A toll-free telephone number to reach a Utility service representative who can provide customer assistance.

(D)

(D)

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 if it provides the information above.

B. Notices from Customers

Any notice from any customer to the Utility may be given verbally, unless otherwise provided by these Rules.

(To be inserted by the utility)

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Sharon J. Lundgren

Effective May 13, 2005

NAME

President

Resolution No. _____

TITLE

Rule No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

1. Billing Period

(a) Regular Billing Period

Regular bills will be rendered as nearly as possible at regular intervals.

(T)

(b) Minimum Billing Period

When the period for which service is taken is less than one month in the case of service normally furnished on a monthly basis, and less than one year in the case of service normally furnished on a yearly basis, the total fixed charges will not be less than the minimum fixed charge for the particular service involved.

(c) Proration

The Utility shall prorate charges for basic service for partial months. A 30-day month may be used for prorating in lieu of calendar days.

(N)

(N)

2. Regular Bills

(a) Flat Rate Exchange Service

Bills for flat rate exchange service for the period specified in the tariff schedules may be rendered in advance and are payable in advance.

(D)

(D)

(Continued)

(To be inserted by the utility)

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NAME

President

TITLE

Resolution No. _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS

(Continued)

A. Rendering of Bills - Continued

(N)

(D)

(D)

3. Special Bills

The Utility may render a special bill for charges at time as the amount of the unpaid, charges, such billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

(T)

(T)

4. Computation of Bills

(a) Opening and closing bills, except those involving the minimum billing period, and bills for telephone service normally furnished on a monthly basis rendered for periods in excess of or less than a billing month, will be prorated in the proportion of the number of days in the period involved to the number of calendar days in the billing month. A 30-day month may be used for prorating in lieu of calendar days.

(C)

(b) Bills for telephone service normally furnished on an annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

(c) Bills must be based on the rates in effect at the time the service was used. Any delays or lags in billing must not result in a higher total charge (other than for taxes, and surcharges and fees that are based on a percentage of the bill) than if the usage had been posted to the account in the same billing cycle in which the service was used.

(N)

(N)

5. Rates Applicable During Temporary Disconnection of Service for Nonpayment

Service temporarily disconnected will be charged for in accordance with the regular rates for a period not to exceed 15 days subsequent to the date of temporary disconnection.

(Continued)

(To be inserted by the utility)

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Decision No. 04-05-057

NAME

Effective December 6, 2004

President

TITLE

Resolution No. _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS

(Continued)

B. Payment of Bills

1. Payment of bills for telephone service should be made at the office of the Utility or to a duly authorized collector of the Utility. All charges are payable in lawful money of the United States only.
2. Regular bills, closing bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous services are payable upon presentation.
3. Multi-element service charges, line extension charges, deposits, and advance payments for the establishment or re-establishment of credit or in conjunction with temporary service or service to speculative projects, and other advance payments are payable before service is installed or restored. Charges for changes are payable upon completion of the work.
4. A Utility shall credit payments effective the business day payments are received by the Utility or its agent.
5. Any payment made by a customer shall be applied first against the balance due on that customer's basic service unless the customer directs otherwise.
6. When 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.

C. Returned Checks

1. When payment of any bill or deposit is made by check, and the check is returned unpaid for any reason, a charge of \$20 will apply for each returned check. (I)

(Continued)

(To be inserted by the utility)

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Sharon J. Lundgren

Effective January 1, 2008

NAME
President

\cng

TITLE

Resolution No. T-17108

Rule No. 9

RENDERING AND PAYMENT OF BILLS
(Continued)

D. Under- and Overcharges

- 1. a. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.
- b. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon a reasonable request. X
- 2. A bill shall not include any charges for service, equipment, or facilities not ordered by the customer or furnished after the effective date of a customer's service discontinuance.
- 3. When discrepancies exist between customer's service and Utility's billing for exchange service, such discrepancies shall be adjusted in accordance with the following:
 - a. Each item of overcharge (except those covered in 2. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.
 - b. If the overcharges exceed the undercharges as determined in a. above, the total net overcharge shall be credited to the customer's bill.
 - c. If the undercharges exceed the overcharges as determined in a. above, the customer will be billed the lesser of (1) the total net undercharge or (2) monthly net undercharge for a period of three months preceding the date of the bill.
 - d. Separate adjustments shall be made for each class of service separately served and billed.
- 4. Back Billing (N)
 - a. The correctness of message toll billing shall be determined separately for each toll message. Each overcharged message shall be credited to a customer's bill. A bill shall not include any charges for service furnished prior to three months preceding the date of the bill; except, 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. This limitation on back billing does not apply in cases involving customer fraud. (T)
(C)
(C)
 - b. Intrastate back billing shall not include any previously unbilled charge for any intrastate service furnished prior to three months immediately preceding the date of bill. (N)
|
(N)

X – Correction.

(Continued)

(To be inserted by the utility)

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TITLE

Resolution No. _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS

(Continued)

D. Under- and Overcharges - (Continued)

5. Overcharge Penalty

a. Where a customer disputes a current bill or bills dated one month immediately preceding the date of the current bill, the Utility will apply a monthly 1.5% overcharge credit to the overcharged amount at the time the amount appears as a credit or is refunded pursuant to b. following, provided each of the following conditions is met:

(1) The overcharge amount is subject to a Late Payment Charge as set forth in Rule No. 5, paragraph D. and Rule No. 9, paragraph E.

(2) The customer pays the total amount of the disputed bill;

and

(3) The dispute is resolved in favor of the customer.

b. The Overcharge Penalty shall be credited to the customer's account, unless the customer requests that it be remitted by check. The customer shall be informed of this option promptly upon recognition of the error.

E. Late Payment Charge

1. The date after which late charges may accrue, shall not be earlier than 21 days after the date the bill was mailed. Any authorized late-payment penalty may not exceed 1.5% per month on the balance overdue of \$20.00 or more. Customers shall not be liable for late payment charges on disputed amounts that are resolved in the customer's favor. (C)

2. Neither the billing nor payment of late charges relieves the customer of the obligation to pay all charges prior to the due date of the bill.

(To be inserted by the utility)

Issued by

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Decision No. 05-01-058

Sharon J. Lundgren

Effective May 13, 2005

NAME
President

\cng

TITLE

Resolution No. _____

Rule No. 10

DISPUTED BILLS

All disputed charges for any telecommunications service are subject to a rebuttable presumption that charges are unauthorized unless there is (1) a record of affirmative customer authorization, (2) a demonstrated pattern of knowledgeable past use or (3) other persuasive evidence of authorization.

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.

When a customer and the Utility fail to agree on a bill for telephone service and the disputed bill is not paid within 15 days of presentation, the Utility will notify the customer of the following:

1. That in lieu of paying the disputed bill the customer may deposit with the Commission the amount claimed by the Utility to be due at:

California Public Utilities Commission
 Consumer Affairs Branch
 505 Van Ness Avenue, Room 2003
 San Francisco, CA 94102
 website: <http://www.cpuc.ca.gov/complaints/>
 Phone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

(T)

(T)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service or the following numbers to be routed to the California Relay Service provider:

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to- Speech	1-800-854-7784

(T)

The undisputed portion of the bill and subsequent bills, other than the disputed amount, must be paid by the Due By Date shown on the bill or the service will be subject to disconnection if the Utility has notified the customer by written notice of such delinquency and impending termination at least five (5) calendar days prior to the proposed termination.

2. That checks or money orders used for this purpose should be made payable to the California Public Utilities Commission.
3. 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.
4. That service will not be discontinued for non-payment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review. During the time any Consumer Affairs Branch 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. If the customer prevails, then no late charge or penalty may be imposed on the amount in dispute.

(Continued)

(To be inserted by the utility)

Issued by

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Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

NAME

President

TITLE

Resolution No. CSD-5

Rule No. 10

DISPUTED BILLS

(Continued)

5. That failure of the customer to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of service without further notice.
6. That, if before completion of the Commission's review, additional bills become due which the customer wishes to dispute, the customer 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 the customer's service in accordance with Rule No. 11.
7. The Utility may not disconnect service to a customer before five (5) 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. (C)

(To be inserted by the utility)

Issued by

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Date Filed April 4, 2005

Decision No. 05-01-058

Sharon J. Lundgren

Effective May 13, 2005

NAME

President

TITLE

Resolution No. _____

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A. Reasons for Discontinuance of Service

1. Customer's Request for Service Discontinuance

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within thirty (30) days after the new service is initiated. This Rule does not relieve the customer from payment for per use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer canceled.

2. Nonpayment of Bills

a. All Classes, Types, and Grades of Exchange Service

- (1) Service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for basic services furnished (see A.2.a.(2) below), provided the bill therefore has not been paid within the period specified below and the Utility informs the customer with a written five (5) day notice: (C)

Thirty calendar days after presentation when bills are rendered yearly;

Five calendar days after presentation of special bills;

Fifteen calendar days after presentation of all other bills. (C)

- (2) The Utility may not disconnect basic residential or single line business service, either flat rate or measured rate, for nonpayment of any charge other than non-recurring or recurring charges for that same service, including government mandated fees and taxes calculated on that service that are remitted to government.

Basic Service, as defined by D. 96-10-066, Appendix B, page 5, will not be disconnected for nonpayment of optional services, non-communications related charges, local toll, deregulated services (defined in A.2.a.(4), 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.

(Continued)

(To be inserted by the utility)

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President

Resolution No. _____

TITLE

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued)

2. Nonpayment of Bills – (Continued)

a. All Classes, Types, and Grades of Exchange Service - (Continued)

(3) If Basic Service is disconnected, you must pay the delinquent amount and a charge to reconnect your service. You may also be required to pay a deposit. Toll service and optional services will be restored once the delinquent balance, applicable Multi-Element Service Charges, and deposit (if required) are paid. Basis Service may not be disconnected on any day Utility service representatives are not available to assist customers.

(4) Deregulated services also called nonregulated services are services not filed in the Utility's Tariff or regulated by the California Public Utilities Commission such as directory advertising, internet charges, inside wire installation, and telephone equipment rentals.

(5) Unless the customer directs otherwise, payment will be applied first to the basic service charges and mandated surcharges and taxes associated with those charges.

