

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
423rd ³	CS A	2nd	4	5th	17	4th	31
458th ⁴	CS A	1st	4.1	3rd	18	1st	32
476th	CS A	1st	4.2	Original	18.1	2nd	33
477th ¹	CS A	6th	5	2nd	19	1st	34
168th	CS B	3rd	6	2nd	20	12th	35
210th ³	CS C	4th	7	4th	21	1st	35.1
234th ⁴	CS C	3rd	8	5th	22	4th	36
243rd	CS C	1st	8.1	2nd	22.1	1st	36.1
27th	CS D	Original	8.2	3rd	22.1.1	6th	37
67th	CS E	8th	9	11th	23	5th	38
68th ¹	CS E	4th	10	8th	23.1	3rd ²	38.1
6th	ToC A	Original	10.1	3rd	24	1st	38.2
7th	ToC B	1st	11	4th	25	5th	39
8th ⁴	ToC B	5th	12	Original	25.1	2nd	39.1
5th	ToC C	5th	13	5th	26	5th	40
5th	1	1st	13.1	Original	26.1	1st	41
1st	1.1	7th	14	10th	27	1st	42
1st	2	3rd	15	3rd	28	1st	43
6th	3	6th	16	4th	29	2nd	44
				4th	30	5th	45

NOTE 1: Issued
 NOTE 2: Advice Letter No. 18907 withdrawn August 11, 1998.
 NOTE 3: Pending CPUC Approval of Advice Letter No. 23036.
 NOTE 4: Pending CPUC Approval of Advice Letter No. 25281.

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CC: 5170

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

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4th	45.1	3rd	60	2nd	74.1	4th	84.2
Original	45.2	1st	60.1	4th	75	Original	84.3
Original	45.3	3rd	61	4th	75.1	3rd	85
2nd	46	1st	62	Original	75.1.1	1st	86
13th	47	1st	63	4th	75.2	3rd	87
13th	48	1st	64	4th	76	3rd	88
3rd	48.1	6th	65	3rd	76.1	4th	89
12th	49	3rd ³	65.1	Original	76.1.1	3rd	90
Original	49.1	4th ¹	65.1	3rd	76.2	3rd	91
3rd	50	14th	66	Original	76.2.2	3rd	92
4th ⁴	51	2nd	66.1	Original	76.3	3rd	93
5th ⁴	52	1st	67	3rd	77	4th	94
6th	53	3rd	68	2nd	78	4th	95
3rd	53.1	3rd	69	2nd ²	79	1st	96
3rd	54	5th	70	Original ²	79.1	1st	97
7th ⁴	55	1st	70.1	4th	80	4th	98
1st	55.1	5th	71	Original	80.1	5th	99
4th	56	6th	71.1	3rd	81	Original	99.1
7th	57	8th	71.2	1st	82	6th	100
5th	58	Original	71.3	1st	83	3rd	100.1
6th	58.1	3rd	72	5th	84	Original	100.2
5th	59	3rd	73	7th	84.1	5th	101
Original	59.1	4th	74	1st	84.1.1	1st	102

NOTE 1: Issued

NOTE 2: Advice Letter No. 16641 withdrawn January 25, 1995.

NOTE 3: Pending CPUC Approval of Advice Letter No. 26751.

NOTE 4: Pending CPUC Approval of Advice Letter No. 26838.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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1st	103	Original ⁶	118.6	6th ⁶	145	2nd	175
4th	104	Original ⁶	118.7	4th	146	19th	176
3rd ¹	104.1	1st	119	4th	147	12th	177
Original ⁶	104.1.1	1st	120	2nd	148	16th	178
2nd ¹	104.2	2nd	121	3rd	149	4th	178.1
5th ¹	105	1st	122	1st	150	Original	178.2
3rd ¹	106	1st	123	3rd	151	12th	179
Original ¹	106.1	6th	124	17th ⁹	152	4th	179.1
4th ¹	107	4th	124.1	Original	152.1	11th	180
1st	107.1	Original ²	124.1.1	5th	153	Original	180.1
5th ¹	108	2nd	124.2	9th	154	6th	181
2nd ¹	108.1	3rd	124.3	Original	154.1	1st	181.1
6th	109	3rd	124.4	4th	155	9th	182
4th ¹	109.1	3rd	125	6th ⁷	156	5th	183
1st	109.2	1st	125.1	5th	157	18th	184
3rd ¹	109.3	1st	126	8th	158	2nd	184.1
5th ¹	110	3rd	127	8th	158.1	3rd	185
2nd ¹	110.1	2nd ⁵	128	5th	158.2	4th	186
4th ¹	111	1st	129	3rd	158.3	4th	187
3rd	112	1st	130	Original ⁸	158.4	4th	188
5th ¹	113	2nd	131	6th	159	3rd	188.1
5th ¹	114	1st	132	Original	159.1	17th	188.2
2nd ¹	115	3rd	133	4th	160	2nd	188.3
2nd	116	3rd	134	5th	161	7th	188.4
3rd	117	96th	135	2nd	162	9th	188.5
1st	117.1	78th	135.1	2nd	163	7th	188.5.1
Original	117.2	22nd	135.1.1	2nd	164	5th	188.6
2nd	118.1	52nd	135.2	2nd	165	1st	188.6.1
Original	118.1.1	1st	136	2nd	166	1st	189
Original	118.1.2	2nd	137	2nd	167	1st	190
1st ⁶	118.2	1st	138	2nd	168	1st	191
1st ⁶	118.2.1	1st	139	2nd	169	Original	191.1
Original	118.3	4th ³	140	2nd	170	Original	191.2
1st ⁶	118.4	1st	141	2nd	171	1st	192
2nd ⁶	118.4.1	2nd ⁴	142	2nd	172	1st	193
1st	118.4.2	2nd	143	2nd	173	1st	194
2nd ⁶	118.5	2nd	144	2nd	174		

- NOTE 1: Issued
 NOTE 2: Advice Letter No. 18659 withdrawn March 5, 1997.
 NOTE 3: Advice Letter No. 19361 withdrawn May 8, 1998.
 NOTE 4: Advice Letter No. 19633 withdrawn December 9, 1998.
 NOTE 5: Advice Letter No. 19953 withdrawn November 30, 2001.
 NOTE 6: Advice Letter No. 19976 withdrawn August 12, 1999.
 NOTE 7: Pending CPUC Approval of Advice Letter No. 23036.
 NOTE 8: Pending CPUC Approval of Advice Letter No. 25281.
 NOTE 9: Pending CPUC Approval of Advice Letter No. 26357.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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1st	195	1st	211	5th	228	Original	244
Original	195.1	6th	212	4th	228.1	Original	245
Original	195.2	8th	213	2nd	228.2	1st	246
Original	195.3	1st	213.1	4th	228.3	1st	247
Original	195.4	1st	213.2	5th	228.4	1st	248
2nd	196	2nd	214	3rd	228.5	1st	249
2nd	197	1st	215	2nd	228.6	1st	250
2nd	198	4th	216	3rd	228.7	1st	251
2nd	199	4th	217	4th	228.8	1st	252
1st	200	3rd	218	5th	229	1st	253
1st	201	3rd	219	5th	230	1st	254
1st	202	1st	220	5th	230.1	1st	255
3rd ²	202.1	1st	221	2nd	230.2	1st	256
Original	202.1.1	Original	222	Original	231	Original	257
4th ²	203	4th	223	Original	232	Original	257.1
1st ²	203.1	Original	223.1	1st	233	Original	257.2
5th ²	204	4th	224	Original	234	1st	258
1st ²	204.1	Original	224.1	1st	235	1st	259
5th	205	Original	224.2	1st	236	1st	260
2nd	205.1	Original	224.3	1st	237	1st	261
3rd	206	Original	224.4	Original	238	Original	262
Original	206.1	Original	224.5	Original	239	2nd	263
Original	206.2	Original	224.6	2nd ²	239.1	Original	264
Original	206.3	Original	224.7	Original	239.2	Original	265
2nd	207	Original	224.8	Original	240	Original	266
2nd	208	Original	225	1st	241	Original	267
1st	209	Original	226	1st	242	1st	268
1st	210	Original	227	1st	243	1st	269
						2nd ¹	270

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 25930.

(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>
<u>Number</u>		<u>Number</u>		<u>Number</u>	
Original	271	Original	289.2.7	8th	289.27
Original	272	Original	289.2.8	6th	289.28
Original	273	Original	289.2.9	2nd	289.29
Original	274	Original	289.2.10	5th	289.30
4th	274.1	2nd	289.2.11	5th	289.31
2nd	274.2	1st	289.3	6th	289.31.1
2nd	274.3	Original	289.4	11th	289.31.2
1st	274.4	1st	289.5	6th	289.31.3
Original	275	Original	289.6	1st	289.31.4
2nd	276	7th	289.7	6th	289.31.5
2nd	277	6th	289.8	7th ³	289.32
Original	278	4th	289.9	Original ²	289.33
Original	279	4th	289.10	Original ²	289.34
3rd	280	Original	289.11	2nd	290
2nd	281	Original	289.12	3rd	291
1st	281.1	11th	289.13	3rd	292
1st	281.2	10th	289.14	3rd	293
1st	281.3	11th	289.15	3rd	294
1st	281.4	4th	289.15.1	3rd	295
1st	281.5	12th	289.16	3rd	296
1st	281.6	5th	289.16.1	1st	296.1
1st	281.7	15th ¹	289.17	1st	296.2
Original	282	7th	289.17.1	1st	296.3
3rd	283	4th	289.17.2	Original	296.3.1
2nd	284	13th ¹	289.18	Original	296.3.2
2nd	285	11th	289.19	1st	296.3.3
2nd	286	9th	289.20	1st	296.4
1st	287	6th	289.20.1	Original	296.5
2nd	288	10th	289.21	Original	296.6
2nd	289	2nd	289.21.1	1st	297
3rd	289.1	11th	289.22	3rd	298
3rd	289.2	11th	289.22.1	2nd	299
1st	289.2.1	5th	289.22.2	1st	300
1st	289.2.2	9th	289.23	2nd	301
1st	289.2.3	8th	289.24	2nd	302
1st	289.2.4	5th	289.24.1	2nd	303
Original	289.2.5	10th	289.25	2nd	304
1st	289.2.6	2nd	289.25.1	2nd	305
		11th	289.26		

NOTE 1: Issued

NOTE 2: Advice Letter No. 15608 withdrawn October 3, 1990.

NOTE 3: Advice Letter No. 17807 withdrawn November 27, 1995.

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 (D)

TABLE OF CONTENTS

		<u>Sheet No.</u>	
2.1	RULES		
2.1.1	RULE NO. 1 - DEFINITION OF TERMS	1	
	SALES AGENCY PROGRAM	23.1	(D)
			(D)
2.1.2	RULE NO. 2 - DESCRIPTION OF SERVICE	32	
2.1.3	RULE NO. 3 - APPLICATION FOR SERVICE	39	
2.1.4	RULE NO. 4 - CONTRACTS	46	
2.1.5	RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS	47	
2.1.6	RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT	50	
2.1.7	RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS	59	
2.1.8	RULE NO. 8 - NOTICES	62	
2.1.9	RULE NO. 9 - RENDERING AND PAYMENT OF BILLS	63	
2.1.10	RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES	72	
2.1.11	RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE	74	
2.1.12	RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC	84	
2.1.13	RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES	85	
2.1.14	RULE NO. 14 - LIMITATION OF LIABILITY	87	
2.1.15	RULE NO. 15 - LINE EXTENSIONS	95	
2.1.16	RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES	101	
2.1.17	RULE NO. 17 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS	116	
2.1.18	RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/ RESALE OF SERVICES	117	(T)
			(T)
2.1.19	RULE NO. 19 - ACCESS TO CUSTOMERS' PREMISES	118	
2.1.20	RULE NO. 20 - DEMARCATION POINT	118.1	(T)
2.1.21	RULE NO. 21 - LIMIT OF CONVERSATION	119	
2.1.22	RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE	120	
2.1.23	RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING	123	
2.1.24	RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS SUCH AS EARTHQUAKES OR FLOODS	124.1	(T)
			(T)
2.1.25	RULE NO. 25 - EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY"	125	
2.1.26	RULE NO. 26 - ALTERNATIVE SERVICE ARRANGEMENTS DURING CRITICAL SERVICE OUTAGES	125.1	(T)
			(T)
2.1.27	RULE NO. 27 - LIST OF CONTRACTS AND DEVIATIONS.....	126	
2.1.28	RULE NO. 28 - CANCELLED		
2.1.29	RULE NO. 29 - CANCELLED		

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

TABLE OF CONTENTS

	<u>Sheet No.</u>	
2.1 RULES (Cont'd)		
2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS	127	
2.1.31 RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE	129	
2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES	132	
2.1.33 RULE NO. 33 - BILLING SURCHARGES	135	
2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION .	136	
2.1.35 RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF	141	
2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES....	144	
2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE	151	
2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE	152	
2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE	154	
2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT	156	
2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVCIES	158	(T)
A. AVAILABILITY	158	(N)
B. FUNCTIONAL EQUIVALENTS	158.2	
C. BILLING	158.3	(N)
2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE	159	
2.2 RESERVED		

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

TABLE OF CONTENTS

	<u>Sheet No.</u>	
2.3 FORMS	176	(L)
2.3.1 GENERAL	176	
A. AGREEMENT FORMS	176	
B. APPLICATION FOR SERVICE AND RELATED FORMS	177	
C. BILL AND STATEMENT FORMS	177	
D. DELINQUENCY AND DISCONNECT NOTICES	178	
E. RECEIPTS	178.2	(T)
F. MISCELLANEOUS	179	
G. FORMS LISTED BY FORM NUMBER	180	
H. SAMPLE FORMS	185	
2.4 RESERVED	296.4	(T)
2.5 RESERVED	296.4	(T)
2.6 RESERVED	296.4	(T)
2.7 RESERVED	296.4	(T)(L)
2.8 CUSTOMER PREMISES DISTRIBUTION CABLE	297	
2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY	297	
A. APPLICABILITY	297	
B. GENERAL	297	
C. TERMS AND CONDITIONS OF SALE	298	
D. REGULATIONS	298	
E. PRICING REGULATIONS	300	
F. PRICING	302	

(L) Formerly on Table of Contents Sheet B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES

2.1.1 RULE NO. 1 - DEFINITION OF TERMS

Certain terms and phrases used in the Tariff Schedules have the meaning as given in the definitions set forth below.

Terms used in a section governed by D.04-05-057 shall have the meaning set forth in D.04-05-057 as it may be amended over time.

(N)

ACCESS LINE

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, an Access Line is defined as a telephone line that is voice-grade or equivalent or has the capacity of not more than 64 kilobits per second that connects a customer premises to the Utility's serving wire.

(N)

ACCESSIBLE SERVICES

The term "Accessible Services" as it applies to Primary Rate IS denotes customer subscribed services residing in the Primary Rate IS Master Switch that can be accessed via Primary Rate IS service.

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Utility and which are independent of and not coupled acoustically or electrically, either directly or inductively, to the communications path of the exchange or toll network.

ACCOUNT

Each separate service, or combined services, or each portion of a service, for which a separate bill is rendered. A customer may have more than one account.

ACTIVATION (Line)

To make access line functional. Work performed usually to the Standard Network Interface (SNI), Protector (usually does not require premise visit).

ACTIVATION (Jack)

An untariffed installation activity to connect or tie down existing network facilities to the Standard Network Interface (SNI) for the purpose of making existing jack(s) functional, if no relocation of the jack is required.

All existing jacks may be activated to an existing line. Additional untariffed installation charges will apply to any newly installed jacks.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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AIRLINE MILE

Airline mile as used in connection 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

AIRPORT INTERCOMMUNICATING SERVICE

An extended measured rate exchange telephone service providing communication between lines furnished the same or different eligible customers, also referred to as AIS.

The term "primary station line" as used in connection with AIS denotes a mechanized station service line (excluding extension stations) connected to a specific telephone number terminal and capable of receiving direct in-dialed calls, capable of originating direct out-dialed calls and capable of intercommunicating with other stations of the same AIS.

The term "primary restricted station line" as used in connection with AIS denotes a station capable of intercommunication only with other stations furnished the same or different customers of the same AIS.

APPLICANT

An individual or concern making application to the Utility for new or additional telephone service or installation of facilities or for moves or changes of existing service.

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 move or change ordered by the applicant or customer.

APPLICATION FOR SERVICE

Request by an applicant or customer for new or additional service or facilities or a move, change or rearrangement of existing service or facilities.

AUTHORIZED EQUIPMENT

Registered or grandfathered Utility or customer-provided telephone equipment authorized for connection to exchange or message toll service in accordance with the provisions of the Federal Communications Commission's Registration Program.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

AUTHORIZED REPRESENTATIVE (AGENT)

An individual or concern designated by the applicant/customer that represents such applicant/customer regarding telephone service including Intrabuilding Network Cable. The 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).

AUTHORIZED SALES REPRESENTATIVE (ASR)

A Utility approved vendor contracted to market, on a commission basis, Network and Exchange Services in accordance with authorized tariff rates, charges and regulations as set forth in the Utility's schedules. An Authorized Sales Representative may be a CPE vendor or a vendor of telecommunications or telecommunications-related products and services. (N)

AUTOMATIC TELEPHONE SERVICE

See Dial Telephone Service.

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.

BASE RATE AREA

A more closely built up section of the exchange area in which the base rates apply without mileage charges.

BASIC EXCHANGE SERVICE (A Primary Service)

A telecommunications service for business and residence customers furnished by central office lines in a specified geographical area for local calling on either a flat rate or measured rate basis, and for network access to message toll service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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.

Abutting structures having common hallways above ground level, occupied by a customer or their 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.

A trailer pad improved for regular use is treated as a single building.

For the provisions of service connection facilities, each of several single occupancy "Townhouse" living units constructed on a separate lot within a continuous property is treated as a separate building.

A building may be subdivided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. All portions of a building need not have single ownership, as in a condominium.

BUILDING OWNER (See Property Owner/Landlord/Agent)

BUILDING TYPES

Single story: A building with one floor or level, excluding basements and garages or other parking facilities, if any.

Multi-story: A building with more than one floor or level.

Multi-unit: A building that has multiple tenants.

(N)

(N)

Material omitted now on Sheet 4.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

BUILDING USAGE

(N)

Residential:

Single Family: Multi-story or Single story, but not Multi-unit: A dwelling 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 single family residence are considered part of the premises where located on the same Continuous Property.

Multi-Family: Multi-unit and Multi-story or Single story: A building occupied by more than one family or more than one individual functioning as one domestic household. (e.g., apartments, condominiums, townhouses, and duplexes)

Commercial:

Single Tenant Commercial: A Multi-story or Single story, but not Multi-unit. A building entirely occupied by one business customer.

Multi-Tenant Commercial: A Multi-unit and Multi-story or Single story. A building occupied by more than one business customer.

Mixed Residential and Commercial:

Multi-unit and Multi-story or Single story. A building occupied by both residential and business customers.

(N)

BURIED CABLE/WIRE

(T)(L)

A cable/wire designed for use in underground construction that is used to extend the Utility's telephone plant.

(T)

(T)

BUSINESS SERVICE

Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily 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.

(L)

(L) Material formerly on Sheet 4.

Material omitted now on Sheet 4.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CABLE LOCATION MAP

Cable location maps are charts/diagrams (i.e., cable location maps) that provide the location, age, configuration, size, length, and type of INC cable facilities in buildings/property.

(N)
|
(N)

CALIFORNIA RELAY SERVICE

A dual party relay system using communication assistants to connect deaf or severely hearing impaired persons with persons of normal hearing.

CALIFORNIA 976

A serving arrangement which enables a customer to offer to "clients" (callers), for a charge and by dialing a 976 telephone number, a pre-recorded announcement or interactive program. The customer provides the announcement or program and all necessary customer premises equipment. The Utility, on behalf of the customer, transports the call and bills the customer's Client for General Audience calls.

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 and pen registers are examples of calling records.

CAMPUS ARRANGEMENT

(See Continuous Property)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CENTRAL OFFICE

A Utility's electromechanical or electronic switching office which provides a central office line to a customer by means of related switching office equipment. It also provides the switching equipment by which one central office line is switched to another. More than one central office may be located in the same building.

CENTRAL OFFICE LINE

A Utility-provided line from the central office to the customer premises to furnish basic exchange service of the class, type and grade ordered by a customer or applicant.

CENTREX SERVICE

The term "primary station" as used in connection with Centrex Service denotes a mechanized station (excluding extension stations) capable of receiving direct in-dialed calls and capable of direct out-dialing of calls.

The term "primary station - dormitory" as used in connection with Centrex Service denotes a "primary station" designated for use in the living quarters of a residence hall, dormitory, faculty or other employee residence and other similar living quarters, which are owned or leased and operated by a school, college or university.

The term "primary station - restricted" as used in connection with Centrex Service denotes a station having direct intra-organization dialing capabilities only, and having no capability of completing calls through the attendant positions.

The term "extension station" as used in connection with Centrex Service denotes a station connected to the same telephone number terminal as the primary station with which it is associated.

COMPETITIVE LOCAL CARRIER

A Competitive Local Carrier is a common carrier that has been issued a Certificate of Public Convenience and Necessity (CPCN) to provide local exchange telecommunications service for a geographic area specified by such carrier.

(N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CENTREX SERVICE (Cont'd)

The term "extension station - dormitory" as used in connection with Centrex Service denotes a station connected to the same telephone number terminal as the "primary station - dormitory" with which it is associated.

The term "Telephone Company premises" or "Utility premises" as used in connection with Centrex Service denotes space which is owned or leased by the Telephone Company or Utility and where the Centrex switching equipment is located. (T)
(N)

The term "subscriber location" or "customer location" as used in connection with Centrex Service denotes space occupied by the customer in a building or buildings located on the customer's continuous property.

The term "subscriber primary location" or "customer primary location" as used in connection with Centrex Service denotes a location designated by the customer as the primary service location, which meets the description of "subscriber location" above. (T)
(T)
(N)

(D)
|
(D)

Incoming Directory Number Traffic may be received by an attendant position when one is provided or routed to a suitable answering line when no attendant position is furnished.

CHANGE IN BILLING

A rearrangement in billing of an account where whole or partial responsibility for payment of service remains with the same customer and with no interruption of service and no change in service or facilities.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

COIN SERVICE

Public Telephone, Individual Line Utility provided Semipublic, or Customer-Owned Pay (COPT) Telephone Service furnished from stations that may be equipped with a device for collecting coins in payment of telephone service.

COMMSTAR I

An optional telephone service arrangement of central office features furnished to individual line business and residence customers. See Schedule Cal.P.U.C. No. A5.4.8.

COMMSTAR II

An optional telephone service arrangement of central office features furnished to individual line business and residence customers wishing to combine two exchange access lines or up to thirty exchange access lines. See Schedule Cal.P.U.C. No. A5.4.9.

COMMUNICATIONS CONTROL PROGRAM

A software program with preestablished instruction data defining procedures, edits and logic required to process information and/or perform functions for electronically operated systems, such as ESS.

COMPLETED CALL OR TELEPHONIC COMMUNICATION

A call or telephonic communication originated by a person or mechanical/electrical device from a station to another station which is answered by a person or mechanical/electrical device. The stations may be any distance apart and the communication may consist of voice or data, or the combination of both, and may be for any duration of time.

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 68.215 or Subpart C, of the FCC's Rules and Regulations.

(N)
|
(N)

COMPLEX SERVICE

Service used and associated with common control equipment.

(T)
(D)

Material omitted now on Sheet 8.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

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 the FCC's Rules and Regulations.

CONSUMER

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, Consumer means any individual or small business which purchases or subscribes to any product or service provided or billed by the Utility.

(N)
|
(N)

CONTINUOUS PROPERTY

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.

2. There are three basic types of Continuous Properties:

- (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 exists.
- (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.

NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums also are Continuous Property.

NOTE 2: For the purpose of Continuous Property, a "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

NOTE 3: Such as townhomes and homes in gated communities.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

COORDINATOR SALE AND PURCHASE OF WIRE (CSPW)

A Utility employee assigned the responsibility of coordinating, pricing and preparing forms for all sales and purchases of Intrabuilding Network Cable and associated terminals and hardware.

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's credit information for purposes of Schedule Cal.P.U.C. No. A2.1.35 are: nonpublished customer information or customer's name, address and telephone number as listed in the telephone directory.

CROSS-CONNECT

A wire commonly referred to as a "jumper" which is used to make connections , between binding posts, or from one part of a circuit to another.

(N)
|
(N)

CURRENTLY OFFERED EQUIPMENT AND INSTRUMENTALITIES

Those items which are currently being manufactured and regularly offered for new installations.

Material omitted now on Sheet 8.2.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER

(L)

Refers to the person, firm, or corporation responsible for ordering telecommunications services, for paying charges, and for complying with the rules and regulations of the Utility. A customer may be an individual, partnership, association, joint stock company, trust corporation, authorized representative, governmental entity, or any other entity that subscribes to the services offered under this tariff.

(L)

CUSTOM CONVENIENCE BLOCK (CCB)

(N)

A customer provided termination point which is located between the customer's inside wire and the cross-connect at the local loop demarcation point (LLDP) or INC Demarcation point.

(N)

CUSTOMER-OWNED PAY TELEPHONE (COPT) SERVICE

(L)

Individual line service connected through a Network Interface to an authorized customer provided instrument implemented coin telephone on a customer premises for use by the customer and the public. See Schedule Cal.P.U.C. No. A5.5.3.

(L)

(L) Formerly on Sheet 8.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

CUSTOMER PROVIDED COMMUNICATION SYSTEMS

Denotes channels and other facilities not subject to Part 68 of the Federal Communications Commission's Rules and Regulations that are capable, where not connected to telecommunications services, of two-way communications between customer provided terminal equipment or Utility stations. A typical example would be a customer provided private microwave system.

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.

CUSTOMER SELF-CERTIFICATION (CSC)¹

The process by which a new basic residential telephone customer will certify to its basic service provider whether the new basic residential service telephone line to the residence is the customer's primary residential telephone service, for the purposes of claiming the appropriate subsidies from the California High Cost Fund - B.

DATA ACCESS ARRANGEMENT

Denotes a protective arrangement for use with the network control signaling unit.

DATA PACKET NETWORK (DPN)²

Data Packet Network (DPN) denotes the switch defined by Nortel to provision packet switching.

DATE OF PRESENTATION

The date upon which a bill or other written notice is properly deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the customer, or the customer's authorized representative. The date of presentation is also called the date of mailing. If the customer requests the date of mailing, the Utility will research and determine the actual date of mailing from its internal records. If the bill or notice is hand delivered to the customer, or the customer's representative, or the current billing address, at an earlier date, that delivery date becomes the "Date of Presentation."

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

NOTE 2: Frozen/Grandfathered Service, with the exception of B Channel Packet (N)
that does not connect to the DPN Switch, effective October 12, 2004. (N)
See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

DIAL TELEPHONE SERVICE

Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's station is equipped with a dial for use in originating calls therefrom.

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTINGS

Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's telephone service.

DISTRIBUTION AREA

Specific geographical boundaries established by the Utility for the purpose of planned administration of distribution facilities entering and serving all the Utility's subscribers located within such geographical boundaries.

DISTRIBUTION CABLE FACILITY (T)

Cable and associated structures located in/on streets or easements extending from the serving central office to the point of connection with the Utility's service connection facilities. 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. (T) (N) (N)

DISTRICT AREA

A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

DUAL ELEMENT CHARGES

Dual Element Charges are service and labor charges which apply to new or existing access lines for residence and business exchange services. The charges apply to terminations, reterminations, moves, changes, rearrangements and enhancements of such lines. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

DUAL PARTY RELAY SYSTEM - See California Relay Service.

(L)

ELECTION SERVICE

New or additional service or facilities for use in connection with a Federal, State or local election campaign for political office, including fund raising activities, or in connection with a proposition, bond, initiative, or any other matter which is on, or may be on, an election ballot.

(L)

Material formerly on Sheet 10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

EMERGENCY

A situation which exists when serious sickness or public safety or necessity is involved.

EQUIPMENT

Relays, apparatus, mechanical equipment, other associated devices, and telephone instruments, used as a part of or in connection with telephone service.

EQUIPMENT-TO-EQUIPMENT CONNECTION

See description in Schedule Cal. P.U.C. No. A8.

EXCHANGE

A telephone system providing service within a specified area within which communications are considered exchange messages, except those messages, between toll points.

EXCHANGE AREA

An area within which the Utility holds itself out to render exchange telephone service from one or more central offices serving that area.

EXCHANGE SERVICE (Also Exchange Telephone Service)

A general term used for Basic Exchange service and other services which are identified in the tariff schedules as exchange service or exchange telephone service, as opposed to Private Line, Message Toll, and other special services.

EXTENDED SERVICE

An exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of the exchange tariffs.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

EXTENSION BELL

A bell connected to the same circuit and operated with the bell on the primary or private branch exchange station.

EXTENSION LINE

An extension service without a Utility provided telephone.

EXTENSION SERVICE

An exchange service connected in addition to a primary station set or working service point on the same service or line in connection with an authorized customer provided telephone or terminal equipment, and consisting of interior wire and standard jack or equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations. Also called an extension line.

FACILITIES

The elements of plant involved in providing a telecommunications service, such as: service connection facilities, radio facilities, OCC facilities, central office equipment, etc.

FARMER LINE SERVICE

An exchange service furnished in the suburban area of an exchange by use of lines provided, owned and maintained in part by customers to the service. Such lines usually connect to the Utility's facilities at the boundary of the base rate area or a suitable point as determined by the Utility. Switching service is performed by the Utility at its central office. The customers own the telephones and batteries used in their services and maintain the facilities and instrumentalities owned by them.

(T)

(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

Exchange service furnished for a fixed periodic charge.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

FOREIGN DISTRICT AREA SERVICE

Service for a district area of an exchange divided into district areas other than the district area of the same exchange in which the primary station is located.

FOREIGN EXCHANGE SERVICE

Service of an exchange or district area other than the exchange or district area in which the customer's primary station is located, or extension service in an exchange or district area other than that in which the primary station is located.

FROZEN/GRANDFATHERED SERVICE

The term "frozen/grandfathered service" applies to an obsolete and/or outdated service the Utility no longer wishes to provide. The freezing/grandfathering of a service is the Utility's method of managing a tariff for this service prior to ultimately discontinuing the service, or change existing tariff regulations without discontinuing certain rights, privileges or conditions of the service to existing customers.

(N)
|
(N)

FULLY RENOVATED BUILDINGS

Fully renovated buildings are those 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 Notice of Occupancy issued by the appropriate local agencies.

FOREIGN PREFIX SERVICE

Service of a prefix furnished within an exchange or district area from a central office other than the central office normally serving the area in which the primary station is located.

GROUND START SIGNALLING

A method of signalling the central office that a telephone call is being initiated by placing a ground on one side of the telephone line. When the signal is received, a ground is placed on the other side of the telephone line at the central office to signal the terminal equipment.

Material omitted now on Sheet 13.1

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 Rule No. 1 - DEFINITION OF TERMS (Cont'd)

HOUSEHOLD¹

Shall be considered the members of a residence for the purposes of claiming the appropriate subsidies from the CHCF-B.

(N)
|
(N)

HUNTING SERVICE

An arrangement to search multiple lines of the same class of service and of the same customer for a vacant line for each incoming call. Multiline Hunt Group allows a number of lines to be grouped together to share common translation data.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

(N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

IMMEDIATE FAMILY

A group of persons, related either by blood, marriage or adoption.

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.

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 OR SMALL BUSINESS

(N)

(See Small Business or Individual)

(N)

INSIDE WIRE (ALSO KNOWN AS SIMPLE WIRE)

Refers to all non-system 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.

INSTALLATION

Utility provided Inside Wire Installation Service. Placement of inside wire and jack(s), activation of inside wire and jack(s) and removal of inside wire and jack(s) (charged in addition to regulated Network Installation charge).

INSTALLATION CHARGE

A one-time charge made under certain conditions to cover all or a portion of the cost of installing telephone facilities and service offerings.

Material omitted now on Sheet 15.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

INSTRUMENTALITIES

The telephone instruments located on an applicant's or customer's premises (excluding interior wiring and protective apparatus). In private branch exchange service the instrumentalities include the attendant position.

INTERCOM CALL

The term "intercom call" as it relates to Primary Rate IS denotes end user to end user calling within a Primary Rate interface customer defined serving arrangement.

INTERFACE (SEE STANDARD NETWORK INTERFACE)

INTRABUILDING NETWORK CABLE (INC CABLE)

INC Cable is located on the customer's side of the Utility's local loop demarcation point. INC Cable connects the end of the Utility's local loop at the Minimum Point Of Entry (MPOE) 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 Cable is to provide the communications path from the Utility's service entrance facility to the end-user's service location.

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 a customer's Business Telephone Service.

Landlord (See Property Owner/Landlord/Agent)

(L) Formerly on Sheet 14.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

LATE PAYMENT CHARGE (ALSO SEE SCHEDULE CAL.P.U.C. NO. A3.)

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

LINE EXTENSION

Line extensions consist of overhead or underground extensions of existing distribution facilities to new service connection facilities, and exclude additions to plant along existing telephone facilities. (See also Distribution Facility and Service Connection Facility.)

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 telephonic communication between a calling station and any other station within the local service area of the calling station.

LOCAL LOOP DEMARCATION POINT (SEE SCHEDULE CAL.P.U.C. NO. A2.1.20.)

The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Utility, building/property owner/landlord/agent, and the end-user customer. The local loop demarcation point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Utility is responsible for the installation and maintenance of its facilities up to and including those located at the Utility's local loop demarcation point. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP). Installation and maintenance of facilities and equipment beyond the Utility's local loop demarcation point is the responsibility of the building/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.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

LOCAL SERVICE

An exchange service available in a particular exchange area for communication throughout that exchange area.

LOCAL SERVICE AREA

An area within which are located the stations which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area may include the whole or a part of an exchange area, or parts of all of two or more exchange areas.

LOOP START SIGNALLING

A method of signalling the central office that a telephone call is being initiated by electrically bridging both wires of the telephone line.

MACHINE-SWITCHING TELEPHONE SERVICE

See Dial Telephone Service.

MANAGEMENT INFORMATION SYSTEM

A system that is designed to provide statistical data for the purpose of administering work force and trunk requirements.

MANUAL TELEPHONE SERVICE

A service in which the switching of one line into connection with another for purposes of telephonic communication is performed manually by operators.

MEASURED RATE SERVICE

A telephone service with local service charges based upon the number of outgoing timed or untimed local messages or Zone Usage Measurement Service Zone 1 and Zone 2 messages.

MEDIA TRIGGERS

Public Notification of events that result in high volume, targeted, number specific calling patterns to the publicized representative of the event.

(N)
|
|
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MILEAGE CHARGES

The additional charges for exchange telephone service furnished outside the base rate area and for lines of greater than prescribed length based upon distance measurement. z

MINIMUM POINT OF ENTRY/PRESENCE (MPOE/MPOP)

(See Local Loop Demarcation Point)

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

- (1) where two or more mobilehome lots accommodate manufactured homes or mobilehomes and
- (2) which is subject to the permit to operate requirements under the Mobilehome Park Act (Health and Safety Code Section 18200, et. seq.) or
- (3) 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. z

MODIFICATION

Any applicant/customer request for an alteration in an existing service which requires a new design, or a movement or physical alteration of facilities or equipment.

z Correction - To remove obsolete material and modify a reference.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

MOVE

A change of location of service or facilities within the customer's premises being served.

(L)
|
(T)
(D)
|
(D)(L)

(D)(L) x
|
(D)

MULTILINE TERMINATING SYSTEM

The term "Multiline Terminating System" denotes switching equipment (e.g. PBX, Centrex, ACD, tandem switching equipment) and key telephone type systems which are capable of terminating more than one local central office line, WATS access line, private line service or communications system.

(L) x
|
(L) x

(L) Material formerly on Sheet 17.
(L)x Material formerly on Sheet 18.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

NETWORK CONTROL SIGNALING

Denotes the transmission of signals used in the exchange and toll network that perform functions such as supervision (control, status, and charging (T) signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the central office equipment in the exchange and toll network.

NETWORK CONTROL SIGNALING UNIT

Denotes the terminal equipment furnished, installed and maintained by the Utility for the provision of network control signaling.

NETWORK INTERFACE (NI)

(See Standard Network Interface)

(T)

(D)

(D)

(T)

NETWORK TERMINATING WIRE (NTW)

Wire between the distribution terminal and the network interface NTW includes wire that connects the building entrance terminal to the Utility placed network access termination. This wire connection is called a "cross connect".

(N)

(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 Schedule Cal.P.U.C. No. A2.1.34 established for the release of nonpublished information.
(L) Material formerly on Sheet 18.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

NONRECURRING CHARGE

A one-time charge designed to cover miscellaneous expenses applicable to certain Utility provided services and facilities. (T)

OFFICE

A place where business is transacted or a service is supplied, such as consulting, record keeping, clerical work, etc.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

OFF-PREMISES LOCATION

A premises of a customer other than the primary location (or on-premises location).

OTHER COMMON CARRIER

The term "Other Common Carrier" denotes a Specialized Common Carrier, a Domestic or International Public Record Carrier or Domestic Satellite Carrier when not engaged in the business of providing public switched network telephone services.

PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S (FCC'S) RULES AND REGULATIONS (N)

A codification of the general and permanent rules published in the Federal Register by the Executive departments and agencies of the Federal Government. Part 68, Subpart F, of the FCC's Rules and Regulations are Rules and Regulations to provide for uniform standards for the protection of the telephone network from harms caused by the connection of terminal equipment and associated wiring. (N)

PARTY LINE SERVICE

Basic exchange service furnished by means of a central office line to which two or more customers may be assigned.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used for the service are made available for use for another service.

PREMIERE COMMUNICATIONS SYSTEM SERVICE

An optional ESS central office provided service of basic and optional line and group features for residence and/or business customers wishing to combine two to six individual access lines into a Premiere group. See Schedule Cal.P.U.C. No. A5.4.5.

PREMISES; BUSINESS, RESIDENCE (SEE BUILDING USAGE, BUSINESS SERVICE AND RESIDENCE SERVICE) (T) (N) (D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

PREMISES, RESIDENCE, BUSINESS (SEE BUILDING USAGE, BUSINESS SERVICE AND RESIDENCE SERVICE)

PREMISES WIRE

Customer provided wire between the INC demarcation point and the inside wire demarcation point. Where there is no INC cable, it is that wire between the Utility's local loop demarcation point and the inside wire demarcation point. Premises wire can be either inside wire or intrasystem wire depending on the terminating services and facilities.

PRIMARY LINE¹

For the purposes of the CHCF-B, "primary line" is the first line to household.

(N)
|
(N)

PRIMARY LOCATION

The customer premises location of the primary service as opposed to off premises locations. The primary station set or working service point in lieu of a primary station set is located at the primary location.

PRIMARY RATE AREA

See Base Rate Area.

PRIMARY RATE INTERFACE (PRI)

The term "Primary Rate Interface" denotes the connection of a HCDS circuit to the serving Central Office switch based upon ISDN Primary Rate IS standards. Software in the Central Office switch defines 24 channels within the High Capacity Systems circuit's 1.544 Mbps bandwidth. The 24 channels are divided into either 23 B-channels plus 1 D-channel or 24 B-channels.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin on November 1, 1997 for Resale and for Retail, December 10, 1997 for Southern California and December 12, 1997 for Northern California.

(N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

PRIMARY RATE IS SERVICE ARRANGEMENT)

The term "Primary Rate IS Service Arrangement" denotes one or more Primary Rate Interfaces arranged together to provide one single service for the customer. Primary Rate Service Arrangements are a Centrex "like" service allowing interconnection of private line and exchange services.

PRIMARY SERVICE

Basic exchange service (as opposed to extension service) provided at the primary location.

PRIMARY STATION - AUTHORIZED CUSTOMER PROVIDED TELEPHONE OR EQUIPMENT

The working service point at the primary location is used in lieu of the "primary station set" where all telephones are customer-provided. Extension services are charged to connections in addition to the working service point at the primary location. For authorized customer-provided key equipment and PBX systems the working service point is used in lieu of the "primary station".

PRIVATE LINE

A direct channel for communications between two or more specified customer locations furnished to customers for their exclusive use.

PRIVATE SCHOOLS

Private schools eligible to participate in the "Education First Program" are those schools that are not under direct Federal or public supervision or control, provide K-12 Educational Curriculum and have one-hundred (100) plus student enrollment and have a Private School Affidavit on file with the California State Department of Education. In addition, the private school must be a nonprofit agency, organization or institution whose net earnings do not benefit and cannot lawfully benefit, any private shareholder, owner or entity.

(N)

(N)

PROGRAMMING

The term "programming" when used in conjunction with Primary Rate IS, denotes operating commands used by a Central Office switch or CPE used to control features and functions.

(L) Material omitted now shown on Sheet 22.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

PROMOTIONAL ITEMS/SWEEPSTAKES/GIFTS

(T)

The Utility may occasionally give away promotional items at trade shows or other promotional events. The Utility may also conduct contests and/or sweepstakes with prizes funded by the Utility. The value of the prizes will not exceed a nominal dollar value per contestant.

From time to time, the Utility may offer complimentary gifts to existing, new or returning customers who respond to, or are targeted by advertising or marketing campaigns, or as a response to a competitive offer. The Utility may also offer complimentary gifts to existing or returning customers as an incentive to retain such customers. The terms and conditions of such offers shall be specified in the offer. No telecommunication services provided by the Utility shall be offered as complimentary gifts. The Utility shall not fund these complimentary gifts from regulated accounts. For residential customers, the maximum value of any gifts shall not exceed \$250.00 per customer per offer. For business customers, the maximum value of any gifts shall not exceed \$500.00 per customer per offer. Prizes offered as part of contests and/or sweepstakes and rewards offered as part of customer loyalty programs are not subject to the maximum value caps.

(N)

(N)

PROPERTY OWNER/LANDLORD/AGENT

The owner of real property who occupies, leases or rents property for residential or commercial purposes, or the owner's authorized representative.

PUBLIC TELEPHONE STATION

A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Utility.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

QUICKSERVICE AUTOMATIC ORDERING SYSTEM (QUICKSERVICE)

Quick service is an interactive system that provides customers with product descriptions, pricing information and ordering capabilities. Customers are guided through the process by an electronic voice which allows them to transfer to the Business Office at any time.

RATE CENTER

The term "Rate Center" for Exchange Service purposes denotes the designated points, representing exchanges or district areas (or locations outside exchange areas), between which mileage measurements are made for the application of interexchange and interdistrict mileage rates. Also refer to Schedule Cal.P.U.C. No. A6.2.

REMOTE ISLAND AREA

A specified geographical area surrounded by unfiled territory that is served and rated from and is considered a part of a designated exchange.

RESIDENCE¹

For the purposes of the California High Cost Fund B (CHCF-B) a residence (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 individual functioning as one domestic establishment.

A room or portion of a residence occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit for the application of CHCF-B.

(N)
|
(N)

RESIDENCE SERVICE

Services furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

RESIDING

The term "residing" as it applies to Primary Rate IS denotes a service in a switch when it is provisioned using the hardware and software of that switch.

NOTE 1: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997, for Resale and for Retail, December 10, 1997 for So. California and December 12, 1997 for No. California.

(N)
|
(N)

(L) Material omitted now on Sheet 23.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)
2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

RIGHT OF WAY

Denotes legal permission granted the Utility by the property owner to allow the Utility to install, maintain, and repair intra/ interbuilding 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.

ROOM

Space in a building surrounded by walls or closed partitions provided the opening between the top of such walls or closed partition and the ceiling is less than two feet.

SALES AGENCY PROGRAM

The Sales Agency Program allows a Utility Authorized Sales Representative to market, on a commission basis, within geographical areas designated by the Utility, Network and Exchange Services at rates, charges and regulations as set forth in the Utility's Schedules. A Utility Authorized Sales Representative may also be compensated for sale of the Utility Services under the G.O. 96-A contract process.

Each Authorized Sales Representative must sign a Network Services Marketing Agreement. The Authorized Sales Representative shall meet all requirements and standards as set forth in the agreement and failure to do so shall result in termination of the vendor from the plan at the option of the Utility.

Purchase of Utility services through an Authorized Sales Representative does not remove the responsibility of the applicant/customer for payment of service, usage or adherence to other Rules set forth in the Utility's Schedules.

A customer who is represented by an Authorized Sales Representative shall retain the same remedial rights against the Utility as if the services were subscribed to directly from the Utility.

Authorized Sales Representatives will receive compensation for the marketing of Network and Exchange Services as specified by the Utility.

(L) Material formerly on Sheet 23.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

SEMIPUBLIC SERVICE

A customer telephone service designed for use of a customer and the public in locations somewhat public in character.

SERVICE AREA

See Local Access and Transport Area (LATA)

SERVICE CHARGE

A one time charge that applies to an access line and services provided by the Utility.

SERVICE CONNECTION FACILITY

Denotes wire/cable, either aerial or buried, used as the entrance facility (T)
and the building entrance terminal located up to and including the (T)
Utility's local loop demarcation point. (N)

SERVICE DATE

The date the Utility will complete all INC cable installation and test (N)
activities. (N)

SERVICE ESTABLISHMENT CHARGE:

A Service Establishment Charge (SEC) is a nonrecurring charge designed to recover the costs of preparing a communications control program. The SEC, when shown in the Charges and Rates section of certain schedules, applies when service is established. (T)

SERVICE OBSERVING EQUIPMENT

Any equipment or arrangement specifically designed and furnished a customer to overhear or observe a telephone conversation to which they are not a party. Such equipment or arrangement is furnished with an automatic tone warning device which produces a distinct audible signal that is repeated at regular intervals on the telephone line and heard by all parties to the conversation being observed.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SERVICE STATION LINES

Denotes the telephone facilities provided by the customer in isolated and sparsely developed areas where it is not practicable for the Utility to make such facilities available.

SERVING CENTRAL OFFICE SWITCH

The term "serving central office switch" denotes a specific switching system that provides Primary Rate IS service. A Primary Rate IS serving switch provides features timing, and control of the service.

SHORT DURATION SERVICE

Service established, at the customer's request, for a continuous period of 24 hours or less. The service is provided only where all facilities necessary for furnishing the service are available.

SIMPLE SERVICE

Line termination associated with non-key and non-switching system services.

SIMPLE WIRE

(See Inside Wire)

Material omitted now Sheet 25.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SMALL BUSINESS OR INDIVIDUAL

(N)

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, a Small Business is a business that subscribes to not more than twenty telephone access lines or one T-1 from the Utility, or an Individual who subscribes directly to not more than twenty access lines or one T-1 from the Utility for business use or combination business and personal use. Any business or individual subscribing to more than twenty telephone access lines or more than one T-1 line will not be considered a small business customer. For purposes of these rules, all entities other than individuals (e.g., government and quasi-governmental agencies, associations, etc.) meeting the twenty-access or one T-1 line limit are treated identically with small businesses. A business is defined by a billed account.

A billed account may consist of one or more billing telephone numbers associated by a unique identifier assigned by the Utility.

(N)

SPECIAL ARRANGEMENT OF EQUIPMENT

(L)

An equipment configuration of tariff service, facilities or equipment which constitutes a special offering suitable for one or a limited number of customers.

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (EXCEPT AS SET FORTH IN SCHEDULE CAL.P.U.C. NO. A4.3 AND A2.1.13, 15, 16 AND 32 OF THIS SCHEDULE).

Telephone plant specifically designed and constructed to meet the applicant's customer's special service requirements. See Schedule Cal.P.U.C. No. A2.1.36 for detail.

(L)

(L) Formerly on Sheet 25.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

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

The interface device specified by Part 68, Subpart F, of the FCC's Rules and Regulations for the purpose of connecting the Utility's facilities with those of an authorized customer provided telecommunications system or equipment. The standard network interface will be placed at the Utility's local loop demarcation point and will be maintained by the Utility at the rates and charges specified in Schedule Cal.P.U.C. No. A8.2.1.

(N)

(N)

START OF INSTALLATION

An installation of service and equipment or a move, change or rearrangement 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 therefor, which would not otherwise have been performed or incurred, provided:

- (1) The applicant or customer has advised the Utility to proceed with the installation, and
- (2) The Utility has advised the applicant or customer that, in accordance with their order, it is commencing the installation, and
- (3) 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
- (4) 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

STATION

A telephone or other terminal equipment connected to a Utility telecommunications service at the customer premises which enables the customer to establish the communications connections and to effect communications through such connections.

(L)

(L)

The term "Station" includes but is not limited to software programming and/or devices located in the Utility's central office that provide distribution, queuing, routing or interactive capability for incoming calls that may be sent to or retrieved from a customer premises. This type of station may be used for, but is not limited to, such services as Centrex Uniform Call Distribution and other services which offer central office queuing capability of incoming calls or the other capabilities as stated above.

(N)

(N)

(L) Material formerly on Sheet 26.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

SUBDIVISION

Improved or unimproved land under a definite plan of development with the property subdivided into individual lots, that are identified by filed and approved subdivision plans, where it can be shown that there are reasonable prospects within the next three years for five or more permanent telephone line terminations, at a density of at least one line per acre.

SUBPART F (SEE PART 68, SUBPART F, OF THE FEDERAL COMMUNICATION COMMISSION'S Rules and Regulations.)

SUBSCRIBED SERVICES

The term "subscribed services" as it applies to Primary Rate IS service denotes Utility services purchased by the customer to be accepted via Primary Rate IS. These services may reside inside or outside of the Primary Rate IS serving central office switch.

SUBSCRIBER

(See Customer)

SUBURBAN AREA

The portion of the exchange area located outside of the base rate area.

SUPERSEDURE

The transfer of an entire service, including the telephone number(s), from a customer to an applicant with no interruption of service and no change in eligible service or facilities.

T-1

As defined in D.04-05-057, and in conjunction with the definition of Small Business Customer, a T-1 provides the capacity equivalent of 24 switched voice-grade access lines and has the capacity of 1.544 Mbps.

(N)
|
(N)

TELEPHONE

A unit of equipment consisting of a transmitter, receiver and associated apparatus.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

TELEPHONE CENTER

A location designated by the customer that has various combinations of telephone apparatus for the explicit purpose of receiving incoming calls and distributing them to other telephone users of a telephone system.

TELEPHONE MESSAGE

A completed call or telephonic communication.

TEMPORARY DISCONNECT OR TEMPORARY SUSPENSION

A temporary discontinuance without termination of the service, made at the request of the customer or on the initiative of the Utility.

TEMPORARY SERVICE

A service required temporarily (excluding Short Duration Service), such as that furnished to contractors for use during a construction project, service to a convention, circus, resort, guests at resorts, election service or other service of a similar nature where it is definitely known that service will not be permanent.

TENANT

A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

(N)
|
(N)

TERMINAL EQUIPMENT

Terminal equipment includes devices or apparatus and their associated wiring provided by a customer or authorized user that do not constitute a multiline terminating system and that where connected to the communication path of the telecommunications network are connected either electrically, acoustically or inductively. Terminal equipment includes telephones, data equipment and ancillary equipment.

Material omitted now on Sheet 29.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

TIE LINE

A circuit connecting two private branch exchange systems or two Horizon systems; or one private branch exchange system and one Horizon system located within the same exchange for the purpose of interconnecting the stations of one with the stations of the other without the use of trunks to the Utility's central office.

TOLL MESSAGE

A completed call or telephonic communication between two exchange stations located in different local service areas, between toll stations, or between a toll station and an exchange station to which rates are applicable in accordance with the provisions of the toll rate tariff.

TOLL RESTRICTION1

An exchange service that prohibits the completion of billable toll calls.
(See description in Schedule Cal.P.U.C. No. A2.1.2.J.)

(N)
|
(N)

TOUCH-TONE CALLING SERVICE

A service arrangement permitting the use of dual tone multi-frequency signalling to originate calls.

TRACT

See Subdivision

TRADE NAME

See Fictitious Name

TRANSMISSION LIMITS

Standard transmission limits as used herein means an airline distance of one-half mile measured from the primary station or private branch exchange switchboard.

NOTE 1: Toll Restriction will not be available (implemented) until
December 4, 1995.

(N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (CONT'D)

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.

TRUNK LINE

A telephone circuit from one central office unit to another.

TRUNK LINE SERVICE

Basic exchange service furnished by means of a central office line to a private branch exchange, Horizon Communication System or automatic call distributing service.

UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes and pull boxes where and as required plus trenching costs as defined in Trenching Costs preceding.

UNIVERSITIES AND COLLEGES

Universities and Colleges who qualify for Knowledge Network ISDN will be degree-granting institutions that are recognized by the State of California, California Post secondary Education Commission or the Council of Private Post-Secondary and Vocational Education.

(N)
|
(N)

UNPAID LIVE BALANCE

The total amount of the previous month's bill less payments and adjustments.

UTILITY

Pacific Bell.

VIRTUAL

The term "virtual" is controlled and/or defined software as opposed to having an identifiable physical, hard-wired connection.

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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.1 RULE NO. 1 - DEFINITION OF TERMS (Cont'd)

WALL SET

Combined wall telephone handset with bell-in-base. A telephone designed to be fastened (or mounted with modular jack) to the wall of a room or building.

WIRE CENTER

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services and Private Line Services, are located.

WORKING SERVICE POINT (SEE NETWORK INTERFACE)

ZONE

A portion of an exchange area, as shown on maps filed in these tariff schedules.

ZONE USAGE MEASUREMENT SERVICE (ZUM)

A method for rating calls for the services and in the exchange calling areas as outlined in Schedule Cal.P.U.C. No. A5.2.

Included in the calling areas are three Zones: 1, 2 and 3. Zone 1 and 2 applies to calls within a local service area and Zone 3 to calls between exchanges or district areas in the 13 - 16 rate mileage band.

The service includes four rating elements applicable to calls: frequency, duration, distance and time of day (discounts are available during off-peak hours).

976

(See California 976)

z Correction - Material should have been reflected in Advice Letter No. 15927, effective June 1, 1991.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE

A. GENERAL

1. Exchange service is available through facilities owned and maintained according to the Utility's standards and in single office exchanges or single office district areas of an exchange or in multioffice exchanges or/multioffice district areas of an exchange, is operated from the dial central office designated by the Utility.
 - a. When a central office in the exchange or district areas in which the premises of the customer are located is not equipped to provide a service or service enhancement desired by a customer (other than local or extended service), the Utility may designate a central office located in another exchange or district area to serve the customer. The additional facilities required to extend the service or service enhancement from the exchange or district area to the exchange or district area in which the customer is located will be furnished at the charges and rates specified in the schedule under which the service or service enhancement is offered.
 - b. When a central office in the exchange or district area in which the premises of the customer are located is equipped by the Utility to provide the service or feature, the Utility may, at its option, provide the service or feature to the customer from this central office and discontinue providing the service or feature from the other exchange or district area. At that time, the charges and rates for the additional facilities will be discontinued.
 - c. The exchange is generally divided into a base rate area and a suburban area.
 - d. Residence primary access line will not be provided on a business premises. When business primary access line is provided in a residential dwelling with residence primary service, a separate premises for residence service and for business service must be designated as set forth in Schedule Cal.P.U.C. No. A2.1.1 Definition of Terms.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

A. GENERAL (Cont'd)

2. Primary Access Lines and Extension Line Services

- a. Individual and trunk access line and extension line service will be furnished at a customer's premises terminated on a Network Interface.
- b. Primary access lines and extension line services furnished in connection with exchange services will be provided through facilities owned and maintained according to the Utility's standards.
- c. A Utility-provided telephone will be included in the rate for an individual access line semi-public service.
- d. Except as otherwise shown extension line services will be provided by the Utility on noncontinuous property.

3. Mileage Measurements

Except as otherwise provided, airline mileage measurements, used in the determination of charges, are made on base rate and exchange area maps contained in Schedule Cal.P.U.C. No. A5.1 Exchange Areas and are based on a statute mile of 5,280 feet.

4. Frozen/Grandfather Services¹

Services that have been frozen and/or grandfathered will continue to be furnished to the same Customer at the same premises until such time as stated in the tariff.

Any requests for additions, disconnections, moves or changes by the Customer on a circuit that has Frozen/Grandfathered service, will result in the complete disconnection of the Frozen/Grandfathered status service at the time of the addition, disconnection, move or change. Exception to this rule are requests for miscellaneous record order changes, i.e., bill address change, bill name change (not supersedure), miscellaneous corrections, etc.

Note 1: Existing service arrangements will be maintained up to and including the Utility's local loop demarcation point. Work activity beyond the Utility's local loop demarcation point is the responsibility of the customer at the customer's expense.

Continued

(N)
|
(N)

(N)
|
(N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES)

The Utility renders access line service within the exchange area under its effective rate schedules, as follows:

1. Class of Service

The following classes of service are furnished:

- a. Business
- b. Residence

2. Type of Service

The following types of service are furnished:

- a. Flat Rate
- b. Measured Rate¹
- c. Coin

NOTE 1: Business organizations which transmit messages for the deaf may subscribe to one untimed measured rate business individual access line or trunk up to the number of teletype machines in service at each business location equipped for this purpose. Such businesses must furnish evidence acceptable to the Utility of furnishing this service for the deaf in order to qualify for untimed service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)
- B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (Cont'd)

3. Grade of Service

In general, the following grades of service are furnished

<u>Grade of Service</u>	<u>Area Applicable¹</u>	
Individual Access Line Service	BRA, RIA and SA	(T)
		(D)
Trunk Line Service for:		
Private Branch Exchange	BRA, RIA and SA	(T)
Telephone Answering Service	BRA, RIA and SA	
Mechanized Switching System Service	BRA, RIA and SA	(T)
Airport Intercommunicating Service		
Mechanized Station Service	BRA	
Automatic Call Distributing Service	BRA, RIA and SA	(T)
Centrex Service	BRA, RIA and SA	
WATS Access Line (outward or 800 service)	BRA, RIA and SA	
Individual Line Semipublic Service (coin or noncoin)	BRA, RIA and SA	
Individual Line COPT Service	BRA, and SA	
Public Telephone Service	BRA, RIA and SA	(T)

Individual and Trunk access line business and residence service are rendered in the suburban area under rates for that service applicable in the base rate area. (T)

(T)

Enhanced services are furnished by the Utility under its schedule of rates.

Service is furnished at the base rates shown in the applicable schedules to Exchange Telephone Service at the primary location of the primary service.

NOTE 1: BRA - Base Rate Area
 RIA - Remote Island Area
 SA - Suburban Area

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

B. BASIC EXCHANGE ACCESS LINE SERVICES (PRIMARY SERVICES) (Cont'd)

3. GRADE OF SERVICE (Cont'd)

The application of business and residence rates to private and public telephone service is governed by the actual or obvious use made of the service by the customer. If residence service is found to be used largely or principally for business purposes, the Utility will provide business service, except in cases where the customer will thereafter use the service for domestic or social requirements.

The grade of service applicable to customer-provided equipment shall be defined by the classification in the California Public Utility Commission's Certification Program or in the Federal Communications Commission's Registration program.

For example, trunk line service is furnished for customer-provided services with a switcher (PBX, etc.), whereas, individual line service is provided for customer nonkey telephones and key services.

(T)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

C. OFF-PREMISES EXTENSION LINE SERVICES

Extension services will be installed from the Utility's local loop demarcation point at the main service location to the Utility's demarcation point at the off premises location in accordance with the following: (T)
(T)

1. Same Customer:

An off-premises extension line service will be installed on an off-premises location of the same customer. However:

- a. A residence extension service will not be installed on a business premises except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service.

2. Joint Users or Different Customers:

An off-premises line extension service, including secretarial line service, will be installed on an off-premises location of a party other than the customer only when the occupant of the off-premises location is a joint user of the service or a customer to individual or trunk access line service. However:

- a. A residence extension line service will not be installed on an off-premises location of a different business customer, except for answering purposes only and will be equipped to prevent outgoing calls¹.
- b. A residence extension service will be installed on an off-premises location of a different business customer when such lines terminate on a telephone answering service.

NOTE 1: Offering limited to services established prior to January 1, 1984.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

C. OFF-PREMISES EXTENSION LINE SERVICES (Cont'd)

3. When an extension line service is terminated on a different customer's premises, the customer of the extension line service, is responsible for all rates and charges associated with the extension line service including charges for local, zone calling and message toll calls billed to the primary service of the extension line.

4. When a joint user shares in the use of a customer's business service, the customer of the primary service remains responsible for all rates and charges associated with the joint user including charges for local, zone calling and toll calls billed to the primary service.

5. Extension line services will be installed off the premises on which the primary service is located and outside the exchange area in accordance with the special conditions governing foreign exchange service.

6. The customer is responsible for all wire, standard jacks which must conform to Part 68, Subpart F, of the FCC's Rules and Regulations and equipment beyond the Utility's local loop demarcation point.

(D)
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(D)

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(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

D. ADDITIONAL ACCESS LINES

Additional access lines will be provided up to and including the Utility's local loop demarcation point except as otherwise shown.

E. RESERVED

F. FARMER LINE SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. A5.)

Farmer line service will be rendered in accordance with the tariff schedules outside the base rate area, but within the exchange area.

(D)
|
(D)

G. TELEPHONE ANSWERING SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. A9.)

Telephone answering service consists of telephone answering facilities and services furnished to customers engaged in the telephone answering service business and to other customers to telephone service who desire service arrangements whereby their incoming calls may be answered by a customer engaged in the telephone answering service business.

An extension of an individual access line, trunk line, PBX station, Centrex primary station, Airport Intercommunicating Service mechanized primary station or night service equipment line terminating on telephone answering equipment is classified as a secretarial line service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

H. ACCESS SERVICE (REFER TO SCHEDULE CAL.P.U.C. NO. 175-T)

Access Services include any activity or function performed by the Utility (T)
in connection with the origination or termination of interLATA
telecommunications/for an interLATA carrier, including but not limited to
the provision of network control signaling, answer supervision, automatic
calling number identification, carrier access codes, directory services,
testing and maintenance of facilities, and the provision of information
necessary for the interLATA carrier to bill their customers.

I. QUICK DIAL TONE (T)

Quick Dial Tone provides residential locations with basic access (T)
capability to the Utility's local loop demarcation point prior to a formal (T)
service request from a Customer¹. Access to outgoing calls is restricted (D)
except for calls to 9-1-1 emergency service². Quick Dial Tone is provided
at no charge where facilities and operating conditions permit.

The Utility's liability to 9-1-1 customers and third parties using the
9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

NOTE 1: In locations with multiple access lines, the last line to disconnect
will be equipped with Quick Dial Tone.

NOTE 2: Collect and Billed to 3rd Party calls will be denied.

Material omitted now located on Sheet 38.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

J. TOLL RESTRICTION²

Access lines equipped with Toll Restriction will prohibit the completion of the following types of calls: Message Telecommunication Service (a.k.a Local Plus), Interexchange Toll Service including PIC, 10XXX and 950 access, 900/976 and 700 calls, 0-, 0+ and 0++ originating calls, collect calls and third number billed calls.¹ The customer will not be able to use the Utility's calling card to place toll calls¹. Access to the toll network is not allowed and the customer agrees not to access the toll network by other available means. Toll Restriction will only be provided to the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, Universal Lifeline Telephone Service and single line business service.

Customers will continue to have access to the following types of calls: Local calls, Zone 1 and 2 (1+ local calls), 800 calls, 411 (directory assistance), 611 (repair), and 911 (emergency service). Toll Restriction will be provided where facilities and operating conditions permit.

The customer with Toll Restriction will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9. Rendering and Payment of Bills. It is the responsibility of the customer to inform the Utility of any failure of the service to perform as specified herein.

K. PRODUCT GROUPING

The Utility may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Utility's product line with customers and in advertisements. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually. (Group names will not be included in individual product tariffs.)

NOTE 1: Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

NOTE 2: Toll Restriction will not be available (implemented) until December 4, 1995.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICE (Cont'd)

L. LIMITED DISCONNECT

(N)

Limited Disconnect allows customers who have been temporarily disconnected for nonpayment to access 611 (repair), 711, 9-1-1 (emergency) and toll free numbers such as 800 numbers to the Utility's business offices. Access to other outgoing calls is restricted and no incoming calls are allowed. Limited disconnect is provided at no charge where facilities and operating conditions permit.

(L)

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Once telephone service is established or reinstated, if disconnected, in accordance with the Utility's tariffed rules and regulations, all calls made from the location shall be the responsibility of the billing party of record in accordance with Schedule Cal.P.U.C. No. A2.1.9 - Rendering and Payment of Bills.

(L)

The Utility's liability to 9-1-1 customers and third parties using the 9-1-1 service is set forth in Schedule Cal.P.U.C. No. A2.1.14.

(N)

(N)

(L) Formerly located on Sheet 38.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

A. GENERAL

1. Applications for service covered by the filed schedule of rates will be accepted by the Utility. An applicant for service agrees to pay all exchange, toll and other charges against such service made in accordance with the provisions of the tariffs.
2. Applicant(s) will be required to provide their legal surname(s), middle name(s) or initial(s) and first name(s). The information may be verified by the Utility. The application will be considered complete (unless otherwise specified in Schedule Cal.P.U.C. No. A2.1.3) 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.
 - f. Other item of identification acceptable to the Utility.

The Utility may request the applicant(s) to voluntarily provide their Social Security number for identification purposes. Refusal to provide this will not result in denial of service. Prior to the request for identification information, the utility will inform each applicant that (1) provision of their Social Security Number (SSN) is strictly voluntary; if the applicant voluntarily provides the SSN without even being asked to (do so, the following two points need not be covered. Otherwise, the Utility will inform the applicant that (2) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN.

The Utility may request an applicant(s) to visit an approved agency location for the purpose of completing a service application and/or to provide approved picture identification as designed by the Utility. (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

3. The Utility shall require each applicant for election service, and may require each other applicant, to sign an application for the service desired, on a filed form provided by the Utility, as a condition precedent to the initial establishment of such service.

For nonelection services, the Utility may utilize an "on line" authorization service for verifying changes or additions to listings as they are to appear in the Utility's telephone directory.

4. The Utility will accept an oral application from a customer for additions (T) to or changes in the existing service of such customer, except that third party authorization will be required where joint user service or (T) directory listings in connection with business service are requested.
5. 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. Charges as set forth in Schedule Cal.P.U.C. No. A3.1.6.q. shall apply.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

A. GENERAL (Cont'd)

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

7. An application for service that extends into high voltage environments, (T)
such as power generating stations, co-generating stations, substations,
and switchyards, may require special high voltage protection equipment as
set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7 to protect against
the effects of Ground Potential Rise (GPR) and/or induction (T)
caused by faults in the customer's electric power system.

As a condition of service, the applicant for such service shall provide (T)
the Utility, in writing, the technical data needed to determine the (T)
special protection requirements as set forth under Regulations in Schedule
Cal.P.U.C. Nos. A14. and A15.7 at the time of application for initial
service or where additions or changes are made to existing service. (T)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT

When an applicant/customer cancels, modifies or defers an order for
service or facilities before the service is connected, a charge applies to
allow the Utility to recover the nonrecoverable costs of engineering,
labor, material, equipment and other related expenses. The
applicant/customer must be notified in writing at the time the initial
order is taken that should the applicant/customer cancel, modify or delay
the order, charges will apply.

Unless otherwise provided, the following conditions apply to applications
for exchange, intrastate private line and other special services such as:
IOD, WATS, Farmer Line, Billing Services, etc., except service and (T)
facilities as set forth in Schedule Cal.P.U.C. No. A4.3, A8.4, and (T)
A2.1.13, A2.1.15¹, A2.1.16² and A2.1.32 of this schedule. These
conditions apply to installation of new or additional service, equipment
or facilities and/or moves, changes or rearrangements of existing service,
equipment or facilities. (T)

NOTE 1: See A2.1.15,D. following.

NOTE 2: See A2.1.16, A.5. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

1. Cancellation or modification by an applicant/customer of an application for new or additional service, equipment or facilities.

a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C. No. A2.1.1): No charge.

b. Between start and completion of installation:

Charge the estimated cost incurred less the estimated net salvage value, not to exceed the total regular nonrecurring charges, including termination charges, applicable to the entire service, equipment and facilities ordered.

c. After completion of installation but prior to connection for service:

Charge the sum of the charges applicable as if the items involved were actually connected for service and immediately ordered disconnected, including:

(1) All regularly applicable service connection and nonrecurring charges and

(2) All regularly applicable basic termination charges in full, and

(3) All regularly applicable minimum service charges, and

(4) Such other amounts as may be specified in the schedules covering the items involved, and

(5) Such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the applicant/customer's request, and

(6) Such charges, as set forth in Schedule Cal.P.U.C. No. A2.1.36 Special Construction of Exchange Facilities.¹

d. In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the customer/applicant changed the original order.

NOTE 1: For purposes of applying this rule, charges shall be applied as set forth in 4. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

2. Cancellation or modification by an applicant/customer of an application
for a move, change or rearrangement of existing service:

a. Prior to "start of installation" (as defined in Schedule Cal.P.U.C.
No. A2.1.1): No charge.

b. Between start and completion of installation:

Charge the estimated cost of the partially completed move, change or
rearrangement ordered by the applicant/customer, not to exceed the
charges applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

See 1.c. preceding for regulations and charges that are applicable.

d. In the case of modification, charges for the subsequent order are in
addition to the charges for costs incurred before the applicant/customer
changed the original order.

3. Deferral by an applicant/customer of an application for new or additional
service, equipment or facilities; or an application for a move, change or
rearrangement of existing service, equipment or facilities: An
application may be deferred for one or more periods totalling, in all,
not more than six (6) months beyond the in-service date last established
prior to start of installation, after which time it shall be either
completed for service and regular rates and charges applied or considered
as cancelled and treated in accordance with items 1. and 2. preceding:

For deferments of up to six (6) months beyond the in-service date last
established upon prior to "start of installation", the following
applies:¹

a. Prior to "start of installation": No charge.

NOTE 1: An extension of time beyond the six (6) month period when requested
by the applicant/customer may be allowed at the discretion of the
Utility in writing.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

B. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

3. (Cont'd)

b. Between start and completion of installation:

(1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.

(2) For deferments totaling, in all, more than one hundred and twenty (120) days, charge all estimated costs incurred due to the deferment, not to exceed the total of charges and rates applicable in 1.b. preceding.

c. After completion of installation but prior to connection for service:

(1) For deferments totaling, in all, not more than one hundred and twenty (120) days, no charge shall apply.

(2) For deferments totaling, in all, more than one hundred and twenty (120) days, apply charges according to 1.c. preceding.

4. Charges based on Estimated or Actual Cost

For purposes of applying this rule, charges based on estimated or actual costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges, expedited orders and any other costs incurred by the Utility following the "start of installation (as defined in Schedule Cal.P.U.C. No. A2.1.1) in compliance with an application or request by an applicant or customer. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

5. Application Cancelled by Utility

If the applicant/customer refuses to comply with Utility's rules prior to the "start of installation", as defined in Schedule Cal.P.U.C. No. A2.1.1, the Utility may cancel the application, in which case any amounts collected from the applicant/customer will be refunded. If the Utility cancels the application after a six (6) month deferral, or, after the "start of installation", because of the applicant's/customer's refusal to comply with Utility's rules, the charges as set forth in 1.b. or c. preceding, shall apply.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

C. SPECIAL SERVICE ARRANGEMENTS

Special arrangements or special assemblies of equipment and facilities or specially furnished equipment will be provided to the customer by the Utility subject to an Agreement filed under Sections IX and X of General Order No. 96-A and/or the Tariff Schedules of the Utility. (T)

1. When an applicant/customer cancels, modifies or defers a special arrangement or a special assembly of equipment, facilities or specially furnished equipment they shall be liable for developmental costs incurred by the Utility at the time of cancellation, modification or delay, as agreed to by the Utility and the customer in Agreement form number M 1470 shown in Schedule Cal.P.U.C. No. A2.3.1, provided that the following conditions have been met:
 - a. The applicant or customer has requested Utility to proceed with the development of equipment and/or facilities.
 - b. The Utility has advised the applicant or customer that, in accordance with their request, the Utility is ready to proceed with the development of equipment and/or facilities.
 - c. The Utility has advised the applicant/customer that estimated developmental charges will be applicable in the event of a cancellation, modification or delay prior to the acceptance of final rates and charges and agreed upon in-service date.
 - d. A copy of Agreement form M 1470, signed by the Utility and by the applicant or the customer, is on file with the Utility at the time of cancellation.
2. For the purposes of Agreement form M 1470, estimated developmental costs shall include (when incurred) the recurring and nonrecurring costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges and any other costs incurred by the Utility prior to applicant/customer acceptance of the final charges and rates. Estimated developmental costs shall not exceed 100% of the nonrecoverables included in the final charges and rates.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES

Where special (or in some cases, regular) construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which charges are applicable are specified in Schedule Cal.P.U.C. Nos. A2.1.13 Temporary Service¹; A2.1.15 Line Extensions¹; A2.1.16 Service Connection Facilities¹; A2.1.36 Special Construction of Exchange Facilities; A2.1.32 Replacement of Aerial With Underground Facilities; A4.3 Line Extensions in Suburban Areas; and Schedule Cal.P.U.C. No. B2 for Private Line Services.

When the required facilities are not available and the Utility constructs temporary underground facilities to provide service for the period during which the permanent facilities are under construction, at the request of the applicant or customer, provisions of Schedule Cal.P.U.C. No. A2.1.15, I. General, Paragraph 10. and/or A2.1.16, Part 1, A. General, Paragraph J; are applicable.

When special construction is required to provide temporary service¹ or speculative projects and risk services¹ conditions outlined in Schedule Cal.P.U.C. No. A2.1.6 apply in addition to A2.1.15 and A2.1.16.

Unless otherwise provided, when orders for special construction of facilities are cancelled, modified or deferred Schedule Cal.P.U.C. No. A2.2.1.3.B. is applicable.

1. Income Tax

(T)

Contributions in Aid of Construction have been made taxable to the Utility by the Tax Reform Act of 1986 for Federal purposes and conformed to by the Franchise Tax Board for purposes of California Corporate Franchise Tax. Therefore, the Utility shall bill an additional fee to the customer to cover the cost of additional income taxes that have resulted from payments that defray the cost of construction, other contributions, and the fair market value of property contributions received in aid of construction, and the prior nonrecurring rates which will remain in effect.

(T)

NOTE 1: As defined in A2.1.1 in this schedule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

2. Definitions

a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor property, and income taxes there on provided by a person or agency to the Utility. The value of all contributions shall be based on the Utility's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

- (1) Income Tax Component of Contribution (ITCC), and
- (2) The balance of the contribution, excluding income taxes (Balance of Contribution).

b. Government Agency: For the purposes of administration a government agency shall include a Federal, California state, county, or local government agency.

c. Public Benefit: Where, in the opinion of the Utility, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

a. The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.21 beginning September 10, 2003. This rate is effective through December 31, 2004, as a result of enacted legislation. The Utility elects to extend the tax factor of 0.21 an additional thirteen months to January 31, 2006, at which time the rate reverts back to the previous rate of 0.33. (The tax factor for 1992 through September 9, 2003, was 0.33). If new legislation is introduced to extend the current legislation termination date of December 31, 2004, the Utility will append the thirteen month, 0.21 rate to the end of the new legislated termination date.

(N)
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(N)

The Utility will file an advice letter to reflect any changes in the tax factor which would cause an increase or decrease of five percentage points or more.

b. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- (1) Corporate Tax rate of 35%, California Corporate Franchise Tax rate of 8.84%, and the effect of deducting state income taxes on the Federal Income Tax Return of 3.09%.
- (2) A discount rate of 12% and a pre-tax rate of return of 18% for 1987 and 17% for 1988 and forward.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

4. Applicability: The ITCC shall apply to Contributions under the tariffs, (N) including but not limited to Schedule Cal.P.U.C. Nos. A2.1.4, A2.1.13, A2.1.15, A2.1.16, A2.1.32., A2.1.36, A2.3, A4. and B4.
5. State Taxes: Should any California state tax be imposed on Contributions in aid of Construction or other Contributions, it shall be collected in accordance with Ordering Paragraph 6 of Decision No. 87-09-026.
6. Internal Revenue Service: The Utility shall recover through rates and penalties, interest, or taxes incurred if the Internal Revenue Service deems the method of tax collection authorized by Decision No. 87-09-026 a violation of the tax normalization rules and imposes additional taxes, penalties and interest.
7. Government Agencies: The Utility may accept a contractual promise to pay the ITCC, including interest thereon, (using an agreement form filed with and approved by the Commission) from a government agency required to make a Contribution pursuant to the tariffs where its project:
- a. Provides public benefit as defined above, or
 - b. Results from condemnation of the Utility's facilities, or the threat or imminence thereof, which is supported by evidence provided by the government agency which is acceptable to the Utility.

Unless a determination acceptable to the Utility is issued by the Internal Revenue Service (IRS) that there is no tax liability to the Utility on the Contribution for which the promise to pay was made, the ITCC, including interest thereon, shall be due and payable no later than September 10, 1989. If the IRS makes a determination that the Contribution (or a contribution of that type) is taxable prior to September 10, 1989, the payment becomes due at that time.

The government agency shall also pay, upon the Utility's demand, any expense associated with, or incurred by the Utility related to the promise to pay, such as, but not limited to, administrative and legal costs and/or IRS penalties.

In the event that the Utility sustains a loss due to failure of a government agency to pay an ITCC and Interest pursuant to a contractual promise to pay, such a loss may be recovered in rates by using method 3 as set forth in Decision No. 87-09-026. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE (Cont'd)

D. SPECIAL CONSTRUCTION OF FACILITIES (Cont'd)

8. When interest is payable under this part of the tariff by the contributor to the Utility, the interest rate shall be 1/12 of the most recent month's interest rate on commercial paper (prime, three months), published by the Federal Reserve Statistical Release, G.13. Should publication of the interest rate on commercial paper (prime, three months) be discontinued, interest will so accrue at the rate of 1/12 of the most recent month's interest rate on commercial paper, which most closely approximates the rate that was discontinued and which is published in the Federal Reserve Statistical Release, G.13 or its successor publication.

(N)

(N)

E. BILLING

After determination of the applicant/customer's liability and the appropriate charges for billing by the Utility, the bill will be rendered to the applicant/customer. The three (3) month limitation to back bill, as set forth in Schedule Cal.P.U.C. No. A2.1.9 for exchange services, because of the complexities involved, is not applicable to the recurring and nonrecurring charges incurred for Special Construction of Exchange Facilities, as set forth in Schedule Cal.P.U.C. No. A2.1.36 or to any applications for complex service which are cancelled, modified or deferred at the request of the applicant/customer under the provisions as set forth in B. preceding.

(L)X

(L)x

x Formerly on Sheet 45.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.4 RULE NO. 4 - CONTRACTS

A. CONTRACTS

Contracts for telephone service will not be required as a special condition precedent to service except:¹ (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.
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.
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.

NOTE 1: Includes Federal Income Tax gross-up amount, as listed in Schedule (N)
Cal.P.U.C. No. A2.1.3,D. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

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

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 jurisdiction.

B. BILLS

Each bill for telephone service will contain the following notations:

1. Avoid Disconnection

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$xx.xx. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls. If service is disconnected, a reconnection fee and all outstanding charges will be due prior to reconnection. A deposit may be required.

1(T)
1(T)
1(T)

2. Three Payment Options

Electronically: through Automatic Payment Service or Online: SBC eBillSM. At an Authorized Payment Location. Or mail to SBC Payment Center - Sacramento, CA 95887-001.

(T)

3. Reserved

(T)
(D)
(D)

NOTE 1: Pending CPUC Approval of Advice Letter No. 25333.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
- B. BILLS (Cont'd)

4. Billing Questions

Call number in "Billing Summary" or write: Residence Service, POB 9039, San Francisco, CA 94083-9039, or Business Service, POB 78230, San Francisco, CA 94107-8230. We will investigate and notify you. If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846.

(N)

If your complaint concerns interstate or international calling, write the FCC 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 CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online, at www.cpuc.ca.gov.

(N)

5. Federal Surcharges

(D)

The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

(D)

(D)

6. Tariff Information

Call 1-888-319-8800 or visit www.sbc.com.

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)
- B. BILLS (Cont'd)

7. Caller ID Selective & Complete Blocking¹

Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial *67 (1167 - rotary phone) before calling. Complete Blocking keeps your information from being displayed on all your calls except those you elect not to block. Dial *82 (1182 - rotary phone) to unblock. No blocking on 911, 800 or 900 calls. Both blocking options are free.

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NOTE 1: Residence bills only.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

B. BILLS (Cont'd)

8. Late payment charges

If the unpaid balance on your bill is \$20.00 or more, a late payment charge of 1.5%, calculated monthly will be assessed if your payment is not received by the "LATE" date shown on the Payment Stub. For Access Services, a charge of 1.5%, calculated monthly, will be assessed to the total unpaid balance.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.5 RULE NO. 5 - SPECIAL INFORMATION REQUIRED ON FORMS (Cont'd)

C. DEPOSIT RECEIPTS

(L)

1. Each receipt for a deposit collected for the establishment of credit will contain the following notation:

The Utility will refund the deposit in accordance with the following:

- a. When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charge applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- b. When the customer's credit may be otherwise established in accordance with Schedule Cal.P.U.C. No. A2.1.6, and upon the customer's request for return of the deposit with interest.
- c. Upon discontinuance of telephone service, the Utility will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- d. After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.

e. Interest on Deposits

- (1) The Utility will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in (2) following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months.
- (2) No interest will be paid if deposit is held less than full month increments.

(L)

(L) Material formerly on Sheet 49 in different form.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A. BUSINESS SERVICE

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

An applicant for temporary telephone service, speculative projects and risk services with no unpaid balance from any previous service will be required to establish credit by payment of the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 before service is connected.

2. Establishment of Credit for Business Service - Other Business Applicants

Each applicant for telephone service shall be required to provide the full legal name(s) of the individual, partners, or corporation (Name of officers) applying for service and is required to pay any final business telephone bill over 60 days old. An applicant will not be required to pay a deposit to establish service provided: (T)

- a. Applicant is a customer or has been 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 or abandonment thereof, during the last twelve months of that service and where applicable, shall provide the telephone number and the disconnection date of a previous service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

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

(L)

- a. 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 reestablish credit by making the additional deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 and to pay a "Restoration - Reconnection Charge"¹ as shown in Schedule Cal.P.U.C. No. A2.1.11 before service is restored.
- b. 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 reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7, B.4 before service is connected.
- c. An applicant for temporary telephone service, speculative projects and risk services to be used in behalf of, or for the benefit of a candidate, a committee, an organization, person or persons will be required to pay any outstanding balance for any previous service furnished on behalf of or for the benefit of that candidate, committee, organization, person or persons.

(L)

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for
restoration charges of all exchange services.

(N)

(N)

Material formerly located on Sheet 52.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Utility for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in (T) Schedule Cal.P.U.C. No. A2.1.7,B before service is restored, or 4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service, while completing payment arrangements² on any unpaid balance agreeable to the Utility and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise (N) reestablished to the satisfaction of the Utility. (N)

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for restoration charges of all exchange services.

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Material omitted now on Sheet 51.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

A. BUSINESS SERVICE (Cont'd)

4. Reestablishment of Credit - Other Business Applicants (Cont'd)

b. An applicant who previously has been a customer of the Utility and during the last twelve 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 reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service while completing payment arrangements¹ on any unpaid balance agreeable to the Utility and/or in lieu of a deposit.