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

Telephone service will be temporarily or permanently discontinued 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 Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the Utility, provided said bill is not paid within 15 days after the date of presentation at the location of the new or existing service. The written five (5) day notice required under 2.a., above, is applicable prior to discontinuance of a customer's telephone service.

(C)

(C)

(Continued)

(To be inserted by the utility)

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Resolution No. _____

TITLE

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued) (T)

2. Nonpayment of Bills – (Continued) (T)

d. Joint-user Service

The Utility may refuse to establish Joint-User Service or it may discontinue 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 discontinued because of non-payment of bills for other classes of service. (T)

f. Under no circumstances may service be discontinued for non-payment of a bill to correct for previously billed and paid incorrect charges, unless such incorrect charges have resulted from the customer’s not abiding by the filed rules. (T)

g. Disputed Bills - See Rule No. 10. (T)

(D)

(D)

(Continued)

(To be inserted by the utility)

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Effective _____

NAME

President

Resolution No. CSD5

TITLE

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued)

2. Nonpayment of Bills – (Continued)

h. Universal Lifeline Telephone Service (ULTS)

Disconnection of ULTS is prohibited for nonpayment of toll charges.

(Continued)

(To be inserted by the utility)

Issued by

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Date Filed _____

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Sharon J. Lundgren

Effective _____

NAME

President

Resolution No. _____

TITLE

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued)

3. 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.

4. Service Detrimental to Other Customers

The Utility will not establish service which will be detrimental to the service of its other customers, and will discontinue 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.

5. Fraud

The Utility shall have the right to refuse or to discontinue telephone service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the Utility.

6. Failure to Establish or to Re-establish Credit

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 discontinue service but not sooner than five (5) days after giving such notice.

(C)

(Continued)

(To be inserted by the utility)

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NAME

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Resolution No. _____

TITLE

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued) (T)

7. Non-Compliance with the Utility’s Rules

The Utility may discontinue 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. (T)

Except as provided by these rules, the Utility will not temporarily or permanently discontinue telephone service to any customer for violation of any rule except upon written notice of at least five days, advising the customer in what particular such rule has been violated for which telephone service will be discontinued if the violation is not remedied. This notice may be waived in cases of an emergency or in the event of the discovery of a dangerous condition of 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 rendering the immediate discontinuance of service to the premises imperative. (T)

8. 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 discontinue service upon 10 days’ written notice, without obligation or liability to the customer. If service is discontinued under these conditions, the customer may have service re-established under the provisions of Rule No. 16 or Schedule No. A-5. (T)

9. 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. (T)

10. Abusive Language by Customers

The Utility may discontinue 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 that fact. (T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. _____

Date Filed _____

Sharon J. Lundgren

Decision No. _____

NAME

Effective _____

President

TITLE

Resolution No. _____

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued)

11.

12. Impairment of Service

- a. 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 Public Utilities Commission for review. Should the customer not take remedial action within five days, and a second impaired service condition arises, the Utility may discontinue the service without further notice. A service may be discontinued without advance notice if the plan creates a call blockage in a Utility switching office resulting in preventing, obstructing or delaying the telephone service of others.
- b. The Utility has the right to refuse telephone service to any premises and at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against intentional abuse. Intentional 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. Another form of such abuse is an intentional uninterrupted connection of one exchange station to another station, excluding those connections charged for on an elapsed time basis, which permits the use of the facilities in a manner similar to private line service. It also includes intentional receiver off hook conditions.

(Continued)

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Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued)

13. Interference With Telephone Service of Other Customers

The Utility will attempt to reach and resolve the matter with the customer who is causing the interference. When it is not possible to reach the offending customer by telephone, or where the offending customer refuses to stop the interference, the Utility may disconnect without advance notice the telephone service or service arrangement which is used in such a manner as to interfere with the service of another customer.

Following disconnection of service or service arrangement, the Utility will take immediate steps to notify the telephone customer thereof.

14. Returned Check Charge

- a. If a check for payment of a purchase or a bill for telephone service is returned to the Utility by the Bank, for any reason, the Returned Check Charge (per check), as set forth in Rule No. 9, will be added to the amount due.
- b. If telephone service is disconnected for nonpayment as a result of a returned check, in addition to the amount of the check, the reconnection charge and the Returned Check Charge, as set forth in Rule No. 9 will apply. A deposit may also be required. All charges must be paid before service will be reconnected.
- c. If a check received as a deposit or advance payment to establish service is returned, establishment of service will be denied until the amount of the returned check and the Returned Check Charge is paid, or, if already connected, will be disconnected until the charges and amounts in 14.b. above are paid.
- d. Should a check for payment of a discontinued account be returned, the amount of the check and the Returned Check Charge must be paid. No new service will be established until the amount and the charge are paid.

(Continued)

(To be inserted by the utility)

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NAME

Effective _____

President

TITLE

Resolution No. _____

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

A. Reasons for Discontinuance of Service – (Continued)

15. Prior Customer Disconnected for Nonpayment of Bills

a. Residence Service

The Utility may not discontinue or deny service at a premises where services provided to a prior customer were disconnected for nonpayment, except where it is found that the delinquent customer still resides at that same premises.

The Utility may require a written statement from a newly connecting customer stating that the former customer at that address was and is not a member of the household, provided:

- (1) There have been at least two terminations of service at the same premises (within the preceding 12 months) without full payment of delinquent bills, 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.

b. Business Service

The Utility may not discontinue or deny service at a premises where services provided to a prior customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies the same premises or is affiliated with the newly connecting customer.

The Utility may require a written statement from a newly connecting customer stating that the former customer at that address was and is not affiliated with their 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 and shall also be liable for a deposit.

(Continued)

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NAME

President

TITLE

Resolution No. _____

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

B. Restoration – Reconnection Charge

The Utility will collect a restoration charge as set forth in Schedule No. A-23, when restoring service which has been temporarily discontinued. The applicable multi-element service charges set forth in Schedule No. A-23 will apply when restoring service which has been permanently discontinued in accordance with the provisions of this rule and Rule No. 9.

(Continued)

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Effective _____

NAME

President

Resolution No. _____

TITLE

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

C. Connection and Use of Automatic Dialing-Announcing Devices

1. An Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:

- a. (1) Storage capability of numbers to be called; or
- (2) A random or sequential number generator that produces numbers to be called; and
- (3) An ability to dial a call; and
- b. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

2. An ADAD may not be operated while connected to the telephone network, except under the following conditions:

- a. An ADAD may be used pursuant to a prior agreement from the called party that (s)he desires to receive such telephone communication; or
- b. An ADAD may be used if the recorded message is preceded by an announcement made by a human operator who:
 - (1) States the nature and length in minutes of the recorded message; and
 - (2) Identifies the individual, business, group, or organization calling; and
 - (3) Asks the called party whether (s)he is willing to listen to the recorded message; and
 - (4) Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.

3. a. Before an ADAD may be operated while connected to the telephone network, the potential user of such device shall notify the telephone utility in writing of the intended use of the ADAD equipment. The written notice shall contain a statement of the calendar days and clock hours during which the ADAD(s) will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message.

(L)
(L)

(L) Material previously shown on Cal. P.U.C. Sheet No. 636-T.

(Continued)

(T)

(To be inserted by the utility)

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Effective _____

NAME

President

TITLE

Resolution No. _____

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

C. Connection and Use of Automatic Dialing-Announcing Devices – (Continued) (T)

5. Any dispute involving application of this rule may be referred to the California Public Utilities Commission for review. Any request for deviation shall be made to the Commission by means of an application under the Commission’s Rules of Practice and Procedure.

6. Before being connected to the switched network an ADAD must also be certificated for interconnection pursuant to the California Public Utilities Commission’s General Order No. 138-Series or approved for interconnection by the Federal Communications Commission.

(Continued)

(N)

(To be inserted by the utility)

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Decision No. _____

Sharon J. Lundgren

Effective _____

NAME

President

Resolution No. _____

TITLE

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(T)

(Continued)

C. Telephone Solicitation by use of Automatic Dialing and Answering-Announcing Devices

On and after January 30, 1978, the services shown in these tariff schedules will not be furnished nor continue to be furnished to applicants or customers for the purpose of telephone solicitation. Interconnection of automatic dialing and answering-announcing devices where the intended use of such devices is for telephone solicitation will not be provided by the Utility.

For the purposes outlined herein, an automatic dialing device is any automatic or manual dialing-announcing device for telephone solicitation which incorporates the following features:

1. Storage capability of numbers to be called; or
2. A random or sequential number generator that produces numbers to be called; and
3. Has the capability, working alone, or in conjunction with other equipment, of disseminating a pre-recorded message to the number called; and
4. Is calling-party or called-party controlled.

This rule shall remain in effect and be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction.

(Continued)

(N)

(To be inserted by the utility)

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NAME

Effective _____

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Resolution No. _____

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

D. Service Termination

Except as provided by these rules, the Utility will not partially, temporarily, or permanently discontinue telephone service to any customer except upon written notice of at least five (5) days. See Rules No. 8, Notices for the details of this written notice. Rule No. 10, Disputed Bills, applies when the customer and the Utility are unable to resolve a dispute. The notice requirement may be waived in a case of an emergency which renders the immediate discontinuance of service to the premises imperative. Denial of dial tone is a partial discontinuance of service under this Rule.

(C)

(To be inserted by the utility)

Advice Letter No. 316

Decision No. 05-01-058

Issued by

Sharon J. Lundgren

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed April 4, 2005

Effective May 13, 2005

Resolution No. _____

Rule No. 12

RATES AND OPTIONAL RATES

A. Effective 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 Public Utilities Commission of the State of California. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a location where they will be available for public inspection. Notices indicating the place where such schedules are available will be posted in conspicuous places in the Utility's business offices. (T)

Bills must be based on the rates in effect at the time the service was used. Any delays or lags in billing must not result in a higher total charge (other than for taxes, and surcharges and fees that are based on a percentage of the bill) than if the usage had been posted to the account in the same billing cycle in which the service was used. (N)

B. Optional Rates

Where two or more rate schedules are applicable to any class of service, each will be called to an applicant's attention and he will designate the schedule under which he then desires service.

C. New Rates

When new schedules of rates are established, the Utility will use such means as may be practicable to bring them to the attention of those of its customers who may be affected thereby. (T)

D. Change of Schedule by Customer

When a customer applies for service under a schedule different from that applicable to his present service, the rates for the new service will be applied on the effective date of the change. (T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 312

Date Filed August 6, 2004

Decision No. 04-05-057

Sharon J. Lundgren
NAME
President
TITLE

Effective December 6, 2004

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Resolution No. _____

Rule No. 13

TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES

A. Establishment of Temporary Service, Speculative Projects and Risk Services

The Utility will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or service to speculative projects and risk services under the following conditions:

- 1. The customer or 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 outside plant facilities necessary for furnishing service.
- 2. The customer or applicant shall establish credit as required by Rule No. 6, except that the amount of deposit prescribed in Rule No. 7 shall not exceed the estimated bill for duration of service.

B. Change to Permanent Status

- 1. If temporary telephone service is provided to a customer on a continuous, intermittent, or reasonable 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. Speculative and risk services, as defined in Rule No. 1, will not be changed to permanent status.
- 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 rendered 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 Rule No. 7, to establish credit.

(To be inserted by the utility)

Issued by

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Advice Letter No. 119

Date Filed October 22, 1984

Decision No. _____

James W. Welch

Effective December 1, 1984

NAME

President

Resolution No. T-10881

TITLE

Rule No. 14

INTERRUPTIONS AND FAILURES OF SERVICE

A. Credit Allowance for Interruption of Service

The Utility will credit a customer's bill in all cases where telephones are out of service, not due to conduct of the customer, for a period of 24 hours or more from the time the fact is reported by the customer or detected by the Utility, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the number of 24-hour periods out of service to thirty days.

When an out of service period exceeds 24 hours, credit allowance will be given in successive 24-hour multiples for each 24-hour period or major fraction thereof after the initial period.

In no case will the credit allowance for any period exceed the total fixed charges for exchange service for the billing period.

B. Temporary Suspension for Repairs

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 necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the Utility will give the customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the customers.

C. Errors in Transmitting, Receiving or Delivering Oral Messages by Telephone

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.

D. Loss Arising from Nondelivery of Written Messages

The Utility shall be liable for loss or damage which may occur in the course of the employment of any messenger not to exceed twenty times the charge for such messenger service, and shall be liable for loss or damage that may occur in the transmission of any message over its lines not to exceed the amount received for sending same.

(To be inserted by the utility)

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Advice Letter No. 54

Date Filed November 9, 1970

Decision No. 77406

James W. Welch
NAME
President
TITLE

Effective November 23, 1970

Resolution No. _____

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

A. Line Extensions and Service Connections

1. General

- a. Except as otherwise provided in these Rules, the Utility will, at its expense, construct, own, and maintain all outside plant facilities, up to and including the Utility's local loop demarcation point, 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. (C)
(C)
(T)
- b. Where an applicant requests a route or type of construction which is feasible but differs from that determined by the Utility, the applicant will be required to pay the estimated additional cost involved.
- c. In lieu of all or part of the payment in A.1.b. above, the applicant may furnish such materials or perform such work as may be mutually agreed 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.
- d. Charges for line extensions and service connections in suburban areas are set forth in Schedule No. A-5, Line Extension and Service Connection Charges in Suburban Areas.
- e. Line extension and service connection provisions for temporary or speculative service are set forth in Rule No. 13, Temporary Service.
- f. Where its own operating conditions warrant, the Utility will extend and maintain its facilities underground at its expense.
- g. 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 that do not satisfy the density requirement for a subdivision: (See h. and i. below for exemptions to this requirement.) (T)
(T)
 - (1) Five or more lots for single-family and/or multi-family dwellings; unless:
 - a. The lots within the residential subdivision or real estate

(Continued)

(To be inserted by the utility)

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Advice Letter No. 190

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.
NAME
President
TITLE

Effective August 8, 1993

Resolution No. T-15352

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

1. General - Continued

g. (1) (a)- Continued

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

(T)

(T)

(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:

(N)

- i. Local ordinances do not require underground construction.
- ii. 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.
- iii. 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.
- iv. 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.

* "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.

(N)

(Continued)

(To be inserted by the utility)

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James W. Welch
NAME
President
TITLE

Effective October 13, 1973

Resolution No. _____

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

1. General - Continued

g. (1) (b) - Continued

v. 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. (T)

vi. 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. (N)
(N)

(2) Five or more dwelling units in two or more buildings located on a single parcel of land;

(3) 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 governmental complexes; shops, and factories)

h. 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.

i. 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.

(Continued)

(To be inserted by the utility)

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Date Filed _____

James W. Welch

Decision No. 81869

NAME

Effective December 5, 1975

President

TITLE

Resolution No. _____

Rule No. 16

(N)

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

A. Line Extensions and Service Connections (Continued)

1. General (Continued)

j. Where an applicant requests service within a real estate project in advance of construction of permanent underground facilities, service will be provided aerial or underground by means of temporary facilities, subject to the following:

- (1) Arrangements have been made with the Utility for construction of permanent underground line extension and/or service connection facilities to and within the project in its entirety, in accordance with Rule No. 16.
- (2) The temporary facility shall be for the use of the applicant and this facility shall not be used to serve applicants for permanent telephone service in advance of the provision of permanent facilities. The Utility reserves the right to utilize the supporting structure to be constructed hereunder to provide service to any subsequent applicants for temporary facilities within this real estate project.
- (3) The temporary facility shall be removed, abandoned, or rearranged at the discretion of the Utility, at the time service from this facility is discontinued or at the time this service can be connected to the permanent underground facilities, whichever occurs first.
- (4) Applicant shall pay in advance a nonrefundable amount equal to the estimated cost installed plus the estimated cost of removal, less the estimated salvage, of all facilities necessary to furnish this service.

(N)

(Continued)

(N)

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James W. Welch Jr.

Effective August 8, 1993

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President

Resolution No. T-15352

TITLE

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

(T)

A. Line Extensions and Service Connections (Continued)

(T)

1. General (Continued)

(N)

k. 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.

l. Where a local loop demarcation point 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.

(N)

2. Aerial Line Extensions

Aerial Line Extensions will be constructed at the Utility's expense subject to the general provisions in A.1. above.

3. Underground Line Extensions

a. 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 prorata cost thereof.

(Continued)

(To be inserted by the utility)

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NAME
President

Resolution No. T-15352

TITLE

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

3. Underground Line Extensions - Continued

- a. 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 - Continued (C)
(C)
- (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. (N)
- b. 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 current 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 construction begins.
 - (3) 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.
 - (4) The applicant will construct to the Utility's specifications and deed to the Utility the complete underground supporting structure.
 - (5) The Utility will complete the line extension at its expense, subject to the provisions of 1. above where buried cable is to be used. (N)

(Continued)

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Date Filed May 13, 1971

Decision No. 78294 and 78500

James W. Welch
NAME
President
TITLE

Effective May 18, 1971

Resolution No. _____

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

3. Underground Line Extensions - Continued

- c. From new subdivisions to the Utility's existing distribution facilities; (C)
 - (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 by A.3.a. or A.3.b. above for the type of construction employed. (C)
 - (2) For the remainder of an extension outside the boundary of a new subdivision, the applicant will pay in advance a non-refundable amount equal to three-fourths of the estimated difference in cost between underground and aerial facilities. (N)
- d. Line extensions to and within new real estate developments in their entirety which do not satisfy the density requirement for a subdivision, will be constructed in the manner determined in A.3.a. through A.3.c. above provided:
 - (1) The applicant 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 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 A.3.c.(2) above, is refundable as provided in A.3.d.(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 A.3.d.(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. (N)
- e. In cases other than those included in A.3.a. through A.3.d. above, if the applicant requests or is required to have underground line extensions he will pay non-refundably in advance three-fourths of the estimated difference in cost between underground and equivalent aerial facilities. (C)
(C)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 56

Date Filed May 13, 1971

Decision No. 78294 and 78500

James W. Welch

Effective May 18, 1971

NAME

President

Resolution No. _____

TITLE

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

4. Aerial Service Connections

- a. Aerial service connections from aerial distribution facilities are furnished at the Utility's expense. (T)
- b. Aerial service connections from underground distribution facilities are not provided unless an applicant specifically requests 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. (C)
 (C)
- c. 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. (N)
 (N)

5. Underground Service Connections

When applicant requests or is required to have underground facilities, the Utility will furnish them under the following conditions. (T)
 (T)

- a. To property to be served. (T)
 - (1) The Utility will construct underground service connections without charge from underground distribution facilities except as provided in A.5.a.(2) and A.5.a.(3) below. (T)
 (T)
 - (2) If an underground line extension is being constructed to and/or within a new real estate development as provided in A.3.d. above, the Utility's cost of underground service connections to the properties to be served are also subject to the advance and refund provisions of A.3.d. (N)
 (N)
 - (3) 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. (T)
 (T)

(Continued)

(To be inserted by the utility)

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President
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Resolution No. _____

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

5. Underground Service Connections - Continued

a. To property to be served - Continued

(4) 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-fourths of the estimated difference in the cost of constructing underground and equivalent aerial facilities.

b. 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 buildings is denoted as the "common portion".

(T)

(1) 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 (2) below) is not obtainable without charge or condemnation, will be provided as follows:

(T)
(T)

(a) 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.

(T)
|
(T)

(Continued)

(To be inserted by the utility)

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NAME

Effective August 30, 1976

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Resolution No. _____

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

5. Underground Service Connections - Continued

b. On property to be served - Continued

(1) - Continued

(b) 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.

(T)
|
(T)

(2) 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.

(T)
(T)
(N)
|
(N)

(a) Where all requirements will be for residential service the Utility will provide the trench or 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.

(C)
|
(C)

(Continued)

(To be inserted by the utility)

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Resolution No. _____

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER - Continued

A. Line Extensions and Service Connections - Continued

5. Underground Service Connections - Continued

b. On property to be served - Continued

(2) - Continued

(b) Where all or a portion of the requirement will be for business service and the Utility determines that buried wire or cable is to be used, the Utility will provide the trench 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.