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c. A customer, a previous customer, or a trustee of a customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, may be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C.

No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

(T)

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5. Limit of Credit For Toll Service

Each customer shall be informed of any limit on the amount of credit for monthly message toll service applicable to their account prior to 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 any reduction in the amount of credit.

(D)

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NOTE 1: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE

1. Each applicant will be required to furnish a complete application as specified in Schedule Cal.P.U.C. No. A2.1.3 "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 twelve consecutive months prior to the date of the present application and does not have an unpaid final (T) bill over 60 days old. 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 twelve 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's credit is otherwise established to the satisfaction of the (T) Utility.

d. Applicant pays the deposit prescribed in Schedule Cal.P.U.C. No. (T) A2.1.7 "Advance Payments and Deposits".

If it is determined that false information has been provided, correct information and a deposit as set forth in A2.1.7,B.2.a, (T) will be required.

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(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

(D)

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Continued

Advice Letter No. 17589

Issued by

Date Filed: July 14, 1995

Decision No.

A. E. Swan

Effective: Sept. 27, 1995

Executive Director

Resolution No. T-15784

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants

- a. A customer whose service has been discontinued for nonpayment of bills will be required to pay: 1) the balance for which a seven (7) day notice has been sent and which is due the Utility for the premises for which service is to be restored; 2) a reconnection charge¹ as prescribed in Schedule Cal.P.U.C. No. A2.1.11 under "Restoration - Reconnection Charge"; and 3) reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B. before service is restored, or 4) if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service, while completing payment arrangements² on any unpaid balance agreeable to the Utility and/or in lieu of a deposit. The deposit may be waived if the customer's credit is otherwise reestablished to the satisfaction of the Utility. (T) (T) (N) | (N)
- b. An applicant who previously has been a customer of the Utility and during the last twelve 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 reestablish credit by making the deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.3 or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2 Description of Service while completing payment arrangements² on any unpaid balance agreeable to the Utility and/or in lieu of a deposit.

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. Dual Element Charges, for restoration charges of all exchange services.

NOTE 2: If the customer fails to keep the payment arrangements as agreed, the service will be temporarily disconnected and subject to complete disconnection after five (5) business days in compliance with Schedule Cal.P.U.C. No. A2.1.11.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

B. RESIDENCE SERVICE (Cont'd)

2. Reestablishment of Credit - Residence Applicants (Cont'd)

c. A customer or a previous customer, who filed for bankruptcy under the Bankruptcy Code of 1978, as amended, and who applies for new service or a supersedure of service, will be required to reestablish credit by making the deposit shown in Schedule Cal.P.U.C. No. A2.1.7,B.3. or, if qualified, the customer may have their line equipped with Toll Restriction as described in Schedule Cal.P.U.C. No. A2.1.2. Description of Service in lieu of a deposit.

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3. 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 any reduction in the amount of credit.

(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE

4. Residence and Business Credit, Billing and Collections

a. Account Credit Classification¹ (T)

Residence and business service accounts will be classified in one of the following account groups:

<u>Customer Class</u> ²	<u>Criteria</u>	(T)
R	Above Average Risk	
M	Average Risk	
L	Below Average Risk	
U	Unknown	

Applicants Known to Pacific Bell

Level of risk and Customer Class assignment will be determined primarily based upon the demonstrated Pacific Bell credit behavior of the applicant for a similar class of service.

Applicants Unknown to Pacific Bell

Applicants who have not had verifiable prior or concurrent residence telephone service with the Utility will be assigned to Customer Class R, M, or L according to an external credit bureau score indicating the risk level of extending credit to the applicant. Applicants who have no verifiable credit history with the Utility or an external credit bureau but provide positive identification will be assigned to Customer Class U.

NOTE 1: Account Credit Classification will not be available (implemented) (N)
until April 1, 1996. (N)

NOTE 2: A written explanation of any customer class determination or action (T)
will be provided to a customer upon request.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

b. For Residence Customers Classes M and L the date payment is due ("Due-by-Date") will normally be the next regular bill date. For Residence Customers Classes R and U, "Due-by-Date" will normally be 15 days from date of presentation. For Business Customers, Classes R, M, L and U, the "Due-by-Date" will normally be 15 days from date of presentation. (T)

An account will be considered delinquent if the payment is not received by the Utility by the "Due-by-Date" shown on the bill, except for residence and small business or individual accounts, the account will be considered delinquent if payment is not received within 22 days after presentation or by the Due-By-Date shown on the bill, whichever is later. (T)
(N)
(N)

c. Where applicable, a temporary disconnection of service notice will be sent to the customer if the account is delinquent.

d. Special bill and payment notice.

A special bill and payment notice for excess message toll usage may be submitted to customers with a written notice for payment within 7 days from the date of presentation. The Utility may impose toll restriction if payment is not received by the Utility within 7 days or an alternative payment arrangement has not been accepted by the Utility.

Special bills may be rendered under the following conditions:

(1) Customer Class R & U

Residence

- when toll exceeds \$100 in less than a full billing period

Business

- when toll exceeds \$200 in less than a full billing period

(2) Customer Class M

Residence

- when toll exceeds \$200 in less than a full billing period

Business

- when toll exceeds \$400 in less than a full billing period

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

d. Special bill and payment notice. (Cont'd)

Special bills may be rendered under the following conditions: (Cont'd)

(3) Customer Class L

Residence

- when toll exceeds \$300 in less than a full billing period

Business

- when toll exceeds \$600 in less than a full billing period

e. Toll and Long Distance Availability Limit Plan

(N)

The Toll and Long Distance Availability Limit Plan, which limits the amount of toll charges a customer may incur, will apply to residence customer classes R & U where facilities and/or operating conditions permit. Residence customers placed on the Toll and Long Distance Availability Limit Plan may receive notification prior to reaching their established toll and long distance limit. When the established toll and long distance limit has been reached, toll restriction will be imposed and any optional calling plan will be removed from the customer's account. When the residence customer makes payment to reduce the outstanding amount to at least \$50.00 below their established toll and long distance limit, toll restriction will be automatically removed and any optional calling plan that was removed will be restored.

- (1) The Toll and Long Distance Availability Limit (The Plan) does not disconnect basic service as defined in D.96-10-066, Appendix B, and page 5. The customer will retain local dial tone as well as the ability to make emergency calls (911 service), 800 numbers and to contact local SBC numbers (411 & 611 services) even after toll and long distance service is restricted.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.6 RULE NO. 6 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (Cont'd)

C. RESIDENCE AND BUSINESS CREDIT, BILLING AND COLLECTIONS SERVICE (Cont'd)

4. Residence and Business Credit, Billing and Collections (Cont'd)

e. Toll and Long Distance Availability Limit Plan (Cont'd)

(2) The toll and long distance threshold limit is \$200 for residential customers in classes R and U. For the purposes of this plan, Pacific will first perform outside credit verification before assigning customers to credit class U.

(3) Customers will get advance notice informing them of their status when their toll usage reaches \$160. The Plan will give customers adequate notice per Commission requirements specified in Appendix C of Decision D.00-03-020.

(4) The Plan provides customers with an option to speak to representatives when notification is received and dispute unauthorized charges and possibly waive restriction. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days a year.

(5) The Plan is available to inter-exchange carriers willing to sign billing and collection agreements with Pacific. Toll services that can be restricted in the Plan are defined in Pacific's current tariff schedules A2.1.1, sheet 29 and A2.1.2.J.

(6) Toll restriction will not be imposed on inter-exchange carriers (IECs) who request exemption (opt out) on behalf of their customers identified by such IEC's PIC code. The exemption process will be automated and will not impose costs on inter-exchange carriers.

(7) The Plan will make available multilingual facilities to customers through notices, IVR announcements and multilingual CSRs.

f. Collect Call Blocking/Restriction

Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS

A. ADVANCE PAYMENTS

1. An applicant for business service or residence service may be required to pay in advance of installation an advance payment for the applicable service connection, in place connection, installation and nonrecurring charges for service and equipment ordered.
2. Existing business customers or residence service customers who apply for additional service or equipment, or changes in their existing service or equipment, may be required to make advance payments as described preceding.

Material omitted now on Sheet 59.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS

(L)

1. Collection of Deposits

The Utility may, in order to safeguard its interests, require an applicant to make a suitable deposit to be held as a guarantee of the payment of charges. In addition, an existing customer may be required to make a deposit or to increase a deposit presently held.

2. Amounts of Deposits to Establish or Reestablish Credit

(T)

a. For Residence Service¹ and Small Business or Individual

(C)

The deposit amount may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service². The Utility may require an additional deposit for additional services it provides.

(T)

(T)(L)

(N)

(N)

b. For Other Business Services

(T)(L)

(1) To Establish Service

(T)

An amount equal to twice the estimated average monthly bill, but not less than \$25.00. Advance payments may also be required.

(D)

(D)

(2) To Reestablish Credit

(T)

An amount equal to twice the current bill or twice the average monthly bill for the last three months, when available.

In lieu of paying a deposit to re-establish credit a customer may choose to have their line equipped with Toll Restriction as set forth in Schedule Cal.P.U.C. No. A2.1.2 Description of Service.

NOTE 1: Application for service after July 1, 1988 see provisional tariff Schedule Cal.P.U.C. No. A2.1.6,B.5.

(L)

NOTE 2: Basic Service as defined in D.04-05-057.

(N)

(L) Formerly on Sheet 59.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

2. Amounts of Deposits to Establish or Reestablish Credit (Cont'd) (N)

(D)

c. Temporary Service, Speculative Projects and Risk Services. (T)

(1) The amount of deposit required to establish - or reestablish credit is an amount equal to the estimated billing for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the Utility.

(2) If, at any time after service is established, the deposit is less than an estimated future two months billing, or the duration of the service if less than two months, based on 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 noncancelable 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.

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

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

(2) If the customer does not fully pay the previous serving utility within thirty (30) days, the deposit may be increased to a maximum of 75% of the balance found owing, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts.

(3) The Utility will send a fifteen (15) day written notification of deposit requirements due in accordance with the provisions of (1) and (2) above. Where the deposit, stated in (1) above, is not received by the Utility within fifteen (15) days of the date notice is sent, the Utility may discontinue non-basic service without further notification. (C)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

2. Amount of Deposit to Establish or Reestablish Credit (Cont'd) (T)

d. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System (Residence Service only). (Cont'd)

(4) For those customers who have paid the initial deposit in (1) preceding within fifteen (15) days, but have not fully paid the previous utility within the thirty (30) days as stated in (2) above, the Utility will send a seven (7) day written notice requesting the additional deposit. Where the Utility fails to receive the additional deposit within seven (7) days of the date notice is sent, the Utility may discontinue non-basic service without further notification. (C)

3. Interest on Deposits (T)

a. The Utility will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held, except as mentioned in b. following. Such interest will be paid at the time the deposit is returned, or on an annual basis if the deposit is held longer than twelve consecutive months. (T)

b. No interest will be paid if deposit is held less than full month increments.

4. Return of Deposits (T)

a. The Utility will refund the deposit in accordance with the following:

(1) Temporary Service

Deposits will be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills for any temporary service of the customer and the balance, if any, will be refunded.

(2) Speculative Projects and Risk Services

Deposits may be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills of the customer and the balance, if any, will be refunded.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.7 RULE NO. 7 - ADVANCE PAYMENTS AND DEPOSITS (Cont'd)

B. DEPOSITS (Cont'd)

4. Return of Deposits (Cont'd)

(T)

b. Deposits collected as set forth in B.2.d preceding may be retained by the Utility for twelve (12) consecutive months and will be returned at the end of that period with interest. Upon discontinuance of telephone service, the Utility will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service.

(T)

c. Other Service

(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 Schedule Cal.P.U.C. No. A.2.1.6,B. and upon the customer's request for return of the deposit with interest.

(T)

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

(4) After the customer has paid bills for telephone service for twelve consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.8 RULE NO. 8 - NOTICES

Any notice the Utility may give to a customer supplied with telephone service by the Utility may be given orally, unless otherwise provided by these Rules or by a bill or other written notice properly deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the customer, or the customer's authorized representative, or hand delivered to the customer or the customer's representative or to the current billing address.

Any notice from any customer to the Utility may be given orally, unless otherwise provided by these Rules, to the Utility by the customer, or any authorized representative, at the Utility's local Business Office where service is rendered to the customer, or by written notice properly addressed and mailed to the Utility

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS

A. CUSTOMER RESPONSIBILITY

A customer for service shall be responsible for the payment of all exchange, toll and other charges applicable to their service made in accordance with the Utility's schedule of rates and regulations.

B. RENDERING OF BILLS

1. Flat Rate Exchange Service

Bills for flat rate exchange service may be rendered in advance and are payable in advance.

CUSTOMERS OF RECORD AND APPLICATIONS FOR MEASURED RATE EXCHANGE SERVICE ON FILE BEFORE JULY 1, 1984:

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges Except San Francisco and East Bay

Business and Residence Service (except foreign exchange local services):

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Foreign Exchange Local Services:

Bills for measured rate exchange service will be rendered in arrears.

(2) San Francisco and East Bay Exchanges

Bills for measured rate exchange service will be rendered in arrears.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

B. RENDERING OF BILLS (Cont'd)

APPLICATIONS FOR MEASURED RATE EXCHANGE SERVICE ON AND AFTER JULY 1, 1984:

2. Measured Rate Exchange Service

a. Northern California Exchanges

(1) All Exchanges

Business and Residence Service (except foreign exchange local services).

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Foreign Exchange Local Services:

Bills for measured rate exchange service will be rendered in arrears.

b. Southern California Exchanges

(1) Business Service except Business Extended Service

Bills for measured rate exchange service, except business extended service, will be rendered in arrears.

(2) Business Extended Service

Bills for measured rate extended service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

(3) Residence Service

Bills for measured rate exchange service, except charges for additional units, may be rendered in advance. Charges for additional units will be rendered in arrears.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

B. RENDERING OF BILLS (Cont'd)

3. Customer-Owned Pay Telephone Service

Bills for COPT exchange service will be rendered in advance.
Bills for messages will be rendered in arrears.

4. Toll Service

a. Toll Service in Conjunction with Flat Rate and Measured Rate Service.

Bills for toll service will be rendered in arrears and, in general, will be presented with the bills for exchange service.

5. Special Bills

The Utility may render a special toll bill or other special bill where it appears necessary or advisable that may be separate from and more frequent than the bill for exchange service.

6. Electronic Bill

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes detail options.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

B. RENDERING OF BILLS (Cont'd)

7. Form of Bill

Customers may receive a paper copy of their bill at no charge. Customers have the option of receiving their bills electronically, on disk or magnetic tape as shown in 2.1.9,B.6. Electronic Bill, and Schedule Cal.P.U.C. No. A10¹.

2(T)

8. Rate Changes

Rate changes to individual products or services occur on the day during a customer's billing period that a new rate becomes effective³. Rate changes for packages occur on the first day of a customer's billing period after a new rate becomes effective. Packages are tariffed products or services that are comprised of two or more individual tariffed products or services.

(N)

(N)

C. BILLING PERIOD

Bills for exchange and toll service will be rendered and coin boxes opened as nearly as possible at regular intervals. Except where the period specified in the rate schedule differs, the normal billing period will be one month. Where it appears necessary or advisable, however, bills may be rendered more frequently.

NOTE 1: Customers subscribing to services identified in Schedule Cal.P.U.C. No. A10. may choose to discontinue receipt of their paper bill or paper bill detail under the regulations shown therein.

NOTE 2: Pending CPUC Approval of Advice Letter No. 26751.

NOTE 3: California Public Utilities Commission General Order 96-A, Section IV.B defines the "effective" date as the date on which the rates, charges, rules, and classifications stated in a utility's tariff sheets first become effective.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

D. PAYMENT OF BILLS

Bills are due and payable on date of presentation, including closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service.

Payment of bills for telephone service shall be made by mail or at an authorized payment location of the Utility. Regular business hours at the Utility's payment processing centers, which receives mailed payments, are Monday through Friday, 9:00 a.m. to 4:00 p.m. Payments received by the Utility after regular business hours will be credited to the customer's account as of the following business day. Electronic and credit card payments are processed out of the Utility's corporate datacenters in St. Louis, MO and Dallas, TX and are processed until 4:00 p.m. daily (Central Time Zone). Payments received after 4:00 p.m. (Central Time Zone) are credited the following business day. All charges for exchange and toll service are payable only in lawful money of the United States, by checks drawn or payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debit card, or authorized Gift Certificates.

(N)
|
(N)

A Returned Check Charge, as set forth in Schedule Cal.P.U.C. No. A3. is applicable to each check, which is dishonored for any reason when used as a payment, deposit or advance payment.

Late payment Charge - Also see Definition of Terms as shown in Schedule Cal.P.U.C. No. A2.1.1.

A Late Payment Charge as set forth in Schedule Cal.P.U.C. No. A3. is applicable if payment is not received at the Utility or one of its authorized payment locations by the date shown in the bottom portion of the bill in the "Amount if Paid After" section. The late payment charge date will not be less than twenty-two (22) days from the date the bill is mailed by the Utility. When a customer claims that the late payment charge date was less than twenty-two (22) days from the date of mailing, the Utility will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than twenty-two (22) days from the date of mailing, the customer will be allowed at least twenty-two (22) days from the date of actual mailing in which to make payment before a late payment charge is imposed.

NOTE 1: If a late payment charge appears on a customer's bill even though the payment was received by the Utility or an authorized payment location prior to or on the late payment date, the charge will be reversed and a credit will appear on the customer's next bill. This provision may be applicable to payments that are received but cannot be processed in a timely manner due to the lack of customer information being submitted with the payment.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

D. PAYMENT OF BILLS (Cont'd)

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

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

Except as otherwise provided, service connection, in place connection, installation and nonrecurring charges are payable at the time application for the particular service and equipment is made. Charges for moves and changes are billed upon completion of the work. See Advance Payments in Schedule Cal.P.U.C. No. A2.1.7.

Deposits for the establishment or reestablishment of service are payable before service is installed or restored. A deposit may be collected from an existing customer. See Deposits in Schedule Cal.P.U.C. No. A2.1.7.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

E. PRORATING OF BILLS

For the purpose of administering this Rule with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty (30) days.

1. Monthly Bills

Opening and closing bills, except those involving the minimum billing period, and monthly 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 on the basis of the number of days in the period in question to thirty (30) days in the billing month. In the case of measured rate service, the local message unit allowance or Zone Usage Measurement Service allowance for a fraction of a month will also be prorated as above.

2. Annual Bills

Bills for telephone service normally furnished on an annual basis, 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 and for a fractional portion of a month on the same basis as for monthly billing.

3. Basic Termination Charges

If at any time during the specified period following the installation of equipment subject to a basic termination charge, such equipment is disconnected as a result of a request of the customer or disconnection of the customer's telephone service in accordance with Utility's applicable tariffs, the customer shall pay to the Utility, upon demand, the basic termination charge specified for said equipment, less a credit for each full month between the date on which said equipment was installed and the date on which it was so disconnected. For the purposes of computing basic termination charges, the last equipment installed shall be considered to be the first equipment removed.

Basic termination charges for fractional portions of a month shall be prorated on the same basis as for monthly billing.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

F. MINIMUM BILLING

When the period for which service is taken is less than one month in the case of service normally furnished on a monthly basis, the total fixed charge will not be less than the minimum fixed charge for the particular service involved. (D)

G. 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 fifteen (15) days subsequent to the date of temporary disconnection.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

H. CREDIT CARD BILLING

(T)

1. Payment with an authorized credit card is conditional.

(T)

If all or any portion of an amount to be paid by an authorized credit card of an applicant or customer is not honored, the Utility may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the monthly telephone bill and will be subject to the provision for discontinuance of service as set forth in Schedule Cal.P.U.C. No. A2.1.11.

2. If all or any portion of an amount paid with an authorized credit card must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, as credit on the customer's monthly telephone bill or as credit to the credit card account.

(T)

I. UNDER AND OVERCHARGES

1. A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.

2. A detailed statement showing each item comprising a total charge on a monthly bill will be furnished to business customers upon request.

3. 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.

4. 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 3. above) and each item of undercharge shall be determined separately during the period of time the discrepancy occurred.

b. If the discrepancy results in overcharges, the overcharged amount shall be credited to the customer's bill.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

I. UNDER AND OVERCHARGES (Cont'd)

4. When discrepancies exist between customer's service and Utility's billing for exchange service, such discrepancies shall be adjusted in accordance with the following: (Cont'd)

c. If the discrepancy results in undercharges, the customer will be billed the lesser of:

(1) The total net undercharge or (T)

(2) Monthly net undercharge for a period of three months preceding the date of the bill. (T)

d. Separate adjustments shall be made for each class of service separately served and billed.

5. 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, calling card and third number calls placed within a period of five months preceding the date of the bill. (T)

6. Overcharge Penalty¹

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 Schedule Cal.P.U.C. No. A2.1.9 and A3.1;

(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.

NOTE 1: Applicable to bills dated on and after July 15, 1986.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

I. UNDER AND OVERCHARGES (Cont'd)

7. Interest on Overpayments¹

- a. An overpayment is defined as a payment made by the customer to the Utility, in excess of the charges specified in the applicable tariffs for the telephone service authorized by and provided to the customer, which was caused by erroneous billing by the Utility.
- b. Interest on overpayments is only applicable to recurring and nonrecurring charges for services provided by the Utility under tariff Schedules A and B.
- c. Interest on overpayments is not applicable to any amount to which the Overcharge Penalty applies as set forth in Schedule Cal.P.U.C. No. A2.1.9, I.6.
- d. The annual rate of interest applied to customer overpayments shall be the same simple interest rate that is paid on deposits as set forth in Schedule Cal.P.U.C. No. A.2.1.7, B.5.a.
- e. Interest shall be paid from the bill period the customer's overpayment is received by the Utility or, if this cannot be determined, the bill period of the Utility error that caused the overcharge, or, if this cannot be determined, the bill period of installation of the overcharged service through the month the overpayment is refunded, except to the extent that (c) preceding or the limitations of Public Utilities Code Section 736 apply. The interest shall be paid by the Utility at the time of the refund of the overpayment. The refund month shall be the month the Utility records the refund credit on the customer's account. The interest shall be credited to the customer's account, unless the customer requests that it be remitted by check.
- f. The Utility shall not be required to pay interest on customer overpayments that are refunded within 30 calendar days after the overpayment is received by the Utility.

NOTE 1: Applicable to bills dated on or after the effective date of Advice Letter No. 16536.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (CONT'D)

J. INSTALLMENT BILLING

1. Residence services installment billing

(T)
(D)

a. Simple Residence

(T)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring charge¹ may be billed by the Utility in three consecutive monthly installments without interest.

(T)

b. Personal ISDN

(T)(L)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6, and at the customer option, the nonrecurring charge as specified in Schedule Cal. P.U.C. A5.4.1., may be paid in six consecutive monthly installments without interest.

(T)
|
(L)

2. Business services installment billing

(T)

a. Simple Business

(N)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring¹ charge may be billed by the Utility in two or three consecutive monthly installments without interest. A one time setup charge at the rate specified in Schedule Cal.P.U.C. No. A3.1.4.h. will apply.

(N)

b. CENTREX Service

(N)

When credit has been established for CENTREX service as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, a nonrecurring¹ charge may be billed by the Utility in three consecutive monthly installments without interest.

(T)

(D)
|
(D)

NOTE 1: Unless otherwise noted, nonrecurring charges are the Dual Element Service Charges as specified in Schedule Cal.P.U.C. A3.

(N)

Material omitted now on Sheet 71.1.

(N)

(L) Formerly on Sheet 71.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

J. INSTALLMENT BILLING (Cont'd)

2. Business services installment billing (cont'd)

(N)

c. Customer-Owned Pay Telephone (COPT) service

(T)(L)

(D)

When credit has been established as set forth in Schedule Cal.P.U.C. No. A2.1.6 and the customer agrees, the nonrecurring equipment charge, except for repair/exchange, may be billed by the Utility in six, twelve, eighteen or twenty-four consecutive monthly installments with interest, for items purchased as set forth in Schedule Cal.P.U.C. No. A16.2.

As used above, nonrecurring equipment charges are as shown for equipment (T) offered in Schedule Cal.P.U.C. No. A16.2.

3. If a customer fails to pay any of the installments when due, the Utility may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the customer's service may be temporarily or permanently discontinued after due notice as set forth in Schedule Cal.P.U.C. No. A2.1.11,A.2.

(L)

K. ITEMIZED BILLING - RESIDENCE SERVICE

1. Each regular monthly customer bill for Residence Telephone Service shall provide itemized billing of the recurring rates, nonrecurring charges, and labor charges that are applicable as the result of new service connections or additions, moves and changes to existing services.

2. Residence Service customers shall receive a monthly itemization of the recurring rates for each service for which a monthly rate applies.

3. Such itemization shall identify the service and the applicable rate and/or charge. The service descriptions, rates and charges set forth on the bills shall be consistent with the effective tariffs of the Utility.

Material omitted now on Sheets 71 and 71.1.1.
(L) Formerly on Sheet 71.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

L. BILL PAYMENT OPTIONS

1. Credit Card

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

(D)

(D)

(D)

2. Electronic Payment

Customers have the option of paying their telephone bills electronically. The payment will be posted to the customer's account 5 business days after it is transmitted. The customer is responsible for paying their bills in accordance with the rules and regulations contained herein.

1(T)

NOTE 1: Pending CPUC Approval of Advice Letter No. 25333.

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.9 RULE NO. 9 - RENDERING AND PAYMENT OF BILLS (Cont'd)

M. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS

(N)

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, any Individual or Small Business may cancel service for any new tariffed service or any new contract or promotion for service within 30 calendar days after the new service is initiated. However, the customer will be responsible for all costs and charges incurred as follows unless otherwise stated:

1. For service taken under a term plan agreement or other arrangement that requires the customer to keep the service for longer than one month in order to receive the benefit of discounts, e.g., waived installation charges or discounted rates, the customer shall pay:
 - a. All waived and/or unpaid nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective rate under the term plan or other agreement in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the effective rate under the term plan or other agreement for any actual usage.
2. For new tariffed service the customer shall pay:
 - a. All nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
 - b. Any recurring non-usage rates at the effective month-to-month rates in accordance with the service's minimum service period regulations.
 - c. All charges for usage-sensitive services at the applicable effective rates for any actual usage.
3. For all services, the customer shall return any other benefits, credits, or discounts that may have been received.

An individual or small business seeking to disconnect service under this regulation must continuously meet the definitions and requirements from when the new service is installed until it is disconnected, whichever is shorter. Changing to or from a term plan for an existing service is not considered to be a new service for the purpose of this regulation.

When service is terminated under this regulation, other minimum period, promotion cancellation, or early termination regulations shall not apply.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES

A. DISPUTED BILLS

In case of a dispute between the customer and the Utility as to the correct amount of a bill rendered by the Utility for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer can make the following arrangements:

1. First, the customer may make a request, and the Utility will comply with the request, for an investigation and review of the disputed amount. The Utility will reach a determination and communicate it to the customer within 30 days. During the pending investigation, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection and no adverse credit report may be made based on non-payment of the disputed amount. (N)
2. 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 7 calendar days prior to the proposed termination as set forth in Schedule Cal.P.U.C. No. A2.1.11. (N)
3. If there is still disagreement about the disputed amount after the investigation and review by a manager of the Utility, the customer may appeal to the CPUC¹ for their investigation and decision. To avoid disconnection of service, the customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with the CPUC within 7 calendar days after the date the Utility notifies the customer that the investigation and review are completed and that such deposit must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill. The amount in dispute must be deposited with the Commission in the form either of U.S. currency, or a check or money order made payable to the Commission.
4. The Utility will not disconnect the customer's service for nonpayment as long as the customer complies with 2. and 3. preceding.

NOTE 1: The address of the Commission is: California Public Utilities
Commission, Consumer Affairs Branch, 505 Van Ness Avenue,
Room 3210, San Francisco, California 94102. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.10 RULE NO. 10 - DISPUTED BILLS AND OTHER DISPUTES (Cont'd)

A. DISPUTED BILLS (Cont'd)

5. The Commission will review the claim of the disputed amount, communicate the results of its review to the customer and Utility, and make disbursement of the deposited amount. During the time any Commission review is pending, no late charges or penalties may be collected on the disputed amount. The disputed amount may not be sent to collection, and no adverse credit report may be made based on non-payment of the disputed amount.

(N)
|
(N)

6. After the investigation and review are completed by the Utility and the customer elects not to deposit the amount in dispute with the Commission, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Utility notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill.

B. OTHER DISPUTES

In case of a dispute between the customer and the Utility which cannot be resolved with mutual satisfaction, the customer can make the following arrangements:

1. The customer may make a request to the Utility for an investigation and review of the disputed matter.
2. If there is still disagreement about the disputed matter after the investigation and review by a manager of the Utility, the customer may appeal to the CPUC¹ for their investigation and decision. The appeal must be made to the CPUC within 7 calendar days after the Utility notifies the customer that the investigation and review are completed.
3. To avoid disconnection of service, the customer must comply with 2. preceding and must pay the bill by the "Due By Date" shown on the bill as set forth in A2.1.11.
4. The Commission will review the claim and communicate the results of its review to the customer and the Utility.

(T)
(T)

NOTE 1: The address of the Commission is: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 3210 San Francisco, California 94102.

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

A. REASONS FOR DISCONTINUANCE OF SERVICE

1. Customer's Request for Service Discontinuance

Customers may have their telephone service discontinued by giving notice of their desire on or before its effective date. The Utility will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

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

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2. Nonpayment of Bills

a. All Classes, Types and Grades of Exchange and Toll Service, and all private line and private line like-services.

Bills shall be considered past due (delinquent) and service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided:

(1) The bill has not been paid within the period specified below:

By the "Due By Date" shown on the bill or, if not shown, by fifteen calendar days after date of presentation of monthly bills, special bills, and all other bills, except yearly. For Consumer and Small Business or Individual customers, bills will be considered delinquent not less than 22 days after the date of presentation.

(N)
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(N)

Thirty calendar days after date of presentation when bills are rendered yearly and for custom work billing orders (CWBO).

(2) The Utility first gives notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination by first class mail addressed to the customer to whom the service is billed, or delivered in person or delivered to the customer's billing address.

Further, the Utility will not cause cessation of basic exchange service on any day service representatives are not available to assist customers.

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(T)

z Correction

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

b. Nonpayment of Bill for Local Exchange Carrier California 976 and/or California 900 Service

(1) If an Information Provider (IP):

(a) Is not receiving billing and collection service from the Local Exchange Carrier (LEC), and

(b) Fails to pay transport charges for California 976 and/or California 900, service to the delinquent IP may be discontinued for nonpayment of the bill.

(2) Bills shall be considered past due (delinquent) provided:

(a) The bill has not been paid by the "Due By Date" shown on the bill or if not shown, by fifteen 15 calendar days after the date of presentation of the monthly bills.¹ (T)

(b) The Utility first gives notice of such delinquency and impending termination at least 7 calendar days prior to the proposed termination by first class mail addressed to the Information Provider to whom the service is billed, or delivered in person or delivered to the Information Provider's address.

(3) The Utility will not cause cessation of basic exchange service on any day service representatives are not available to assist customers. (T)

NOTE 1: If an IP is a Small Business or Individual, bills will be delinquent not less than 22 days after the date of presentation. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

c. Application of Unused Portion of Prepayments for Telephone Service

Telephone service may be permanently discontinued and the amount of the charges therefor will be charged against the prepayments on hand, any amount of unused prepayment will be returned to the customer.

d. Former or concurrent 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 or concurrently furnished for that customer at a location served by the Utility, provided said bill is not paid within 15 days after the date of presentation and written notice at the location of the new or existing service.

(T)
(T)

e. 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.

f. Current residential service will not be discontinued because of nonpayment of bills for other classes of service furnished for that customer prior to or concurrent with the residential service.

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(T)

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

h. Disputed Bills - Refer to Schedule Cal.P.U.C. No. A2.1.10 and A2.1.31.

i. New Residence or Business Service

(N)

A customers request for new residence or business telephone service may be denied, or if that service has been installed, it may be temporarily or permanently discontinued where business or residence services were provided to:

- (1) The customer at the same address and that service was temporarily or permanently discontinued for non-payment; and/or
- (2) A prior customer was disconnected as shown in A2.11.A.2.j. (1) and (2), following.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

(Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

j. Prior Customer Disconnected for Nonpayment of Bills

(1) Residence Service^{1,2}

The Utility may not discontinue existing service or deny requests for new service at an address where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies that same address. (Except as provided in Paragraph 5. following.)

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(T)

The Utility may require a written statement from a newly connecting customer stating that the former customer no longer occupies this address, provided:

(T)
(T)

(a) There have been at least two terminations of service at the same address, within the preceding twelve (12) months, without full payment of delinquent bills, or

(T)

(b) 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.

(2) Business Service^{1,3}

The Utility may not discontinue existing service or deny requests for new service at an address for new business or residence service where services provided to a prior residence or business customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies the same address or is affiliated with the newly connecting customer. (Except as provided in Paragraph 5. following.)

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(T)

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

NOTE 2: See Schedule Cal. P.U.C. No. A2.3.1,H - Sample Form No. UN0018.

NOTE 3: See Schedule Cal. P.U.C. No. A2.3.1,H - Sample Form No. UN0019.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

j. Prior Customer Disconnected for Nonpayment of Bills (Cont'd)

(2) Business Service^{1,2} (Cont'd)

The Utility may require a written statement from a newly connecting customer stating that the former customer at that address no longer occupies the address and/or was and is not affiliated with their business.

(L)
(T)
(T)

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.

(L)

NOTE 1: Service shall not be partially, temporarily or permanently discontinued except upon written notification of at least seven (7) days. See other applicable notice requirements in D. following.

NOTE 2: See Schedule Cal. P.U.C. No. A2.3.1,H - Sample Form No. UN0019.

(L) Formerly on Sheet 75.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

2. Nonpayment of Bills (Cont'd)

- k. Basic Service will not be disconnected for non-payment of anything other than residential and single line business, Flat Rate and/or Measured Rate Service as defined in D.96-10-066, Appendix, B page 5. (T)
(T)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

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.

4. Interference With Telephone Service of Other Customers¹

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. This includes having calls forwarded without permission of the customer receiving the calls as set forth in Schedule Cal.P.U.C. Nos. A5.4.3 and A5.4.4.

NOTE 1: Following disconnection of service or service arrangement, the Utility will take immediate steps to notify the customer thereof.
Material omitted now on Sheets 76.1 and 76.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud^{1,2,3}

- a. The Utility may refuse or discontinue telephone service or service arrangements without advance notice, if the acts of the customer or the conditions at the address are such as to indicate intention to defraud the Utility. This includes fraudulently placing and receiving calls that have patterns which are similar to documented calling patterns of known organized fraudulent acts. (T)

The customer's usage patterns will be checked against documented usage from accounts with confirmed organized fraudulent activity.

Examples of usage criteria include:

- destination of the call
- duration of the call
- volume
- method used to place and receive the call
- use of service arrangements

NOTE 1: Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Sections 5a. and 5b. of this schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time in which the customer was out of service. A minimum of one month's credit will be offered to the customer.

(D)

NOTE 2: The Utility will exercise its authority to discontinue service or service arrangements only after review and concurrence by the Centralized Fraud Bureau.

(D)

NOTE 3: This may include those instances where it is confirmed that a new business or residence customer, (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; and/or (b) with intent to defraud, continued to use services provided to a prior customer no longer occupying the address. (Except as defined in A2.11.5.A., preceding.)

(N)

Material omitted now on Sheet 76.1.1.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.1. RULES (Cont'd)
- 2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)
- A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)
- 5. Fraud^{1,2,3}
- a. Cont'd

The Utility will attempt to contact the customer by telephone prior to discontinuing their service or service arrangements. If the Utility is unable to reach the customer by telephone, a letter will be mailed to the customer on the same date their service or service arrangement is discontinued explaining the reasons for such action and their right to dispute such action in accordance with Schedule Cal.P.U.C. No. A2.1.10, preceding. If the customer can be reached, the discontinuance of service may be rescinded by bringing the account current and/or payment of a security deposit as provided by Schedule Cal.P.U.C. No. A2.1.7. (3), preceding.

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(L)

- NOTE 1: Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Sections 5a. and 5b. of this schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time in which the customer was out of service. A minimum of one month's credit will be offered to the customer.
- NOTE 2: The Utility will exercise its authority to discontinue service or service arrangements only after review and concurrence by the Centralized Fraud Bureau.
- NOTE 3: This may include those instances where it is confirmed that a new business or residence customer, (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; and/or (b) with intent to defraud, continued to use services provided to a prior customer no longer occupying the address. (Except as defined in A2.11.5.A., preceding.)

(N)
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(N)

(L)Formerly on Sheet 76.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud^{1,2,3} (Cont'd)

a. (Cont'd)

If the customer's service or service arrangement is discontinued, the customer will continue to have access to 911 (Emergency Service), 611 (Repair Service) and Pacific Bell's Business Offices. The customer will also continue to receive dial tone but attempts to place calls to any seven digit, area code + seven digit, 1 + area code + seven digit or 0 + area code + seven digit telephone number will be prohibited.

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

- Verify the credit information used to establish the account.
- Confirm the customer's established calling patterns and payment history.
- Validate that action is taken only when pattern similar to those of known organized toll fraud exist.

Telephone service with the same billing customer as service found to have patterns similar to those of known organized toll fraud, may be denied or discontinued without notice. Telephone service identified as indicating intention to defraud the Utility, but cannot be determined to be associated with patterns of known organized toll fraud, requires seven days written notice prior to disconnection or denial, as defined in A2.11.A.5.B., following.

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(N)

NOTE 1: Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Sections 5a. and 5b. of this schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time in which the customer was out of service. A minimum of one month's credit will be offered to the customer.

NOTE 2: The Utility will exercise its authority to discontinue service or service arrangements only after review and concurrence by the Centralized Fraud Bureau.

(T)

NOTE 3: This may include those instances where it is confirmed that a new business or residence customer, (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; and/or (b) with intent to defraud, continued to use services provided to a prior customer no longer occupying the address. (Except as defined in A2.11.5.A., preceding.)

(N)
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(N)

Material omitted now on Sheet 76.2.2.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

5. Fraud^{1,2,3} (Cont'd)

- b. The Utility shall have the right to refuse or discontinue telephone service if the acts of the customer, including providing false credit information, or the conditions at the address are such as to indicate intention to defraud the Utility.³

(L)
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(L)

NOTE 1: Where a customer's service or service arrangement is inappropriately discontinued under the terms and conditions described in Sections 5a. and 5b. of this schedule, the customer will not be required to pay service connection charges to re-establish their service. A credit allowance will be given for the time in which the customer was out of service. A minimum of one month's credit will be offered to the customer.

NOTE 2: The Utility will exercise its authority to discontinue service or service arrangements only after review and concurrence by the Centralized Fraud Bureau.

NOTE 3: This may include those instances where it is confirmed that a new business or residence customer, (a) previously obtained service at the same address by fraudulently using another party's name to qualify for service; and/or (b) with intent to defraud, continued to use services provided to a prior customer no longer occupying the address. (Except as defined in A2.11.5.A., preceding.)

(N)
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(N)

(L) Formerly on Sheet 76.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

6. Failure to Establish or to Reestablish Credit or Pay a Required Deposit (L)

a. If, for any applicant's convenience, the Utility provides telephone service before credit is established or continues service to a customer pending reestablishment of credit in accordance with Schedule Cal.P.U.C. No. A2.1.6 and the customer fails, upon written notice, to establish their credit, the Utility may discontinue service but not sooner than 7 days after giving such notice.

b. The Utility may refuse to furnish service on the premises of an applicant for telephone service and may discontinue a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in A2.1.7, B.4.b preceding. (L)

(L) Formerly on Sheet 76.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

7. Noncompliance with the Utility's Rules

The Utility may discontinue service if a customer fails to comply with any of the rules herein, or with the General Regulations in Schedule Cal.P.U.C. No. A8.1.1 provided such failure is not remedied within a reasonable time, after due written notice has been given, except as otherwise provided in such rules and regulations.

8. Revocation of Permission to Use Property

If the Utility's service facilities of the customer are installed on property other than the customer's property and the owner of such property revokes their 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 reestablished under the provisions of Schedule Cal.P.U.C. No. A2.1.16 or Schedule Cal.P.U.C. A4.3.

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.

10. Failure to Establish or Reestablish Special High Voltage Protection

If the Utility has provided service where high voltage protection is required as set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7 but the required equipment has not been provided or the equipment that has been provided is nonfunctional or inadequate and the customer fails, upon written notice, to establish or reestablish the required special high voltage protection or apply for such protection with the Utility as set forth in Schedule Cal.P.U.C. Nos. A14. and A15.7, the Utility will disconnect service 120 days after giving such notice. (T) (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

10. Telephone Calls with Intent to Annoy

- a. The Utility may discontinue service of any customer who, with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such other person any threat to inflict injury to the person or property of the person addressed or any family member.
- b. The Utility may discontinue service of any customer who, with intent to annoy, repeatedly telephones another without disclosing his true identity to the person answering the telephone, whether or not conversation ensues during the telephone calls.
- c. If the telephone calls described in Part 10.a. and b. preceding are placed to the Utility, the Utility shall not discontinue service, but shall make reasonable efforts to persuade the customer not to place such calls, including refusal to transact business with the customer except by written communication.

11. Discontinuance of Commstar II (T)

The Utility may discontinue the telephone service of a customer with Commstar II for nonpayment or noncompliance with other rules. Where residence and business services of the same customer are combined on Commstar II, all lines of the same customer may be discontinued. Where more than one customer's service is involved only the line(s) of the customer who is delinquent can be discontinued. Any optional group features charged to the line(s) would also be discontinued. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

12. Impairment of Service

- a. If a customer uses their 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 (5) 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.