(C)
|
(C)

(c) 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, 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 current cost for that type of conduit. The applicant will construct to the Utility's specifications and deed to the Utility 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.

(C)
(C)

(3) In either (1) or (2) above the Utility will at its expense furnish, install and maintain the service connection wire or cable.

(Continued)

(To be inserted by the utility)

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NAME

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TITLE

Resolution No. _____

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS AND
FACILITIES ON PREMISES OF CUSTOMER

(Continued)

A. Line Extensions and Service Connections (Continued)

6. Existing service connections will be reinforced as required to accommodate added service requests under the conditions set forth above.

(D)

(D)

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

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Decision No. 860749

James W. Welch

Effective October 12, 1987

NAME
President

Resolution No. _____

TITLE

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

B. Ownership and Use of Facilities

1. The Utility shall furnish, own, and maintain all facilities up to and including the Utility's local loop demarcation point, except as may be specified otherwise in the tariff schedules. (C)
2. Facilities furnished by the Utility in connection with a customer's service shall be carefully used, and only authorized employees of the Utility shall be allowed to repair or alter such facilities.
3. The customer will be held responsible for loss or damage to any facilities furnished by the Utility, unless such loss or damage is due to cause beyond his control.
4. No equipment, apparatus, circuit, or device not furnished by the Utility shall be attached to or connected with the facilities furnished by the Utility, whether physically, by induction, or otherwise except as provided in the tariffs and/or authorized by F.C.C. Part 68. In case any such unauthorized attachment or connection is made, the Utility shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service. (T)
|
(T)
5. The responsibility for the maintenance of customer-owned terminal equipment and inside wiring is strictly that of the customer. Should trouble arise and the problem be determined as originating in the equipment or inside wiring provided by the customer, service calls to the customer premises shall be billed to the customer in accordance with the Utility's applicable tariffs.
6. Customers are responsible for the installation and maintenance of inside wiring and jack(s). The cost of maintenance of inside wire and jack(s) is not included in the basic service rate. Customers requesting Utility-provided maintenance will be charged on a time and material basis (unless the customer subscribes to the Utility's maintenance plan). (C)
|
(C)
7. Nonutility installers are not permitted to install demarcation devices without an agreement with the Utility, in accordance with Decision 90-06-069 dated June 20, 1990.
8. The customer or an applicant (contractor) shall provide a large enough covered enclosure, with outside access from the ground floor in a location mutually agreeable to the customer or an applicant (contractor) and the Utility, to house the Utility Standard Network Interface (SNI). (N)
|
(N)
9. Also see Rule No. 27. (N)

(Continued)

(To be inserted by the utility)

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Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME

President

Resolution No. T-15352

TITLE

Rule No. 16

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

B. Ownership and Use of Facilities - (Continued)

(N)

10. In hazardous or inaccessible locations, the owner, applicant/customer, or his/her contractor will furnish, install, and maintain cable that conforms with the specifications of the Utility and the Utility may use such cable in the provision of the Utility's service.

11. Network Terminating Wire (NTW)

a. Network Terminating Wire (NTW) will be furnished, installed, and maintained by the Utility. The Utility will connect its facilities at the local loop demarcation point with inside wire or intrabuilding network cable furnished and installed by others as set forth in Schedule No. A-37 and FCC Regulations and Rules, Part 68.

b. The Utility will determine the type of NTW and the location of protective apparatus and other associated equipment at the demarcation point within a building. The Utility will determine the method of installation of the NTW.

c. The applicant/customer shall provide or arrange for the following 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.

- (1) Suitable and adequate space for NTW and associated equipment;
- (2) Penetrations of fire walls: drilling holes in concrete, masonry or metal walls or floors; and any structural work necessary for housing and NTW and associated equipment, fire stopping and sealing of all pathways through floors and walls to comply with building and electrical codes;
- (3) Movement of furniture, equipment, floor coverings or goods as may be required to facilitate the Utility's work operation; and
- (4) Safe working conditions for the Utility's employees.

(N)

C. Right of Access

1. The Utility's authorized employees 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 the tariff schedules.

2. The Utility may remove any or all of its property located on the customer's premises at the termination of service as provided by the tariff schedules.

(Continued)

(To be inserted by the utility)

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James W. Welch Jr.

Effective August 8, 1993

NAME
President

Resolution No. T-15352

TITLE

Rule No. 17

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. Ownership of Telephone Directories

Telephone directories containing the listings of customers within a specified area, issued from time to time 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. (T)
(T)

B. 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 ascertain the numbers of the desired telephone stations, as set forth in the tariff schedules. (T)

2. Liability for Errors and Omissions in Telephone Directories

The Utility is liable for errors and omissions in the listings of its customers in telephone directories subject to the provisions and limitations set forth in Sections A. and C. of Rule No. 24. (T)
(C)
(C)

(D)

(D)

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 any 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. (T)
(T)
(T)

(Continued)

(To be inserted by the utility)

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James W. Welch

Decision No. _____

Effective January 10, 1971

NAME

President

TITLE

Resolution No. _____

Rule No. 17

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

(Continued)

C. 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.

D. Special Notice Required in Directories

The Utility complies with the State of California Public Utilities Code sections that address the alphabetical telephone directories.

(T)
(T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

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Date Filed April 4, 2005

Decision No. 05-01-058

Sharon J. Lundgren

Effective May 13, 2005

NAME

President

Resolution No. _____

TITLE

Rule No. 18

CUSTOMER'S PRIVATE SERVICE NOT FOR PUBLIC USE

A. CUSTOMER'S PRIVATE SERVICE NOT FOR PUBLIC USE (N)

Telephone service, other than "public" and "semi-public" service, is furnished for the use of the customer, their family, and persons residing in their home, or their employees or representatives, except as service may be extended to "joint users" and except as use of the service may be extended for switched data (nonvoice) communications relating directly to the business of a composite data service vendor's "patrons." (T)
(N)(T)

Unless otherwise indicated in the tariff schedules of the Utility, the use of the service is restricted to the customer, their agents and representatives and no service, furnished under the Rules contained in the tariff schedules, shall in any case be resold. This prohibition shall not apply to a composite data service vendor in the provision of composite data service to its patrons, to a communications common carrier in the provision of public telegram message service or overseas data message service or to hotel-motel service customers. (N)

Flat Rate Exchange Service is not installed on premises of a public or semi-public character in a location where the telephone would be accessible for use by the patrons of the customer or the public in general. (T)

If it is found that the customer is permitting public use of service furnished them for private use, the Utility will provide "public" or "semi-public" service, except where the customer consents to the service being so located as to be inaccessible to the public or permits no further public use after the matter has been called to their attention.

If it is found that the customer is sharing the use of their business service with an individual or concern, other than an employee, member, or officer of the customer's concern or of a "joint user," the Utility will 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 their attention or where the joint user vacates the customer's premises or becomes a business service customer in the same exchange. (T)
(T)

(Continued) (N)

(To be inserted by the utility)

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Date Filed December 22, 1994

Decision No. 94-09-065

Sharon J. Lundgren
NAME
President
TITLE

Effective January 1, 1995

Resolution No. _____

Rule No. 18

(N)

CUSTOMER'S PRIVATE SERVICE NOT FOR PUBLIC USE

(Continued)

B. RESALE OF SERVICES

The following list of services are available for resale where facilities permit. The regulations in B.1. following, supercede any provisions prohibiting resale that may appear in the applicable tariff schedule.

<u>Service</u>	<u>Tariff Schedule</u>
Message Telecommunications Service	B-1
Special Access	B-2
WATS	B-3
800 Services	B-3

1. Regulations

- a. Resellers must meet all regulatory requirements of the California Public Utilities Commission (CPUC), including, without limitation, a valid intrastate Certificate of Public Convenience and Necessity (CPCN), and meet any CPUC registration requirements.
- b. Resellers must pay applicable tariff rates for the products purchased.
- c. Resellers become the customer of record for the Utility; the end user customer is the customer of the reseller.

(N)

(To be inserted by the utility)

Issued by

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Date Filed December 22, 1994

Decision No. 94-09-065

Sharon J. Lundgren
NAME
President
TITLE

Effective January 1, 1995

Resolution No. _____

Rule No. 19

BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual and 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, from the listing requested, or from evidence of usage once the service is established.

(N)
(N)

A. Business Rates Apply at the Following Locations:

(T)

1. In offices, stores, factories, and all other premises of a business nature and at any other premises where the substantial and predominant use of the service is professional, occupational, or administrative in nature rather than social or domestic.

(C)
|
(C)

2. In boarding houses and rooming houses with more than five rooms available for rent (except as noted under B. below), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals, and private and public institutions, and where the service is not subject to semi-public or public use.

(T)
(T)
(N)

3. At any location when the listing of "office" is provided, or when any title indicating a trade, occupation, or profession is listed (except as modified under the directory listing schedule), and at any location classified under B. below, regardless of the form of listing, when extension service is provided to a place not a part of a domestic establishment.

(T)
(T)

4. At residence locations 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 of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

(T)
|
(T)

5. At a residence location regardless of the form of listing furnished, where service is provided at a location which is not part of a domestic household.

(C)
(C)

6. Office Located in Residence

(N)

When an office is located in a residence and is used for business purposes only, or for both business and residence purposes, the portion of a room, a room, or rooms used as an office will be considered a business premises (as defined in Rule No. 1). When a primary exchange service is provided to such an office, this service must be a business service.

(N)
|
(L)

(L) Material now shown in Rule No. 19, Cal. P.U.C. Sheet No. 946-T.

(Continued)

(N)

(To be inserted by the utility)

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Date Filed October 22, 1984

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Decision No. _____

NAME

Effective December 1, 1984

President

TITLE

Resolution No. T-10881

Rule No. 19

(N)

BUSINESS AND RESIDENCE SERVICE

(Continued)

A. Business Rates Apply at the Following Locations - (Continued):

6. Office Located in Residence - (Continued)

When an extension service is provided, such service may be a business or residence extension service as set forth and defined in these Rules and tariff schedules. The residence extension service will be furnished for answering purposes only and will be equipped to prevent outgoing calls.

Residence primary and residence extension service may be furnished on the residence premises of the residential building, and business extension service may be furnished on the residence premises, as set forth in these Rules and tariff schedules.

(N)

B. Residence Rates Apply at the Following Locations:

(T)(L)

In private residences or residential apartments of hotels and apartment houses, in the residential premises of boarding and rooming houses, the homes of nurses, and all other premises of strictly a residential nature as long as business listings are not provided, and where the predominant use of the service is social and domestic in nature rather than professional, occupational, or administrative.

(C)

(C)

C. If it is found that a customer is using residence service 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.

(T)

(T)(L)

D. Repetitive commercial solicitation from residence service is considered business activity and is not permitted.

(N)

E. Rates for Extension Services

1. Business rates are applicable to extension service from business primary service when the business extension service terminates on a business premises of the same or different business customer, or on a residence premises of the same or different customer. The extension service is subject to the rates, charges, and special conditions as set forth in this and other tariff schedules.

2. Residence rates are applicable to extension service from residence primary service when the residence service terminates on a residence premises of the same or different residence customer, or on a business premises of the same or different customer. The residence extension service is subject to the rates, charges, and special conditions of this and other tariff schedules.

(N)

(L) Material formerly shown in Rule No. 19, Cal. P.U.C. Sheet No. 238-T.

(To be inserted by the utility)

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Date Filed October 22, 1984

James W. Welch

Decision No. _____

NAME

Effective December 1, 1984

President

TITLE

Resolution No. T-10881

Rule No. 20

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

A. Priority of Establishment

(T)

Applications for establishment of service will be completed in accordance with the chronological order of their receipt, insofar as practicable, in the following order in accordance with the facilities available:

1. Where serious sickness, public safety, public necessity, or war conditions are involved.
2. Supersedure or Change in Billing of a working service.
3. Business application held over a period of two months.
4. Residence application held over a period of two months.
5. Business application held under a period of two months.
6. Residence application held under a period of two months.

Should an application qualify for more than one priority preceding, the highest priority will take precedence.

(T)

B. Supersedure

An applicant or customer who otherwise qualifies for the immediate establishment of service under Section A of this rule may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where that service is being rendered when a written notice to that effect from both the customer and the applicant is presented to the Utility and where an arrangement acceptable to the Utility is made to pay any outstanding charges against the service.

A supersedure will be made only when the transfer includes the telephone number and no change in the type or location of the facilities is made.

(N)

(N)

(To be inserted by the utility)

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(To be inserted by Cal. P.U.C.)

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Date Filed November 12, 1987

Decision No. _____

James W. Welch

Effective January 1, 1988

NAME
President

\eng

TITLE

Resolution No. _____

Rule No. 21

(N)

LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

California Public Utilities Commission's Decision No. 71797 in Case No. 4930, requires that each communications utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "A" of that decision as a part of the rules in the utility's tariff schedules. Accordingly, Appendix "A" of Decision No. 71797, Case No. 4930, is quoted herein:

"APPENDIX 'A'

- "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 subscriber, upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Section 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.
- "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 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 subscriber 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

(N)

(Continued)

(To be inserted by the utility)	Issued by	(To be inserted by Cal. P.U.C.)
Advice Letter No. <u>40</u>	<u>James W. Welch</u>	Date Filed <u>3/20/67</u>
Decision No. <u>71797</u>	NAME <u>President</u>	Effective <u>3/25/67</u>
	TITLE <u></u>	Resolution No. <u></u>

Rule No. 21

LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

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 (2) the burden of persuading the Commission that the service should be refused or should not be restored.

- "5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule, shall notify the applicant or subscriber 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 subscriber may request information and assistance from the Commission at its San Francisco office concerning any provision of this rule. (T)
- "6. At the expiration of fifteen days after refusal or disconnection of service pursuant to paragraph 1 of this rule, the utility, upon written request of the applicant or subscriber, 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 subscriber. Nothing in this paragraph shall be construed to preclude the granting of 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 such service.
- "8. The term 'person', as used herein, includes a subscriber to 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.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

NAME

President

TITLE

Resolution No. CSD-5

Rule No. 21

LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

(Continued)

- “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.”

The Commission’s address is:

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

(T)

website: <http://www.cpuc.ca.gov/complaints/>

(T)

Phone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service or the following numbers to be routed to the California Relay Service provider:

Type of Call	Toll-free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929
Voice to TTY/VCO/HCO	1-800-735-2922
From or to Speech-to- Speech	1-800-854-7784

(T)

(To be inserted by the utility)

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Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

NAME

President

TITLE

Resolution No. CSD-5

Rule No. 22

FACILITIES TO PROVIDE REPLACEMENT OF AERIAL
WITH UNDERGROUND OUTSIDE PLANT FACILITIES

(T)

I. Replacement of Aerial with Underground Outside Plant Facilities

(T)

A. In Areas Affected by General Public Interest

The Utility will, at its expense, replace its existing aerial outside plant 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 or condemnation, by the Utility, provided that:

(T)

1. The governing body of the city or county in which such outside facilities are located has

(T)

a. Determined, after consultation with the Utility and after holding public hearings on the subject, that undergrounding is in the general public interest in a specified area for one or more of the following reasons:

(1) Such undergrounding will avoid or eliminate an unusually heavy concentration of aerial facilities;

(T)

(2) Said street, road, or rights-of-way is in an area extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic;

(T)

(3) Said street, road, or rights-of-way adjoins or passes through a civic area or public recreation area or an area of unusual scenic interest to the general public.

(T)

b. Adopted an ordinance creating an underground district in the area requiring, among other things,

(1) That all existing and future electric and communication distribution facilities will be placed underground, and

(T)

(2) That each property owner will provide and maintain the underground supporting structure needed on his property to furnish service to him from the underground outside plant facilities of the Utility when such are available.

(T)

2. The Utility will replace its aerial outside plant facilities at the time and only to the extent that the overhead electric distribution facilities are replaced.

(T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

James W. Welch

Decision No. _____

NAME

Effective December 1, 1984

President

TITLE

Resolution No. T-10881

Rule No. 22

FACILITIES TO PROVIDE REPLACEMENT OF AERIAL
WITH UNDERGROUND OUTSIDE PLANT FACILITIES

(T)

(Continued)

I. Replacement of Aerial with Underground Outside Plant Facilities - (Continued)

(T)

B. At the Request of Governmental Agencies or Groups of Applicants

In the circumstances other than those covered by A. above, the Utility will replace its aerial outside plant facilities located in a specified area with outside plant 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:

(T)

(T)

1. All property owners served by the aerial outside plant 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, and
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, and
3. The area to be undergrounded includes both sides of a street for at least one block, and
4. Arrangements are made for the concurrent removal of all electric and communication aerial distribution facilities in the area.

(T)

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

James W. Welch

Decision No. _____

Effective December 1, 1984

NAME

President

TITLE

Resolution No. T-10881

Rule No. 22

FACILITIES TO PROVIDE REPLACEMENT OF AERIAL
WITH UNDERGROUND OUTSIDE PLANT FACILITIES

(T)

(Continued)

I. Replacement of Aerial with Underground Outside Plant Facilities - (Continued)

(T)

C. At the request of Individual Applicants

In circumstances other than those covered by A. or B. above, where mutually agreed upon by the Utility and an applicant, aerial outside plant facilities may be replaced with underground outside plant 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 outside plant facilities.

(T)

(T)

(T)

D. At Utility Initiative

The Utility, may, from time to time, replace sections of its aerial outside plant facilities with underground outside plant facilities at Utility expense for structural design consideration or its operating convenience.

(T)

(T)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 119

Date Filed October 22, 1984

James W. Welch

Decision No. _____

Effective December 1, 1984

NAME

President

TITLE

Resolution No. T-10881

Rule No. 24

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. (T)
- 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 \$2,000.
- 3. Except as provided in Sections A.1. and A.2. 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, private line, 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. (T)

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 interruption 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 in the following services: (T)
 - a. Mobile telephone service.
 - b. Private line services and channels, as follows:
 - (1) Private line telephone service.
 - (2) Private line teletypewriter and Morse services.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 140

Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President
TITLE

Effective January 1, 1988

Resolution No. _____

Rule No. 24

LIMITATION OF LIABILITY

(Continued)

B. Credit Allowance for Interruptions in Service - (Continued)

1. b. Private line services and channels - (Continued)

- (3) Channels for data transmission.
- (4) Channels for remote metering, supervisory control and miscellaneous signaling purposes.
- (5) Channels for telephotograph transmission.
- (6) Speaker microphone service.

(D)

(D)

(7) Channels for farmer lines and toll service station lines.

(T)

(8) Bells and lights system attack warning service.

(T)

The allowance on items B.1.b.(1) through B.1.b.(6) above applies only to service within the same exchange area.

(T)

c. Teletypewriter exchange service.

d. 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 major fraction thereof for Wide Area Telephone Service furnished in excess of the initial period as so reduced.

- 2. The Utility shall allow for interruptions in exchange telephone service of 24 hours or more not due to conduct of the customer, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples.

(T)

(Continued)

(To be inserted by the utility)

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Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch
NAME
President
TITLE

Effective January 1, 1988

Resolution No. _____

Rule No. 24

LIMITATION OF LIABILITY

(Continued)

B. Credit Allowance for Interruption in Service - (Continued)

(D)

(D)

3. The Utility shall allow for interruptions of 30 minutes or more not due to conduct of the customer (including authorized users), an amount equal to the pro rata charges in half-hour multiples for each 30-minute period or major fraction thereof after the initial period of interruption in the following private line services and channels:

(T)

(T)

(T)

- a. Private line telephone service.
- b. Private line teletypewriter and Morse Services.
- c. Channels for data transmission.
- d. Channels for remote metering, supervisory control and miscellaneous signaling purposes.
- e. Speaker microphone service.
- f. Channels for one-way speech networks in connection with loudspeakers.