13. Discontinuance of Services Terminating on Equipment Furnished to Another Customer.

When a customer, whose service includes equipment on which other customer services terminate, has been given notice of permanent discontinuance of service, such other customers shall be notified of the possible cessation of their service arrangements not less than three days prior to actual discontinuance of such service.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

A. REASONS FOR DISCONTINUANCE OF SERVICE (Cont'd)

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 Schedule Cal.P.U.C. No. A3., 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 Schedule Cal.P.U.C. No. A3. 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 discontinued until the charges and amounts in 14.b. preceding are paid.
- d. If a check is received for a deposit as set forth in A2.1.7, B.4.b preceding 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 discontinued until the amount of the check, the Reconnection Charge and the Returned Check Charge as set forth in Schedule Cal.P.U.C. No. A3., is paid.
- e. 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 charge are paid.

15. Supersedures or Change in Billing

A customer's telephone service may be discontinued in accordance with Schedule Cal.P.U.C. No. 2.1.23 - Priority of Establishment, Supersedure of Service and Change in Billing.

Material omitted now on Sheet 80.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

B. RESTORATION - RECONNECTION CHARGE

The Utility will collect a reconnection charge when restoring service which has been temporarily suspended or partially or temporarily discontinued. The applicable restoral charges are set forth in Schedule Cal.P.U.C. No. A3. Service Charges, for all exchange services. Charges as set forth in Schedule Cal.P.U.C. No. A3. will apply when restoring service which has been permanently discontinued in accordance with the provisions of this rule.¹

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(T)(L)

NOTE 1: The Utility may collect the restoration charge before or after the service is restored.

(N)

(N)

(L) Formerly on Sheet 80.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

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:¹

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 they desire to receive such telephone communication; or

b. An ADAD may be used to contact a person who is an established business associate, customer, or other persons having an established relationship with the person using the ADAD to transmit the message; or

c. 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 by name the individual, business, group, or organization calling including address and telephone number; and (T)

(3) Asks the called party whether they are willing to listen to the recorded message; and (T)

(4) Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.

d. An ADAD shall only be operated between the hours of 9:00 a.m. and 9:00 .m. (unless it is being used consistent with paragraph b. above)

NOTE 1: See Schedule Cal.P.U.C. No. A8. for information on Certification for Interconnection pursuant to the CPUC's General Order No. 138-Series or approved for interconnection by the FCC.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

3. 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.

The telephone Utility shall review the statement of intended use of ADAD equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the Utility's facilities. If the Utility finds that a reasonable probability exists that the ADAD operation will overload its network, the Utility may refuse to provide connections for the ADAD(s) or provide them subject to conditions necessary to prevent an overload.

If, after service has been established, it is determined that the volume of calling originated by the ADAD is degrading the service furnished to others below the standard level set forth in General Order No. 133 of the California Public Utilities Commission, the Utility may discontinue the service after five days' notice to the customer. If use of the ADAD creates a call blockage in a telephone company switching office, the Utility may disconnect the service with no prior notice.

The telephone customer who uses ADAD equipment shall notify the Utility in writing within 30 days of any changes in the ADAD operation which result in either an increase or decrease in traffic volume.

No ADAD shall be connected to the network until the telephone Utility has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the Utility, by regulation or by statute, as customers who are not to receive ADAD calls.

4. The telephone Utility may discontinue the telephone service of any customer who uses an ADAD in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the ADAD creates a call blockage in a telephone company switching office.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.11 RULE NO. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE (Cont'd)

C. CONNECTION AND USE OF AUTOMATIC DIALING - ANNOUNCING DEVICES (Cont'd)

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 Communication Commission.

D. NOTICE TO CUSTOMER

Except as provided by these rules or regulations, the Utility will not partially, temporarily or permanently discontinue telephone service to any customer except upon written notice of at least 5 days, advising the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. Such notice shall also advise the customer of the provisions of Schedule Cal.P.U.C. No. A2.1.10, Disputed Bills and Other Disputes, and shall advise the customers that they can invoke these provisions if unable to resolve the dispute with the Utility. This notice may be waived in 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.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC¹

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

In exchanges of the Utility where more than one Type (i.e. Flat Rate, Measured Rate) of residence exchange access service is offered, the Utility, or its authorized employees, must provide each new applicant for residence exchange access service, at the time application for service is made, with a full explanation of each such Type of residence exchange access service which is available in the exchange for which the applicant is requesting residence exchange access service. The disclosure of available residence exchange services shall always include an explanation of Universal Lifeline Telephone Service (Lifeline Telephone Service). Each such explanation of the available residence exchange access (including Lifeline Telephone Service) services shall include a quotation of the applicable recurring rates, nonrecurring charges applicable to each such residence service and whether or not the residential line the customer is purchasing is to be the primary line to the household.

(D)

(D)

NOTE 1: Changes authorized by Decision 95-04-067 dated April 26, 1995 are offered for an 18-month provisional period.

Material omitted now on Sheet 84.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC¹ (Cont'd)

The Utility shall address inbound residential customer requests in the following sequence²:

- a) Resolve customer's request first. The Utility must first provide the service requested by the customer and shall describe options for purchasing any requested service beginning with the least expensive option(s). Once the least expensive options(s) have been discussed, the Utility may then discuss any packages or bundles that include the product requested and may include product discounts. After completely addressing all the customer's requests, the service representative shall summarize the customer's order including itemized prices. (T)
(N)
- b) Indicate to customer that the requested order is complete. After summarizing the order, the Utility shall inform the customer that the requested order is finished, and allow the customer an opportunity to terminate the call.
- c) Seek Permission To Present Marketing Information On Other Services. Having completed the customer's request, and so informing the customer, the Utility may then address needs indicated on the customer record, then seek the customer's permission to offer information about additional services. Should the customer decline to grant such permission, the Utility must cease offering such services and conclude the call. (T)
(T)
- d) If Customer Agrees, Present Marketing Information. If the customer wants to receive marketing information, then the Utility may present marketing information to the customer, and may ask the customer for permission to access CPNI. Marketing information need not be presented in any particular order but must include the prices for each service offered. For packages of services, the Utility must inform the customer that the components are available separately and quote component prices. This requirement (d) shall apply to outbound marketing calls as well as inbound.

NOTE 1: Changes authorized by Decision 95-04-067 dated April 26, 1995 are offered for an 18-month provisional period.

NOTE 2: Per Decision D.01-09-058.

Material omitted now on Sheet 84.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC¹ (Cont'd)

The Utility shall address inbound residential customer requests in the following sequence²: (Cont'd)

(N)

Exceptions:

(1) For inbound residential calls from customers returning to the Utility from a competitor, or calls from customers doing competitor price comparisons, the Utility may seek the customer's permission to offer information about all products and services, including packages and/or bundles, as long as the lowest price option, meeting the customer's request, is discussed first. Should the customer decline to grant such permission, the Utility must cease offering such services.

(2) For Inbound residential calls from customers wanting to disconnect service or products, the Utility, once they have gained the customer's permission, may make a single attempt to retain the product or service prior to completing the customer request. Should the customer decline to grant such permission, the Utility must cease offering such services.

(N)

e) The Utility shall disclose non-misleading information regarding Caller ID selective and complete blocking options, including the ability to unblock Complete Blocking on a per call basis, to new customers who have not yet chosen a blocking option. This non-misleading disclosure also applies to existing customers when the Utility offers Selective Blocking versus Complete Blocking.

(L)

The Utility shall provide a quotation of the applicable recurring rates and non-recurring charges applicable to each such service designated by the customer. The quotation of applicable rates and charges shall be stated separately for each optional service designated by the customer.

At the time when a customer requests a move, change or addition to an existing residence service, the Utility, or its authorized employees, shall ask if the customer would like the service moved as it is currently provided with no changes to the type of service or optional services.

(L)

NOTE 1: Changes authorized by Decision 95-04-067 dated April 26, 1995 are offered for an 18-month provisional period.

NOTE 2: Per Decision D.01-09-058.

(N)

Material omitted now on Sheet 84.2.

(L) Formerly on Sheet 84.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC¹ (Cont'd)

If the customer wishes the service moved with no changes, no further explanation of the service is necessary unless requested by the customer. If, however, the customer wishes to make changes to the Type of service being provided or the existing optional services, the Utility or its authorized employees shall provide the customer with a general description of each Type of residence exchange access service. This description shall include an explanation of Lifeline Telephone Service if the customer does not currently subscribe to Lifeline Telephone Service, which shall also include a quotation of the applicable recurring rates and nonrecurring charges associated with Lifeline Telephone Service. A quotation of applicable recurring rates and nonrecurring charges for all other available Type(s) of service will be provided to the customer only for such other Type(s) of service for which the customer expresses an interest in receiving more detailed information. The Utility may also bring to the customer's attention the availability of optional services. (See 2.1.12 (a), (b), (c) and (d) on Sheets 84.1.) A quotation of the applicable recurring rates and nonrecurring charges for the optional services for which such information requested by the customer shall be provided.

At the time a customer requests a change or addition to their existing service, the Utility or its authorized employees shall provide the customer with a quotation of the applicable recurring rates and nonrecurring charges for the requested change or addition.

At the time of application for business service, or for moves, changes or additions to existing business services, the Utility or its authorized employees shall provide a full itemization of the recurring rates and nonrecurring charges applicable to the services applied for. In the event the customer placing the order voluntarily elects in writing to waive the itemization requirement, the Utility will be relieved of the requirements.

The Utility will inform its residence subscribers of their right to service connection or repair within a four-hour period during every service call when their presence is required in compliance with Section 1722 of the Civil Code. (N)
(N)

NOTE 1: Changes authorized by Decision 95-04-067 dated April 26, 1995 are offered for an 18-month provisional period.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd) (N)

2.1.12 RULE NO. 12 - DISCLOSURE OF RATES AND CHARGES AND INFORMATION TO BE PROVIDED TO THE PUBLIC¹ (Cont'd) (N)

Within two working days after the taking of a completed order for new business or residence service or for moves, changes or additions to existing residence or business service, the Utility will mail, electronically by e-mail³ or by postal service depending on customer's request a confirmation letter to the customer placing the order setting forth a brief description of the services ordered and the specific recurring rates and nonrecurring charges as set forth in the effective tariffs of the Utility which are applicable to the services ordered. In addition, the confirmation letter will be the Utility's vehicle for confirming the "Customer Self-Certification of a new basic residence primary line². The verbiage to be included is as follows: (L)

Primary Line²

"You confirmed that the line associated with (telephone number) is the primary line to your residence. You are aware that the Public Utilities Commission or Pacific Bell may verify the accuracy of your statement."

Non-Primary Line²

"You confirmed that the line associated with (telephone number) is not the primary line to your residence."

In the event a customer placing the order provides notification in writing that a confirmation letter is not desired, the Utility will be relieved of this requirement. A confirmation letter will always be required for new residence Universal Life Line Telephone Service customers.

In the event of the adoption by the Utility of new or optional schedules of rates, the Utility will advise those of its customers who may be affected, that such new or optional rates are effective.

In the event a customer desires service in a schedule other than that applicable to their present service, the rates for the new service will be applied on the effective date of the change. (L)

NOTE 1: Changes authorized by Decision 95-04-067 dated April 26, 1995 are offered for an 18-month provisional period. (N)

NOTE 2: Implementation of the self-certification process of primary lines for new basic residential service shall begin November 1, 1997 for Resale and for Retail, December 10, 1997 for So. California and December 12, 1997 for No. California. (L)

NOTE 3: E-mail confirmation will only apply where facilities and/or operating conditions permit. (L)

(L) Formerly on Sheet 84.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.13 RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES

A. GENERAL

1. The Utility will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or services to speculative projects and risk services under the following conditions:

- a. The applicant shall pay in advance or otherwise as required by the Utility, estimated cost installed plus estimated cost of removal, less the estimated salvage of the equipment and facilities necessary for furnishing service.¹
- b. The applicant shall establish or reestablish credit as required by Schedule Cal.P.U.C. No. A.2.1.6, A.1 or A.3 except that the amount of deposit prescribed in Schedule Cal.P.U.C. No. A2.1.7,B.4 shall not exceed the estimated bill for the duration of service.

2. Change to Permanent Status

- a. If temporary telephone service is provided to a customer on a continuous, intermittent or seasonal 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 Schedule Cal.P.U.C. No. A4.3 for permanent service shall be refunded. Speculative and risk services, as defined in A2.1.1 of this schedule, will not be changed to permanent status.
- b. If at any time the character of a customer's operation changes so that in the opinion of the Utility the customer's service, excluding election 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.

3. Refunds

- a. The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the charges shown in Schedule Cal.P.U.C. No. A4.3 in effect at the time temporary service was first rendered to the customer, or the present charges shown in Schedule Cal.P.U.C. No. A4.3, whichever is less restrictive to the customer.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.13 RULE NO. 13 - TEMPORARY SERVICE, SPECULATIVE PROJECTS AND RISK SERVICES
(Cont'd)

A. GENERAL (Cont'd)

3. Refunds (Cont'd)

- b. Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced, except for the amount of deposit made in accordance with Schedule Cal.P.U.C. No. A2.1.7, to establish credit.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY

A. LIMITATIONS

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
2. In the event an error or omission is caused by the gross negligence of the Utility, the liability of the Utility shall be limited to and in no event exceed the sum of \$10,000.
3. The Utility will not provide a credit allowance for interruptions of service caused by the customer's facilities, equipment, or systems.
4. Except as provided in A3. 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 up to and including its local loop demarcation point, including exchange, toll, private line, supplemental equipment, 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.
5. Whenever commercial power or its equivalent is required to operate services or facilities provided by the Utility at the customer's premises, the customer shall:
 - a. Furnish such power which shall be suitable for the purpose;
 - b. Provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe fashion; and
 - c. Allow the Utility access to the power supply, if necessary.

In the event of a power failure, no allowance is made for interruption of service, and the Utility shall not be held liable for such an interruption of service. Nor shall the Utility be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet.

(N)
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(N)

Material omitted now located on Sheet 88.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory

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

- a. The Utility shall allow, for interruptions in service of 24 hours or more not due to conduct of the customer, an amount equal to the pro rata charges for each 24-hour period, or major fraction thereof after the initial period or interruption in the following services:

(1) Mobile telephone service.

(2) Private line services and channels, as follows:

Private line telephone service.¹

Private line teletypewriter and Morse services.¹

Channels for data transmission.¹

Channels for remote metering, supervisory control and miscellaneous signaling purposes.¹

Continuous time announcement service.¹

Channels for one-way speech networks in connection with loudspeakers.²

Channels for one-way program transmission networks in connection with loudspeakers.²

Channels for farmer lines and toll service station lines.

Bells and lights system attack warning service.

(3) Wide Area Telecommunications Service (Refer to Schedule Cal.P.U.C. No. A7.1, A.b.).

NOTE 1: The allowance applies only to service within the same exchange area.

NOTE 2: The allowance applies only to station equipment and/or channel facilities.

Material omitted now located on Sheet 89.

(L) Formerly located on Sheet 87.

(D)

(D)

(T)(L)

(L)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

(T)

b. 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.

(L)

(L)

c. RESERVED

d. 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:

- (1) Private Line telephone service.
- (2) Private line teletypewriter and Morse Services.
- (3) Channels for data transmission.
- (4) Channels for remote metering, supervisory control and miscellaneous signaling purposes.
- (5) Continuous Time Announcement Service.

(L) Formerly located on Sheet 88.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

(T)

d. (Cont'd)

(6) Channels for the remote operation of private mobile radio-telephone systems.

(7) Channels for one-way speech networks in connection with loudspeakers.

(8) Channels for one-way program transmission networks in connection with loudspeakers.

(9) Special assembly services and channels for miscellaneous experimental purposes.

The allowance on (1) preceding applies only to full period service. The allowance on Items (1) through (6) preceding applies only to service between separate exchange areas. The allowance on (8) and (9) preceding applies only to interexchange and interdistrict channels.

e. 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.

(1) Channels for program transmission in connection with loudspeakers, sound reproduction or sound recording.

(2) Channels for video transmission in connection with television viewers.

f. 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).

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

(T)

g. The Utility shall allow for interruptions of two consecutive hours or more not due to conduct of the customer or 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 transmission for use in educational television systems.

h. The Utility shall allow an amount calculated as shown in (2) following, for interruptions in Dataphone Digital Service based on the Average Station Value, as defined in (1) below, and the length of the interruption, not due to conduct of the customer or authorized user or failure of facilities provided by the customer or authorized user or due to the failure of the customer to authorize replacement of any element of special construction, as specified in Schedule Cal.P.U.C. No. B2.2.5. The period during which no credit allowance will be made shall begin on the seventh day after the customer receives the Utility's notification of the need for such replacement and shall end on the day after the Utility receives the customer's authorization for such replacement.

(T)

(1) Average Station Value

The average station value is calculated by dividing the total monthly charge for a service by the total number of stations on the service. The total monthly charge shall be comprised of all charges associated with the service, including charges for all equipment assigned to all Digital Station Terminals on the service.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd)

(T)

h. (Cont'd)

(2) Credit Allowances for Interruptions

For the purpose of determining the amount of allowance every month is considered to have 30 days and only those stations on the interrupted portions of a service shall be considered in determining the number of stations affected.

- An interruption credit allowance is determined by (i) calculating the Average Station Value for one full day [Average Station Value divided by 30 (days)]; (ii) multiplying the result of (i) by the "credit" as specified following then; (iii) multiplying the result of (ii) by the number of stations affected.

(T)

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(T)

- Interruptions of 24 Hours or Less

Length of Interruption	Credit
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 day
3 hours up to but not including 6 hours	1/5 day
6 hours up to but not including 9 hours	2/5 day
9 hours up to but not including 12 hours	3/5 day
12 hours up to but not including 15 hours	4/5 day
15 hours up to 24 hours inclusive	One day

Two or more interruptions of 30 minutes or more during any period up to but not including 3 hours, shall be considered as an interruption.

- Interruptions Over 24 Hours

Credit will be allowed in 1/5 day multiples for each 3 hour period of interruption or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

6. Services Other Than Directory (Cont'd) (T)

i. For purposes of these regulations, an interruption is deemed to exist from the time it is reported to or detected by the Utility.

7. Subject to Section 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)

a. 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.

b. For listings and lines of information in alphabetical telephone directories furnished at additional charge set forth in Schedule Cal.P.U.C. No. A5.7, 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.

c. 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.

d. 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.

e. 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY (Cont'd)

A. LIMITATIONS (Cont'd)

8. Temporary Suspension for Repairs

(T)

The Utility shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Utility will give the customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the least inconvenience.

When the Utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service.

9. Errors in Transmitting, Receiving or Delivering Oral Messages by Telephone

(T)

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.

10. Loss Arising From Non-Delivery of Written Messages

(T)

The Utility shall be liable for loss or damage that 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.

11. Errors in Information Furnished by Directory Assistance Operators

(T)

Subject to provisions of Section 3. of this Rule, the Utility shall allow a credit for errors in telephone numbers or other information furnished by the Utility's Directory Assistance Operators in accordance with Schedule Cal.P.U.C. No. A5.7.4 an amount not in excess of the charge for a call to Directory Assistance, dialed direct or placed through another utility operator (i.e., "O" operator) as appropriate to the call on which the error occurred. For direct dialed calls, the credit will only apply if the customer has exceeded their allowance and incurred a charge.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS

A. GENERAL

1. Except as otherwise provided in these rules and as otherwise required by federal law for facilities placed on U.S. Government land, the Utility will construct, own and maintain line extensions along dedicated streets and acceptable easements which can be obtained without charge or condition or condemnation.
2. Where the 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.²
3. In lieu of all or part of the payment in 2. 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 material so furnished shall vest in the Utility.²
4. In suburban areas, charges for line extensions apply as set forth in Schedule Cal.P.U.C. No. A4.3.
5. Line extensions to serve temporary or speculative projects are subject to provisions of A2.1.13.
6. Where its own operating conditions warrant, the Utility will construct and maintain its facilities underground at its expense.
7. Only underground line extensions and service connections will be constructed to and within the following types of new subdivisions¹; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See 8. and 9. following for exemptions to this requirement.)
 - a. Five or more lots for single-family and/or multi-family dwellings; unless:
 - (1) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric utility for aerial service; or

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

A. GENERAL (Cont'd)

7. (Cont'd)

- a. Five or more lots for single-family and/or multi-family dwellings;
unless: (Cont'd)

- (2) 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:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

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.

New aerial line extensions and service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ 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.

Exceptional circumstances do not exist which in the Utility's opinion warrant the installation of underground line extension or service connection facilities. Whenever the Utility invokes this provision the circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension.

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

A. GENERAL (Cont'd)

7. (Cont'd)

- a. Five or more lots for single-family and/or multi-family dwellings; unless:
(Cont'd)
(2) (Cont'd)

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 operating convenience, the extra cost compared with overhead shall be borne by the Utility.

- b. Five or more dwelling units in two or more buildings located on a single parcel of land.
- c. Two or more enterprises on a single parcel or on two or more contiguous parcels of land; where each enterprise is to be engaged in; trade, the furnishing of services, or a process which creates a product or changes materials into another form or product (e.g., shopping centers; sales, commercial, or industrial enterprises; business or professional offices; educational or government complexes; shops; and factories).
8. If an applicant elects to be served by aerial electrical facilities which are not in violation of a legal prohibition imposed by a municipality, the CPUC or other governmental agency having jurisdiction, the Utility is not obligated to construct underground.
9. In exceptional circumstances, when the application of these rules appears impractical or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.
10. 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:
- a. 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 Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

A. GENERAL (Cont'd)

10. (Cont'd)

b. 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, unless as determined by the Utility, extenuating circumstances preclude the construction of permanent facilities before permanent telephone service is needed. 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.

(N)
|
(N)

c. 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.

d. 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.¹

B. AERIAL LINE EXTENSIONS

1. Aerial Line Extensions

Aerial line extensions will be constructed at the Utility's expense, subject to the general provisions in A. preceding.

C. UNDERGROUND LINE EXTENSIONS

1. Within new subdivisions in their entirety where all requirements will be for residential service or where buried cable is to be used for the line extension facilities or where another telecommunications carrier constructs facilities without cost to the applicant:

(N)
(N)

a. The Utility will construct an underground extension at its expense. Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro-rata cost thereof.

b. 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.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

2. Within new subdivisions in their entirety wherein all or a portion of the requirement will be for business service and the Utility determines that an underground supporting structure is needed:
 - a. 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.
 - b. If the specifications in d. following include transiting conduit to serve parcels outside the subdivision, the Utility will provide all conduit material and reimburse the applicant their 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.
 - c. 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.
 - d. The applicant will construct to the Utility's specifications and deed to the Utility the complete underground supporting structure.¹
 - e. The Utility will complete the line extension at its expense, subject to the provisions of 1. preceding where buried cable is to be used.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule
Cal.P.U.C. No. A2.1.3,D.

Material omitted now located on Sheet 99.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. Line extensions to new subdivisions from the Utility's planned distribution facilities are based upon the Utility's current Long Range Outside Plant Plan. This Plan designates the physical routing of distribution facilities to and within a given Distribution Area in order to design, operate and administer the Utility's network in the most economical and efficient manner. Line extensions to serve applicants in a given Distribution Area may only be constructed, as determined by the Utility, from the Distribution Area designated by the current LROPP. (T)(L)
|
(L)
(N)
|
(N)
- a. For that portion of an extension which is 200 feet or less in length and is adjacent to the boundary of a new subdivision, responsibilities for the cost of said portion will be the same as those within a subdivision, as determined by 1. or 2. preceding for the type of construction employed. (L)
|
(L)
- b. In those cases where the line extension must extend across an existing street to reach the development and the public agency will not permit open cutting for residential developments, the applicant is responsible for the estimated difference in cost between normal trenching and conduit placement (exclusive of pavement cutting and repaving) and the cost of boring. For commercial developments the applicant is responsible for the cost of the bore less the material cost of conduit. (N)
|
(N)

(L) Formerly located on Sheet 99.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

C. UNDERGROUND LINE EXTENSIONS (Cont'd)

3. (Cont'd)

c. For the remainder of an extension outside the boundary of a new subdivision, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between the underground and equivalent aerial facilities.¹ For underground installations the Utility is entitled to four conduits, the equivalent capacity of a pole line. Where another telecommunications carrier constructs facilities without cost to the applicant, the remainder may be constructed subject to the provisions of C.1. preceding. (T)

4. To and within new real estate developments in their entirety which do not satisfy the density requirement for a subdivision, line extensions will be constructed as in 1. through 3. preceding, provided:

a. 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 45 days after the actual cost is determined by the Utility. This adjusted advance, excluding any payment required by 3.b. preceding and the cost set forth in 1.b., 2.c. and d., and 3.a. preceding is refundable as provided following.¹ (C)

b. When, within the first three year period after completion of the Utility's construction, the subdivision density requirement has been met, the Utility will refund the refundable advance in a. preceding. 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 telephone line and line termination density to the subdivision density requirement. No interest will be paid on such advances. (D)

5. All other underground line extensions.¹

If the applicant requests or is required, such as by local ordinance or municipal condition, for example, to have underground line extensions, in cases other than those included in 1. through 4. preceding, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between underground and equivalent aerial facilities. Where another telecommunications carrier constructs line extensions without cost to the applicant, the line extension may be constructed at no cost to the applicant. (N)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS

1. Cancellation of Application

- a. Prior to the start of installation as defined in Schedule Cal.P.U.C. No. A2.1.1, no charge.
- b. Where construction of line extension facilities has been started prior to the cancellation, a charge is applicable which is equal to the costs incurred in the design and 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 4. following.² (N)

2. Change or Modification of an Application

- a. Where a request for an alteration in an existing application for line extension facilities requires a new design, or a movement or physical alteration of facilities or equipment after the start of installation, a charge is applicable which is equal to the cost incurred in the design and construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially modified, charges for such modified service or facilities shall apply as stated above. Charges are determined as set forth in 4. following.² (N)

3. Deferment of an Application¹

- a. An application for line extension facilities may be deferred for one or more periods, totaling in all not more than twelve (12) months beyond the service date last established prior to the start of installation, after which time it shall be completed or considered as cancelled and treated in accordance with 1.b. preceding. (T)

NOTE 1: An extension of time beyond the twelve (12) month period requested by the applicant may be allowed at the discretion of the Utility in writing.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.15 RULE NO. 15 - LINE EXTENSIONS (Cont'd)

D. APPLICATION CANCELLED MODIFIED OR DEFERRED BY AN APPLICANT FOR LINE EXTENSIONS TO AND WITHIN NEW SUBDIVISIONS AND REAL ESTATE DEVELOPMENTS (Cont'd)

(N)

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 received written notice (signed by the applicant and Utility) at the time the request for such facilities was taken stating that charges would apply should the applicant request the cancellation, modification or deferment of the application for such facilities.
- c. Installation of line extension facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.
- d. Non-recoverable costs of engineering, labor, material, equipment and other related expenses incurred by the Utility as a result of the work performed will apply. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES

A. SERVICE CONNECTION FACILITIES

1. General

- a. Except as otherwise provided in these rules, the Utility will, at its expense, construct, own and maintain service connection facilities up to (T) and including the Utility's local loop demarcation point necessary to (T) serve applicants or customer in accordance with its rates, rules and current construction standards.
- b. Where the 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.²
- c. In lieu of all or part of the payment in b. preceding, 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 material so furnished shall vest in the Utility, except for that portion of underground supporting structures located on private property as set forth in 4.b.(1)(b) following.² (T)
- d. In suburban areas, charges for service connections apply as set forth in Schedule Cal.P.U.C. No. A4.3.
- e. Service connection facilities to serve temporary or speculative projects are subject to the provisions of Schedule Cal.P.U.C. No. A2.1.13.
- f. Where its own operating conditions warrant, the Utility will construct and maintain its facilities underground at its expense.
- g. Only underground service connection facilities will be constructed to and within the following types of new subdivisions¹; or new real estate developments, i.e., projects which do not satisfy the density requirement for a subdivision: (See h. and i. following for exemptions to this requirement.)

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

1. General (Cont'd)

g. (Cont'd)

(1) Five or more lots for single-family and/or multi-family dwellings;
unless:

(a) The lots within the residential subdivision or real estate development existed as legally described parcels prior to May 5, 1970, and an agreement has been entered into prior to May 5, 1972, with the electric utility for aerial service, or:

(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:

Local ordinances do not require underground construction.

Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than 3 acres can be formed.

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.

New aerial service connections constructed to or within a residential subdivision or real estate development would not be in proximity to¹ and visible from¹ 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.

Exceptional circumstances do not exist which in the Utility's opinion warrant the installation of underground service connection facilities. Whenever the Utility invokes this provision the circumstances shall be described promptly in a letter to the Commission, with a copy to the applicant for the extension.

NOTE 1: As defined in Schedule Cal.P.U.C. No. A2.1.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

1. General (Cont'd)

g. (Cont'd)

- (1) Five or more lots for single - family and/or multi-family dwellings unless: (Cont'd)
(b) (Cont'd)

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 operating convenience, the extra cost compared with overhead shall be borne by the Utility.

- (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 government 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 CPUC 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

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

1. General (Cont'd)

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 Schedule Cal.P.U.C. No. A2.1.15 and A2.1.16.
- (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.¹

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Material omitted now on Sheet 104.2.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

1. General (Cont'd)

k. The Utility will determine serving arrangements for properties under development according to the intended use of the property immediately following completion of construction. Continuous property which is divided into parcels may be served as if the parcels were individually owned properties as follows: On commercial property, additional local loop demarcation points may be constructed at Utility expense to each parcel or building on a parcel if the building is leased for a minimum of three years. The applicant must provide to the Utility a copy of the lease or a notarized statement describing the term of the lease. If the same tenant leases other buildings on the parcels, requests for additional local loop demarcation points will be provided under Special Construction charges as set forth in Schedule Cal.P.U.C. No. A2.1.36. This rule provision does not apply to fiber, residential or agricultural property, tenant spaces within a commercial multi-story or multi-unit building, buildings on commercial continuous property that are currently served or were designed to be served through an existing Local Loop Demarcation Point on the property, or to property outside the Base Rate Area.

(D)
(N)
|
(N)
(C)
(N)
(N)
(D)
(N)
|
(N))

Where the immediate intended use of parceled 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.

(T)

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.

2. Continuous Property Service Connection Facilities (D)

Where an applicant requests service connection facilities on continuous property, the following will apply:

a. The Utility will provide a primary service connection facility on a customer's continuous property to the main distribution terminal at a single location determined by the Utility and the property owner. Where no agreement can be reached, the Utility will designate the location of the demarcation point.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

2. Continuous Property Service Connection Facilities (Cont'd) (D)
- b. The primary service connection facility will be provided over the most economical route as determined by the Utility as set forth in a. preceding. Where the customer requests a route other than that specified by the Utility, and the Utility agrees, as set forth in a. preceding, Special Construction charges set forth in Schedule Cal.P.U.C. No. A2.1.36 may apply.¹ (N)
- c. Customers may request additional service connection facilities to other locations on their continuous property.² Rates and Charges as set forth in Schedule Cal.P.U.C. No. A2.1.36 will apply. A building on commercial continuous property that is not parceled and is leased to a separate business entity for a minimum of three years, and is not also occupied by the property owner, may be served as set forth in 1.k. preceding. (N)
3. Aerial Service Connection Facilities from aerial distribution facilities are furnished at the Utility's expense.
- b. Aerial service connection facilities 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 be required to pay in advance a nonrefundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection.³ Any difference between the amount advanced and the actual cost will be advanced or refunded, as the case may be, within 30 days after the actual cost is determined by the Utility. (N)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

NOTE 2: Pair counts in service connection facilities may not multiple between building on the same customer's continuous property.

NOTE 3: Governmental entities as defined in G096-A, Section X, are excluded from the advance payment requirements of this paragraph.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

3. Aerial Service Connection Facilities (Cont'd)

- 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.

4. Underground Service Connection Facilities

When applicant requests, or is required to have, underground facilities, the Utility will furnish them under the following conditions:

a. To the property to be served

- (1) Where a service connection facility will be connected to underground distribution facilities, that portion of the main service connection facility not on the property to be served will be constructed by the Utility without charge, provided:

- (a) If underground line extension and/or service connection facilities are being constructed for a new real estate development as provided in d. following or in A.2.1.15,C.4., the Utility's costs of those portions of service connection facilities to the properties to be served are also subject to the advance and refund provisions of d. following or A.2.1.15,C.4.¹

- (b) Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof. However, if soil conditions or topography will cause trenching costs to materially exceed the Utility's average trenching costs, the applicant may be required to pay a nonrefundable amount equal to such excess costs.

- (2) Where the service connection facilities will be connected to main aerial distribution facilities the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in the cost of constructing underground and equivalent aerial facilities for that portion of the underground service connection facilities not on the property to be served.¹

- (3) Where the customer requests additional service connection facilities to be connected to underground distribution facilities, that portion of the additional service connection facilities not on the property to be served (for example, in the dedicated street or easement) will be constructed as set forth in Schedule Cal.P.U.C. No. A2.1.36. (N)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served¹- Residential

For the purpose of this rule: (i) A service connection facility (or a branch thereof) intended to serve all or a portion of one building is denoted as being separate. (ii) Where a service connection facility 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.

(1) Except as provided in d. following, the trench or underground supporting structure for a "separate" service connection facility and for any "common portion" for which an easement acceptable to the Utility is not obtainable without charge or condemnation, or where an easement is not accepted as set forth in (2) following, will be provided as follows: (N)

(a) Where the Utility determines that buried wire or cable is to be used for the service connection facilities, 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.

(b) Where the Utility determines that conduit is to be used for the service connection facilities, 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.

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered as part of the applicants' continuous property.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served¹- Residential (Cont'd)

(1) Except as provided in d. following, the trench or underground supporting structure for a "separate" service connection facility and for any "common portion" for which an easement acceptable to the Utility is not obtainable without charge or condemnation, or where an easement is not accepted as set forth in (2) following, will be provided as follows: (Cont'd) (N)

(c) Where a Carrier constructs the underground supporting structure at no charge to the Applicant, SBC may construct the underground structure between designated points on the building served and the boundary of the Utility's easement or dedicated street as required. Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof. (N)

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered as part of the applicants' continuous property. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

A. SERVICE CONNECTION FACILITIES (CONT'D)

4. Underground Service Connection Facilities (Cont'd)

b. On the property to be served - Residential (Cont'd)

(2) Except as provided in d. following, where feasible, a single service connection facility will be constructed to serve two or more buildings on one continuous property. If an easement acceptable to the Utility¹ for the common portion of such an arrangement has been obtained without charge or condemnation, the trench or underground supporting structure for the common portion and those segments of separate portions lying within the boundary of the easement will be constructed as set forth in this part (2). Unless otherwise agreed between the applicant and the Utility, the width of such easement shall not exceed five feet. However, 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 so as to include those portions of separate service connections that will be constructed beneath the street pavement. (N)

(3) Where all requirements for the common service connection are for residential service: (N)

The Utility will provide the trench or underground supporting structure at its expense, providing the applicant performs or pays 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.

(4) Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof. However, if soil conditions or topography will cause trenching costs to materially exceed the Utility's average trenching costs, the applicant may be required to pay a nonrefundable amount equal to such excess costs. (N)

NOTE 1: Easements are not accepted on condominium property where all the land is held in common or on apartment property. Service to these properties will be provisioned as set forth in Schedule Cal.P.U.C. No. A2.1.20. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

c. On the property to be served¹ - Commercial

The trench or underground supporting structure for service connection facilities will be provided as follows:

- (1) Where the Utility determines conduit is to be used for service connection facilities, applicants or customers will construct, maintain, and own the underground structure. Such underground supporting structure will be constructed, at the customer's expense, to the Utility's plans and specifications between designated points on the building served and the boundary of the Utility's easement or dedicated street as required.
- (2) Where the Utility determines buried wire or cable is to be used for the service connection facilities, the applicant or customer will provide the trench. Such trench will be constructed, at the customer's expense, to the Utility's plans and specifications between a designated point on the building served and the boundary of the Utility's easement or dedicated street as required.
- (3) Where the applicant requests service to a continuous property under development which may or will contain individually-owned parcels and common areas, the applicant will construct, own and maintain the underground supporting structure for common and separate service connections on the private property at the applicant's expense (e.g. shopping centers, commercial centers). The Utility may obtain an easement for placement of its cable facilities in the applicant's structure.

(N)
|
(N)

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered part of the applicants' continuous property.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

c. On the property to be served¹ - Commercial (Cont'd) (N)
The trench or underground supporting structure for service connection facilities will be provided as follows: (Cont'd)

(4) Where a telecommunications Carrier constructs the underground supporting structure at no charge to the applicant, the Utility may construct, at its expense, the underground structure between designated points on the building served and the boundary of the Utility's easement or dedicated street as required. Trenches will be occupied jointly, where economy dictates, upon payment by the Utility of its pro rata cost thereof. (N)

d. Within real estate developments that do not satisfy the density requirements for a subdivision, and the requirement is for business service, residence service or a combination of both, service connections will be constructed as set forth in a.(1), b.(1) or (2) preceding, provided:

(1) The applicant will pay in advance the estimated total cost of construction². Any difference between the amount advanced and the actual cost shall be advanced or refunded as the case may be, within 30 days after the actual cost is determined by the Utility. This adjusted advance excluding any payment required by a.(2) preceding, and the cost set forth in a.(1), b.(1) or (2) preceding, is refundable as provided following.³ (T)

NOTE 1: The applicant will provide or arrange for the rights necessary for the Utility to place service connection facilities on the parcel of property occupied by the applicant and/or to cross an intervening parcel or parcels of property except where the applicant is located on U.S. Government land or on private property surrounded by U.S. Government land. Then, the Utility shall obtain the rights necessary to place such facilities on or across such U.S. Government land as required by federal law. These access rights are considered part of the applicants' continuous property. (N)

NOTE 2: Government entities as defined in G.O. 96-A, Section X, are excluded from the advance payment requirements of this paragraph.

NOTE 3: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

4. Underground Service Connection Facilities (Cont'd)

d. (Cont'd)

(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 (1) preceding. 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 telephone termination density to the subdivision density requirement. No interest will be paid on such advances. (D)

e. The Utility will, at its expense, furnish, install, and maintain the service connection wire or cable for working service as set forth in a.(1), b.(1), or 3. preceding. (N)

(1) The Utility will incur the entire expense for the maintenance of all common portion direct buried service connection facilities.

(2) When an above ground obstruction to a direct buried service connection facility exists, the Utility will select the most direct and most economical route and incur the entire expense of providing an alternate underground route. If the alternate underground route selected by the Utility requires pavement cutting and repaving, the Utility will incur that expense. This alternate route will be mutually agreeable to the Utility and the property owner. (D)

(3) If the alternate underground route selected by the Utility is not agreeable to the property owner, the property owner will provide conduit for segments of the route that preclude normal trenching or will perform or pay for the removal (and replacement, if desired) of any structure or landscaping built over the separate branches of direct buried service connection facilities, including but not limited to walkways, driveways, patios, buildings, planter boxes, retaining walls, decks or extensive landscaping excluding lawn. The Utility will incur the cost of any excavation or trenching required to repair or replace the separate branches of direct buried service connection facilities. (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

5. Existing service connection facilities will be reinforced as required to accommodate added service requests in regulations preceding.

6. Application Cancelled, Modified, or Deferred by an Applicant for Service Connection Facilities to and within New Subdivisions and Real Estate Developments

a. Cancellation of application

(1) Prior to the start of installation as defined in Schedule Cal.P.U.C. No. A2.1.1, no charge.

(2) Where construction of service connection facilities has been started prior to the cancellation, a charge equal to the costs incurred in the construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement is applicable. 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 d. following.¹

(D)

(D)

(T)

(T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service
Connection Facilities to and within New Subdivisions and Real Estate
Developments (Cont'd)

b. Change or Modification of an Application

Where a request for an alteration in an existing application for service connection facilities requires a new design, or a movement or physical alteration of facilities or equipment after the start of installation, a charge equal to the cost incurred in the construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement is applicable. Where partially modified, charges for such modified service or facilities shall apply as stated above. Charges are determined as set forth in d. following.²

c. Deferment of an Application¹

An application for service connection facilities may be deferred for one or more periods, totaling in all not more than twelve (12) months beyond the service date last established prior to the start of installation, after which time it shall be completed or considered as cancelled and treated in accordance with a.(2) preceding. (T)

d. Determination of Charges

(1) In determining the charge for a., b. and c. 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.

NOTE 1: An extension of time beyond the twelve (12) month period when requested by the applicant may be allowed at the discretion of the Utility in writing.