(Continued)

(To be inserted by the utility)

Issued by

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James W. Welch
NAME
President
TITLE

Effective January 1, 1988

Resolution No. _____

Rule No. 24

LIMITATION OF LIABILITY

(Continued)

B. Credit Allowance for Interruptions in Service - (Continued)

3. g. Channels for one-way program transmission networks in connection with loudspeakers. (T)

h. Special assembly services and channels for miscellaneous experimental purposes.

The allowance on item B.3.a. above applies only to full period service. The allowance on items B.3.a. through B.3.e. above applies only to service between separate exchange areas. (T)

The allowance on items B.3.f. and B.3.g. above applies only to interexchange and interdistrict channels. (T)

4. The Utility shall allow for interruptions of 30 seconds or more not due to conduct of the customer or failure of facilities provided by the customer, an amount equal to the pro rata charges in five-minute multiples for each five minute period or major fraction thereof of interruption in the following private line services and channels: (T)

a. Channels for program transmission in connection with loudspeakers, sound reproduction or sound recording. (T)

b. Channels for video transmission in connection with television viewers.

5. The Utility shall allow for interruptions of short period private line telephone service which aggregate one-sixth or more of the daily contract service not due to conduct of the customer (including authorized users), an amount equal to the pro rata charges for the period of interruption (excluding lost time made up later in the same day at the customer's request). (T)

6. The Utility shall allow for interruptions of two consecutive hours or more not due to conduct of the customer (including failure of facilities provided by the customer), an amount equal to 1/720 of the fixed monthly charge for each hour or major fraction thereof of interruption in private line channels for television systems. (T)

7. For purposes of these regulations, an interruption is deemed to exist from the time it is reported to or detected by the Utility. (T)

(Continued)

(To be inserted by the utility)

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(To be inserted by Cal. P.U.C.)

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Date Filed November 12, 1987

Decision No. 85-08-097

James W. Welch

Effective January 1, 1988

NAME
President

TITLE

Resolution No. _____

Rule No. 24

LIMITATION OF LIABILITY - (Continued)

C. Credit Allowance for Errors or Omissions in Telephone Directories

Subject to the provisions of Section A.3 of this rule the Utility shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of BOLD FACE TYPE), an amount within the following limits: (T)
 (T)

1. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the effective life of the directory in which the error or omission occurred. (T)

2. For listings and lines of information in alphabetical telephone directories furnished at additional charge as set forth in Schedule No. A-12, Directory Listings, 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.

(D)
 |
 (D)

3. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the period the error or omission continued. (T)

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. (T)

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. (T)

6. For listings in TWX directories, an amount not in excess of the separate charge, if any, for the listing. (T)

(To be inserted by the utility)

Issued by

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Advice Letter No. 89

Date Filed December 14, 1979

Decision No. 91059

James W. Welch
 NAME
President
 TITLE

Effective _____

Resolution No. _____

Rule No. 25

NONPUBLISHED SERVICE

- A. Definition of nonpublished service: Upon a customer's request, customer's 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 telephone utilities 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.
- B. 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. An agency of the federal government which is lawfully authorized to:
 - a. Conduct investigations or make arrests for violations of the criminal laws of the United States; or,
 - b. prosecute violations of the criminal laws of the United States; or,
 - c. enforce civil sanctions which are ancillary to criminal statutes; or,
 - d. conduct investigations into matters involving the national security of the United States; or,
 - e. protect federal or foreign officials; or,
 - f. protect public health and safety; or,
 - 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 911 projects.
 5. State Fire Marshall and Local Fire Departments or Fire Protection Agencies.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 95

Date Filed October 15, 1981

Decision No. 93361

James W. Welch

NAME

Effective November 15, 1981

President

TITLE

Resolution No. _____

Rule No. 25

(N)

NONPUBLISHED SERVICE

(Continued)

B. Agencies authorized to receive nonpublished information: (Cont'd)

6. Collection agencies, to the extent disclosures made by the agency are supervised by the Commission, exclusively for the collection of unpaid debt.
7. California Public Utilities Commission pursuant to its jurisdiction and control over telephone and telegraph corporations.

(N)

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 320

Date Filed June 17, 2005

Decision No. _____

Sharon J. Lundgren

Effective July 18, 2005

NAME

President

Resolution No. _____

TITLE

Rule No. 25

NONPUBLISHED SERVICE - Continued

- C. Procedure for release of nonpublished information to authorized agencies.
 - 1. A telephone 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 in B(2) above, or
 - d. employees of a county or city 911 project when acting in an official capacity, or
 - e. employees of an agency listed in B(5) above when engaged in an investigation involving arson or when engaged in firefighting duties in which there is immediate peril to life or property.
 - 2. Nonpublished information shall be released by a telephone utility to an authorized agency upon the 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 by a telephone utility to an authorized agency upon the agency's telephonic 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 telephonic request and listing designated persons, by name, title, and telephone number, who are authorized to request, by telephone nonpublished information. The telephonic request for nonpublished information must be made by the head of the agency or by one of the previously designated persons.

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 95

Date Filed October 15, 1981

Decision No. 93361

James W. Welch
NAME
President
TITLE

Effective November 15, 1981

\cng

Resolution No. _____

Rule No. 25

NONPUBLISHED SERVICE - Continued

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 telephonic request, mail the utility a letter confirming the request.

D. Notification to Customer

1. The telephone 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 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 that agency could impede an ongoing criminal investigation, the telephone 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.

(Continued)

(To be inserted by the utility)

Issued by

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Advice Letter No. 95

Date Filed October 15, 1981

Decision No. 93361

James W. Welch
NAME
President
TITLE

Effective November 15, 1981

\cng

Resolution No. _____

Rule No. 25

NONPUBLISHED SERVICE - Continued

E. 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.

F. Retention of Records

All written documents pertaining to nonpublished service shall be retained by the telephone utilities for at least one year. When an agency requests that notice to the customer be withheld, the telephone 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.

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 95

James W. Welch

Date Filed October 15, 1981

Decision No. 93361

NAME

President

Effective November 15, 1981

TITLE

Resolution No. _____

Rule No. 26

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS

(C)

California Public Utilities Commission's Decision Nos. 92860 and 93361, in Case. No. 10206, requires that each communications Utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "B" of that decision as a part of the rules in the Utility's tariff schedules. Accordingly, Appendix "B" of Decision Nos. 92860 and 93361, Case No. 10206 is quoted herein, except as modified by Decision Nos. 83-06-066, 83-06-073, and 83-09-061.

APPENDIX "B"

(C)

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, 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.

X

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.

(C)

B. Release of Customer Credit Information and Calling Records

A customer's credit information and/or calling records shall be released by a telephone utility only under the following circumstances:

- 1. Upon receipt of a search warrant obtained pursuant to California or Federal law; or of a Federal grand jury subpoena or a Federal agency subpoena; or

(C)

(C)

(L)

(C)

(C)

X - Correction

(L) Material now shown in Rule No. 26, Cal. P.U.C. Sheet No. 818-T.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 116

Date Filed July 26, 1984

Decision No. 83-06-066,83-06-073,83-09-061

James W. Welch
NAME
President

Effective July 31, 1984

\cng

TITLE

Resolution No. _____

Rule No. 26

(N)

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS

(Continued)

(N)

B. Release of Customer Credit Information and Calling Records - (Cont'd)

(L)

2. Upon making return to a subpoena or subpoena duces 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 the CCP Section 1985.3. 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.

(C)

3. Upon receiving permission of the customer to release the information.

(C)(L)

C.

(D)

(D)

(C)

(C)

(L) Material previously shown in Rule No. 26, Cal. P.U.C. Sheet No. 705-T.

(Continued)

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 116

Date Filed July 26, 1984

James W. Welch

Decision No. 83-06-066,83-06-073,83-09-061

Effective July 31, 1984

NAME

President

\cng

TITLE

Resolution No. _____

Rule No. 26

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS

(Continued)

(C)

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(D)

D. 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 of nondisclosure in the body of a subpoena or search warrant. The certification for nondisclosure 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 telephone 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.

(C)

(C)

2. The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probably cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.

(C)

3. Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or 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.

(C)

E. Exception to Procedure for Release of Credit and Calling Records

X

1. 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, other common carrier/interexchange carrier, Bell Operating Company, or Bell Company.

(C)

(C)

X - Correction

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 116

Date Filed July 26, 1984

James W. Welch

Decision No. 83-06-066,83-06-073,83-09-061

Effective July 31, 1984

NAME

President

\cng

TITLE

Resolution No. _____

Rule No. 26

RELEASE OF CREDIT INFORMATION AND CALLING RECORDS

(C)

(Continued)

F. Retention of Records

X

1. Records of requests for credit information and calling records, other than from a utility's employees, 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.

(C)

(C)

X - Correction

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 116

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Resolution No. _____

Rule No. 27

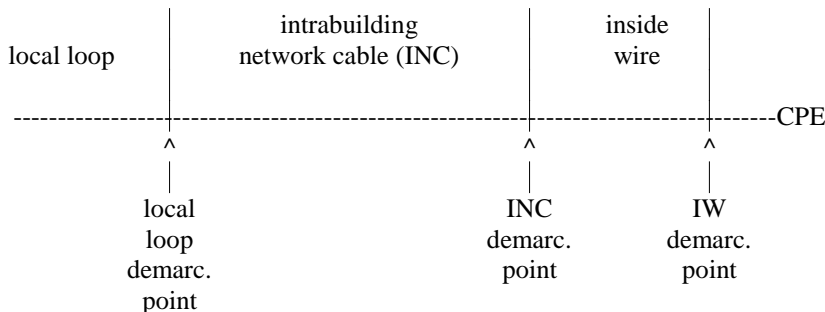
(N)

DEMARICATION POINTS

A. Responsibilities

1. The Utility is responsible for the provisioning and maintenance of its facilities, equipment, and services to the local loop demarcation point (LLDP), including those located at that point.
2. The property owner/landlord/agent, and/or end-user customer is responsible for the completion of services beyond the Utility's LLDP.
3. Services requested beyond the LLDP may be provided by the Utility at the customer's expense.
4. There are three different demarcation points:
 - a. local loop demarcation point
 - b. intrabuilding network cable (INC) demarcation point
 - c. inside wide (IW) demarcation point.

The demarcation point is located at the end nearest the customer premises equipment (CPE) of the facility being considered. The following diagram generally illustrates the location of all three demarcation points.