NOTE 2: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

A. SERVICE CONNECTION FACILITIES (Cont'd)

6. Application Cancelled, Modified, or Deferred by an Applicant for Service Connection Facilities to and within New Subdivisions and Real Estate Developments (Cont'd) (T)

d. Determination of Charges (Cont'd)

- (2) Such charges apply provided the applicant received written notice (signed by the applicant and Utility) at the time the request for such facilities was taken, stating that charges would apply should the applicant request the cancellation, modification or deferment of the application for such facilities.
- (3) Installation of service connection facilities is considered to have started as defined by "Start of Installation" in Schedule Cal.P.U.C. No. A2.1.1.
- (4) Nonrecoverable costs of engineering, labor, material, equipment and other related expenses incurred by the Utility as a result of the work performed will apply. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (N)

1. General

- a. Service Entrance Facilities and Network Terminating Wire (NTW)¹ will be furnished, installed and maintained by the Utility. The Utility will connect its facilities at the local loop demarcation point to inside wire or intrabuilding network cable furnished and installed by others as set forth in Schedule Cal.P.U.C. Nos. A8. and A2.1.20, and Part 68, Subpart C and F, of the FCC's Rules and Regulations. (N)

- (1) In hazardous or inaccessible locations the owner, applicant/customer or his 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. (N)

NOTE 1: Network Terminating Wire is wire that connects the building entrance terminal to the Utility's network access termination point or the building owner's access terminal. This wire connection is called a "cross connect" and is classified as either Utility Network Cross-Connects (UNCs) or Service Provisioning Cross-Connects (SPCs) as set forth in Schedule Cal.P.U.C. No. A2.1.20. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd) (N)

1. General (Cont'd)

b. The Utility will determine the type of service entrance facilities and NTW and the location of protective apparatus and other associated equipment at the local loop demarcation point. The Utility will determine the method of installation of the NTW. 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)

c. Reserved

d. Overtime service entrance facilities and NTW placement or rearrangement work by the Utility when requested by the applicant/customer for their convenience will be done at an additional charge equal to the difference in cost between straight time work and overtime work except as provided in Schedule Cal.P.U.C. No. A3. Dual Element Charges.¹ (N)

e. In buildings that are or may be occupied by more than one applicant/customer, the Utility will upon request install, maintain or rearrange NTW in a manner which requires entering an area which is, or may be, occupied by a party other than the applicant/customer, provided that the applicant/customer makes suitable arrangements with the party controlling the area for the Utility's employees to enter and work in the area.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd) (N)

1. General (Cont'd)

f. The applicant/customer shall provide or arrange for the following items where determined necessary by the Utility for the installation, maintenance, and removal of service entrance facilities and Network Terminating Wire. 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. (N)

(1) Suitable and adequate space for service entrance facilities and NTW, protective apparatus and associated equipment; (N)

(2) Acceptable ground for electrical protection; (N)

(3) Penetrations of fire walls; drilling holes in concrete, masonry or metal walls or floors; and any structural work necessary for installation of service entrance facilities and NTW, protective apparatus and associated equipment; fire stopping and sealing of all pathways through floors and walls to comply with building and electrical codes; (T)
(D)
(N)
(N)

(4) Movement of furniture, equipment, floor coverings or goods as may be required to facilitate the Utility's work operation; and (T)

(5) Safe working conditions for the Utility's employees. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(CONT'D)

B. SERVICE ENTRANCE FACILITIES AND NETWORK TERMINATING WIRE (Cont'd) (N)

1. General (Cont'd)

g. In exceptional circumstances, when the application of this rule appears impractical or unjust, the Utility or the applicant/customer may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon regulations prior to commencing construction.

2. Additions and Changes

a. Existing NTW will be rearranged or replaced as required to accommodate added service requests.

b. All moves, changes, rearrangements, removals or modifications of existing Utility owned Service Entrance Facilities, Network Terminating Wire, and associated protective apparatus, terminals and hardware located on/in an applicant/customer building or buildings on continuous property will be performed by the Utility. The applicant/customer will be required to pay, in advance, the estimated cost involved to the Utility¹ where such work is requested by the applicant/customer. (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

B. NETWORK TERMINATING WIRE (Cont'd)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (CONT'D)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

C. ELECTRIC POWER

Where commercial electric power is required for the operation of the service or equipment requested, the applicant/customer shall, at their expense and as specified by Utility, provide or arrange for the installation and maintenance of the necessary electrical wiring and outlets and shall supply the electric power required.

(L)
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(T)
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(L)

(L) Formerly located on Sheet 114.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES AND NTW AND ASSOCIATED EQUIPMENT (N)

1. The Utility shall own, furnish, and maintain all service entrance facilities and NTW and other equipment necessary to provide telephone service, except as otherwise specified in the tariffs. All service entrance facilities and NTW provided shall conform to the established construction standards of the Utility. (N)
2. Except as otherwise specified in the tariffs, all service entrance facilities and NTW and equipment furnished by the Utility in connection with a customer's service shall be carefully used and only duly authorized employees of the Utility shall be allowed to connect, disconnect, move, change, or alter in any manner any or all such cable and equipment. (N)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.
Material omitted now located on Sheet 113.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.16 RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES
(Cont'd)

D. OWNERSHIP AND USE OF SERVICE ENTRANCE FACILITIES, NTW AND ASSOCIATED (N)
EQUIPMENT (Cont'd)

3. The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Utility, unless such loss or damage is due to causes beyond their 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.17 RULE NO. 17 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. OWNERSHIP OF TELEPHONE DIRECTORIES

1.

(D)
|
(D)

2. The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Utility free and 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.

B. ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

The assignment of a 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 may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (Cont'd)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (T)
(T)

A. CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE

Telephone service, other than "Public" and "Semipublic" 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 "Centrex Service - Primary Stations - Dormitory", 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", and except as noted in B., below. (T)
(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 and Regulations 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, to hotel-motel service customers, nor to Customer-Owned Pay Telephone (COPT) service or to the services listed in B., below. (T)
(T)

Flat rate service, and measured rate service (except in connection with customer-provided building entry systems) are not installed on premises of a public or semipublic character in a location where the telephone would be accessible for use by the patrons of the customer or the public in general.

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

If it is found that the customer is sharing the use of business service (excluding Centrex Service - Primary Stations - Dormitory or Composite Data Service) with an individual, other than an employee, member or officer of the Customer's concern or another concern not of record as a joint user, the Utility will thereafter require the customer to take "Joint User" service except where the customer permits no further joint use of the service after the matter has been called to their attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (Cont'd)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (Cont'd)

B. RESALE OF SERVICES

The following list of services are available for resale. The regulations in B.1. following, supersede any provisions prohibiting resale that may appear in the applicable tariff schedule.

Service	Tariff Schedule
Private Branch Exchange (PBX) Trunks	A5. ¹
Message Telecommunications Service (Local Plus) ⁴	A6. (T)
Value Promise SM 4	A6. (T)
WATS	A7.
800 Services	A7.
Special Access	175-T ²
Private Line Services	B3. 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.

NOTE 1: See Schedule Cal.P.U.C. No. A5.3.4. Resale applies to Direct Inward Dialing (DID) trunks and numbers only.

NOTE 2: See Schedule Cal.P.U.C. No. 175-T.

NOTE 3: See Schedule Cal.P.U.C. No. B3.

NOTE 4: These products and services offer the ability to discount intraLATA toll originating or terminating on a reseller switch and transported through the Pacific Bell network.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATION

2.1 RULES (Cont'd)

2.1.18 RULE NO. 18 - CUSTOMERS' PRIVATE SERVICE NOT FOR PUBLIC USE/RESALE OF SERVICES (Cont'd)

B. RESALE OF SERVICES (Cont'd)

1. Regulations (Cont'd)

d. For Message Telecommunications Service and Value PromiseSM

- (1) Using Schedule Cal.P.U.C. No. A6., the reseller's end users will have to dial an access code (an 800 number, a local seven digit number or 10XXX) to reach the reseller.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.19 RULE NO. 19 - ACCESS TO CUSTOMERS' PREMISES

A. ACCESS TO CUSTOMER'S PREMISES

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 these rules.

The Utility may remove any and all of its property, located on the customer's premises at the termination of service, as provided for in these rules.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT

A. RESPONSIBILITIES

The Utility will provide facilities, equipment, and services to its local loop demarcation point. The Utility is responsible for the provisioning and maintenance of its facilities, equipment, and services to the local loop demarcation point, including those located at that point. The customer is responsible for the completion of services beyond the Utility's local loop demarcation point.¹

(T)

Customer requested services beyond the local loop demarcation point may be provided by the Utility at the customer's expense.

B. LOCAL LOOP DEMARCATION POINT

1. The Utility's local loop demarcation point separates the Utility's network responsibility for its facilities, equipment and services from that of the building owner or end-user customer. This demarcation point designates the end of the Utility's network facilities (local loop) and the beginning of the intrabuilding network cable (INC), if any, provided by the building owner. 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.
2. The local loop demarcation point 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. The local loop demarcation point is located at the MPOE/MPOP to any single or multi-story building, and includes the Utility's entrance facility, except as set forth in 4. following. The Utility will not be required to place its demarcation point on more than one floor of a multi-story building.

NOTE 1: Network Terminating Wire (NTW) is wiring on the Utility's side of the demarcation point at the minimum point of entry and is the responsibility of the Utility. NTW can extend beyond the Utility's terminal as it also includes the cross connect wire between the local loop demarcation point (LLDP) or the Utility's entrance facility and the Customer Convenience Block (CCB).

(N)

Continued (N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

C. SERVICE PROVISIONING CROSS-CONNECTS (SPCs)

(N)

1. Definition: There are two types of cross-connects.

- a. 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). (These configurations comprise a small portion of the utility's network.) 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. These cross-connects will be identified as Utility Network Cross-Connects (UNCs).
- b. Wires that connect the utility's network access termination point to the building owner's access terminal. These are the cross-connects that may be removed or changed when a customer switches from one provider to another. These cross-connects will be identified as Service Provisioning Cross-Connects (SPCs). Bridge clips that connect the utility's network to the building owner's wiring are also SPCs.
- c. There are configurations that have no building owner's access terminals. In these cases, the inside wire runs from the customer's equipment directly to the utility network access termination point. No SPC is utilized. Such configurations are beyond the scope of these rules.

2. SPCs shall be owned by the facilities-based carrier that provides service to the customer.

3. In the case of customers served by resellers, the underlying facilities-based carrier shall own the SPCs.

4. Utilities shall not remove or disconnect SPCs if it will result in a violation of Public Utilities Code Section 2883.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.21 RULE NO. 20 - DEMARCATION POINT (Cont'd)

C. SERVICE PROVISIONING CROSS-CONNECTS (SPCs) (Cont'd)

(N)

5. Existing SPCs need not be removed and replaced by SPCs owned by the facilities-based carrier that provides service to the customer until:

- The customer transfers to a new carrier.
- The customer orders any changes to his or her service that would require movement or removal of existing SPCs.
- Existing SPCs must be removed for maintenance, repair or other legitimate purposes.

6. When a tenant switches service from one utility to another, the new carrier shall not disconnect the previous carrier's SPCs until at least 24-hours after the previous carrier has been notified of the switch. Notice may be made by phone, or by any other means where such other means are available.

7. Whenever a utility removes another carrier's SPCs, it shall do so in a safe manner that causes no harm to another carrier's facilities.

8. All carriers shall establish and make available to other carriers a phone number where notice of a customer's switch to another carrier can be made. The phone number shall be capable of receiving incoming calls 24 hours per day, seven days per week. The phone number may also be used for other purposes.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

B. LOCAL LOOP DEMARCATION POINT (CON Cont'd)

(N)

4. Exceptions:

- a. Emergency Reporting Services (E911/911): The demarcation point is at the Utility provided terminal equipment, including the equipment where the equipment has been provided by the Utility.
- b. Disabled Services: The demarcation point is at the Utility provided terminal equipment. The Utility's responsibility includes the terminal equipment where the equipment has been provided by the Utility.
- c. Utility provided Semi-Public and Public Coin Services: The demarcation point is at the equipment at the location requested by the end-user or building owner, and includes the equipment.
- d. If a property owner desires an additional Local Loop Demarcation Point(s) at a specified location on a customer's premises for purposes of providing service assurance, safety, security and privacy of data communications over the cable (generally known as "Direct Feed"), the owner will be required to pay for additional network cable and network facilities through special construction arrangements. In particular, additional Local Loop Demarcation Points cannot be used to extend any cable pairs served from any Local Loop Demarcation Point from one location to another location.
- e. Fiber Optic Cable: The demarcation point is at the Utility provided Fiber Optic Terminal (FOT) equipment. The Utility's responsibility includes the FOT equipment where the equipment has been provided by the Utility.
- f. Carrier Points of Presence ("POP"): Local Loop Demarcation Point guidelines are not applicable for access services provided to interexchange carriers, local exchange carriers, and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission's regulations) Point of Presence location. However, Local Loop Demarcation Point rules do apply to all Utility provided service(s) provisioned to a Point of Presence when the service(s) is used in the capacity of an end user of the service(s).

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

(N)

C. INC DEMARCATION POINT

1. The Intrabuilding Network Cable (INC) demarcation point separates the building owner's responsibility to provide INC from the end-user's responsibility to provide inside wire, standard jacks, and customer premises equipment. This demarcation point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the end-user.
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.4 preceding.
3. Where there is no intrabuilding network cable or it is in a single story building, the INC demarcation is the Utility's local loop demarcation point.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

(N)

D. INSIDE WIRE DEMARCATION POINT

1. The inside wire demarcation point is located where customer premises equipment (CPE) is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.
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 demarcation point is the minimum point of entry.

E. CONTINUOUS PROPERTY

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.
2. There are three basic types of Continuous Properties:
 - 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 exists.

NOTE 1: The property retains its character as Continuous Property regardless of whether the owner or a lessor (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.

NOTE 2: A "public thoroughfare" is a street, road or other means of passage across property which is not subject to restrictions on ingress, egress or boundaries.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

(N)

E. CONTINUOUS PROPERTY (Cont'd)

2. There are three basic types of Continuous Properties: (Cont'd)

- 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 common¹ do not constitute Continuous Property.

3. 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 Utilities will treat such property as New Continuous Property under Schedule CAL.P.U.C. No. A2.1.20, E.4.

The utilities will have until August 31, 1998 to designate the primary INC Demarcation Points in at least the majority (51%) of the buildings and properties with respect to which construction or renovation has been completed prior to August 8, 1993. In the interim, the utilities will assist building owners, at no charge, to designate the primary Demarcation Point. The utilities will designate the primary Demarcation Point for new or renovated buildings or properties upon completion of construction.

- b. INC within building (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 of the INC will be the responsibility of the continuous property owner.

(1) Utility owned plant facilities (Non INC) between buildings on existing continuous property may be purchased by the property owner as set forth in Schedule Cal.P.U.C. No. A2.8.

NOTE 1: Such as townhomes and homes in gated communities.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

E. CONTINUOUS PROPERTY (Cont'd)

3. Existing Continuous Property - As of August 8, 1993 (Cont'd)

b. (Cont'd)

(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.

(3) Where the Utility does not retain ownership of INC cable infrastructure located on the customer's side of the Local Loop Demarcation Point, the property owner assumes all responsibility as of August 8, 1993.

c. The Utility will provide to building/property owners and/or their agent¹ upon request and for a tariffed charge,² such INC charts or diagrams (i.e., cable location maps) as may be in existence. See Schedule Cal. P.U.C. A8.4.5. for new INC cable location map requirements.

(N)

Until August 8, 1998, the Utility's shareholders will assume the costs for repairs to the INC not caused by willful misuse or negligence of continuous property owners who have requested INC information (i.e., cable location maps) from the Utility but do not receive it within 90 days of the request, for an owner of continuous property. This obligation shall apply to existing continuous property in which the Utility installed INC prior to August 8, 1993 and shall continue until the date the property receives the information.

The Utility's liability for repairs under this paragraph shall begin no sooner than 90 days from August 4, 1993 for continuous property not withstanding the date of the property owner's request for cable information. Property owners shall be responsible for demonstrating the date of the Utility's receipt of their requests by using certified mail or other verifiable method of dating their requests.

(N)

NOTE 1: Agent(s) requests for INC charts or diagrams (i.e. Cable Location Maps) must include the written consent of the building/property owner authorizing the agent to obtain such information.

(N)

NOTE 2: See Schedule Cal.P.U.C. No. A8.4.5.

(N)

Material omitted now on Sheet 118.5.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

E. CONTINUOUS PROPERTY (Cont'd)

3. Existing Continuous Property - As of August 8, 1993 (Cont'd)

d. On continuous multi-tenant property, the utility must relocate the MPOE/LLDP if a property owner or his/her agent requests it, provided the following conditions are met:

(N)

- The property owner agrees, and has the ability to pay for all relocation expenses reasonably incurred.
- Relocation is technically feasible. (The utility bears the burden of proving technical infeasibility.)
- Relocation is not prohibited by applicable local, state or federal laws, rules or regulations.

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)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.20 RULE NO. 20 - DEMARCATION POINT (Cont'd)

E. CONTINUOUS PROPERTY (Cont'd)

4. New Continuous Property - As of August 8, 1993

(L)

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.

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.

(L)

5. Where an owner of continuous property requests additional local loop demarcation points or changes an existing local loop demarcation point, the owner will be required to pay for any additional network cable and facilities required through special construction agreements set forth in Schedule Cal.P.U.C. No. A2.1.36 except as provided in B.4. preceding.

6. The building owner must provide adequate termination facilities in accordance with INC Cable regulations and standards detailed in Schedule Cal.P.U.C. No. A8.4.

7. The INC and inside wire demarcation points are located as described in B. and C. preceding.

8. At the request of a property owner, a 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 (b) railroad rights-of-way and extensive, privately-owned tracts of land with developed communities (e.g., the City of Irvine) and similar privately owned property. The Utility will treat land within the boundaries of privately-owned property under (b) above as Continuous Property provided that it has the characteristics of Continuous Property, e.g., (a) it is wholly leased by a single individual or entity and (b) it contains or will contain multiple buildings.

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

(L) Formerly on Sheet 118.4.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.21 RULE NO. 21 - LIMIT OF CONVERSATION

Applications for party line telephone service will be accepted with the understanding that the customer will so use the service as not to interfere with the equitable proportionate use of the service by other customers on the same line. Exchange calls of a customer of a party line service may be limited to a maximum period of five (5) minutes.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE

A. USE OF SERVICE

1. Business and Residence Service¹

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

a. Business rates apply at the following locations:

- (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.
- (2) In boarding houses and rooming houses with more than five rooms available for rent (except as noted in b. following), 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.
- (3) At any location when the listing of "office" is provided, or where any title indicating a trade, occupation or profession is listed (except as modified under the directory listing tariff schedule).
- (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.
- (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.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (Cont'd)

A. USE OF SERVICE (Cont'd)

1. Business and Residence Service¹ (Cont'd)

a. Business rates apply at the following locations: (Cont'd)

(6) Office Located in a Residence

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 Schedule Cal.P.U.C. No. A2.1.1. When a primary exchange service is provided to such an office, this service must be a business service. 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 calls². A residence extension service will be installed on a business premises when such lines terminate on a telephone answering service (see A2.1.2,c. preceding).

(T)
|
(T)

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.

b. Residence rates apply at the following locations:

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 and administrative.

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 services, except in cases where the customer thereafter uses the service for residence or domestic purposes only.

d. Repetitive commercial solicitation from residence service is considered business activity and is not permitted.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

NOTE 2: Offering limited to services established prior to January 1, 1984. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - BUSINESS AND RESIDENCE SERVICE (Cont'd)

A. USE OF SERVICE (Cont'd)

1. Business and Residence Service1 (Cont'd)

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 regulations 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 customers or on a business premises of the same or different customer. The residence extension service is subject to the rates, charges and regulations of Schedule Cal.P.U.C. No. A2.1.2,c. and other tariff schedules.

NOTE 1: Also see Definitions of Residence and Business Services in Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND
CHANGE IN BILLING

A. PRIORITY OF ESTABLISHMENT

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. Simple Service - where no premises visit is required.
Complex Service - where in place connection charges are applicable.
4. Business application held over a period of two months.
5. Residence application held over a period of two months.
6. Business application held under a period of two months.
7. 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.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹

An arrangement for supersedure or change in billing of a working service may be made under the following conditions:

The applicant qualifies for the establishment of service under these Rules and other applicable tariff schedules. Verbal approval is required from the outgoing customer and the applicant for business and residence service.²

The outgoing customer shall be notified of the effective date of supersedure or change in billing and shall be responsible for charges for the service and other obligations such as contracts and basic termination charges through the effective date. The Utility may refuse a request for supersedure or change in billing when the outgoing customer does not provide a final bill address (other than the service address) and a telephone number where they can be reached. The applicant is responsible for charges for the service beginning the day after the effective date of supersedure or change in billing. Continuing obligations, such as contracts or basic termination charges become the obligation of the incoming customer at the same time.³

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. for application of charges and Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: The requirements for verbal approvals from the outgoing customer may be waived if the outgoing customer cannot be reached and the incoming customer can present evidence to the Utility of their responsibility for the account.

NOTE 3: If the applicant is not eligible for an existing product and/or service, the Utility may remove the product and/or service at the time the order for the supersedure or change in billing is taken. These products and/or services are Concession, Universal Lifeline Telephone Service, Discount Calling Plans and essential services.

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.23 RULE NO. 23 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING (Cont'd)

B. SUPERSEDURE AND CHANGE IN BILLING¹ (Cont'd)

Upon receiving verbal approval from the Outgoing Customer, the Utility or its authorized employees shall provide, upon request from the Incoming Customer, a full itemization of the recurring rates, nonrecurring charges and contractual obligations as set forth in the effective tariffs of the Utility which are applicable to services currently being billed³.

Within two working days after the taking of a completed order the Utility will mail, electronically by e-mail⁴ or by postal service depending on customer's request a confirmation letter to the incoming customer setting forth a brief description of the services and the specific recurring rates, nonrecurring charges and contractual obligation as set forth in the effective tariffs of the Utility which are applicable to the services currently being billed.² (T)

Supersedure and Change in Billing are not applicable once a 7 calendar day written notice of possible discontinuance of service has been sent to the customer, or while a service is temporarily discontinued, temporarily suspended, partially or permanently discontinued by the Utility.

The outgoing customer may discontinue the service at any time prior to the effective date of the supersedure or change of billing

The Utility may discontinue the service, with the approval of the outgoing customer, when required authorization is not obtained from the incoming customer within five (5) business days of the request for Supersedure or Change in Billing.

NOTE 1: Refer to Schedule Cal.P.U.C. No. A3. for application of charges and Schedule Cal.P.U.C. No. A2.1.1 for definitions.

NOTE 2: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 3: Itemization will be provided to all single line business customers effective on October 24, 1988. Itemization for all other business customers will be implemented on April 1, 1989. During the interim, full itemization will be provided to all other business customers upon request.

NOTE 4: E-mail confirmation will only apply where facilities and/or operating conditions permit. (N)

Continued (N)

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS (T)
SUCH AS EARTHQUAKES OR FLOODS1

A. DAMAGE TO PREMISES OR CUSTOMER PROVIDED EQUIPMENT

The same network facility service will be re-established on a one-time, temporary or permanent, basis as a maintenance provision and without charge, in the same or different location and within a period of time that would normally be required to repair or reconstruct the damaged premises or customer provided equipment (CPE).

This provision does not include wire or equipment on the customer's side of the local loop demarcation point except as set forth in Schedule Cal.P.U.C. No. A8.3.1.

B. DIFFERENT SERVICE

If the service as re-established is different from that which was disconnected, the subscriber will be charged the difference between the current total nonrecurring charges originally applicable to establish the new service and the current nonrecurring charges which would be applicable to re-establish the old service. (No credit will be given if the current total nonrecurring charges originally applicable to establish the new service is less than the current nonrecurring charges which would be applicable to re-establish the old service.)

C. TEMPORARY SERVICE NEW LOCATION

When service is re-established on a temporary basis at a new location and later permanently established at the former location, the practice set forth in A. and B. above may be applied to either service as elected by the subscriber and regular charges, without allowances, will be applied to the re-establishment of the other service.

NOTE 1: The subscriber shall provide proof of loss if such proof is required (T)
by the Utility.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

D. OPTIONAL SERVICES²

1. The Utility may, at its sole discretion, waive the recurring and/or nonrecurring charges for the services listed below to customers affected by disasters, or emergencies, such as earthquakes, floods, fires, civil disturbances, or other similar catastrophes. Emergency agencies providing relief to victims may also receive a waiver on charges associated with telephone services that will be used in the relief effort. (D)
- a. Access Lines - 1MB, 1FR
- b. Centrex Line (does not include Centrex system)
- c. 800/900 Services
- d. ADN
- e. ISDN
- f. DS1
- g. Call Forwarding (D)
- h. RCF (T)
- i. Remote Access Call Forwarding
- j. Number Referral Service
- k. Local Directory Assistance (does not include Express Call Completion)
- l. Hunting
- m. Inside Wire Services (provided as described in Schedule Cal.P.U.C. No. D7.1.) (T)

NOTE 1: The subscriber shall provide proof of loss if such proof is required by the Utility.

NOTE 2: Services will be provided where facilities and operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.24 RULE NO. 24 - RE-ESTABLISHMENT OF SERVICE DUE TO FIRE AND DISASTERS
SUCH AS EARTHQUAKES OR FLOODS¹ (Cont'd)

(D)

E. TELECOMMUTING OPTIONAL SERVICES²

1. The Utility may waive the recurring and nonrecurring charges for the following services to encourage telecommuting when events and/or catastrophes occur that significantly affect transportation to and from work locations. Customers will be responsible for all usage charges. (N)
(D)
- a. Business Access Lines
- b. Private Branch Exchange (PBX) Trunk Line Service - Includes extension lines from a PBX switch to a customer's residence.
- c. Centrex/Centrex ISDN - Includes extension lines from the main Centrex to the customer's residence.
- d. Custom Calling Services - Call Forwarding, Three-Way Calling, and Call Waiting.
- e. Custom 800 Service - Includes a credit of \$100.00 towards the first month's usage and provides the Emergency Update feature at no charge.
- f. ISDN
- g. Switched 56
- h. Advanced Digital Network (ADN)

NOTE 1: The subscriber shall provide proof of loss if such proof is required by the Utility.

NOTE 2: Services will be provided where facilities and operating conditions permit.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.25 RULE NO. 25 - EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

A. EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

Whenever there exists a "state of extreme emergency," as now or hereafter defined in the California Disaster Act and Civil Defense Act of 1950, the Utility shall take such emergency measures as ordered or directed from time to time by the California Public Utilities Commission. In the absence of such order or direction by the Commission, the Utility may take any and all such emergency measures as it may within its discretion deem necessary in the public interest for the preservation and maintenance of service to the Utility's local loop demarcation point for all essential users. In the event that emergency measures are initiated by the Utility in the absence of an order or direction by the Commission, the Utility shall, wherever practicable, notify the Commission in advance of the action which it proposes to take. Any action thus proposed by the Utility shall be subject to review by the Commission. Should conditions make advance notification impracticable, the Utility shall notify the Commission of the emergency action which it has taken as soon as possible thereafter.

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken in accordance with this rule, the priority of such restoration shall be determined in accordance with the Utility's Rule A2.1.23.

Each and every service furnished by the Utility shall be subject to this rule and the Utility shall in no event be liable for any damage resulting from measures taken pursuant to this rule except in the case of willful misconduct.

B. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. These include any exchange and/or Private Line services associated with NSEP services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services.

The installation, use and restoration of TSP System service shall be subject to the regulations, rates and charges as set forth in Schedule Cal.P.U.C. No. 175-T Section 10.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.26 RULE NO. 26 - ALTERNATIVE SERVICE ARRANGEMENTS DURING CRITICAL SERVICE OUTAGES Z

1. Whenever there exists a critical service outage in which the customer may be out of service for an extended period of time, the Utility at its discretion, will offer to provide, at no charge, alternative service or service arrangements that will allow the customer to continue to receive calls until their regular service is restored. The customer will be responsible for the payment of applicable usage charges associated with the alternative service or service arrangement.
2. Alternative service or service arrangements will only be offered in the following situations:
 - life threatening situations
 - medical emergencies
 - when the service outage is caused by the Utility
 - cable damage
 - when the Utility provides a repair commitment that is longer than normal and the additional time will have an adverse affect on customers.1 (T)
3. The alternative service or service arrangement will be provided to the customer at no charge for a maximum period of seven days.
4. If the customer currently subscribes to the alternative service or service arrangement being offered, it will not be provided at no charge to the customer.

NOTE 1: Normal repair commitments are within four business hours for business service and within eight business hours for residence service.

z Correction - Typographical error inadvertently made through Advice Letter No. 16578, effective July 12, 1993.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.27 RULE NO. 27 - LIST OF CONTRACTS AND DEVIATIONS

Summary lists of contracts and deviations authorized under Subsection A or submitted under Subsection B of Section X. of General Order No. 96-A of the Public Utilities Commission of the State of California, covering the furnishing of service at rates or under regulations other than the rates and regulations contained in filed tariff schedules, are on file for public inspection with the Commission.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS

A. ADEQUATE NOTICE

Any telephone service furnished under the Utility's tariffs and used by a customer, their employee or agent, to overhear or observe any telephone conversation, to which they are not a party, over any part of the exchange and toll network, requires that adequate notice be given to all parties to the telephone conversation that the conversation is being overheard, observed, or recorded. Such adequate notice shall be given by:

(T)
(N)

1. A tone warning device known as "beep tone" which automatically produces a distinct signal audible to all parties to a telephone conversation; or
2. By verbal announcement by the operator of monitoring equipment to the parties to a communication that their communication is being monitored; or
3. By a telephone instrument transmitter which is operationally connected to the communication circuit being monitored and which acoustically, mechanically, electrically or otherwise has not been designed, modified, desensitized or located with the intent of eliminating notice or monitoring or interception, with the exception that minimization of transmission losses will be permitted; or
4. By an Interactive Voice Recording (IVR) message when a customer calls the Utility's customer service office. The IVR message will inform customers that the call may be monitored or recorded for quality assurance purposes and will allow a customer to opt-out of having the call monitored or recorded.

(N)
|
(N)

B. CUSTOMER NOTIFICATION

The Utility shall notify the customer when it has learned of monitoring which does not use one of the authorized methods of providing notice. Unless the customer will discontinue such use, the Utility shall discontinue service for noncompliance with this rule if, after written notice of at least five (5) days, the customer has not initiated compliance with such notice. The written notice shall advise the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. The written notice shall also advise the customer of the provision in C. following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS (Cont'd)

C. DISPUTES

In the event of a dispute between the Utility and the customer as to whether the customer is in fact in violation of the provisions of this tariff schedule, or if a customer desires special relief from those provisions by reason of special hardship or impossibility of compliance, the customer may file a formal complaint with the California Public Utilities Commission in the manner provided under the Commission's "Rules of Practice and Procedure". During the period the complaint is pending before the Commission, the Utility shall not discontinue service for noncompliance.

D. INDEMNITY

The customer releases, indemnifies and holds the Utility harmless from any and all loss, claims, or demands, or any liability whatsoever, whether suffered or asserted by the customer or by any other person, which arise directly or indirectly from the actions taken by the Utility to enforce this rule.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

- A. California Public Utilities Commission's Decision No. 91188, in Case No. 4930, requires that each communications Utility, operating under the jurisdiction of the Commission, include the 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 No. 91188, Case No. 4930, is quoted herein:

"APPENDIX" 'B'

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

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE (Cont'd)

A. (Cont'd)

"4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both

(1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law, and that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result and

(2) the burden of persuading the Commission that the service should be refused or should not be restored.

"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 or Los Angeles office concerning any provision of this rule.

"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.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF
SERVICE (Cont'd)

A. (Cont'd)

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 co-partnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.

9. The term 'communications utility', as used herein, includes a 'telephone corporation' and a 'telegraph corporation', as defined in Division 1 of the California Public Utilities Code."

B. FOR THE INFORMATION OF OUR CUSTOMERS, THE ADDRESS OF THE COMMISSION'S
OFFICE IS AS FOLLOWS:

California Public Utilities Commission (T)
State Building
505 Van Ness Avenue, Room 3210 (T)
San Francisco, California 94102

(T)
(T)

(D)
|
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES

1. In Areas Affected By General Public Interest.

The Utility will, at its expense, replace its existing aerial facilities with underground facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained or may be obtained without cost or condemnation, by the Utility, provided that the governing body of the city or county in which such facilities are located has:

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;
- (2) Said street, or road or right-of-way is in an area extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic;
- (3) Said street, road or right-of-way adjoins or passes through a civic area or public recreation area or an area of unusual scenic interest to the general public.

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
- (2) That each property owner will provide and maintain the underground supporting structure needed on their property to furnish service to them from the underground facilities of the Utility when such are available, except as provided in A.1.c following.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

1. In Areas Affected By General Public Interest (Cont'd)

- c. Upon request of the governing body the Utility will pay for the installation of no more than 100 feet of each customer's underground service connection facility occasioned by the undergrounding. The governing body may establish a smaller footage allowance or may limit the amount of money to be expended on a single customer's service, or the total amount to be expended on consumer services in a particular project. The Utility will pay for the installation of each customer's underground service connection facility at the time and only to the extent that the electric utility pays for the customer's underground electric service lateral.
- d. The Utility will replace its aerial facilities at the time and only to the extent that the overhead electric distribution facilities are replaced.

2. At the Request of Governmental Agencies or Groups of Applicants.

In circumstances other than those covered by 1. preceding, the Utility will replace its aerial facilities located in a specified area with underground facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Utility have been obtained, or may be obtained without cost or condemnation, by the Utility upon request by a responsible party representing a governmental agency or group of applicants where all of the following conditions are met:

- a. All property owners served by the aerial facilities to be replaced within a specific area designated by the governmental agency or group of applicants first agree in writing or are required by suitable legislation to pay the cost or to provide and to transfer ownership to the Utility of the underground supporting structure along the public way and other Utility rights-of-way in the areal, and
- b. 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

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.32 RULE NO. 32 - FACILITIES TO PROVIDE REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

A. REPLACEMENT OF AERIAL WITH UNDERGROUND FACILITIES (Cont'd)

2. At the Request of Governmental Agencies or Groups of Applicants. (Cont'd)

c. The area to be undergrounded includes both sides of a street for at least one block, and

d. Arrangements are made for the concurrent removal of all electric and communication aerial distribution facilities in the area.

3. At the Request of Individual Applicants.

In circumstances other than those covered by 1. or 2. preceding, where mutually agreed upon by the Utility and an applicant, aerial facilities may be replaced with underground facilities, provided the applicant requesting the change pays, in advance, a nonrefundable sum equal to the estimated cost of construction less the estimated net salvage value of the replaced aerial facilities.¹

4. At Utility Initiative.

The Utility may from time to time replace sections of its aerial facilities with underground facilities at Utility expense for structural design considerations or its operating convenience.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES

1.A Rates

Monthly Percentage

Adjustment Factor (Effective 11-1-99 through 12-31-99)	(3.381%)	
Adjustment Factor ¹ (Effective 1-1-00 through 1-31-00)	(1.295%)	
Adjustment Factor ² (Effective 2-1-00 through 12-31-00)	(2.372%)	
Adjustment Factor ³ (Effective 1-1-01 through 1-31-01)	(1.295%)	
Adjustment Factor ⁴ (Effective 2-1-01 through 12-31-01)	(1.647%)	
Adjustment Factor ^{5,6} (Effective 1-1-02 through 12-31-02)	(1.720%)	
Adjustment Factor ^{7,8} (Effective 1-1-03 through 12-31-03)	(1.309%)	
Adjustment Factor ^{9,10} (Effective 1-1-04 through 12-31-04)	(1.377%)	
Adjustment Factor ¹¹ (Effective 1-1-05 through 1-31-05)	(1.295%)	(N)
Adjustment Factor ¹² (Effective 2-1-05 through 12-31-05)	(1.526%)	(N)

NOTE 1: Removal of one-time and temporary adjustments of (2.086%).

NOTE 2: One-Time Other Adjustments of (1.077%) effective 2-1-00 to be removed 1-1-01.

NOTE 3: Removal of one-time and other adjustments of (1.077%).

NOTE 4: One-Time Other Adjustments of (0.352%) to be removed 1-1-02.

NOTE 5: Removal of one-time and temporary adjustments of (0.352%).

NOTE 6: One-Time Other Adjustments of (0.425%) to be removed 1-1-03.

NOTE 7: Removal of one-time and temporary adjustments of (0.425%).

NOTE 8: One-Time Other Adjustments of (0.014%) to be removed 1-1-04.

NOTE 9: Removal of One-Time Other Adjustments of (0.014%).

NOTE 10: One-Time Other Adjustments of (0.082%) to be removed 1-1-05.

NOTE 11: Removal of One-Time Other Adjustments of (0.082%).

(N)

NOTE 12: One-Time Other Adjustments of (0.231%) to be removed 1-1-06.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.A (Cont'd)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under all of the Utility's tariff schedules except the following:

- A2.1.37 Rule No. 37 - ALL
- A5.2.5,
 - E.5 Universal Lifeline Telephone Service Surcharge - (PARTIAL)
- A5.5.1 Public Telephone Service - ALL
- A5.5.2,
 - D.2 Semi-Public Telephone Service - (PARTIAL)
- A6. Message Telecommunications Service¹ - (PARTIAL) Toll Usage Only
- A6.2.1 Message Telecommunications Service¹ - (PARTIAL) Coin Sent Paid - Paragraph A.4.a.(7) Coin Station Service and Coin Person Service
- A8.3.1 Simple Inside Wire - ALL
- A8.4.3 Intrabuilding Network Cable - ALL
- A9.1.1 Centrex Service - (PARTIAL) D. Rates and Charges, USOCs GDR, KSH, QCD, MMD++ and D.5.c. and e.
- A9.1.2 Centrex Payment Plans - (PARTIAL) USOCs as shown in C. Payment Plan - Monthly Rates and corresponding Schedule CAL.P.U.C. Nos. A9.1.1.,D; A9.1.4,E; A9.1.6,D; and A9.1.8,E.
- A9.2.1 9-1-1 Emergency Service - (PARTIAL) USOCs EACDA, EACDB, EACDC, EACDD, EACDE, EACDF, EACDH, EACDI, EACDJ, EACDK, EACDL, EACDM, EACDN,EACDG, E9TDD, EACDO
- A9.2.3 Enhanced 9-1-1 (E9-1-1) - ALL
- D4.2 Public Packet Switching³ (T)
- K2. Contracts
- 175-T Access Service - Special Access Service - InterLATA
- D. Pacific Bell Information Services Category III Services
- A20.1 Directory Number Call Forwarding
- G. Competitive Local Carrier

The monthly percentage also applies to all tariffed services that are provided as resale services under Schedule Cal.P.U.C. No. 175-T, Section 18, except for those services that have been expressly excluded from Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.A.²

NOTE 1: Also known as Local Toll.

NOTE 2: The revision associated with the above paragraph will be implemented November 1, 1999.

NOTE 3: Frozen/Grandfathered Service effective June 11, 2004. See General (N)
Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4 and D2.6,B. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.B RATES MONTHLY PERCENTAGE

Monthly Percentage

Adjustment Factor (Effective 11-1-99 through 12-31-99)	(3.387%)	
Adjustment Factor ³ (Effective 1-1-00 through 1-31-00)	(1.297%)	
Adjustment Factor ⁴ (Effective 2-1-00 through 12-31-00)	(2.374%)	
Adjustment Factor ⁵ (Effective 1-1-01 through 1-31-01)	(1.297%)	
Adjustment Factor ⁶ (Effective 2-1-01 through 12-31-01)	(1.649%)	
Adjustment Factor ^{7,8} (Effective 1-1-02 through 12-31-02)	(1.722%)	
Adjustment Factor ^{9,10} (Effective 1-1-03 through 12-31-03)	(1.311%)	
Adjustment Factor ^{11,12} (Effective 1-1-04 through 12-31-04)	(1.379%)	
Adjustment Factor ¹³ (Effective 1-1-05 through 1-31-05)	(1.297%)	(N)
Adjustment Factor ¹⁴ (Effective 2-1-05 through 12-31-05)	(1.528%)	(N)

The monthly percentage applies to intraLATA toll provided under all of the Utility's tariff schedules including intraLata private line, 800 usage, WATS usage, CALL BONUS - Message Telecommunications Service¹ and zone usage; Business Call Discounts - Message Telecommunications Service¹ and zone usage. Exceptions are:

- 1.A - ALL, EXCEPT A6. MESSAGE TELECOMMUNICATIONS SERVICE¹ (PARTIAL) TOLL USAGE ONLY.
- A6. - OnePrice Saver calling plan
- D. - PACIFIC BELL INFORMATION SERVICES CATEGORY III SERVICES

The monthly percentage also applies to the services included in Schedule Cal.P.U.C. No. A2.1. Rule No. 33.1.B. When these services are provided on a resale basis under Schedule Cal.P.U.C. No. 175-T, Section 18.

- NOTE 1: Also known as Local Toll.
- NOTE 3: Removal of one-time and temporary adjustments of (2.090%).
- NOTE 4: One-Time Other Adjustments of (1.077%) effective 2-1-00 to be removed 1-1-01.
- NOTE 5: Removal of one-time and other adjustments of (1.077%).
- NOTE 6: One-Time Other Adjustments of (0.352%) to be removed 1-1-02.
- NOTE 7: Removal of one-time and temporary adjustments of (0.352%).
- NOTE 8: One-Time Other Adjustments of (0.425%) to be removed 1-1-03.
- NOTE 9: Removal of one-time and temporary adjustments of (0.425%).
- NOTE 10: One-Time Other Adjustments of (0.014%) to be removed 1-1-04.
- NOTE 11: Removal of One-Time Other Adjustments of (0.014%).
- NOTE 12: One-Time Other Adjustments of (0.082%) to be removed 1-1-05.
- NOTE 13: Removal of One-Time Other Adjustments of (0.082%). (N)
- NOTE 14: One-Time Other Adjustments of (0.231%) to be removed 1-1-06. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - BILLING SURCHARGES (Cont'd)

1.C Rates

Monthly Percentage

Adjustment Factor (Effective 11-1-99 through 12-31-99)	(3.396%)	
Adjustment Factor ² (Effective 1-1-00 through 1-31-00)	(1.301%)	
Adjustment Factor ³ (Effective 2-1-00 through 12-31-00)	(2.378%)	
Adjustment Factor ⁴ (Effective 1-1-01 through 1-31-01)	(1.301%)	
Adjustment Factor ⁵ (Effective 2-1-01 through 12-31-01)	(1.653%)	
Adjustment Factor ^{6,7} (Effective 1-1-02 through 12-31-02)	(1.726%)	
Adjustment Factor ^{8,9} (Effective 1-1-03 through 12-31-03)	(1.315%)	
Adjustment Factor ^{10,11} (Effective 1-1-04 through 12-31-04)	(1.383%)	
Adjustment Factor ¹² (Effective 1-1-05 through 1-31-05)	(1.301%)	(N)
Adjustment Factor ¹³ (Effective 2-1-05 through 12-31-05)	(1.532%)	(N)

The monthly percentage applies to all recurring and nonrecurring rates and charges for service or equipment provided under Schedule Cal.P.U.C. No. 175-T except the following:

- 175-T, Section 18 - Services For Resale
- 175-T Special Access Service - IntraLATA
- D. Pacific Bell Information Services Category III
- G. Competitive Local Carrier

2. The billing adjustment amount on each bill shall be designated "Billing Surcharge".
3. The Monthly Percentage factor applies to each customer's bill for the total recurring and nonrecurring rates and charges except those items excluded in 1.A., 1.B., and 1.C. preceding, exclusive of federal and local excise taxes, and Federal income taxes.
4. The Adjustment Factor applies to the first bill date after the effective date of a change in the Monthly Percentage.