B. Local Loop Demarcation Point (LLDP)

1. The Utility's LLDP separates the Utility's network responsibility for its facilities, equipment, and services from that of the property owner/landlord/agent, or end-user customer. This demarcation point designates the end of the Utility's network facilities (local loop) and the beginning of the INC, if any, and/or inside wire (if no INC is present).

INC cable infrastructure located on the customer's side of the Utility's LLDP is the responsibility of the building or property owner/landlord/agent as of August 8, 1993.

Where an 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.

(Continued)

(N)

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James W. Welch Jr.

Effective August 8, 1993

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President

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Resolution No. T-15352

Rule No. 27

DEMARCATIION POINTS
(Continued)

B. Local Loop Demarcation Point (LLDP) - (Continued)

- 2. The LLDP may also be referred to as the Minimum Point of Entry (MPOE) or Minimum Point of Presence (MPOP) for the purpose of defining the end of the Utility's network facilities.
- 3. For copper land-line facilities, the LLDP is located at the MPOE/MPOP to any continuous single or multi-tenant property, except as set forth in 7. following. The Utility will not be required to place its demarcation point on more than one floor of a multi-story building. (C)
(C)
- 4. In the case of mobilehome parks, the LLDP is one or more Standard Network Interface (SNI) mounted on one or more poles, stubs, or mobilehome pedestals located within 18 inches of the mobilehome. If the mobilehome is located over 18 inches from the SNI, the inside wire or INC must be buried in flexible duct between the SNI and the structure.
- 5. The LLDP shall be accessible to the Utility at all times (24 hours a day).
- 6. Only Utility authorized personnel are allowed to install or repair LLDP facilities.
- 7. Exceptions:
 - a. Emergency Reporting Services (E911/911): The demarcation point is at the Utility-provided terminal equipment, including the equipment that has been provided by the Utility.
 - b. Non-Modular Disabled Services: Where non-modular customer provided equipment is provided by the Utility in accordance with FCC/CPUC rules, the LLDP is located at the CPE.
 - c. (D)
|
(D)
 - d. Direct Feed Cable: If a property owner desires an additional LLDP(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. Additional LLDP's cannot be used to extend any cable pairs from one building to another building.

(Continued)

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Sharon J. Lundgren
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President
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Effective November 27, 2002

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Resolution No. _____

Rule No. 27

DEMARCATIION POINTS
(Continued)

B. Local Loop Demarcation Point (LLDP) - (Continued)

7. Exceptions: (Continued)

- 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"): LLDP guidelines are not applicable for access services provisioned to common carriers, including access service provided to 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) when the Utilities, including interexchange carriers, are acting in the capacity of end users of the services.

C. Intrabuilding Network Cable (INC) Demarcation Point

- 1. The INC demarcation point separates the property owner/landlord/agent's responsibility to provide INC from the property owner and/or end-user customer's responsibility to provide inside wire, a standard jack(s), and customer-provided equipment (CPE). This demarcation point designates the end of the INC provided by the property owner/landlord/agent and the beginning of simple or complex inside wire. (T)
- 2. The INC demarcation point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth in 3. following and B.7. preceding. (T)
- 3. Where there is no INC, or it is in a single story building, the demarcation point is the Utility's local loop demarcation point.

D. Inside Wire Demarcation Point

- 1. The inside wire demarcation point is located where CPE is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of CPE facilities.

(Continued)

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Rule No. 27

(N)

DEMARCATIION POINTS
(Continued)

D. Inside Wire Demarcation Point (Continued)

- 2. The inside wire demarcation point separates the inside wire vendor's responsibility from that of the CPE vendor. This demarcation point, where the Utility is the vendor of choice for inside wire repair and CPE trouble isolation, begins where the customer's inside wire connects to the INC. Where there is no INC, the inside wire begins at LLDP.

E. 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 local loop demarcation point 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, 1993. At that time the Utility will treat such property as new continuous property as described in Rule No. 1.
- b. The Utility will assist building owners, at no charge, to designate the primary demarcation point until August 31, 1998. The Utilities will designate the primary demarcation point for new or renovated buildings or properties upon completion of construction.

(Continued)

(N)

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NAME
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Effective August 8, 1993

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Resolution No. T-15352

Rule No. 27

(N)

DEMARCATIION POINTS
(Continued)

E. Continuous Property (Continued)

1. Demarcation Points on Existing Continuous Property (As of August 8, 1993) - (Continued)

c. INC within buildings (riser and lateral) that was in place prior to August 8, 1993, will be the responsibility of the continuous property owner after that date. All rearrangements and/or maintenance will be the responsibility of the continuous property owner.

(1) Utility owned plant facilities between buildings on existing continuous property may be purchased by the property owner upon mutual agreement between the continuous property owner and the Utility.

(2) The Utility is responsible for the investment and its maintenance where the Utility retains ownership of plant facilities between buildings on an existing continuous property. The Utility's responsibility applies to all investments, excluding INC.

2. Demarcation Points on New Continuous Property (As of August 8, 1993)

a. For new continuous property, regardless of use, the Utility's local loop demarcation point 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 local loop demarcation point location.

(Continued)

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Resolution No. T-15352

Rule No. 27

(N)

DEMARCATIION POINTS
(Continued)

E. Continuous Property (Continued)

2. Demarcation Points on New Continuous Property (As of August 8, 1993) - (Continued)

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 intrabuilding network cable.

3. Additional local loop demarcation point (LLDP):

a. Where an owner of continuous property requests additional LLDP 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.

b. 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 building) on continuous property.

4. Termination Facilities:

The building owner must provide adequate termination facilities in accordance with INC regulations and standards detailed in Schedule No. A-37.

5. Mobilehome Parks:

Although mobilehome parks may be located on continuous property, mobilehome parks shall not be considered continuous property as defined in Rule No. 1. Instead, service to mobilehome parks shall be provided consistent with service to residential single-family detached home subdivisions.

(N)

(Continued)

(N)

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Rule No. 27

DEMARCATIION POINTS
(Continued)

E. Continuous Property (Continued)

6. Waiver of Single Local Loop Demarcation Point

At the request of a property owner, the Utility may waive the designation of a single Local Loop Demarcation Point 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 (T)
- b. Railroad rights-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. that has the characteristics of Continuous Property, e.g., (1) it is wholly leased by a single individual or entity and (2) it contains multiple buildings, as Continuous Property. (T)

This waiver is not intended to waive the unbundling of Intrabuilding Network Cable and Network Terminating Wire in each building as provided elsewhere in this tariff section.

7. Relocation of the Minimum Point of Entry (MPOE) and/or the Local Loop Demarcation Point (LLDP) on Continuous Multi-Tenant Property. (N)

- a. 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:
 - (1) The property owner agrees, and has the ability, to pay for all relocation expenses reasonably incurred.
 - (2) Relocation is technically feasible. (The Utility bears the burden of proving technical infeasibility.)
 - (3) Relocation is not prohibited by applicable local, state or federal laws, rules or regulations. (N)

(L) Material now shown in Rule No. 27, Cal. P.U.C. Sheet No. 1868-T.

(Continued)

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Resolution No. _____

Rule No. 27

DEMARCATIION POINTS

(Continued)

E. Continuous Property (Continued)

(N)

7. Relocation of the Minimum Point of Entry (MPOE) and/or the Local Loop Demarcation Point (LLDP) on Continuous Multi-Tenant Property (Continued)

b. Only the property owner or his or her agent may request relocation of the MPOE/LLDP multi-tenant property.

c. 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.

(N)

F. Properties Under Development

(L)

1. 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. In accordance with the provision of Rule 16 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.

(L)

G. Joint Trenches

1. For jointly-used trenches, the demarcation point will be located at the building, rather than at the edge of the property. Customers who request a demarcation point at the property line will be required to retrench the INC, as required by the energy utility.

H. Cross-Connects

(N)

1. 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). Such cross-connects do not connect directly to the building owner's access terminal. They need not be altered in order for another utility to provide service to customers. Therefore, they need not be accessible to other utilities or the building owner. As a result, such cross-connects are part of the Utility's network.

(N)

(L) Material previously shown in Rule No. 27, Cal. P.U.C. Sheet No. 1402-T.

(Continued)

(N)

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Decision No. 02-08-067

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Resolution No. _____

Rule No. 27

(N)

DEMARCATIION POINTS

(Continued)

H. Cross-Connects (Continued)

2. Service Provisioning Cross-Connects (SPCs)*

- a. Wires that connect the Utility's network access termination point to the building owner's access terminal are called Service Provisioning Cross-Connects (SPCs). These are the 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 called SPCs.
- b. SPCs shall be owned by the facilities-based carrier that provides service to the customer.
- c. In the case of customers served by resellers, the underlying facilities-based carrier shall own the SPCs.
- d. Utilities shall not remove or disconnect SPCs if it will result in a violation of Public Utilities Code Section 2883.
- e. Configurations that have no building owner's access terminals, where the inside wire runs from the customer's equipment directly to the Utility's network access termination point, and no SPC is utilized are not covered under this section.
- f. Existing SPCs need not be removed and replaced by SPCs owned by the facilities-based carrier that provides service to the customer until:
 - (1) The customer transfers to a new carrier.
 - (2) The customer orders any changes to his or her service that would require movement or removal of existing SPCs.
 - (3) Existing SPCs must be removed for maintenance, repair, or other legitimate purposes.
- g. 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 other means are available.
- h. 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.
- i. All carriers shall establish and make available to other carriers a telephone number where notice of a customer's switch to another carrier can be made. The telephone number shall be capable of receiving incoming calls 24 hours per day, seven days per week. The telephone number may also be used for other purposes.

The 24 hours per day, seven days per week contact telephone number is 209.296.7501.

* SPC language is included per requirements of CPUC Decision 02-08-067, however, at the time of this filing, Local Competition has not been authorized by the CPUC in Volcano Telephone Company's operating territory.