NOTE 2: Removal of one-time and temporary adjustments of (2.095%).

NOTE 3: One-Time Adjustments of (1.077%) effective 2-1-00 to be removed 1-1-01.

NOTE 4: Removal of one-time and other adjustments of (1.077%).

NOTE 5: One-Time Other Adjustments of (0.352%) to be removed 1-1-02.

NOTE 6: Removal of one-time and temporary adjustments of (0.352%).

NOTE 7: One-Time Other Adjustments of (0.425%) to be removed 1-1-03.

NOTE 8: Removal of one-time and temporary adjustments of (0.425%).

NOTE 9: One-Time Other Adjustments of (0.014%) to be removed 1-1-04.

NOTE 10: Removal of One-Time Other Adjustments of (0.014%).

NOTE 11: One-Time Other Adjustments of (0.082%) to be removed 1-1-05.

NOTE 12: Removal of One-Time Other Adjustments of (0.082%).

NOTE 13: One-Time Other Adjustments of (0.231%) to be removed 1-1-06.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION

A. RELEASE OF INFORMATION

1. Nonpublished Service

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 "A" of that decision as a part of the rules in the Utility's tariff schedules. Accordingly, Appendix "A" of Decision Nos. 92860 and 93361, Case No. 10206 is quoted herein:

APPENDIX 'A'

Nonpublished Service

- a. Definition of 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 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

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:

- Conduct investigations or make arrests for violations of the criminal laws of the United States; or,
- Prosecute violations of the criminal laws of the United States; or,
- Enforce civil sanctions which are ancillary to criminal statutes; or,
- Conduct investigations into matters involving the national security of the United States; or,
- Protect federal or foreign officials; or,
- Protect public health and safety or,
- 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.

(6) Collection agencies, to the extent disclosures made by the agency are supervised by the Commission, exclusively for the collection of unpaid debts.

(7) California Public Utilities Commission pursuant to its jurisdiction and control over telephone and telegraph corporations.

(N)
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(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

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

- 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
- 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
- Employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated in b.(2) preceding, or
- Employees of a county or city 911 project when acting in an official capacity, or
- Employees of an agency listed in b.(5) preceding 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

c. Procedures for release of nonpublished information to authorized agencies. (Cont'd)

- (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.

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 their nonpublished information has been released.
- (2) When a customer inquires of the utility whether their nonpublished information has been released, the customer shall be informed that if information has been released they 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 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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.34 RULE NO. 34 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION (Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

1. Nonpublished Service (Cont'd)

d. Notification to Customer (Cont'd)

(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 their nonpublished information was released, shall automatically be notified in writing by the utility that such information was released and which agency received this information.

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. Release of Information to Interexchange Carriers

The Utility will provide nonpublished information to an Interexchange Carrier who needs the information for allocation, billing or service purposes as set forth in Schedule Cal.P.U.C. No. 175-T.

g. Retention of Records

All written documents pertaining to nonpublished service shall be retained by 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.

h. Unsolicited Telephone Efforts

The Utility will not contact nonpublished residence customers by telephone on an unlisted numbers(s) for unsolicited sales efforts.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.35 RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF

A. RELEASE OF INFORMATION

1. Credit Information and Calling Records

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"

Release of Credit Information and Calling Records

a. Definitions

(1) Credit Information

A customer's credit information is the information contained in the customer's utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer credit information for purposes of these rules are: non-published customer information, or customer's name, address, and telephone number as listed in the telephone directory.

(2) Calling Records

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records, the name and address of the called party, and pen registers are examples of calling records.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.35 RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF
(Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

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
- (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 Procedures Section 1985.3, or successor provisions, as they then exist, have been followed. The utility shall not produce the records if there has not been compliance with CCP Section 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.
- (3) Upon receiving permission of the customer to release the information.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.35 RULE NO. 35 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF
(Cont'd)

A. RELEASE OF INFORMATION (Cont'd)

c. Deferral of Notification

- (1) Notification to the customer will be deferred, and no disclosure made for a period of 90 days if there is a certification for nondisclosure in the body of 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.
- (2) The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.
- (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.

d. Exception to Procedure for Release or Credit and Calling Records

The procedure set forth above does not apply where the requester is a collection agency working for the utility on the customer's account.

(T)
(D)
(D)

e. Retention of Records

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.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

A. GENERAL

1. Normal Provision of Facilities and Service.

Facilities to provide exchange service to applicants/customers are furnished in accordance with the Utility's standards up to and including its local loop demarcation point as set forth in Schedule Cal.P.U.C. No. A2.1.2. 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. (T) (T)

2. Special Provision of Facilities and Service.

a. Line extensions, Service Connections and Facilities on Customer's Premises or 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 Schedule Cal.P.U.C. No. A2.1.15, A2.1.16, and A8.4. Where the new facilities are in suburban areas, charges for line extensions and service connection facilities are set forth in Schedule Cal.P.U.C. No. A4.3. (T) (T)

b. The provision of "Other Equipment and Wiring" as set forth in Schedule Cal.P.U.C. No. A3. is applicable to service connection facilities. (T) (D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

A. GENERAL (Cont'd)

2. Special Provision of Facilities and Service (Cont'd) (T)

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

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE

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

a. At the request of the applicant/customer, the Utility may construct additional facilities, including additional entrance facilities to other buildings 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. 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.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

B. APPLICATION OF SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

1. Facilities and services provided under special construction will be (T)
provided as set forth in 2.a. preceding and the following: (Cont'd) (T)

- e. Except as covered in Schedule Cal.P.U.C. No. A2.1.15, A.10 and A2.1.16, A.1.j, 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.

The provision of any of the above listed special construction shall be entirely at the option of the Utility¹.

2. Alternate Routing or Standby Facilities for Exchange Service

Normally, facility arrangements between a serving central office and a customer 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: (T) (T)

- 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. (T) (T)
- 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. (T) (T)

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

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.¹

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. (T)

b. Furnishing facilities over the same route but in two or more different cables. (T)

(1) Where distribution facilities are installed with possibility of reuse, the charges for the additional cable will be based on the facilities furnished.

(2) If rearrangement of existing outside plant facilities may accommodate the applicant/customer's request without the addition of new plant, such costs will be the applicable charge to the applicant/customer for the furnishing of separate outside plant facilities.

(3) Facilities requiring the reinforcement of an existing route and which would not be constructed by the Utility except to provide the facility arrangement requested by the customer will be charged to the customer based on cost to provide the reinforcement.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

3. Application of Charges (Cont'd)

b. Furnishing facilities over the same route, but in two or more different cables. (Cont'd)

(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. (T)

(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. (T)

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. (T)

(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. (T)

(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. (T)

(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. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

C. CHARGES FOR SPECIAL PROVISION OF FACILITIES AND SERVICE (Cont'd)

3. Application of Charges (Cont'd)

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.
- (3) Where equipment is furnished to transfer facilities between the normal route and the standby route, it may be provided at rates and charges as set forth in Schedule Cal.P.U.C. No. B3.2.11 Special Assemblies A. General, Nos. P 70-33 and P 70-34.

D. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT

1. Cancellation of Application

- a. Prior to the start of installation as defined in Schedule Cal.P.U.C. No. A2.1.1, 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 Schedule Cal.P.U.C. No. A2.1.3 are applicable.¹
- 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 Schedule Cal.P.U.C. Nos. A2.1.3 of this schedule and 4. following.¹

2. Change or Modification of an Application

Charges and regulations as set forth in Schedule Cal.P.U.C. No. A2.1.3 are applicable and 4. following.

NOTE 1: Includes Income Tax gross-up amount, as listed in Schedule (T)
Cal.P.U.C. No. A2.1.3,D.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.36 RULE NO. 36 - SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES (Cont'd)

D. APPLICATION CANCELLED, MODIFIED OR DEFERRED BY CUSTOMER OR APPLICANT
(Cont'd)

3. Deferment of an Application

Charges and regulations as set forth in Schedule Cal.P.U.C. No. A2.1.3 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 Schedule Cal.P.U.C. No. A2.1.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.37 RULE NO. 37 - SURCHARGE TO FUND CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

APPLICABILITY

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

TERRITORY

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

RATES

SURCHARGE¹

A 0.11% surcharge shall be applied to all intrastate customer billings excluding yellow page directory revenues and direct sales and its associated provisions as they appear on the customer's bill. The surcharge will be applied to the customer's bill for intrastate services for all such services that appear on that particular bill, exclusive of federal and local excise taxes.

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

NOTE 1: In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by Utilities to fund their regulation by the Commission (Public Utilities (PU) Code Section 401-443). The surcharge to recover the cost of that fee is ordered by the Commission under authority granted by PU Code Section 433. On June 19, 1996 Resolution of 4782 increased the fee from .1% to .11%.

Continued

(N)
|
(N)

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE

California High Cost Fund-A Surcharge (CHCF-A)

This surcharge provides universal service support to the high cost areas within the service areas of the seventeen smaller local exchange companies.

Effective April 1, 2005, this surcharge will appear on subscribers' bills as the California High Cost Fund-A Surcharge. Pursuant to Resolution T-16916, the surcharge percentage rate will decrease from 0.17% to 0.15% effective April 1, 2005. This surcharge will remain in effect until otherwise ordered by the Commission. (C) (T) (C)

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)

California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

(N)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2004. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules, all Category III services and new or modified General Order 96-A contracts executed after September 15, 1994 except as noted below.

(L)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a certificate of public convenience and necessity
- Pacific Bell Information Services Category III Services.
- Pacific Bell Directory Advertising
- 175-T Section 18 - Services for Resale

(L)

(L) Formerly located on Sheet 152.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.38 RULE NO. 38 - CALIFORNIA HIGH COST FUND-A SURCHARGE (Cont'd)

California High Cost Fund-A Surcharge (CHCF-A) (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE

California High Cost Fund-B Surcharge (CHCF-B)

This surcharge provides universal service support to the high cost areas within the service areas of the five larger local exchange carriers, including Pacific Bell.

Pursuant to Resolution T-16898, a surcharge of 2.43% will be applied (C)
to all end user telecommunication intrastate services, both within a
service area and between service areas. This percentage rate will take
effect on January 1, 2005. This surcharge will appear on subscribers' (T)
bills as the California High Cost Fund-B Surcharge. This surcharge
will remain in effect until otherwise ordered by the Commission.

The Utility shall not be liable for any and all penalties, losses or (N)
damages sustained by any carrier, or its customers, as a result of
its use and concurrence of the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs
under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of
any act or omission by the Utility as a result of a carrier's use and
concurrence of the Public Program Surcharge rates and the Commission
Reimbursement Fee rate contained in the Utility's tariffs under
Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all
carriers against any claims, loss or damage arising from a carrier's
use and concurrence in the Public Program Surcharge rates and the
Commission Reimbursement Fee rate contained in the Utility's tariffs (N)
under Resolution T-16901.

Material omitted now located on Sheet 154.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)
California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

(N)

The surcharge percentage rate applies to all monthly service billed in advance and for all usage billed on or after January 1, 2005, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules, all Category III services and new or modified General Order 96-A contracts executed after September 15, 1995.

(L)
(T)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a certificate of public convenience and necessity
- Pacific Bell Information Services Category III Services.
- Pacific Bell Directory Advertising
- 175-T Section 18 - Services for Resale

(L)

(L) Formerly located on Sheet 154.1

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.39 RULE NO. 39 - CALIFORNIA HIGH COST FUND-B SURCHARGE (Cont'd)

California High Cost Fund-B Surcharge (CHCF-B) (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT

This surcredit is a rate reduction which will offset the funds Pacific Bell will receive from the California High Cost Fund-B (CHCF-B) (See Rule No. 39).

Pursuant to Decision 96-10-066, companies affected by the fund must reduce rates by an amount equal to their anticipated draw through a monthly surcredit on customers' bills.

This surcredit will appear in the taxes and surcharges section of subscribers' bills and shall be identified as the Universal Service Fund Surcredit. A three-month surcredit of 29.143% will be applied beginning February 1, 2002 through April 30, 2002 and is subject to true-up for an additional month.

(T)
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(T)

The surcredit applies to all monthly service billed in advance and for all usage billed on or after surcredit implementation, except as noted below. The surcredit applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules, all Category III services and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- Residential Basic Service, including Universal Lifeline Telephone Service (installation charges and basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Pacific Bell Information Services Category III Services
- Pacific Bell Directory Advertising

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.40 RULE NO. 40 - UNIVERSAL SERVICE FUND SURCREDIT (Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

If the California High Cost Fund-B (CHCF-B) is ever terminated, Pacific Bell will maintain its rate reductions as ordered by D.98-07-033 for three months after the termination of the CHCF-B.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES

(T)

A. AVAILABILITY

(N)

Decision 96-10-066 authorizes discounts on advanced services for qualifying schools, libraries, hospitals and health clinics, and community based organizations.

(T)

Schools and Libraries:

Only public and non-profit schools providing elementary or secondary education, and which do not have endowments of more than \$50 million, shall qualify for the discounted rates for schools. Only those libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act, shall qualify for the discounted rates for libraries. Qualifying schools and libraries shall be entitled to a 50% discount off tariffed rates or negotiated/contract rates, whichever are lower. Discounted rates are available for measured business service, switched 56, Integrated Services Digital Network (ISDN) service, Hicap DS1² service, and DS-3², Optical Carrier Network (OCN) Point to Point Service³ or their functional equivalents.¹ There is no limit on the number of subsidized lines that a school or library can have.

Hospitals and Health Clinics:

Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics qualify for a 50% discount off tariffed rates or negotiated/contract rates, whichever are lower. Discounted rates are available for measured business service, switched 56, Integrated Service Digital Network (ISDN) service, Hicap DS1² service, and DS-3², or their functional equivalents¹. There is no limit on the number of subsidized lines that a hospital or health clinic can have.

NOTE 1: See Sheets 158.2 and 158.3.

NOTE 2: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

NOTE 3: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.14.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.1 RULES (Cont'd)
- 2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd) (T)
- A. AVAILABILITY (Cont'd) (N)

(D)
|
(D)

Community Based Organizations (CBOs):

Only a tax exempt organization offering health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discounted rates for CBOs. A "tax exempt organization" shall refer to an organization described in Section 501(c)(3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof of qualification at the time of application. Qualifying CBOs shall be entitled to a 50% discount off tariffed rates or negotiated/contract rates, whichever are lower. Discounted rates are available for measured business service, switched 56, Integrated Service Digital Network (ISDN) service, Hicap DS1² service, and DS-3², or their functional equivalents¹. There is no limit on the number of subsidized lines that a CBO can have.

These discounted rates may not be resold to, or shared with, any other non-qualifying entity or person.

NOTE 1: See Sheets 158.2 and 158.3

NOTE 2: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

B. FUNCTIONAL EQUIVALENTS

The following services have been determined to be functional equivalents:

PBX Trunk - Business Access Trunk Line Service is used for customer premise equipment such as multi-line key systems or a PBX equivalent. It provides the same access to the network as a 1MB.

CENTREX Line - This service provides local exchange telecommunications service with access to local calling, local toll calling and long distance carrier networks and can transport low speed analog data like a 1MB.

CENTREX ISDN - This service provides local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data¹ utilizing an ISDN architecture.

Advanced Digital Network Service (ADN) - Provides end to end or end to multi-point connection which is similar to FasTrak Frame Relay DS0, and FasTrak SMDS DS0.

Synchronous Optical Network (SONET) Ring and Access Services provide for higher bandwidths (OC-3, OC-12, OC-48 and OC-192) communication paths on dedicated, fiber-based, self-healing rings or as point-to-point network configurations connecting customer premises. All traffic carried on SONET is carried synchronously see below for functional equivalents:

OC-3 is the functional equivalent to 84 DS-1 or 3 DS-3 circuits or 155Mbps

OC-12 is the functional equivalent to 336 DS-1 or 12 DS-3 Circuits or 622Mbps

OC-48 is the functional equivalent to 1344 DS-1 or 48 DS-3 Circuits or 2.4Gbps

OC-192 is the functional equivalent to 5376 DS-1 or 192 DS-3 Circuits or 9.6Gbps

NOTE 1: Frozen/Grandfathered Service, with the exception of B Channel Packet (N)
that does not connect to the DPN switch, effective October 12, 2004. (N)
See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.41 RULE NO. 41 - DISCOUNTS ON ADVANCED SERVICES (Cont'd)

(T)

B. FUNCTIONAL EQUIVALENTS (Cont'd)

(N)

The following services have been determined to be functional equivalents of Hicap DS-1¹ service:

IMA (Inverse Multiplexing ATM) - Provides multiple T1 (1.54M) bandwidth to be multiplexed into a single bandwidth. Provides a way for users to access ATM at rates between the traditional DS1 and DS3 levels. It allows multiple DS1s to act as a single, logical ATM connection.

It allows multiple DS1s to act as a single, logical ATM connection at speeds 3 Mbps to 12 Mbps.

Super Trunk - Super Trunk is the high-capacity trunk for PBX or similar equipment, providing increments of 24 exchange channels via HiCap delivery. Super Trunk provides T1 capacity for voice traffic. Super Trunk is a natural capacity extension of individual lines and trunks and provides fundamentally the same voice grade functionality. It is used for making and receiving voice calls.

GigaMAN (Gigabit Ethernet Metropolitan Area Network) - Used to connect gigabit ethernet switches from one customer location to another at 1 Gbps. The GigaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

The GigaMAN service is the highest speed offering in the Transparent LAN family of services, which includes 10/100 Mbps ethernet, 4/15 Mbps token ring, FDDI and ESCON. Industry term is "Transparent LAN Service". Transparent LAN Services provide LAN interconnection service between LANs with a native rate interface and typically connect customer locations in a Metropolitan Area Network (MAN).

C. BILLING

(N)

Customers will receive the discounts described in 2.1.41,A., within two (2) billing periods of the eligible services being provided.

(N)

NOTE 1: As set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.2.8.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, and community based organizations (See Rule No. 41).

Pursuant to Resolution T-16833, a surcharge of 0.16% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on August 1, 2004. This surcharge will appear on subscribers' bills as the California Teleconnect Fund Surcharge. This surcharge will remain in effect until otherwise ordered by the Commission.

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

(N)

(N)

Material omitted now located on Sheet 159.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd) (N)
2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE (Cont'd) (N)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after August 1, 2004, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Utility's tariff schedules, all Category III services and new or modified General Order 96-A contracts executed after September 15, 1994. (L)

Exceptions:

- One-way Radio Paging Service
- Universal Lifeline Telephone Service (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a certificate of public convenience and necessity
- SBC Messaging Category III Services
- SBC Directory Advertising
- 175-T Section 18 - Services for Resale (L)

(L) Formerly located on Sheet 159.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.42 RULE NO. 42 - CALIFORNIA TELECONNECT FUND SURCHARGE
(Cont'd)

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- Universal Lifeline Telephone Service Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.1. RULES

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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z Correction - Removal of material inappropriately reflected in Advice
Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

Continued

Advice Letter No. 15026

Issued by

Date Filed: Dec. 10, 1985

Decision No.

D. C. Shull

Effective: Jan. 10, 1986

Executive Director - State Regulatory

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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Letter No. 14889.

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NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

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z Correction - Removal of material inappropriately reflected in Advice
Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS

2.3.1 GENERAL

The Forms listed herein have been filed and approved by the California Public Utilities Commission. Copies of the forms are kept on file at the Utility's Public Office located at 444 Bush Street, San Francisco, California 94108.

A. AGREEMENT FORMS

<u>TYPE OF AGREEMENT</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Agreement Covering Income Tax Component for Governmental Agencies	GE 0022	185	
Agreement Covering Minimum Period of Service where Line Extensions Are Involved	LF 4585	277	
Agreement Form for Use in Connection with Building Owner Requests to Place Intrabuilding Network Cable on the Premises	C 0011	206.1	
Agreement Form for Use in Connection with Utility's Use of Cable Pairs in Customer Owned Cable Facilities	GA 1443-1	240	
Agreement for Use In Connection with the Furnishing of a Special Arrangement or Assembly of Equipment and Facilities for Specially Furnished Equipment	M 1470	283	
Agreement of Sale of Coin Operated Telephone Equipment	R 0014	289.2.1	
Business List Rental Agreement	UE 0018	289.2.7	
Business List Rental Order Form	UE 0018	289.2.8	
Confirmation of CompleteLink SM Agreement		280	(N)
Interim Use Agreement of Utility's Network Cable Pending Purchase by Buyer	GA 1443	248	
List Upgrade Rental Agreement	UE 0019	289.2.9	
List Upgrade Agreement Order Form	UE 0019	289.2.10	
Payment Plan Agreement	UE 0013	289.2.5	
Value Promise SM Advantage 1000 Term Discount Service Agreement	UE 0049	296.3.3	
Value Promise SM Plus Term Discounts Service Agreement	UN 0051	296.3.1	
Value Promise SM Plus Term Discount Terms and Conditions	UN 0051 Exhibit A	296.3.2	

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)

B. APPLICATION FOR SERVICE AND RELATED FORMS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Advance Telephone Number Assignment	M 1022	282
Application for Exemption from Charges for Directory Assistance Service-Business (Physically Impaired)	CO 1527-B	220
Application for Exemption from Charges for Directory Assistance Service-Business Service (Visually Impaired)	CO 1527-C	221
Application for Exemption from Charges for Directory Assistance Service-Residence	CO 1527-R	222
Application for Service-Business	CO 3075	233
Application for Street Address Telephone Directory Service	D 1239	239
Application to Participate in Shared Key Telephone System Service	CO 3077	238
Authorization to Transfer Billing Responsibility- Business	K 2160-B	263
Credit Card Application Non-Telephone Customer	CO 1249	210
Request for Telephone Number Assignment	K 2417	266

C. BILL AND STATEMENT FORMS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Free Form Exchange Service Bill Part I - Summary Page	A 3894-P	188.1	(N)
Free Form Exchange Service Bill Part II - Terms and Conditions	A 3894-P	188.2	(N)
Statement Forms:			
Miscellaneous Bill - Remittance Page	FARPO1	239.1	(T)
Miscellaneous Bill - Detail Page	FADPO2	239.2	
Special Advance Toll Bill	K 3354	274.1	
Statement Blank	CO 1164	209	

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Abandoned Service Notice	K 3378	275	
Confirmation of Payment Arrangements For Former Account	UNNO34	289.11	
Credit Manager's Letter - Calling Card Residence and Business	*203	202.1.1	
Credit Manager's Letter - Residence and Business	*201	202.1	
Disconnection Notice	*101	188.5	
Past Due Notice	*102	289.21	
Denial Notice - Calling Card - Residence and Business	*501	276	
Disconnection of Secretarial Line Service	CO 3061	231	
Final Bill Notice - Initial	*304	270	
Final Bill Notice - Final	*305	207	
No Payment Received Letter (Residence and Business)	*801	289.24	(D)
			(D)
Payment Arrangement Confirmation Letter - Residence and Business	*401	186	(T)
Payment Arrangement Confirmation Letter - Business - Calling Card	*405	188.3	
Payment Arrangement Confirmation Letter - Residence - Calling Card	*405	188.4	
Payment Arrangement Confirmation Letter - Business - Former Service	*202	289.1	
Payment Arrangement Confirmation Letter - Residence - Former Service	*202	289.2	
Payment Arrangement Confirmation Letter - Residence and Business	*402	212	

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

D. DELINQUENCY AND DISCONNECT NOTICES (Cont'd)

<u>TYPE OF NOTICE</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Payment Arrangement Confirmation Letter Business - Calling Card - Suspend Non-Pay	*404	218	
Payment Arrangement Confirmation Letter Residence - Calling Card - Suspend Non-Pay	*404	217	
Payment Arrangement Confirmation Letter Business - Calling Card - Suspend Non-Pay	*404	218	
Payment Arrangement Confirmation Letter Residence - Calling Card - Suspend Non-Pay	*404	217	
Payment Arrangement Confirmation Letter - Business - Treat Live For Final	*403	289.16	(D)
			(D)
Payment Arrangement Confirmation Letter - Residence and Business- Treat Live For Final	*403	289.15	(T)
Regrade Letter - Business	*901	289.25.1	
Regrade Letter - Residence (page 1 of 2)	*901	289.27	
Regrade Letter - Residence (page 2 of 2)	*901	289.28	
Returned Check Letter - Residence and Business	*602	289.18	(T)
			(D)
			(D)
Returned Check Letter - Suspend Non-Pay Residence and Business	*601	289.17	(T)
Returned Check and Current Charges Letter - Suspend Non-Pay - Business	*603	289.20	
Returned Check and Current Charges Letter Suspend Non-Pay - Residence	*603	289.19	
Third Party Notification - Residence	*902	289.26	
Transfer Balance from Final to Live Letter - Business	*302	289.14	
Transfer Balance from Final to Live Letter - Residence	*302	289.13	
Treat Live for Final Letter - Residence and Business	*301	203	(T)
			(D)
Toll Restriction Letter	*702	289.22	
Toll Restriction Letter - Deposit Request	*701	289.20.1	
Toll Restriction Removal Letter - Residence and Business	*703	289.22.2	

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

E. RECEIPTS

<u>TYPE OF RECEIPT</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Advance Payment Receipt	A 7063	189
Mechanized Authorized Payment Agency Receipt	-	191.2
Mechanized Cashier/Teller Receipt	-	191.1
Advance Payment - Special Billing	CO 1663	225
Deposit Receipt	A 7065	192
Mechanized Authorized Payment Agency Receipt	-	195.3
Mechanized Cashier Teller Receipt	-	195.1
Deposit Receipt	A 7065-1	196
Payment Receipt	A 7067	200
Payment Receipt	K 1370	257
Mechanized Authorized Payment Agency Receipt	-	257.2
Mechanized Cashier/Teller Receipt	-	257.1

(L)

(L)

(L) Material formerly on Sheet 178

Continued

NETWORK AND EXCHANGE SERVICES
 A2 GENERAL REGULATIONS

2.3 FORMS (Cont'D)
 2.3.1 GENERAL (Cont'd)
 F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>	
Acknowledgement Form for Payment of Odd Amount	K 2423	267	
Advance Toll Form Letter	CO 1603	223	
Advance Toll Form Letter	CO 1604	224	
Authorization for Line Identification	K 3331-2	274	
Business List Rental Agreement	UE 0018	289.2.7	
Business List Rental Order Form	UE 0018	289.2.8	
Call Details Request	CO 1397	215	
Connection of Secretarial Line Service	CO 3062	232	
Contract for the Purchase and Sale of. Pacific Bell's In-Place Building Distribution. Cable Facilities	GA 1444	241.	
Contract for the Purchase and Sale of Pacific Bell's In-Place Distribution. Cable Facilities	GA 1445	243	
Worksheets GA 1344-2, GA 1344-3 and GA 1344-4: Building Cable Terminals, Pricing Worksheet #2	GA 1344-2	245	
Distribution Cable, Pricing Worksheet #3	GA 1344-3	246.	
Structure, Pricing Worksheet #4	GA 1344-4	247.	
Credit Classification of Account	CCRCRMS	219	(N)
Customer Commitment Notification	CO 1377	214	
Emergency Service Number (ESN) Assignment Worksheet	LF 5061	279	
Generic Customer Treatment Form	A 3891-P	188	(D)
Information Provider Declaration	-	228	(D)
Letter Regarding Former Business Customer's Occupancy	UN 0019	289.5	
Written Statement Regarding Former Business Customer's Occupancy	-	289.6	
Letter Regarding Former Residence Customer's Occupancy	UN 0018	289.3	
Written Statement Regarding Former Residence Customer's Occupancy	-	289.4	
List Upgrade Rental Agreement	UE 0019	289.2.9	
List Upgrade Agreement Order Form	UE 0019	289.2.10.	
Master Street Address Guide (MSAG), Change Form	LF 5060	278	
Notice Stating That Copies of Rate Schedules Are on File for Information of Public	K 2155	262	
PBX Trunk Services Notification	UE 0021	289.2.11	

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)
 F. MISCELLANEOUS

<u>TYPE OF FORM</u>	<u>FORM NUMBER</u>	<u>SHEET NUMBER</u>
Record of Abusive Call	K 3331-1	272
Repairman's No Access Notice	P 2205	288
Request for Customer to Call Business Office	K 2304	264
Residence Deposit Request Letter - CCCS	UN 0033-1	289.7
Residence Deposit Request Letter - CCCS	UN 0033-2	289.9
Returned Remittance	K 3282	271

Universal Lifeline Telephone Service
 Attention Lifeline Customer:
 It's Time to Renew Your Lifeline Service
 (annual recertification bill page)

-- 228.7

(D)
 |
 (D)

Eligibility Certificate
 (follow-up response card)
 Eligibility Requirements and Certificate
 Eligibility Rules¹
 (English/Spanish certification form)

CO 1697-R 229
 CO 1697 228.2
 CO 1697-1 228.3

(D)
 |
 (D)

You can Lower Your Bill if You Qualify
 (annual notification via direct mail)

230.1

(T)
 (D)

(Untitled) Late Response Regrade Letter

PB575 230.2

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
*101	Disconnect Notice	
*102	Past Due Notice	
*201	Credit Manager's Letter-Calling Card, Business and Residence	
*203	Credit Manager's Letter - Residence and Business	
*301	Treat Live for Final Letter	
*302	Transfer Balance from Final to Live Letter	
*401	Payment Arrangement Confirmation Letter	
*402	Payment Arrangement Confirmation Letter Residence and Business	(T)
*403	Payment Arrangement Confirmation Letter Treat Live for Final	
*404	Payment Arrangement Confirmation Letter Calling Card - Suspend Non-Pay	
*501	Denial Notice - Calling Card - Residence and Business	
*601	Returned Check Letter Suspend Non-Pay	
*602	Returned Check Letter	
*701	Toll Restriction Letter - Deposit Request	
*702	Toll Restriction Letter	
*703	Toll Restriction Removal Letter	
*801	No Payment Received Letter (Residence and Business)	(N)
*901	Regrade Letter - Residence	
*902	Third Party Notification Letter	

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER

(L)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>
A 3891-P	Generic Customer Treatment Form
A 3894-P	Free Form Exchange Service Bill
A 7063	Advance Payment Receipt Mechanized Authorized Payment Agency Receipt Mechanized Cashier/Teller Receipt
A 7065	Deposit Receipt Mechanized Authorized Payment Agency Receipt Mechanized Cashier/Teller Receipt
A 7065-1	Deposit Receipt
A 7067	Payment Receipt
CF 0267	Statement of Labor Charges and Proof of Warranty
C 0011	Agreement Form for Use in Connection with Building Owner Requests to Place Intrabuilding Network Cable on the Premises
CO 1164	Statement Blank
CO 1249	Credit Card Application for Non-Telephone Customers
CO 1377	Customer Commitment Notification
CO 1397	Call Details Request

(L)

(L) Formerly on Sheet 180.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

G. FORMS LISTED BY FORM NUMBER (CONT'D)

FORM NUMBER	TYPE OF FORM
CO 1527-B	Application for Exemption from Charges for Directory Assistance Service-Business (Physically Impaired)
CO 1527-C	Application for Exemption From Charges for Directory Assistance Service-Business (Visually Impaired)
CO 1527-R	Application for Exemption from Charges for Directory Assistance Service-Residence
CO 1603	Advance Toll Form Letter
CO 1604	Advance Toll Form Letter
CO 1663	Advance Payment - Special Billing
	(D)
	(D)
CO 1697	Universal Lifeline Telephone Service Eligibility Requirements and Certificate
CO 1697-1	Universal Lifeline Telephone Service Eligibility Rules (English/Spanish)
CO 1697-1A	Please Respond Today if You Qualify for Universal Lifeline Telephone Service (English/Spanish certification follow-up)
CO 1697-3A	Attention Lifeline Customer: It's Time to Renew Your Lifeline Service (recertification follow-up)
CO 1697-R	Universal Lifeline Telephone Service Eligibility Certificate (follow-up response card)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

FORM NUMBER	TYPE OF FORM	
--	Attention Lifeline Customer Renew this Month to Keep Your Lifeline Service ¹ (annual recertification bill insert)	
--	Attention Lifeline Customer: It's Time to Renew Your Lifeline Service ¹ (annual recertification bill page)	
--	Lower Your Bill if you Qualify For Universal Lifeline Telephone Service ¹ (annual notification bill insert)	
--	You can Lower Your Bill if You Qualify For Universal Lifeline Telephone Service ¹ (annual notification bill page)	
CO 3061	Disconnection of Secretarial Line Service	
CO 3062	Connection of Secretarial Line Service	
CO 3075	Application for Service - Business	
CO 3077	Application to Participate in a Shared Key Telephone System Service	
		(D)
D 1239	Application for Street Address Telephone Directory Service	
		(D)
		(D)

NOTE 1: See A2.3.1.F. Universal Lifeline Telephone Service, preceding.

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>	
FARPO1	Miscellaneous Bill - Remittance Page	
FADPO2	Miscellaneous Bill - Detail Page	
GA 1443-1	Agreement Form for Use in Connection with Utility's Use of Cable Pairs in Customer Owned Cable Facilities	
GA 1444	Contract for the Purchase and Sale of Pacific Bell's In-Place Building Distribution Cable Facilities	
GA 1445	Contract for the Purchase and Sale of Pacific Bell's In-Place Distribution Cable Facilities	
GA 1344-2	Worksheets GA 1344-2, GA 1344-3 and GA 1344-4: Building Cable Terminals, Pricing Worksheet #2	
GA 1344-3	Distribution Cable, Pricing Worksheet #3	
GA 1344-4	Structure, Pricing Worksheet #4	
GA 1443	Interim Use Agreement of Utility's Distribution Cable Pending Purchase by Buyer	
GE 0022	Agreement Covering Income Tax Component for Governmental Agencies	(D)
		(D)
K 1370	Payment Receipt Mechanized Authorized Payment Agency Receipt Mechanized Cashier/Teller Receipt	
K 2155	Notice Stating That Copies of Rate Schedule Are on File for Information of Public	
K 2160-B	Authorization to Transfer Billing Responsibility-Business	
K 2304	Request for Customer to Call Business Office	

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>
K 2417	Request for Assignment of Telephone Number
K 2423	Acknowledgement of Payment of Odd Amount
K 3245-1	Reminder Notice - Miscellaneous Accounts
K 3245-2	Denial Notice - Miscellaneous Accounts
K 3282	Returned Remittance
K 3331-1	Record of Abusive Calls
K 3331-2	Authorization for Line Identification
K 3354	Special Long Distance Statement
K 3378	Abandoned Service Notice
LF 4585	Agreement Covering Minimum Period of Service where Line Extensions Are Involved
LF 5060	Master Street Address Guide (MSAG) Change Form
LF 5061	Emergency Service Number (ESN) Assignment Worksheet

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
G. FORMS LISTED BY FORM NUMBER (Cont'd)

<u>FORM NUMBER</u>	<u>TYPE OF FORM</u>
M 1022	Advance Telephone Number Assignment
M 1470	Agreement for Use in Connection with the Furnishings of a Special Arrangement or Assembly of Equipment and Facilities or Specially Furnished Equipment
M 1507	Rate Stability Plan Letter of Election
PB 575	(Untitled) Late Response Regrade Letter (Universal Lifeline Telephone Service)
P 2205	Repairman's No Access Notice
UE 0013	Payment Plan Agreement
UE 0018	Business List Rental Agreement and Order Form
UE 0019	List Upgrade Rental Agreement and Order Form
UE 0021	PBX Trunk Services Notification
UE 0049	Value Promise SM Advantage 1000 Term Discount Service Agreement

z Correction - Material should have been removed in Advice Letter No. 18217,
effective June 11, 1996.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

G. FORMS LISTED BY FORM NUMBER (CONT'D)

FORM NUMBER	TYPE OF FORM	
--	Attention Lifeline Customer: Renew this Month to Keep Your Lifeline Service1 (annual recertification bill insert)	(N)
--	Attention Lifeline Customer: It's Time to Renew Your Lifeline Service1 (annual recertification bill page)	
--	Lower Your Bill if you Qualify For Universal Lifeline Telephone Service1 (annual notification bill insert)	
--	You can Lower Your Bill if You Qualify For Universal Lifeline Telephone Service1 (annual notification bill page)	(N)
UN 0018	Letter Regarding Former Residence Customer's Occupancy Written Statement Regarding Former Residence Customer's Occupancy	
UN 0019	Letter Regarding Former Business Customer's Occupancy Written Statement Regarding Former Business Customer's Occupancy	
UN 0033-1	Residence Deposit Request Letter - CCCS	
UN 0033-2	Residence Deposit Request Letter - CCCS	
UN 0034	Confirmation of Payment Arrangements For Former Account	

NOTE 1: See A2.3.1.F. Universal Lifeline Telephone Service, preceding.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS

GE 0022¹

Income Tax Component of Contribution Agreement

(N)

PACIFIC BELL
Public Utilities Company

GE 0022 (12-87)

INCOME TAX COMPONENT OF CONTRIBUTION AGREEMENT

This AGREEMENT is entered into this _____ day of _____, 19____, by and between _____

("Government Agency") and Pacific Bell ("Company"), in accordance with the terms and conditions of the Company's filed tariff and Decision No. 87-09-028 of the Public Utilities Commission of the State of California, dated September 10, 1987.

1. Government Agency declares that it is a California state, county, or local government agency required to make a contribution under the Company's tariffs for a project located at _____
2. Government Agency declares that its project: (initial a or b below)
 - (a) Provides a Public Benefit as defined in the Company's tariff / _____
 - (b) Results from condemnation of Company facilities, or the threat or imminence thereof, as supported by evidence acceptable to the Company attached hereto, / _____
3. Government Agency promises to pay to Company prior to September 10, 1989, \$ _____ which is the Income Tax Component of Contributions (ITCC) required under the Company's tariff for the project identified in paragraph 1 above, plus interest computed as stated in paragraph 5 below.
4. Notwithstanding paragraph 3, above, Government Agency and Company agree that if prior to September 10, 1989, the Internal Revenue Service (IRS) issues a determination acceptable to the Company that the Contribution is not taxable, the ITCC payment set forth in paragraph 3, shall not be required; but, if the IRS makes a determination prior to September 10, 1989, that the Contribution (or a contribution of that type) is taxable, the ITCC payment set forth in paragraph 3, plus interest computed as stated in paragraph 5 below, is due and payable upon demand by the Company.
5. Government Agency and Company agree that interest shall accrue from the date of this Agreement to the date of payment by Government Agency at the rate stated in the Company's tariff, under Special Construction of Facilities.
6. Government Agency agrees to pay any expense associated with or incurred by the Company related to this ITCC Agreement, such as, but not limited to, administrative and legal costs, and penalties assessed by the IRS.
7. The Special Construction of Facilities provision, as set forth in the Company's tariff, is attached and incorporated by reference in this Agreement.
8. This Agreement 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.
9. Notwithstanding any other provisions of this Agreement, Company shall have the right to unilaterally file with the Public Utilities Commission of the State of California, pursuant to the Commission's rules and regulations, an application for a change in rates, charges, classification, or service, or any rule, regulation, or Agreement relating thereto.
10. This Agreement shall inure to the benefit of and be binding upon the respective successors of the parties hereto.

IN WITNESS WHEREOF, Government Agency and Company have executed this Agreement this _____ day of _____, 19____

GOVERNMENT AGENCY:

PACIFIC BELL

Name: _____

By _____

By _____

Title _____

Title _____

Address _____

Address _____

Telephone Number _____

Telephone Number _____

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

(N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*401 Payment Arrangement Confirmation Letter
Residence and Business

(T)

Date

Account Number: telnumber-ccc

Customer Name

(T)

This letter is to confirm the payment arrangement you made regarding your telephone bill. You agreed to make the following payments by the following dates:

(T)

(T)

DATE	AMOUNT	PAYMENT LOCATION
<u>arrdate1</u>	<u>amountduep1</u>	<u>paymentloc1</u>
<u>arrdate2</u>	<u>amountduep2</u>	<u>paymentloc2</u>

(T)

(T)

Payment may be made by using a credit card accepted by SBC or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at www.sbc.com or at an authorized SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

(N)

Let us help you avoid collection activity in the future! SBC offers two automatic payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.sbc.com.

If you have any questions regarding this notice, please call SBC at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

(N)

Thank you for choosing SBC California.

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

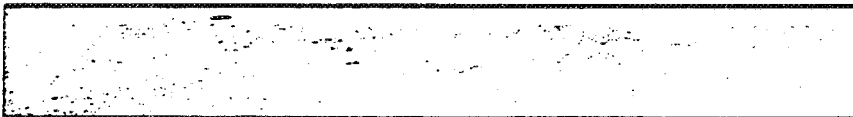
H. SAMPLE FORMS (Cont'd)

A 3891-p¹ Generic Customer Treatment Form

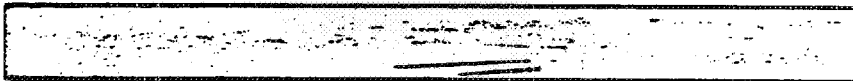
(N)



PACIFIC BELL
A Pacific Telesis Company



A 3891 P 8/88



NOTE 1: Description - One part, single sheet, 7" x 11", black ink on white paper with 3 1/2" perforated lower portion. (N)

(N)
Continued

Advice Letter No. 15298

Issued by

Date Filed: Sep. 18, 1987

Decision No.