(N)

(To be inserted by the utility)

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Date Filed October 17, 2002

Sharon J. Lundgren

Decision No. 02-08-067

Effective November 27, 2002

NAME

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Resolution No. _____

Rule No. 28

(N)

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

A. General

1. Normal Provision of Facilities and Service:

- a. 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. 16. Where the new facilities are in suburban areas, charges for line extensions and service connection facilities are set forth in Schedule No. A-5.
- 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.

(N)

(Continued)

(N)

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Resolution No. T-15352

Rule No. 28

(N)

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

(Continued)

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., preceding 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.
 - 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. 16, 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.

(Continued)

(N)

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Rule No. 28

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SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

(Continued)

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

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.
- 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.

(Continued)

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Rule No. 28

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SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

(Continued)

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.
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.
 - 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.

(Continued)

(N)

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Resolution No. T-15352

Rule No. 28

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SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

(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.
(Continued)

- (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.

(N)

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Rule No. 28

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SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

(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

- (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.
- (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.

(Continued)

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Rule No. 28

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SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

(Continued)

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

3. Application of Charges (Continued)

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.

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.

(Continued)

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Resolution No. T-15352

Rule No. 28

(N)

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

(Continued)

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

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.

(N)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 190

Date Filed May 5, 1993

Decision No. 92-01-023

James W. Welch Jr.

Effective August 8, 1993

NAME

President

Resolution No. T-15352

TITLE

TARIFF SCHEDULES

Applicable to

TELEPHONE SERVICE

of

Volcano Telephone Company (U-1019C)
(Name of Utility)

20000 E. Highway 88, Pine Grove, California 95665
(Mailing Address)
(City or Town and County)

Operating In (or Near)

Pine Grove, Pioneer, Volcano, West Point,
Kirkwood Meadows, and Wilseyville, and
adjacent territory in portions of Alpine,
Amador, Calaveras, and El Dorado Counties,
California.

Volcano Telephone Company was formerly named The Volcano Telephone Company. The name change was effective February 25, 2002. Included herein are tariff schedules and rules issued prior to the change of the name of the Utility that will be updated as Advice Letter filings are made.

Volcano Telephone Company assumes the rates, conditions, and obligations of the appropriate tariffs on file with the Public Utilities Commission of the State of California included herein.

These tariff schedules have been regularly filed with the Public Utilities Commission of the State of California and are the effective rates and rules of the Utility. Service will be furnished in accordance with these tariff schedules and no officer, employee, or representative of the Utility has any authority to waive, alter, or amend these tariff schedules or any part thereof in any respect.

Each authorized employee is issued an identification card in a distinctive format having a photograph of the employee. The employee is required to present the card upon requesting entry into any building or structure on the premises of a applicant or customer.

All inquiries may be directed to Earl Bishop at 209-296-1447 or 888-886-5226.

(D)

(D)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 316

Date Filed April 4, 2005

Decision No. 05-05-058

Sharon J. Lundgren

Effective May 13, 2005

NAME

President

Resolution No. _____

TITLE

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The following listed tariff sheets contain all effective rates and rules affecting rates and service of this Utility, together with information relating thereto:

<u>Subject Matter of Sheet</u>	<u>Schedule No.</u>	<u>Cal. P.U.C. Sheet No.</u>	
Title Page		1992-T	
Table of Contents		2262-T	(T)
Table of Contents (Continued)		2261-T	(T)
Table of Contents (Continued)		2244-T	
Table of Contents (Continued)		2233-T	
Preliminary Statement (Includes Residential and Business Basic and Optional Service Choices)		501,1857,1841,1858,1843,1844,2102-T	
Map of Exchange Areas		2031-T	
	<u>Schedule No.</u>		
Network Access Line Service	A - 1	2185,2186,1597,1900-T	
Custom Calling Service	A - 2	2088,1396,2074,959,960, 1177,1289,1817-T	
Off-Premises Extension Service	A - 3	1335-1337-T	
E9-1-1 Emergency Service	A - 4	2165-2168-T	
Line Extension and Service Connection Charges in Suburban Areas	A - 5	973,1062,474-477,846-T	
California Teleconnect Fund Discounted Services	A - 6	2239-2241-T	
Promotional Campaigns	A - 7	1927-1929-T	
Interexchange Carrier Selection Process for Equal Access	A - 8	2029,1770,1771-T	
Telephone Directory Reproduction Rights	A - 9	1803-1805-T	
Optional Residence Telephone Service	A - 10	1276-T	
Interexchange Receiving Service	A - 11	860-T	
Directory Listings	A - 12	1574,1421, 862-864,1575,1423-T	
Key Telephone Service	A - 13	1106-T	
Vacation Rate Service	A - 14	1107-T	
Foreign Exchange Network Access	A - 15	2044,2045,1108,1277-T	
Joint User Access Service	A - 16	874,875-T	
Subscriber's Transfer Service	A - 17	876-T	
Concentrator-Identifier Service	A - 18	1110-1113-T	
Extra Copies of Bills and Toll Statements	A - 19	574-T	
Visit Charge	A - 20	1066-1068-T	
Touch Calling Service	A - 21	771,772-T	
Hold-a-Call	A - 22	739-T	
Multi-Element Service Charges	A - 23	1426,1427,1338,1116,1072, 1117,1118,1076,1993-T	

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 422

Date Filed May 20, 2021

Decision No. FCC 20-143

Sharon J. Lundgren

Effective July 1, 2021

NAME

President

TITLE

Resolution No. _____

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<u>Subject Matter of Sheet</u>	<u>Schedule No.</u>	<u>Cal. P.U.C. Sheet No.</u>
Products and Services for the Disabled	A - 24	1984,1872-1874,1985, 1193,1053,1214-1217-T
Customer-Provided Residence Interior Wiring	A - 25	1079-T
Dial Mobile Radiotelephone Service	A - 26	1577-T
Private Branch Exchange (PBX) Trunk Line Service	A - 27	2169,1647,2170-T
Billing Surcharges	A - 28	2079,1987,1988-T
Sale of Telephone Equipment	A - 29	1121-T
Surcharge to Fund Public Utilities Commission Reimbursement Fee	A - 30	2080-T
Universal LifeLine Telephone Service	A - 31	2249,2250,2144,2192-2194, 2199, 2133,2200,2135,2155,2137-2140, 2208,2216,2217-T
Voice Mail Service	A - 32	1299,1300,2075,1302-1304-T
Connection with Customer-Provided Facilities	A - 33	1122,1342-T
Automatic Intercept Service	A - 34	963,964-T
Digital Centrex Services	A - 35	1238-1246-T
Inside Wiring Maintenance Service	A - 36	2089,1952,1994-T
Intrabuilding Network Cable	A - 37	1345-1348,1399-T
List of Deviations	A - 38	2066-T
Integrated Service Digital Network (ISDN)	A - 39	2046,2171,2035,2036,1907, 1908, 2172,1618-1621,2037,2038-T
Advanced Calling Services	A - 40	2090,2012,2076,1528-1532, 1607,1624,2014,1534-1536-T
Payphone Service	A - 41	2017,1569,1823,1824-T
Directory Assistance Listing Information Service (DALIS)	A - 42	1806-1808-T
Message Telecommunications Service	B - 1	1818,1819-T
Access Service	B - 2	2259,2253,2260,2255,2256, 1757-1765-T
IntraLATA Wide Area Telephone Service	B - 3	1820-T
Local Area Operator Assistance Service	B - 4	2103,2104,1714-T
Classified Telephone Directory Advertising Service	D - 1	642-T
IntraLATA Leased Line and Private Line Telephone Service	G - 1	2092,2093,1909,1125,2094, 1910,1911-T

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 422

Date Filed May 20, 2021

Decision No. FCC 20-143

Sharon J. Lundgren

Effective July 1, 2021

NAME
President

TITLE

Resolution No. _____

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2	Description of Service	1253,1138,1139,1442-T	
3	Application for Service	2156,1995,1955-1958-T	
4	Contracts	1959-T	
5	Special Information Required on Forms	2223,2224,1961,1997-T	
6	Establishment and Re-establishment of Credit	926-928,1281,1282,931,932-T	
7	Deposits	1963,1964,1998-T	
8	Notices	1999,2000-T	
9	Rendering and Payment of Bills	1968,1969,2095,1971,2001-T	
10	Disputed Bills	2225,2003-T	
11	Discontinuance and Restoration of Service	2004,2005,1749,1642,2006,420, 939,940,995,941,635-637,615,2007-T	
12	Rates and Optional Rates	1979-T	
13	Temporary Service, Speculative Projects and Risk Services	942-T	
14	Interruptions and Failures of Service	457-T	
16	Line Extensions, Service Connections and Facilities on Premises of Customer	1370,527,568,1371,1372, 484-486,586-588, 1089,1373,1374-T	
17	Telephone Directories, Listings and Numbers	469,2008-T	
18	Customer's Private Service Not for Public Use	1443,1444-T	
19	Business and Residence Service	945,946-T	
20	Priority of Establishment and Supersedure of Service	1148-T	
21	Legal Requirements for Refusal of Discontinuance of Service	364,2226,2227-T	
22	Facilities to Provide Replacement of Aerial with Underground Outside Plant Facilities	948-950-T	
24	Limitation of Liability	1149-1152,644-T	
25	Nonpublished Service	701,2026,702-704-T	
26	Release of Credit Information and Calling Records	817-820-T	
27	Demarcation Points	1375,1866,1401, 1378-1380,1867-1869-T	
28	Special Construction of Exchange Facilities	1382-1389-T	

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 409

Date Filed May 30, 2019

Decision No. 19-04-013

Sharon J. Lundgren

Effective July 1, 2019

NAME
President

TITLE

Resolution No. _____

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(Continued)

STANDARD FORMS

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Application for Service	185-T	
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Statement of Labor and Material Charges for SNI	1153-T	
Universal Lifeline Telephone Service - Re-Certification and Certification Form	2060-T	
Universal Lifeline Telephone Service - Certification Form	2061-T	
Written Statement Regarding Former Business Customer’s Occupancy	998-T	
Written Statement Regarding Former Residence Customer’s Occupancy	999-T	

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 405

Date Filed August 31, 2018

Decision No. _____

Sharon J. Lundgren

Effective September 3, 2018

(END APPENDIX C)

NAME

President

TITLE

Resolution No. CSD-5