M. J. Miller

Effective: Oct. 29, 1987

Executive Director - State Regulatory

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
A 3894-P Free Form Exchange Service Bill (Cont'd)
PART II - Terms and Conditions

(T)
(N)



MISSY CUSTOMER
1212 ARY STREET
CUPERTINO, CA 95014-5119

Page 2 of 3
Account Number 408 555-1212 938 2
Billing Date Aug 2, 2003

Web Site www.sbc.com

News You Can Use

AVOID DISCONNECTION

All charges must be paid each month to keep your account current and avoid collections activities. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, the basic service amount for this account is \$XX.XX. Toll calls may also be restricted. If service is disconnected, a reconnection fee and all outstanding charges will be due prior to reconnection. A security deposit may be required.

YOUR PRIMARY CARRIER

Our records show that you have selected SBC as your carrier for local toll service and our records show that you have selected AT&T as the prescribed carrier for your long distance service.

Terms and Conditions

THREE PAYMENT OPTIONS: Electronically; through Automatic Payment Service or Online: SBC eBillSM. At an Authorized Payment Location. Or mail to SBC Payment Center - Sacramento CA 95887-0001.

BILLING FOR OTHER SERVICE PROVIDERS: SBC California bills for long distance companies and information services providers not affiliated with SBC California.

BILLING QUESTIONS: Call number in "Billing Summary" or write: Residence Service, POB 9039, South San Francisco, CA 94083-9039; or Business Service, POB 78230, San Francisco, CA 94107-8230. We will investigate and notify you. Still disagree?: (1) pay undisputed amount to SBC by the "Amount if Paid After" date; (2) file claim with the CPUC within 7 calendar days of our notification. This avoids interruption of service. To file, send claim explanation and check for the disputed amount to the CPUC, Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102. The CPUC only accepts deposits for matters relating to bill accuracy. The CPUC will review your claim and distribute the funds accordingly.

FEDERAL SURCHARGES AND LONG DISTANCE CHARGES: The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission. If you have questions about these charges, or if you have questions about long distance charges that you are unable to resolve with your long distance carrier, you may contact the Consumer Information Bureau, Federal Communications Commission, 445 12th St. S.W., Washington D.C. 20554; 1-888-225-5322; <www.fcc.com>.

TARIFF INFORMATION: Call 1 888-319-8800 or visit www.sbc.com/public_affairs.

LATE PAYMENT CHARGES: If the unpaid balance on your bill is \$20.00 or more, a late payment charge of 1.5%, calculated monthly, will be assessed if your payment is not received by the date shown in the "Amount if Paid After" section. For Access Services, a charge of 1.5% per month, calculated monthly, will be assessed to the total unpaid balance.

CALLER ID SELECTIVE & COMPLETE BLOCKING: Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial *67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial *82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

900/976 CALLS: Rates, charges and program content for these services are set by the companies providing them, not SBC California. SBC California provides this portion of your bill as a service to these companies. Amounts shown do not include the SBC California toll charges for these calls. If you have questions about these calls, please call the SBC California number on the Billing Summary page.

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Continued

(N)

Advice Letter No. 24308

Issued by

Date Filed: Oct. 22, 2003

Decision No.

Cynthia Wales

Effective: DEC 1 2003

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*405 Payment Arrangement Confirmation Letter - Residence (N)
Calling Card (N)



PAYMENT ARRANGEMENT CONFIRMATION LETTER

MM/DD/YY

RESIDENT

RE:000-000-0000 000

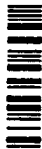
This letter is to confirm the payment arrangement you made regarding
your Calling Card Account. You agreed to pay the following:

DATE	AMOUNT	PAYMENT LOCATION
MM/DD/YY	\$XX.XX	XXXX XXX
MM/DD/YY	\$XX.XX	XXXX XXX

Pacific Bell

[Redacted area]

#405



SJ/MU

RESIDENT
STREET
CITY, CA 99999-9999

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*405 Payment Arrangement Confirmation Letter- Business Calling Card

(N)



PACIFIC BELL.
A Pacific Telesis Company

PAYMENT ARRANGEMENT CONFIRMATION LETTER

MM/DD/YY

BUSINESS

RE:000-000-0000 000

This letter is to confirm the payment arrangement you made regarding your Calling Card Account. You agreed to pay the following:

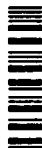
DATE	AMOUNT	PAYMENT LOCATION
MM/DD/YY	\$XX.XX	XXXX XXX
MM/DD/YY	\$XX.XX	XXXX XXX

Pacific Bell

(N)



*405



SJ/MU

BUSINESS STREET CITY,

CA 99999-9999

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101¹

DISCONNECTION NOTICE

Date

Account Number: **telnumber-ccc**
customer name

As of **asofdate**, our records show that your account **telnumber-ccc** is due in the amount of **amountduepx**. If you have already sent your payment, please disregard this notice.

\$deny.00 is due for "Basic" service provided by SBC California.

It is important for you to know that failure to pay this outstanding balance or dispute the charges by **snp date**, could result in the temporary or permanent disconnection of your phone service. (See page 2 for information about charges for your "Non-Basic" services.)

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If you have DSL service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for DSL service. Standard due dates will apply to each order for new service.

Important Notice:

If your service is temporarily disconnected, you will be required to pay a security deposit of **\$depositch** and all outstanding charges for your basic service* before your telephone service will be reinstated. A reconnection fee of **restch** per line will also apply.

Your service will remain temporarily disconnected for 7 calendar days. Access to 911 (Emergency), 611 (Repair), SBC Service Centers (Telephone Number listed on your bill), and any toll-free telephone numbers are available on temporarily disconnected telephone lines where facilities and operating conditions permit.

Please Detach and Return This Portion With Your Payment
Restoral: **restch** Deposit: **depositch** Amount Due: **amountduepx**
Payment Due By: **snp date** Account Number: **telnumber-ccc**

NOTE 1: Description - Multi-part, this form is computer generated.

Material omitted now on Sheet 188.5.1.

Continued

(N)
|
(N)
(D)
|
(D)
(T)
|
(T)
(N)
|
(N)
(T)
(T)
(T)
(T)
(N)
|
(N)

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- 101¹

If after 7 calendar days you have not paid all past due charges for your basic telephone service, your service (except access to 911 service where facilities and operating conditions permit) will be permanently disconnected. If service is permanently disconnected, you will need to place an order for new service and will be charged a new connection fee **, plus additional reconnection fees associated with other requested optional features and calling plans.

\$nondeny.00 is due for "Non-Basic" service.

Your basic telephone service will not be disconnected for failure to pay these outstanding non-basic charges **\$nondeny.00** or for non-payment of 900, 976 or Information Services, or other non-basic services such as Custom Calling features, DSL Internet Access Service, voice mail, Directory Advertising, inside wire installation, and dial-up Internet service. However, actions may be taken to restrict your phone service until these "non-basic" charges are paid, including removal of non-basic services and referral of the charges to a collection agency.

If you have unpaid toll or Long Distance charges, your telephone service will be subject to Toll Restriction until the outstanding balance is paid in full. Toll Restriction will not permit you to place most types of toll or long distance calls. If your account is currently subject to a toll and long distance availability limit plan, this Toll Restriction will override that plan regardless of your toll limit.

Payment may be made by using a credit card accepted by SBC or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at www.sbc.com or at an SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

Let us help you avoid collection activity in the future! SBC offers two automatic payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.sbc.com.

If you would like to discuss this notice, call SBC at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644. If you have a question about a charge on the bill, please call the SBC Customer Service Center by using the telephone number listed on your bill. If we are unable to resolve the matter, you can contact the CPUC Consumer Affairs Branch at 1-800-649-7570. 2(T) | (N) 2(N)

Thank you for choosing SBC California.

- * Basic Service refers to basic residential and single line business service (i.e., Flat Rate and/or Measured Rate services).
- ** New Connection fees are \$67.21 for Business, \$33.01 for Residence, and \$10.00 for ULTS.

NOTE 1: Description - Multi-part, this form is computer generated.
NOTE 2: Pending CPUC Approval of Advice Letter No. 25930. (N)
z Correction

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

Reserved

(T)
(D)

(D)

(D)
(D)

Continued

Advice Letter No. 19175

Issued by

Date Filed: Dec. 22, 1997

Decision No.

A.E. Swan

Effective: **APR 06 1998**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7063¹ Advance Payment Receipt
ACCOUNTING COPY

PACIFIC BELL

ADVANCE PAYMENT

SERVICE INDICATOR

2 = B
3 = S
4 = U
6 = W
7 = P
9 = R

PAYMENT TYPE

1 - CASH
2 - CHECK
3 - VISA
4 - MST CHG
5 - OTHER

337185

A7063 (1-84) ADVANCE PAYMENT

PREP BY _____

DATE _____



REC'D BY _____

ACCOUNTING COPY

175

NOTE 1: Description - Multi part, three sheet snapout with carbon, 7" x 4 1/4",
black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
 - A 7063¹ Advance Payment Receipt (Cont'd)
CUSTOMER RECEIPT



ADVANCE PAYMENT RECEIPT

TELEPHONE NO.		CUST CODE		NPA	RAC
<input type="text"/>		<input type="text"/>		<input type="text"/>	<input type="text"/>
SERIAL NO.		SVC IND	PMT TYPE	AMOUNT PAID	
337186		<input type="text"/>	<input type="text"/>	<input type="text"/>	
EXCH	CO	BILL NAME AND SERVICE ADDRESS			
<input type="text"/>	<input type="text"/>	<input type="text"/>			
		LISTED NAME			
		REMARKS			

PREP BY _____

DATE _____

REC'D BY _____

CUSTOMER'S COPY

NOT VALID UNLESS RECEIPTED BY EMPLOYEE ACCEPTING PAYMENT

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7063¹ Advance Payment Receipt (Cont'd)
BUSINESS OFFICE COPY



ADVANCE PAYMENT RECEIPT

TELEPHONE NO.	CUST CODE	NFA	RAC
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SERIAL NO.	SVC IND	PMT TYPE	AMOUNT PAID
<input type="text" value="337185"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
EXCH	CO	BILL NAME AND SERVICE ADDRESS	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
		LISTED NAME	
		<input type="text"/>	
		REMARKS	
		<input type="text"/>	

PREP BY _____

DATE _____

REC'D BY _____

BUSINESS OFFICE COPY _____ NOT VALID UNLESS RECEIPTED BY EMPLOYEE ACCEPTING PAYMENT

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

ADVANCE PAYMENT RECEIPT - MECHANIZED

(N)

CASHIER/TELLER RECEIPT¹

***** PACIFIC BELL *****

.....ANYTOWN PUBLIC OFFICE.....
.....ANYTOWN, CALIFORNIA.....

DEPOSIT/AP/PAYMENT RECEIPT

06/27/85 14:05:54 DASCNNN 0F099

TYPE ACCOUNT NUMBER	RAO	AMT PAID
PMT 415 755-7700/556 EUROPEAN COSMETICS	BUS-L 158	321.83
DEF 415 755-7700/556 EUROPEAN COSMETICS	BUS- 158	300.00
AP 415 755-7700/556 EUROPEAN COSMETICS	BUS- 158	40.00
	TOTAL	661.83
	AMOUNT TENDERED	661.83
	CHANGE	.00

THANK YOU

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies with the number of transactions), blue ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

ADVANCE PAYMENT RECEIPT - MECHANIZED (N)
AUTHORIZED PAYMENT AGENCY RECEIPT¹ (N)

AGENT 1000 ADV PAYMENT 08/26/86
BATCH 0003 SEQ † 36 14:47
TEL † 2138220042 SON A12345678 EX/COMAIN
AMOUNT DUE 89.50 DRW 1
CHECK 50.00
CASH 40.00
CHANGE .50

† 157 AND
PACIFIC BELL THANK YOU

PACIFIC BELL
082686 1447 1000 0003 AP 036 * 89.50
2138220042 A12345678 MAIN

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies (N)
with the number of transactions), blue ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- A 7065¹ Deposit Receipt

ACCOUNTING COPY



DEPOSIT RECEIPT (NOT NEGOTIABLE)

TELEPHONE NO		CUST CODE		NPA	RAC
<input type="text"/>		<input type="text"/>		<input type="text"/>	<input type="text"/>
SERIAL NO		SVC IND	PMT TYPE	DEF IND	AMOUNT PAID
983258		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
EXCH	CO	BILL NAME AND SERVICE ADDRESS			
<input type="text"/>	<input type="text"/>	<input type="text"/>			
		LISTED NAME			
		<input type="text"/>			
		REMARKS			
		<input type="text"/>			

PREP BY _____

DATE _____

AS A DEPOSIT TO GUARANTEE PAYMENT OF ALL CHARGES, IN ACCORDANCE WITH THE CONDITIONS PRINTED ON THE REVERSE OF THIS RECEIPT, NOT VALID UNLESS RECEIVED BY EMPLOYEE ACCEPTING PAYMENT.

BY _____

CUSTOMER'S COPY

NOTE 1: Description - Multi part, three sheet snapout with carbon, 7" x 4 1/4", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7065¹ Deposit Receipt (Cont'd)

CUSTOMER RECEIPT - FRONT

PACIFIC BELL

DEPOSIT

SERVICE
INDICATOR

2 - B
3 - S
4 - U
6 - W
7 - P
8 - R

PAYMENT
TYPE

1-CASH
2-CHECK
3-VISA
4-MST CHG
5-OTHER

983258

0

A7065 (1-44) DEPOSIT RECEIPT

PREP BY _____

DATE _____

ACCOUNTING COPY



176

BY _____

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7065¹ Deposit Receipt (Cont'd)

CUSTOMER RECEIPT - BACK

The utility will refund the deposit in accordance with the following:

- (a) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- (b) When the customer's credit may be otherwise established in accordance with Rule No. 6, and upon the customer's request for return of the deposit with interest.
- (c) Upon discontinuance of telephone service, the utility will refund with interest the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- (d) After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for non-payment of bills, the utility will refund the deposit with interest.
- (e) Interest on deposits:

The utility will compute simple interest on deposits at the rate of 7/12 percent per month (7 percent per year) for each full month deposits are held. Such interest will be paid at the time the deposit is returned or on an annual basis if the deposit is held longer than 12 consecutive months.

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7065¹ Deposit Receipt (Cont'd)
BUSINESS OFFICE COPY



DEPOSIT RECEIPT (NOT NEGOTIABLE)

TELEPHONE NO.

CUST CODE

NPA

RAC

SERIAL NO

SVC IND

PMT TYPE

DEP IND

AMOUNT PAID

EXCH CO

BILL NAME AND SERVICE ADDRESS

LISTED NAME

REMARKS

AS A DEPOSIT TO GUARANTEE PAYMENT OF ALL CHARGES, IN ACCORDANCE WITH THE CONDITIONS PRINTED ON THE REVERSE OF THIS RECEIPT, NOT VALID UNLESS RECEIPTED BY EMPLOYEE ACCEPTING PAYMENT.

PREP BY _____

DATE _____

BY _____

BUSINESS OFFICE COPY

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

DEPOSIT RECEIPT - MECHANIZED CASHIER/TELLER RECEIPT¹

(N)

PART I

***** PACIFIC BELL *****

.....ANYTOWN PUBLIC OFFICE.....
.....ANYTOWN, CALIFORNIA.....

DEPOSIT/PAYMENT RECEIPT

06/25/85 15:55:46 0A80000 1F000

TYPE ACCOUNT NUMBER RAD AMT PAID

DEP REG- 100 80.00

SERIAL NO. 175426 SF /MC

1374 13TH ST WAYER MARY

TOTAL 80.00

AMOUNT TENDERED 100.00

CHANGE 20.00

THANK YOU

NOTE 1: Description - Multipart, two sheet, 3 1/2" x (length varies with the number of transactions), blue ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

DEPOSIT RECEIPT - MECHANIZED CASHIER/TELLER RECEIPT¹

(N)

PART II

SUPPLEMENTAL DEPOSIT RECEIPT

PACIFIC BELL

A Pacific Telesis Company

The utility will refund the deposit in accordance with the following:

- (a) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- (b) When the customer's credit may be otherwise established in accordance with Rule No. 6, and upon the customer's request for return of the deposit with interest.
- (c) Upon discontinuance of telephone service, the utility will refund with interest the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- (d) After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for non-payment of bills, the utility will refund the deposit with interest.
- (e) Interest on deposits:
The utility will compute simple interest on deposits at the rate of 7/12 percent per month (7 percent per year) for each full month deposits are held. Such interest will be paid at the time the deposit is returned or on an annual basis if the deposit is held longer than 12 consecutive months.

NOTE 1: Description - 4½" x 5½", black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

DEPOSIT RECEIPT - MECHANIZED (N)
AUTHORIZED PAYMENT AGENCY RECEIPT¹ (N)

PART I

AGENT 1000 REG DEPOSIT 08/26/86
BATCH 0003 SEQ # 37 14:50
TEL# 4458255 CC 123 NPA 918 CD 3
AMOUNT DUE 75.00 DRW 2
CHECK 37.50
CHECK 37.50
CHANGE .00

157 AND
PACIFIC BELL THANK YOU

PACIFIC BELL
082686 1450 1000 0003 RD 037 X 75.00
8124458255 123

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies (N)
with the number of transactions), blue ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

DEPOSIT RECEIPT - MECHANIZED (N)
AUTHORIZED PAYMENT AGENCY RECEIPT¹ (N)

PART II

SUPPLEMENTAL DEPOSIT RECEIPT

PACIFIC BELL

A Pacific Telesis Company

The utility will refund the deposit in accordance with the following:

- (a) When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
- (b) When the customer's credit may be otherwise established in accordance with Rule No. 8, and upon the customer's request for return of the deposit with interest.
- (c) Upon discontinuance of telephone service, the utility will refund with interest the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- (d) After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for non-payment of bills, the utility will refund the deposit with interest.
- (e) Interest on deposits:

The utility will compute simple interest on deposits at the rate of 7/12 percent per month (7 percent per year) for each full month deposits are held. Such interest will be paid at the time the deposit is returned or on an annual basis if the deposit is held longer than 12 consecutive months.

NOTE 1: Description - 4 1/2" x 5 1/2", black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7065-1¹ Deposit Receipt (Cont'd)
ACCOUNTING COPY

z



DEPOSIT

A7065-1 (1-84) DEPOSIT RECEIPT-MOBILE-PL-INTERSTATE WATS-TEMP SVCS

SERVICE INDICATOR

2-B
3-S
4-U
6-W
7-P
9-R

PAYMENT TYPE

1-CASH
2-CHECK
3-VISA
4-MST CHG
6-OTHER

044691

DEPOSIT IND

0-REGULAR
1-PERMANENT

PREP BY _____

DATE _____



176

BY _____

ACCOUNTING COPY

NOTE 1: Description - Multi part, three sheet snapout with carbon, 7" x 4 1/4".
z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7065-1¹ Deposit Receipt (Cont'd)

CUSTOMER RECEIPT - FRONT

z



DEPOSIT RECEIPT (NOT NEGOTIABLE)

TELEPHONE NO		CUST CODE		NPA	RAJ
<input type="text"/>		<input type="text"/>		<input type="text"/>	<input type="text"/>
SERIAL NO		SVC IND	PRM TYPE	REF IND	AMOUNT PAID
044691		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
EXCH	CO				
<input type="text"/>	<input type="text"/>				

BILL NAME AND SERVICE ADDRESS	
LISTED NAME	
REMARKS	

AS A DEPOSIT TO GUARANTEE PAYMENT OF ALL CHARGES IN ACCORDANCE WITH THE CONDITIONS PRINTED ON THE REVERSE OF THIS RECEIPT NOT VALID UNLESS RECEIVED BY EMPLOYEE ACCEPTING PAYMENT

PREP BY _____

DATE _____

BY _____

CUSTOMER'S COPY

NOTE 1: Description - Blue ink on white paper.
z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7065-1¹ Deposit Receipt (Cont'd)

CUSTOMER RECEIPT - BACK

z

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

At such time as the contract is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded.

At the option of the utility, such a deposit may be refunded or credited to the customer at any time prior to termination of the contract.

The utility will compute simple interest on deposits at the rate of 7/12 per cent per month (7% per year) for each full month deposits are held. Such interest will be paid at the time the deposit is returned or on an annual basis if the deposit is held longer than 12 consecutive months.

NOTE 1: Description - Black ink on white paper.

z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

A 7065-1¹ Deposit Receipt (Cont'd)

BUSINESS OFFICE COPY

z



DEPOSIT RECEIPT (NOT NEGOTIABLE)

TELEPHONE NO.		CUST CODE		NPA		RAC	
[]		[]		[]		[]	
SERIAL NO.		CYC IND	PAY TYPE	REP ID#	AMOUNT PAID		
044691		[]	[]	[]	[]		
EXCH	CO	BILL NAME AND SERVICE ADDRESS					
[]	[]	[]					
LISTED NAME							
REMARKS							

PREP BY _____

DATE _____

BY _____

BUSINESS OFFICE COPY

AS A DEPOSIT TO GUARANTEE PAYMENT OF ALL CHARGES IN ACCORDANCE WITH THE CONDITIONS PRINTED ON THE REVERSE OF THIS RECEIPT, NOT VALID UNLESS RECEIVED BY EMPLOYEE ACCEPTING PAYMENT

NOTE 1: Description - Blue ink on white paper.

z Correction - Transcription error in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- A 7067¹ Payment Receipt

ACCOUNTING COPY

PACIFIC  BELL

PAYMENT

A7067 (1-84) MEMO PAYMENT

SERVICE INDICATOR

- 2 - B
- 3 - S
- 4 - U
- 6 - W
- 7 - P
- 9 - R

FINAL-LIVE INDICATOR

- 5 - N FINAL
- 6 - FINAL
- 8 - LIVE

PAYMENT TYPE

- 1 - CASH
- 2 - CHECK
- 3 - VISA
- 4 - MST CHG
- 5 - OTHER

NON-EDP

- 5 - TBP
- 7 - STUBS

PREP BY _____

DATE _____

ACCOUNTING COPY



174

REC'D BY _____

NOTE 1: Description - Multi part, four sheet snapout with carbon, 7" x 4 1/4", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
A 7067¹ Payment Receipt (Cont'd)
CUSTOMER RECEIPT



PAYMENT RECEIPT

TELEPHONE SERVICE NO.		CUST CODE		NPA		RAC	
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>	
RA	NON EDP	PMT TYPE	RR	FL IND	SVC IND	AMOUNT PAID	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

NAME AND ADDRESS
<input type="text"/>
<input type="text"/>
<input type="text"/>
REMARKS
<input type="text"/>

PREP BY _____

DATE _____

CUSTOMER RECEIPT

REC'D BY _____

NOT VALID UNLESS RECEIPTED BY EMPLOYEE ACCEPTING PAYMENT

NOTE 1: Description - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
A 7067¹ Payment Receipt (Cont'd)
PAYMENT NOTIFIER



PAYMENT RECEIPT

TELEPHONE OR ACCOUNT NO.		CUST CODE		NPA	RAC	
<input type="text"/>		<input type="text"/>		<input type="text"/>	<input type="text"/>	
RA	NDN EDP	INT TYPE	RD	F-L IND	SVC IND	AMOUNT PAID
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

NAME AND ADDRESS
<input type="text"/>
<input type="text"/>
<input type="text"/>
REMARKS
<input type="text"/>

PREP BY _____

DATE _____

PAYMENT NOTIFIER

REC'D BY _____

NOT VALID UNLESS RECEIPTED BY EMPLOYEE ACCEPTING PAYMENT

NOTE 1: Description - Sheet 4 - Blue ink on white paper.
Sheet 5 - Blue ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*201 Credit Manager's Letter
Residence and Business

(D)
(D)
(T)

Date

Account Number: telnumber-ccc

(T)

Customer Name

(T)

Your account has been referred to our Collection Department.
If we do not hear from you or have full payment within 5 days, we will
immediately refer your account to a collection agency.

(T)
(D)
|
(D)

Please mail your payment today to avoid the above action.

(T)

If you wish to discuss this account, please contact us Monday - Friday
between the hours of 8:00AM - 6:00PM or Saturdays between the hours of
8:00AM - 5:00PM at:

(N)
|
(N)
(D)

1-877-202-4558 for Residence Accounts
1-877-711-4722 for Business Accounts

(T)
(T)

You may pay your bill by electronic check or by using a credit card that is
accepted by SBC California at no additional charge. To do so, call us at:
1-877-202-4558 (residence accounts) or 1-877-711-4722 (business accounts).
You may also pay your bill at an authorized SBC payment location. You can go
online at www.sbc.com/paylocations to find a payment location near you.

(N)
|
|
|
|
|
(N)

SBC California appreciated your business in the past and looks forward to the
opportunity to serve you again.

(N)

Please Detach and Return This Portion With Your Payment

Amount due: amountdue
Account Number: telnumber-ccc

(T)
(T)

(D)
|
(D)
(N)
(N)

NOTE 1: Description - Two part, single sheet, 8-1/2" x 11",
black ink on white paper: Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*203

Credit Manager's Letter - Calling Card
Residence and Business

(N)
(N)



COLLECTION AGENCY OR LEGAL ACTION
SEEMS TO BE OUR ONLY ALTERNATIVE.

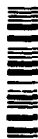
Your Calling Card account 000-000-0000 000 has been referred to our
Collection Department. If we do not hear from you or have full payment
within five days, we will immediately refer your account to a collection
agency or proceed with legal action. If we are forced to file a court
action, you will be liable for court costs which will be in addition to
the amount you presently owe.

Mail your payment today to avoid the above action.

Our office number is: 1-800-000-0000

Please Detach and Return This Portion With Your Payment
Account Number: 000-000-0000 000 N4 Amount Due: \$XXX.XX

*203



SJ/MU

BUSINESS STREET CITY, CA 99999-9999

PACIFIC BELL
PAYMENT CENTER
SAC CA 95887-0001

000 0000000 000 000 000

0000000000 000 000000 0000000000

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*301 Treat Live for Final Letter - Residence and Business (T)
First Page

Date (T)

Account Number: telnumber-ccc

Customer Name (T)

Our records indicate charges from your former telephone service located at previous address1 are still outstanding. (T)

For us to continue serving you at your present address, we must receive full payment of amountdue in our office by paybydate. If we do not receive payment by this time, your present telephone service other telnumber, may be temporarily disconnected without further notice or Toll Restriction will be imposed on your current account until the balance from your former service is paid in full. (T)
(T)
(T)
(N)
(N)

In the case of temporary disconnection, a restoral charge of restch per line and a deposit of depositch, and all outstanding charges due for your basic service will be required before telephone service will be reconnected. If your present service is permanently disconnected, these charges will increase. If your account is currently subject to a toll and long distance availability plan, Toll Restriction will supersede your established toll and long distance availability limit. (T)
(T)
(N)

SBC California reserves the right to pursue other collection action for any unpaid non-basic service, including the removal of those services. (N)

Of course, any billing on your existing service must also be taken care of in accordance with the conditions under which that service is rendered.

If you wish to discuss this account, please contact us Monday - Friday between the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM - 5:00PM at: (T)
1-877-202-4558 for Residence Accounts (T)
1-877-711-4722 for Business Accounts (D)

----- (N)

Please Detach and Return This Portion With Your Payment
Restoral:restch Deposit:depositch Amount Due:amountdue (T)
Account Number:telnumber-ccc Payment Due By:paybydte (T)
(D)
(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*301 Treat Live for Final Letter - Residence and Business (T)

Second Page

You may pay your bill by electronic check or by using a credit card that is accepted by SBC California at no additional charge. To do so, call us at: 1-877-202-4558 (residence accounts) or 1-877-711-4722 (business accounts). You may also pay your bill at an authorized SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you. (N)

Billing for other than basic telephone service: (T)

SBC California will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service will not be disconnected for non-payment of toll charges or charges for other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the "Amount Due". Please call our office if you have any questions. If you are not satisfied with the response you receive, you may file a complaint with the CPUC. (T)

Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If service is disconnected, an order for new service will be required. If you have DSL service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for DSL service. Standard due dates will apply to each order for new service. (T)

Thank you for choosing SBC California. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

CF 0267¹ Statement of Labor Charges

(D)

(D)

Continued

INTERIOR AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

C 0011¹ Agreement Form For Use in Connection with Building Owner
Requests To Place Intrabuilding Network Cable on The Premises

PACIFIC BELL
C 0011 (11-84)

TO: Building Owner/Authorized Representative _____
Address _____
Building Address _____

Dear _____:

This letter concerns the provisioning by Pacific Bell of the intrabuilding network cable system at your building(s) located at _____. Your request for Pacific Bell to design the supporting structure and to place intrabuilding network cable(s) within/between your building(s) for network services will be provided with the following stipulations:

This agreement must be executed: (1) prior to Pacific Bell returning to you final marked electrical/architectural drawings detailing structure requirements; (2) before Pacific Bell will commence engineering/installation of our intrabuilding network cable system in your building.

It is understood that if you later cancel, modify or change your request for the intrabuilding network cable system design and placement, you shall be billed for all nonrecoverable costs of engineering, labor, material, equipment and other related expenses incurred by Pacific Bell as a result of work performed to comply with your request and in accordance with Schedule Cal. P.U.C. 36-T, Rule No. 16.

In addition to the above, it is understood that all Pacific Bell drawings/workprints/materials/equipment shall remain the property of Pacific Bell.

Time is of the essence in executing this agreement in order for Pacific Bell to meet the requested in-service due date of _____. We shall commence work upon receipt of this agreement.

Pacific Bell
(address)

Sincerely,

(Title)

() Agree with Stipulations

Signature of Building Owner/Authorized Representative

Date

() Do not want this service provided

Signature of Building Owner/Authorized Representative

NOTE 1: Description - One part, single sheet, 8½" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

AZ. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

C 0111¹ Inside Wire Repair No Access Notice
FRONT

(N)

PACIFIC BELL

C 0111 (2-92)

A Pacific Telesis Company

REPAIR SERVICE

Sorry We Missed You

Pacific Bell Customer

The service problem you have been experiencing:

- Is now corrected.
- Is being corrected and service will be restored by:

- Is no longer present at this time. If it returns, please call

- The problem with your phone service is in your house or apartment - either your wire, jacks or telephone equipment.

You currently subscribe to Pacific Bell's Inside Wire Repair Plan. Please call 611 or _____ to reschedule an appointment.

Pacific Bell can tell you if the trouble is in your telephone equipment (telephone set, cord, answering machine, or other equipment), but can not repair such equipment. If the problem is in your inside wire or jacks, Pacific Bell will fix it for no extra charge.

You are not a subscriber to Pacific Bell's Inside Wire Repair Plan. Your options are:

1. Repair the problem yourself
2. Hire someone to repair the problem for you.
You can find repair people listed in the yellow pages of your local directory under "Electrical Contractors" or "Telephone Systems".
3. Have a Pacific Bell technician repair the problem for a charge.
4. If you rent your place of residence, contact your landlord to arrange for repair. Provisions of Senate Bill 841 may apply to you. See reverse.

Pacific Bell can tell you if the trouble is in your telephone equipment (telephone set, cord, answering machine or other equipment), but does not repair such equipment. However, if the trouble is in your wire or jacks, Pacific Bell can fix it and charge you for trouble isolation of your telephone equipment and repair of wire and jacks based on the time spent. Please call 611 or _____ for an appointment.

NOTE 1: Description - One part, single sheet double-sided, 4" x 9 1/4",
black ink on green paper.

Continued

NETWORK AND EXCHANGE SERVICES

AZ. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

C 0111¹ Inside Wire Repair No Access Notice
BACK

(N)

Testing Your Telephone Equipment

To ensure that the trouble you are experiencing is not in your equipment or cords, please try these few easy steps:

NOTE: You must have modular plugs and jacks to test your equipment.

First, unplug all telephone equipment (telephones, recorders, alarm systems and cords).

Next, plug in a telephone that you know works, such as a neighbor's.

If the problem is no longer present, the trouble is in your equipment or cord. If it needs to be repaired or replaced, Pacific Bell can not provide this service.

If the trouble remains, the problem is in the wire or jacks(s)

Senate Bill 841

On January 1, 1992, California Senate Bill 841 on Inside Wire became law. It requires landlords of residential property to repair the wire serving your unit and to keep one jack in good working order. If you experience trouble with your wire or jacks, you should contact your landlord to arrange for repair, or to agree on a method of reimbursement for charges you incur to repair the problem. If you order repair service from Pacific Bell, you will continue to be responsible for payment of all repair charges. You may want to contact your landlord to see if you should subscribe to the Per Month Inside Wire Repair Plan.

NOTE 1: Description - One part, single sheet double-sided, 4" x 9 1/4", black ink on white paper.

Continued

Advice Letter No. 16226

Issued by

Date Filed: Apr. 14, 1992

Decision No.

M. J. Miller

Effective: MAY 24 1992

Regulatory Vice President

Resolution No. T-14688

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*305¹ Final Bill Notice - Final

(T)
(D)
(N)

date

Account Number: telnumber-ccc

customer Name

Our previous letter requesting payment on your former SBC California account, telnumber-ccc in the amount of amountdue has gone unanswered. If you have already sent your payment, please disregard this notice.

This is your final reminder from SBC California. Failure to pay the outstanding balance on your account may result in collection efforts against you. To avoid this, please pay the outstanding charges in full today.

If you wish to discuss this account, please contact us Monday - Friday between the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM-5:00Pm at:

1-877-202-4558 for Residence Accounts

1-877-711-4722 for Business Accounts

You may pay your bill by electronic check or by using a credit card that is accepted by SBC at no additional charge. To do so, call us at 1-877-202-4558 (Residence Accounts) or 1-877-711-4722 (Business Accounts). You may also pay your bill at an authorized SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

SBC California appreciated your business in the past and looks forward to the opportunity to serve you again.

Please Detach and Return This Portion With Your Payment

Amount Due: amountdue

Account Number: telnumber-ccc

(N)

NOTE 1: Description - Two-part, Single Sheet, 8-1/2" x 11",
black ink on white paper: Computer generated.

(T)
(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd) 2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1249¹ Credit Card Application For Non-Telephone Customer
FRONT



Pacific Telephone

Credit Card Application for Non-Telephone Customers

CO 1249 (10-78)

Date of Application _____

Print Name _____
(First) (Middle) (Last)

Present Residence Address _____
(Number and Street) (City) (State) (Zip) (Tel. No., if any)

Other Residence Address (if Any) _____
(Number and Street) (City) (State) (Zip)

I do not have telephone service from Pacific Telephone Company for the following reason: _____

My requirement for a Telephone Credit Card is based upon following facts: _____

My Estimated Monthly Bills Will Amount To: \$ _____ Address To Which Bills Should Be Mailed:

(Number and Street) (City) (State) (Zip)

. OVER .

NOTE 1: Description - One part, single sheet double-sided, 7½" x 5", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1249¹ Credit Card Application For Non-Telephone Customer (Cont'd)
BACK

PERSONAL INFORMATION FOR RECORDS ONLY

Business or Employment Address _____
(Street and Number) (City) (State) (Zip)

Present Employer _____ Tel. No. _____ No. of Years _____

Type of Business _____ Position _____

Self-Employed? _____ Name of Firm _____ Tel. No. _____ Type of Business _____

Bank _____ Address or Branch _____

Type of Account(s): Checking Savings Note

Driver's License Number _____ State _____ Date of Expiration _____

Previous Telephone Number Billed in Your Name _____ Date Disconnected _____

Three Credit References: (Give Name and Address)

1. _____

2. _____

3. _____

Three Personal References: (Give Name and Address) (Do Not Use Employer)

1. _____

2. _____

3. _____

Signature of Applicant _____ Approved _____

Credit Verified _____ Date _____ Approved _____

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*402 Payment Arrangement Confirmation Letter (T)
Residence and Business¹

FIRST PAGE

date (T)

Account Number: telnumber-ccc (T)

customer name (T)

This letter is to confirm the payment arrangement you made regarding your telephone bill. As indicated, your payment(s) will be expected in our office by:

DATE	AMOUNT	PAYMENT LOCATION	
<u>arrdate1</u>	<u>amountduep1</u>	<u>paymentloc1</u>	(T)
<u>arrdate2</u>	<u>amountduep2</u>	<u>paymentloc2</u>	(N)

We know how important your SBC services are to you. By keeping the above arrangement, you can avoid any further collection activity such as: (T)
(N)

- Temporary or permanent disconnection of your telephone service* for non-payment of basic service**.
- Toll Restriction imposed on your account for non-payment of toll charges.
- Removal of non-basic services and referral of the charges to a collection agency for non-payment. Non-basic services included Custom Calling features, DSL internet Access Service, voicemail, Directory Advertising, inside wire installation, dial-up Internet service and wireless telephone service. (N)

Account Number: telnumber-ccc (T)
Restoral: restch Per Line
Deposit: deposit

Please Detach and Return This Portion with Your Payment
Restoral: restch Deposit: deposit Amount Due: amountduep1
Account Number: telnumber-ccc Payment Due By: arrdate1 (T)

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*402 PAYMENT ARRANGEMENT CONFIRMATION LETTER (Cont'd)

Residence and Business¹

(T)

SECOND PAGE

Payment may be made by using a credit card accepted by SBC or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at www.sbc.com or at an SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

(N)

Let us help make bill paying even easier for you! SBC offers two automatic payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment eliminates overlooked bill and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.sbc.com.

(N)

If you have any questions regarding this notice, please call SBC California at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644.\

(T)

*Note: Some services such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected if you do not keep your payment arrangement. If service is disconnected, an order for new service will be required. If you have DSL service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for DSL service. Standard due dates will apply to each order for new service.

**SBC California will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. Also, the California Public Utilities Commission has ordered that basic service may not be disconnected for non payment of toll charges and other services such as Custom Calling features, DSL Internet Access Service, voice mail, Directory Advertising, inside wire installation, dial-up Internet service and wireless telephone service.

(T)

Thank you for choosing SBC California.

(N)

Please Detach and Return This Portion with Your Payment

(T)

Restoral: restch Deposit: deposit Amount Due: amountduep2

Account Number: telnumber-ccc Payment Due By: arrdate2

(T)

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- CO 1377¹ Customer Commitment Notification



CO 1377 (Rev. 1-84)

(L)x

Date _____

Dear

I am sorry I was unable to reach you by telephone today. The information you requested regarding _____ is now available.

Please call our Business Office at _____.

Sincerely,

Title

(L)x

NOTE 1: Description - One part, single sheet, 6 1/4" x 7", black ink on white paper.
Material omitted now on Sheet 213.
x Formerly on Sheet 213 - Form inadvertently superimposed on Sheet 213 in Advice Letter No. 14889.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
CO 1397¹ Call Details Request



CO 1397 (Rev. 1-84)

Call Details Request

(Customer Name) _____ NPA _____ Telephone Number _____

(Address) _____

(City, State, Zip Code) _____

Area Code	Telephone Number	Listing Information
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		

Service Representative _____ NPA _____ Telephone Number _____

Address, (Rm. #), City, State, Zip _____

NOTE 1: Description - One part, two sheet carbonless snapout, 8½" x 11".
Sheet 1 - Black ink on white paper.
Sheet 2 - Black ink on yellow paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
CO 1409¹

(T)

PACIFIC BELL
A Pacific Telesis Company

HAS PAYMENT OF YOUR PHONE BILL BEEN OVERLOOKED?
IF SO, THEN
YOUR TELEPHONE SERVICE MAY BE TEMPORARILY DISCONNECTED

THERE MAY BE A PROBLEM: AS OF mm/dd/yy OUR RECORDS SHOW THAT \$XXX.XX IS NOW DUE ON YOUR ACCOUNT xxx-xxxx xx . If you have recently sent your payment, we apologize for this notice. However, to protect your service you need to know that: IF YOUR PAYMENT HAS NOT BEEN RECEIVED, OR CHARGES DISPUTED, BY mm/dd/yy YOUR SERVICE WILL BE TEMPORARILY DISCONNECTED.

This amount due may include charges for enhanced services. Withholding amounts due solely for these services will not stop your basic service. If your service is temporarily disconnected, you will be required to pay all applicable past due charges, plus the following: A RESTORAL CHARGE PER ACCESS LINE OF \$XX.XX (OR APPLICABLE NEW SERVICE CHARGES * SEE NOTE BELOW), IN ADDITION TO A SECURITY DEPOSIT OF \$XXXX.XX.

NOTICE: Pacific Bell will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services.
BILLING FOR OTHER THAN BASIC TELEPHONE SERVICE If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service will not be disconnected for non-payment of other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the "Amount Due". PLEASE CALL OUR BUSINESS OFFICE IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the CPUC. For further details, see the back of your bill. OUR BUSINESS OFFICE NUMBER IS 811-4121.

ADDITIONAL INFORMATION YOU MAY WANT TO KNOW Your service will be temporarily disconnected for only five calendar days, after which time your service will be permanently disconnected, unless we agree to special arrangements made by you. The installation charge for new service is more than the restoral charge. * Note: Some types of service, such as circuits, coin or mobile telephones, and others, will be permanently disconnected after the date in this notice. If service is disconnected, an order for new service will be required.

Please Detach and Return This Portion With Your Payment.

NOTE 1: Description - One part, single sheet, single sided, 7" x 11", black ink on white paper with 3/4" perforated lower portion.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*404

Payment Arrangement Confirmation Letter - Business
Suspend Non-Pay - Calling Card

(N)
(N)



PAYMENT ARRANGEMENT CONFIRMATION LETTER

MM/DD/YY

BUSINESS

RE:000-000-0000 000

This letter is to confirm the payment arrangement you made regarding your Calling Card bill. As indicated, your payment(s) will be expected in our office by :

DATE	AMOUNT	PAYMENT LOCATION
MM/DD/YY	\$XX.XX	XXXX XXX
MM/DD/YY	\$XX.XX	XXXX XXX

We know how important your telephone service is to you. By keeping the above arrangement, you will prevent temporary suspension of your card. In the case of temporary suspension, a deposit, in addition to the full amount for which arrangement was made will be required before your Calling Card will be reactivated

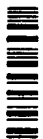
DEPOSIT: \$XX.XX

PLEASE CALL OUR OFFICE IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the CPUC. For further details, see the back of your bill. OUR OFFICE NUMBER IS 1-800-000-0000.

Additional Information You May Want To Know:
Your Calling Card will be temporarily suspended for seven calendar days, after which time your service will be permanently disconnected, unless we agree to special arrangements made by you.
Pacific Bell

Please Detach and Return This Portion With Your Payment
Deposit: \$XX.XX Amount Due: \$XX.XX
Account Number:000-000-0000 000 N4 Payment Due By:MM/DD/YY

*404



SJ/MU

BUSINESS
STREET
CITY.

CA 99999-9999

|||||
PACIFIC BELL
PAYMENT CENTER
SAC CA 95887-0001

000 0000000 000 000 000

0000000000 000 00000 0000000000

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*CCRCRMS

Credit Classification Of Account

(N)

[DATE]

[NAME]

RE: [TELEPHONE NUMBER]

Dear Customer,

In response to your request for more information on the credit classification of your account, the following information outlines Pacific Bell's policy for establishing new telephone service.

Classifications apply to Business and Residence customers, and consist of four customer classes:

Customer Class:	Pay-By date:	* Toll thresholds for special bill(s):
"L"- Below average risk	30 days after bill is issued.	\$300.00 (Residence) \$600.00 (Business)
"M"- Average risk	30 days after bill is issued.	\$200.00 (Residence) \$400.00 (Business)
"R"- Above average risk	15 days after bill is issued.	\$100.00 (Residence) \$200.00 (Business)
"U"- Unknown risk	15 days after bill is issued.	\$100.00 (Residence) \$200.00 (Business)

* May result in special bill

Applicants who have verifiable prior or concurrent telephone service with Pacific Bell, or a Credit Bureau file, will be assigned to account classification R, M, or L indicating the risk level of extending credit to the subscriber or applicant.

Applicants who have no verifiable credit history with Pacific Bell or a Credit Bureau file, but provide positive identification, will be assigned to account classification U.

As part of our commitment to serve you, Pacific Bell will regularly review your credit performance with us and place your account into the appropriate credit classification based upon your payment history with us.

Based on the above criteria, we have established service for you in the following account classification: _____.

We do appreciate you bringing your business to Pacific Bell, and we look forward to helping you meet your telephone service needs. If you have questions or require additional information, please call 1-800-XXX-XXXX.

Sincerely,

Pacific Bell

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1527-B¹ Application For Exemption From Charges For Directory Assistance Service-Business



CO 1527-B (5-83)

Application for Exemption From Charges
For Directory Assistance Service

Business Service

Eligibility For Exemption

An individual access line, two party line or suburban business service provided to any small business will be exempt from the charge for Directory Assistance Service when the subscriber, or agent of the subscriber, certifies (by means of this form) that all owner(s) and employees of the business, on the premises, cannot use the telephone directory due to visual or other physical impairment. The exemption is not available on CENTREX or PBX accounts.

NOTE: A certified physically impaired person may make a directory assistance call (to 411) from any telephone and charge it to his/her exempt telephone number or credit card. No charge will apply to this type of call. To charge calls to an exempt number or credit card, the call must be placed through the "0" operator. Calls directly dialed to 411 will be charged to the originating telephone.

Requesting An Exemption

To request an exemption, please complete the lower half of this form and send to your Pacific Telephone Business Office.

If you desire Pacific Telephone's assistance in completing the form, please call your Business Office. Your representative will either assist you over the telephone or provide you the address of the nearest location where in-person assistance is available.

Exemption will be granted upon receipt of a properly completed exemption form.

Pacific Telephone may periodically review services with the exemption to verify that it still applies.

Request for Exemption From Charges For
Directory Assistance Service On _____

()
Area Code + Telephone Number

All owner(s) and employees of the business, on the premises, have visual or other physical impairments that prevent them from using the telephone directory. A representative of the firm will notify Pacific Telephone when this is no longer true.

Name

Date

All Information On This Application Will Be Kept In
Strict Confidence

For Pacific Telephone Use

Bill Name

S/O Number

Effective Date

Exemption Granted By

Date

S/O Number

Effective Date

Exemption Canceled By

Date

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1527-C¹ Application For Exemption From Charges For Directory Assistance Service-Business Service

PACIFIC BELL
NEVADA BELL

Pacific Telec. Group Companies

Application For Exemption From Charges
For Directory Assistance Service

CO 1527-C (6-84)

Business Service

Eligibility For Exemption

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.

NOTE: A certified visually impaired person may make a directory assistance call (to 411) from any telephone and charge it to his/her exempt telephone number or credit card. No charge will apply to this type of call. To charge calls to an exempt number or credit card, the call must be placed through the "O" operator. Calls directly dialed to 411 will be charged to the originating telephone.

Requesting An Exemption

To request an exemption, please complete the lower half of this form and send to your Pacific Bell Business Office.

If you desire Pacific Bell's assistance in completing the form, please call your Business Office. Your representative will either assist you over the telephone or provide you the address of the nearest location where in-person assistance is available.

Exemption will be granted upon receipt of a properly completed exemption form.

Pacific Bell may periodically review services with the exemption to verify that it still applies.

Request for Exemption From Charges For
Directory Assistance Service On

{ _____ }

Area Code & Telephone Number

This organization, established specifically for the purpose of assisting the visually impaired, employs the services of both sighted and certified visually impaired individuals. A representative of the firm will notify Pacific Bell when this is no longer true.

Name

Date

All Information On This Application Will Be Kept In
Strict Confidence

For Pacific Bell Use

Bill Name

SO Number

Effective Date

Exemption Granted By

Date

SO Number

Effective Date

Exemption Cancelled By

Date

FCC Form No. 7882

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1527-R¹ Application For Exemption From Charges For Directory Assistance Service-Residence



CO 1527-R (Rev. 1-84)

Application for Exemption from Charge
for Directory Assistance Service

Residence Service

Eligibility for Exemption

Residence Service will be exempt from the charge for Directory Assistance Service when a member of a household certifies (by means of this form) that he/she cannot use the telephone directory due to visual or other physical impairment.

NOTE: A certified physically impaired person may make a directory assistance call (to 411) from any telephone and charge it to his/her exempt telephone number or credit card. No charge will apply to this type of call. To charge calls to an exempt number or credit card, the call must be placed through the "0" operator. Calls directly dialed to 411 will be charged to the originating telephone.

Requesting An Exemption

To request an exemption, please complete the lower half of this form and send it to your Pacific Bell Business Office.

If you desire Pacific Bell's assistance in completing the form, please call your Business Office. Your representative will either assist you over the telephone or provide you the address of the nearest location where in-person assistance is available.

Exemption will be granted upon receipt of a properly completed form.

Pacific Bell may periodically review services with the exemption to verify that it still applies.

Request for Exemption from Charges
for Directory Assistance Service on

()
Area Code + Telephone Number

I have a visual or other physical impairment which prevents me from using the telephone directory and I request that my home telephone number (shown above) be exempted from the charges for Directory Assistance Service. I will notify Pacific Bell when I move or if I become able to use the directory.

Name Date

All information on this Application will be kept in strict confidence

For Pacific Bell Use Only

Received By Date

SO Issued Date By

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1603 Advanced Toll Letter - Residence & Business¹

(T)

ADVANCED TOLL LETTER - RESIDENCE & BUSINESS

.....
New two-sided form saves paper!



Special Advance Toll Bill
Amount Number
XXX XXX-XXXX XXX N 4188

Statement Date
mmm dd yyyy

Special Request For Payment	Occasionally, customers incur toll charges significantly higher than their normal usage and/or their current toll credit limit. When this occurs, we issue a special bill for those charges, which is due and payable when received. This is for your benefit, as well as ours, because sometimes we find that our customers are not aware of the number of calls they have placed, or how high the charges have become.
Please Pay Now	Enclosed is a Special Advance Toll bill for \$XXXX.XX. These charges were incurred between mm/dd/yy and mm/dd/yy and are billed at full rate. These charges will also appear on your next regular bill and may be discounted at that time based on optional calling plans or special promotions. We are now asking for a partial payment of 75% of the total amount owed at this time. Payment of all applicable charges must be received no later than 5:00 PM on 04/11/95, or your service will be temporarily disconnected. Please see the notice below.
Notice: Billing For Other Than Basic Telephone Service	Pacific Bell will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services included in the "Total Due". If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service will not be disconnected for non-payment of other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising and inside wire installation that may be included in the "Amount Due". PLEASE CALL OUR BUSINESS OFFICE IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the California Public Utilities Commission. For further details, see the back of Page 1 of your bill.
Please Let Us Know If We Can Help	We recognize there could be unusual circumstances that might make it difficult for you to pay the full amount right now. If so, we'll be happy to discuss payment arrangements with you. It is important that we hear from you or receive full payment by the above date, or your service will be temporarily disconnected. To restore service, a restore charge of \$XX.XX per access line and a deposit of \$XXXX.XX in addition to full payment of all applicable charges, will be required.
How To Pay This Bill	To ensure proper credit to your account, please use the payment receipt included with this special bill, whether you mail your payment or pay in person. Thank you for your cooperation.

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

(T)
|
(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1603 Advanced Toll Bill - Residence & Business¹

(N)

ADVANCED TOLL BILL - RESIDENCE & BUSINESS

PACIFIC BELL.
A Pacific Telesis Company

New two-sided form saves paper!

Special Advance Toll Bill	Bill Name
Account Number	Bill Address
xxx xxxxx-xxx xxx	APT
N 4158	City St zip
Statement Date	
mm/dd/yy	

Account	Pacific Bell	Page	2	\$xx.xx
Summary	AT&T	Page	6	\$xx.xx
	Operator Assistance Network	Page	7	\$xxxx.xx
				\$xxxx.xx

Total Due	Charges Due and Payable Now. (75% of Total Usage)	\$xxxx.xx
------------------	--	------------------

Whom to Call	Pacific Bell - payment arrangements and billing questions:	800-xxx-xxxx
	Pacific Bell - adding, changing or disconnecting service:	800-xxx-xxxx
	Pay-By-Phone - To make a payment or apply for this service, call:	800-xxx-xxxx
	Centro Hispano de Pacific Bell, llame gratis:	800-xxx-xxxx

FOR QUESTIONS ABOUT THE CHARGES OF OTHER COMPANIES, PLEASE REFER TO THE TOP OF EACH COMPANY'S PAGE.

If payment of the "Total Due" has not reached us within seven (7) calendar days, your telephone service will be temporarily disconnected. After seven calendar days your service will then be permanently disconnected, unless we agree to special arrangements made by you. The installation charge for new service is more than the restoral charge.

Note: Some types of service, such as circuits, coin or mobile telephones, remote call forwarding, and others do not allow for temporary disconnection and will be permanently disconnected after the date listed in this bill.

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1604 Advanced Toll Letter Plus Current Due - Residence & Business¹ (T)

ADVANCED TOLL LETTER PLUS CURRENT DUE - RESIDENCE & BUSINESS



New two-sided form saves paper!

Special Advance Toll Bill
Account Number
XXX XXX-XXXX XXX N 4188
Statement Date
mmmm dd yyyy

Special Request For Payment	Occasionally, customers incur toll charges significantly higher than their normal usage and/or their current toll credit limit. When this occurs, we issue a special bill for those charges, which is due and payable when received. This is for your benefit, as well as ours, because sometimes we find that our customers are not aware of the number of calls they have placed, or how high the charges have become.
Please Pay Now	Enclosed is a Special Advance Toll bill for \$XXXX.XX. These charges were incurred between mm/dd/yy and mm/dd/yy and are billed at full rates. These charges will also appear on your next regular bill and may be discounted at that time based on optional calling plans or special promotions. In addition, your outstanding balance of \$XXXX.XX is now due. We are now asking for a partial payment of 75% of your Advance Toll usage, as well as for payment of your current bill. The total due for both amounts is \$XXXX.XX. Payment of all applicable charges must be received no later than 5:00 PM on mm/dd/yy, or your service will be temporarily disconnected. Please see the notice below.
Notice: Billing For Other Than Basic Telephone Service	Pacific Bell will not disconnect your basic telephone service solely for non-payment of 876, 900 or 700 Information Services included in the "Total Due". If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 876 services. Also, the California Public Utilities Commission has ordered that basic service will not be disconnected for non-payment of other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising and inside wire installation that may be included in the "Amount Due". PLEASE CALL OUR BUSINESS OFFICE IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the California Public Utilities Commission. For further details, see the back of Page 1 of your bill.
Please Let Us Know If We Can Help	We recognize there could be unusual circumstances that might make it difficult for you to pay the full amount right now. If so, we'll be happy to discuss payment arrangements with you. It is important that we hear from you or receive full payment by the above date, or your service will be temporarily disconnected. To restore service, a restoral charge of \$XX.XX per access line and a deposit of \$XXXX.XX in addition to full payment of all applicable charges, will be required.
How To Pay This Bill	To ensure proper credit to your account, please use the payment receipt included with this special bill, whether you mail your payment or pay in person. Thank you for your cooperation.

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection. (T)
(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1604 Advanced Toll Bill Plus Current Due - Residence & Business¹ (T)

ADVANCED TOLL BILL PLUS CURRENT DUE - RESIDENCE & BUSINESS

New two-sided form saves paper! **PACIFIC BELL.**
A Pacific Telesis Company

Special Advance Toll Bill		Bill Name	
Account Number	Statement Date	Bill Address	
xxx xxxxx-xxx xxx	N 4158	APT	
	mm/dd/yy	City St zip	
Account Summary	Pacific Bell	Page 2	\$xx.xx
	AMERICAN TELNET BILLING SERV.	Page 4	\$xxxx.xx
			\$xxxx.xx
Total Due	Charges Due and Payable Now.		\$xxxx.xx
	(Includes current charges and 75% of Advance Toll Usage)		
Whom to Call	Pacific Bell - payment arrangements and billing questions:	800-xxx-xxxx	
	Pacific Bell - adding, changing or disconnecting service:	800-xxx-xxxx	
	Pay-By-Phone - To make a payment or apply for this service, call:	800-xxx-xxxx	
	Centro Hispano de Pacific Bell, Home grants:	800-xxx-xxxx	

FOR QUESTIONS ABOUT THE CHARGES OF OTHER COMPANIES, PLEASE REFER TO THE TOP OF EACH COMPANY'S PAGE.

If payment of the "Total Due" has not reached us within seven (7) calendar days, your telephone service will be temporarily disconnected. After seven calendar days your service will then be permanently disconnected, unless we agree to special arrangements made by you. The installation charge for new service is more than the restoral charge.

Note: Some types of service, such as circuits, coin or mobile telephones, remote call forwarding, and others do not allow for temporary disconnection and will be permanently disconnected after the date listed in this bill.

NOTE 1: The service will be temporarily disconnected at least seven, but not more than fifteen calendar days prior to permanent disconnection. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

Advanced Toll Letter Plus Current Due - Non-Subscriber
Calling Card

(N)

New two-sided form saves paper!



Special Advance Toll Bill
Account Number
xxx xxx-xxxx xxx N 4188

Statement Date
mmm dd yyyy

Special Request For Payment	Occasionally, customers incur toll charges significantly higher than their normal usage and/or their current toll credit limit. When this occurs, we issue a special bill for those charges, which is due and payable when received. This is for your benefit, as well as ours, because sometimes we find that our customers are not aware of the number of calls they have placed, or how high the charges have become.
Please Pay Now	Enclosed is a Special Advance Toll bill for \$xxxx.xx. These charges were incurred between mm/dd/yy and mm/dd/yy and are billed at full rate. These charges will also appear on your next regular bill and may be discounted at that time based on optional calling plans or special promotions. In addition, your outstanding balance of \$xxxx.xx is now due. We are asking for a partial payment of 75% of your Advance Toll usage, as well as for payment of your current bill. The total due for both amounts is \$xxxx.xx. Payment of all applicable charges must be received no later than 5:00 PM on mm/dd/yy, or your Calling Card will be temporarily suspended. Please see the notice below.
Notice: Billing For Other Than Basic Calling Card Service	Pacific Bell will not suspend your Calling Card service solely for non-payment of 876, 800 or 700 Information Services included in the "Total Due". If you have any disputed charges, you may be entitled to a credit. PLEASE CALL OUR BUSINESS OFFICE IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the California Public Utilities Commission. For further details, see the back of Page 1 of your bill.
Please Let Us Know If We Can Help	We recognize there could be unusual circumstances that might make it difficult for you to pay the full amount right now. If so, we'll be happy to discuss payment arrangements with you. It is important that we hear from you or receive full payment by the above date, or your Calling Card will be temporarily suspended. To restore service, a deposit of \$xxxx.xx in addition to full payment of all applicable charges, will be required.
How To Pay This Bill	To ensure proper credit to your account, please use the payment receipt included with this special bill, whether you mail your payment or pay in person. Thank you for your cooperation.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

Advanced Toll Bill Plus Current Due - Non-Subscriber
Calling Card

(N)

PACIFIC BELL.
A Pacific Telesis Company

New two-sided form saves paper!

	Special Advance Toll Bill Account Number xxx xxx-xxx xxx	N 4198	Statement Date mm/dd/yy	Bill Name Bill Address APT City St zip	
Account Summary	Pacific Bell			Page 2	\$xx.xx
	AT&T			Page 3	\$xxx.xx
					\$xxx.xx

Total Due Charges Due and Payable Now. \$xxx.xx
(Includes current charges and 75% of Advance Toll Usage)

Whom to Call

Pacific Bell - payment arrangements and billing questions:	800-xxx-xxxx
Pacific Bell - adding, changing or disconnecting service:	800-xxx-xxxx
Pay-by-Phone - To make a payment or apply for this service, call:	800-xxx-xxxx
Centro Hispano de Pacific Bell, llame gratis:	800-xxx-xxxx

FOR QUESTIONS ABOUT THE CHARGES OF OTHER COMPANIES, PLEASE REFER TO THE TOP OF EACH COMPANY'S PAGE.

If payment of the "Total Due" has not reached us within seven (7) calendar days, your Calling Card will be temporarily suspended. After seven calendar days, your Calling Card will then be permanently suspended, unless we agree to special arrangements made by you.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

PAYMENT ARRANGEMENT CONFIRMING LETTER
NON-SUBSCRIBER CALLING CARD
FIRST PAGE

(N)

PACIFIC BELL
A Pacific Telephone Company

New two-sided form saves paper!

mmm dd yyyy

PAYMENT ARRANGEMENT CONFIRMATION LETTER

Bill Name
Bill Address
APT
City St zip

DEAR Bill Name

THIS LETTER IS TO CONFIRM THE PAYMENT ARRANGEMENT YOU MADE REGARDING
YOUR CALLING CARD BILL. AS INDICATED, YOUR PAYMENT(S) WILL BE EXPECTED
IN OUR OFFICE BY:

DATE	AMOUNT DUE	PAYMENT LOCATION
mm/dd/yy	\$xxx.xx	XXXXXXXXXXXXXXXXXXXX

WE KNOW HOW IMPORTANT YOUR CALLING CARD IS TO YOU. BY KEEPING
THE ABOVE ARRANGEMENT, YOU WILL PREVENT TEMPORARY SUSPENSION
OF YOUR CARD. IN THE CASE OF TEMPORARY SUSPENSION, A DEPOSIT,
IN ADDITION TO THE FULL AMOUNT DUE WILL BE REQUIRED BEFORE
YOUR CALLING CARD WILL BE REACTIVATED.

SINCERELY,

PACIFIC BELL
800-XXX-XXXX

ACCOUNT NUMBER xxx xxx-xxxx xxx N6
DEPOSIT \$xxxx.xx

Please Detach and Return This Portion With Your Payment

Total Amount Due As Of mm/dd/yy \$xxx.xx

Account Number xxx xxx-xxxx xxx N6 Payment 01 of 1 \$xxx.xx

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

PAYMENT ARRANGEMENT CONFIRMING LETTER
NON-SUBSCRIBER CALLING CARD
SECOND PAGE

(N)

PACIFIC BELL.
A Pacific Telesis Company

New two-sided form saves paper!

ACCOUNT NUMBER	XXX XXX-XXXX XXX	5320
----------------	------------------	------

Your calling card will be temporarily suspended for seven calendar days, after which time your service will be permanently disconnected, unless we agree to special arrangements made by you.

Billing For Other Than Basic Service:

Pacific Bell will not suspend your calling card solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. PLEASE CALL OUR BUSINESS OFFICE NUMBER LISTED ON YOUR BILL IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the the CPUC. For further details, see the back of your bill.

--

(N)

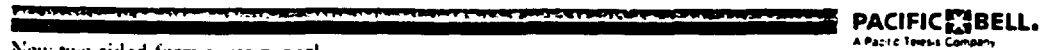
Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

ADVANCED TOLL LETTER - NON-SUBSCRIBER CALLING CARD

(N)



New two-sided form saves paper!

Special Advance Toll Bill
Account Number
xxx xxx-xxxx xxx N 4188

Statement Date
mmm dd yyyy

Special Request For Payment	Occasionally, customers incur toll charges significantly higher than their normal usage and/or their current toll credit limit. When this occurs, we issue a special bill for those charges, which is due and payable when received. This is for your benefit, as well as ours, because sometimes we find that our customers are not aware of the number of calls they have placed, or how high the charges have become.
Please Pay Now	Enclosed is a Special Advance Toll bill for \$xxxx.xx. These charges were incurred between mm/dd/yy and mm/dd/yy and are billed at full rate. These charges will also appear on your next regular bill and may be discounted at that time based on optional calling plans or special promotions. We are now asking for a partial payment of 75% of the total amount owed at this time. Payment of all applicable charges must be received no later than 5:00 PM on mm/dd/yy, or your Calling Card will be temporarily suspended. Please see the notice below.
Notice: Billing For Other Than Basic Calling Card Service	Pacific Bell will not suspend your Calling Card service solely for non-payment of 876, 800 or 780 Information Services included in the "Total Due". If you have any disputed charges, you may be entitled to a credit. PLEASE CALL OUR BUSINESS OFFICE IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the California Public Utilities Commission. For further details, see the back of Page 1 of your bill.
Please Let Us Know If We Can Help	We recognize there could be unusual circumstances that might make it difficult for you to pay the full amount right now. If so, we'll be happy to discuss payment arrangements with you. It is important that we hear from you or receive full payment by the above date, or your Calling Card will be temporarily suspended. To restore service, a deposit of \$xxxx.xx, in addition to full payment of all applicable charges, will be required.
How To Pay This Bill	To ensure proper credit to your account, please use the payment receipt included with this special bill, whether you mail your payment or pay in person. Thank you for your cooperation.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

ADVANCED TOLL BILL - NON-SUBSCRIBER CALLING CARD

(N)



New two-sided form saves paper!

Special Access Toll Bill Account Number xxx xxxxx-xxx xxx	N 4188	Statement Date mm/dd/yy	Bill Name Bill Address APT City St zip
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Account Summary	Pacific Bell MCI	Page 2 Page 4	\$xxxx.xx \$xx.xx \$xxxx.xx
Total Due	Charges Due and Payable Now. (75% of Total Usage)		\$xxxx.xx

Whom to Call	Pacific Bell - payment arrangements and billing questions: 800-xxx-xxxx
	Pacific Bell - adding, changing or disconnecting service: 800-xxx-xxxx
	Pay-By-Phone - To make a payment or apply for this service, call: 800-xxx-xxxx
	Centro Hispano de Pacific Bell, llame gratis: 800-xxx-xxxx

FOR QUESTIONS ABOUT THE CHARGES OF OTHER COMPANIES, PLEASE REFER TO THE TOP OF EACH COMPANY'S PAGE.

If payment of the "Total Due" has not reached us within seven (7) calendar days, your Calling Card will be temporarily suspended. After seven calendar days, your Calling Card will then be permanently suspended, unless we agree to special arrangements made by you.

..... (N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(N)

DENIAL NOTICE - NON-SUBSCRIBER CALLING CARD

PACIFIC BELL.
A Pacific Telesis Company

New two-sided form saves paper!

**HAS PAYMENT OF YOUR CALLING CARD BEEN OVERLOOKED?
IF SO, THEN....
YOUR CALLING CARD MAY BE TEMPORARILY SUSPENDED**

THERE MAY BE A PROBLEM AS OF mm/dd/yy OUR RECORDS SHOW THAT \$xxxx.xx IS NOW DUE ON YOUR ACCOUNT xxx xxx-xxxx xxx . If you have recently sent your payment, we apologize for sending you this notice. However, ...

TO PROTECT YOUR SERVICE YOU NEED TO KNOW THAT: IF YOUR PAYMENT HAS NOT BEEN RECEIVED, OR CHARGES DISPUTED, BY mm/dd/yy, YOUR CALLING CARD WILL BE TEMPORARILY SUSPENDED. The amount due may include charges for enhanced services. Withholding amounts due solely for these services will not cause suspension of your calling card. Please see the notice below.

If your calling card is temporarily suspended, you will be required to pay all applicable past due charges, plus the following:

..... SECURITY DEPOSIT \$xx.xx

NOTICE: Pacific Bell will not suspend your calling card service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. **BILLING FOR OTHER THAN BASIC CALLING CARD SERVICE** PLEASE CALL OUR BUSINESS OFFICE IF YOU HAVE ANY QUESTIONS. If you are not satisfied with their explanation, you may file a complaint with the California Public Utilities Commission. For further details, see the back of your bill.

OUR BUSINESS OFFICE NUMBER IS 800-xxx-xxxx.

ADDITIONAL INFORMATION YOU MAY WANT TO KNOW Your calling card will be temporarily suspended for seven calendar days, after which time your calling card will be permanently suspended, unless we agree to special arrangements made by you.

Please Detach and Return This Portion With Your Payment
Deposit \$xx.xx Amount Due \$xxxx.xx
Account Number xxx xxx-xxxx xxx N1 Payment Due By: mm/dd/yy

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1663¹ Advance Payment - Special Billing
INSTRUCTIONS

Print All Entries

Advance Payment Receipt Instructions

TO ENSURE THE PROPER CREDITING OF AN ADVANCE PAYMENT THE CO 1663 MUST BE ACCURATELY COMPLETED.

1. Sections 1-3, 17, 19-23 & 25 must be completed for all advance payments.
2. Type of Job (Sections 4-13) Select one. Enter the application, the project number, or SDO number, if applicable. Check 174-04 if the work to be performed is underground. Check 174-05 if the work to be performed is aerial. (Section 8) If section 8 is checked, the "to" and the "from" address must be entered.
3. Job Number (Section 14) Enter the engineering job number, the P 3077 number, or the P 3028 number if applicable.
4. CWBO Number (Section 15) Enter the CWBO number for all advance payments where engineering is involved except line extension projects. For plant damage cases show the CWBO number assigned by security, when appropriate.
5. Originator's District ARC (Section 16) Enter the originator's district ARC.
6. Engineer's Name (Section 18) Enter the engineer's name if engineering is involved.

Distribution

1. Originator will provide the customer with the Customer Copy and the CRIS (Customer Records Information System) Copy of the CO 1663.
2. The customer should be instructed to mail the CRIS Copy of the CO 1663 to CMR with the advance payment, or if paid in a Public Office the CRIS Copy must accompany the payment.
3. BSC misc. unit should be sent a copy of the CO 1663 when CMR notifies the Originator the advance payment has been received, and the BSC misc. unit is the feedback point.
4. Originator retains 1 copy of the CO 1663.

CMR (Customer Mail Remittance)

CMR will Teletype the advance payment information to the office to be notified the same day the advance payment is received in CMR.

NOTE 1: Description - Multipart, five sheet snapout with carbon, 8½" x 5½", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES


A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1663¹ Advance Payment - Special Billing (Cont'd)
CUSTOMER COPY

		Advance Payment-Special Billing		CO 1663 (Rev. 1-84)
Mail To: _____				
For Questions Contact: _____		Area Code & Telephone Number _____		
Applicants Name _____ Doing Business As _____		Job No. _____ CWBO No. _____ Dist. ARC _____ Engr. Part-Geo-Co _____ Engr Name _____	For Use By <input checked="" type="checkbox"/> Collection Office Payment Date _____	
Applicants Address _____ City - State - Zip Code _____		Serial Number <div style="font-size: 24px; text-align: center;">000001</div>	Amount Paid _____	
Type Of Job				
Line Extension <input checked="" type="checkbox"/> Project No. _____ <input type="checkbox"/> Underground 174-04 <input type="checkbox"/> Aerial 174-05	<input checked="" type="checkbox"/> Relocation Billing <input type="checkbox"/> Flat Sum <input type="checkbox"/> Actual Cost <input type="checkbox"/> Underground 174-04 <input type="checkbox"/> Aerial 174-05	<input type="checkbox"/> Bus <input type="checkbox"/> Res <input checked="" type="checkbox"/> CRO Number: _____ So. Region <input type="checkbox"/> 181 No. Region <input type="checkbox"/> 176 Geo. Code 01 <input type="checkbox"/> 176 S.T.U. <input type="checkbox"/> 160 N.R. W. <input type="checkbox"/> 159	Payment Type: <input type="checkbox"/> Certified Check <input type="checkbox"/> Cashiers Check <input type="checkbox"/> Other <input checked="" type="checkbox"/> Exchange Central Office	
Real Estate Development <input checked="" type="checkbox"/> Project No. _____ <input type="checkbox"/> Underground 174-04 <input type="checkbox"/> Aerial 174-05	<input checked="" type="checkbox"/> Up and Down Charges <input type="checkbox"/> Underground 174-04 <input type="checkbox"/> Aerial 174-05	<input checked="" type="checkbox"/> Plant Damage 174-09 SDO Number _____		
CATV Application Number: <input checked="" type="checkbox"/> _____ <input type="checkbox"/> Underground 174-04 <input type="checkbox"/> Aerial 174-05	<input checked="" type="checkbox"/> Sale of Artificial Larynx/ Hearing Adaptors 174-09	<input checked="" type="checkbox"/> Misc. <input type="checkbox"/> Flat Sum <input type="checkbox"/> Actual Cost <input type="checkbox"/> Underground 174-04 <input type="checkbox"/> Aerial 174-05		
From: _____ To: _____	Prepared By: _____ Area Code: _____ Office to be notified: _____			

Customer Copy

NOTE 1: Description - Sheet 2 - Accounting Copy - Black ink on white paper.
 Sheet 3 - Customer Copy - Black ink on white paper.
 Sheet 4 - Business Office Copy - Black ink on white paper.
 Sheet 5 - Originator Copy - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1682¹ Maintenance of Service Charge Invoice for Customer
Owned Equipment

PACIFIC BELL
NEVADA BELL

CO 1682 (1-84)
680-169-312 PT

Maintenance of Service Charge Invoice
for Customer Owned Equipment

Customer Name _____

Address _____

Telephone Number _____

Date _____

The trouble you reported has been isolated into your telephone set or equipment. As of January 1, 1984 the repair of this equipment is no longer provided by Nevada Bell or Pacific Bell. Also, there is now a required charge for this type of trouble isolation work. This charge will appear on your next bill.

Charges are: Residence _____
Business _____

Signed _____
Repair Technician

Remarks _____

CAC ①

NOTE 1: Description - One part, two sheet carbonless snapout, 3 3/8" x 7 1/2",
Sheet 1 - black ink on white paper.
Sheet 2 - black ink on yellow paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Information Provider Declaration

(N)

<IPname>
<IPstreet>
<IPcity>, <IPstate> <IPzip>

Information Provider Declaration

In accordance with Cal P.U.C. A9.5.2.D.2.1., please complete and return this Declaration, classifying your California 976 program(s), listed below as either general audience or harmful matter, and either live or recorded.

If you classify the program(s) as harmful matter, you will need to do the following: (1) modify your program content to non-harmful matter; (2) migrate your program to California 900 prefix 303; or (3) discontinue using California 976 to provide your program.

We must receive this completed, signed Declaration no later than (date).

Failure to respond will result in temporary disconnection of your California 976 program.

<u>Access number</u>	<u>Circle one</u>	<u>Circle one</u>
415-976-xxxx	general audience / harmful matter	live / recorded
213-976-xxxx	general audience / harmful matter	live / recorded
408-976-xxxx	general audience / harmful matter	live / recorded

I declare, under penalty of perjury, that the foregoing is true and correct as of my own personal knowledge.

Signature

Date

Name (printed)

Title

Return to: Rita Higginbotham
2600 Camino Ramon 4W200
San Ramon, Ca 94583

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1697¹ Universal Lifeline Telephone Service
Eligibility Requirements and Certificate

PART I

Universal Lifeline Telephone Service Eligibility Requirements

To subscribe to Universal Lifeline Telephone Service you must meet ALL of the following eligibility requirements established by the California Public Utilities Commission (CPUC):

1. Your total gross household income is no greater than shown below:

Number of Persons in Your Household	Annual Gross Income	Number of Persons in Your Household	Annual Gross Income
1-2	\$16,100	5	\$26,500
3	18,900	6	30,300
4	22,700	7	34,100

Each additional person: add \$3,800

2. You have only one phone number in your home, and that home must be your main place of residence.
3. You are not claimed as a dependent on another person's income tax return.

(T)

|

(T)

NOTE 1: Description - Multipart, two sheet, 4" x 7", certification mailer, black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1697¹ Universal Lifeline Telephone Service
Eligibility Requirements and Certificate

(T)(L)

PART II

PLEASE SIGN THIS FORM AND RETURN IT BY _____

UNIVERSAL LIFELINE TELEPHONE SERVICE
ELIGIBILITY CERTIFICATE

I wish to subscribe to Universal Lifeline Telephone Service. I certify that I meet all of the requirements listed. I understand that the CPUC or Pacific Bell may require me to prove that I am eligible.

Your Name

() _____ CC:

Your Area Code and Phone Number

Your Address

Your Signature

City, State, Zip Code

Date

FOR OFFICE USE ONLY	
<input type="checkbox"/>	Change
<input type="checkbox"/>	New Connect
MFQ 1FQ 2FQ 1PQ 4ZQ	

CO 1697 (3-90)

(T)(L)

NOTE 1: Description - Multipart, two sheet, 4" x 7", certification mailer, black ink on white paper.

(L) Material formerly in different form on Sheet 228.4.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1692¹ Universal Lifeline Telephone Service Certificate
Eligibility Rules

PART I



Universal Lifeline Telephone Service Eligibility Rules

Dear Customer:

To have Universal Lifeline Telephone Service you must meet ALL of the following rules set by the California Public Utilities Commission (CPUC).

1. Your total gross household income is no greater than shown below:

<u>Number of Persons in Your Household</u>	<u>Annual Gross Income</u>
1-2	\$16,100
3	18,900
Each additional person add	3,800

(T)
|
(T)

2. You have only one residence phone number in your home, and that home must be your main place of residence.
3. You are not claimed as a dependent on another person's income tax return.

If you qualify, check box number 1 on the enclosed card, sign, date and mail. You will get a new form to sign each year.

If you have any questions, please call our Pacific Bell business office. The toll-free number is listed on the first page of your bill and in your telephone directory.

Thank you,
Pacific Bell

Requisitos de Elegibilidad para el Servicio Telefonico de Universal Lifeline

Estimado Cliente

Para suscribirse al servicio telefonico Universal Lifeline, debe cumplir TODOS los requisitos de elegibilidad establecidos por la Comision de Servicios Publicos de California (CPUC):

1. El ingreso total antes de impuestos de su hogar no es mayor que las cantidades mostradas a continuacion:

<u>Numero de Personas en su Hogar</u>	<u>Total de Ingreso Anual</u>
1-2	\$16,100
3	18,900
Por cada persona adicional anada	3,800

(T)
|
(T)

2. Tiene un solo numero de telefono de residencia en su hogar, y ese hogar debe ser su lugar principal de residencia.
3. No se le considera como dependiente en la declaracion de impuestos de otra persona.

Si califica, marque el cuadro numero 1 en la tarjeta de elegibilidad, firmela, fecha y envuela.

Si tiene alguna pregunta, por favor llame a nuestra oficina de negocios de Pacific Bell. El numero gratis aparece en la primera pagina de su cuenta y en su directorio telefonico. Si lo desea, pida hablar con un representante que hable espanol.

Atentamente,
Pacific Bell

NOTE 1: Description - Multipart, two sheet, 9½" x 10½", postage paid mailer, black ink on white paper, red ink header, English and Spanish text .

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

Continued

Advice Letter No. 15961

Decision No.

Issued by

M. J. Miller

Regulatory Vice President

Date Filed: MAY 13 1991

Effective: JUN 22 1991

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

1 Attention Lifeline Customer: It's Time to
Renew Your Lifeline Service

PACIFIC BELL
A Pacific Telephone Company
Page 2

ATTENTION LIFELINE CUSTOMER:
IT'S TIME TO RENEW YOUR LIFELINE SERVICE

To keep your low-cost Universal Lifeline Telephone Service, you need to sign a form each year as proof that you can answer "yes" to all of the following rules:

- 1. Your household's total before-tax income is no more than the amount listed here:

Number of People	Monthly Gross Income	Annual Gross Income
1 - 2	\$1,342	\$16,100
3	1,687	18,900
Each additional person, add	457	3,800

* Income levels are adjusted annually for inflation.

- 2. You have only one residential telephone number in your home, and that home must be your main residence.
- 3. You are not claimed as a dependent on another person's income tax return.

If you can answer "Yes" to all the rules, please...

- * Sign and date the form below.
- * Mail it to Pacific Bell with your regular bill payment. The form cannot be processed at all locations where you pay in person.
- * MAIL YOUR FORM SOON. Lifeline service will be removed and you will be charged the standard rate for basic service, which is twice the Lifeline rate, if the form is not received within 30 days from the date of this bill.

If you answer "no" to any of the rules, please...

- * Call the Pacific Bell telephone number on Page 1 of this bill under "When Moving or Placing an Order" to change your service from Lifeline to another form of basic service. There is no charge to change your service.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

UNIVERSAL LIFELINE TELEPHONE SERVICE RENEWAL FORM

I can answer "yes" to all the rules. I know the California Public Utilities Commission or Pacific Bell may check to see if I meet all of the rules. I want to continue Lifeline service.

Signature _____ Date ____/____/____

SAMH THIEN CUNG
425 BALBOA

SAN FRANCISCO CA 94118
SF/M2 415 387-2227 222 N 1FR

Return to: Pacific Bell
Payment Center
SAC CA 95887 0881

001 3872227 222 415 158



000 000 89102 000

NOTE 1: Description - Single Sheet, 7" x 11", black ink on white paper, bill page with return response.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 1697-R¹ Eligibility Certificate

(T)(L)

FRONT SIDE

Universal Lifeline Telephone Service Eligibility Certificate

YOUR TELEPHONE
ACCOUNT NUMBER IS

YES, I qualify for Universal Lifeline Telephone Service.
I certify that I meet all of the rules. I understand that
the CPUC or Pacific Bell may verify my eligibility.

NO, I do not qualify. Please change my service to a
non-Lifeline service. I understand the rates will increase.

Please check box 1 or 2, sign, date, and mail by

_____ DATE _____
YOUR SIGNATURE

PLEASE
DETACH
THIS STUB
BEFORE
MAILING

PLEASE DETACH THIS STUB BEFORE MAILING



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 824 SO. SAN FRANCISCO, CA

POSTAGE WILL BE PAID BY ADDRESSEE

PACIFIC BELL

PO BOX 3440

SO SAN FRANCISCO CA 94083-9900



PLEASE
DETACH
THIS STUB
BEFORE
MAILING



NOTE 1: Description - Postage paid response card One part, 5" x 9",
black ink on white paper.

(L) Material formerly in different form on Sheets 228.6 and 228.8.

(T)(L)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

You Can Lower Your Bill if You Qualify for Universal Lifeline Telephone Service¹

(N)



11/01/2003

IMPORTANT NOTICE ABOUT UNIVERSAL LIFELINE TELEPHONE SERVICE FOR QUALIFYING CUSTOMERS WHO DO NOT CURRENTLY HAVE LIFELINE SERVICE

SBC California offers Universal Lifeline Telephone Service (ULTS or "Lifeline") to residential customers who meet the income eligibility requirements established by the California Public Utilities Commission (CPUC). Lifeline is a program offering eligible California households, with or without existing phone service, local telephone service at approximately half the cost of regular basic service. There are two types of Lifeline service available in most areas (You'll need to choose one plan on the return portion of this letter below.):

- FLAT RATE - \$5.34 per month provides unlimited local calling. This service is usually better if you make more than 3 local calls per day.
• MEASURED RATE - \$2.85 per month provides 60 un-timed local calls. Local calls over the 60 call allowance cost \$0.08 (8 cents) each. This service is usually a less expensive choice than flat rate service if you make 3 or fewer local calls per day.

*With either type of Lifeline service, you do not pay the monthly charge for "Federal Subscriber Line" or the "Federal Universal Service Fee". However, if you choose any of SBC California's other service features such as Call Waiting, you would be charged for those services at the regular rate.

Who Qualifies?

You qualify for Lifeline if you can answer "yes" to the following three requirements:

1. Your household's total gross income is no more than:
Table with columns: Number of People, Monthly Gross Income*, Annual Gross Income*
1-2: \$1,633 / \$19,600
3: \$1,933 / \$23,200
4: \$2,317 / \$27,800

Each additional person add \$4,600
*The income levels are adjusted each year for inflation.

- 2. The household in which you are applying for Lifeline is your primary residence and you do not currently have Lifeline service. Unless you are a qualified disabled person, you are allowed only one Universal Lifeline Telephone Service per person. Qualifying disabled persons may be eligible for two Lifeline lines. Please call 1-800-772-3140.
3. You are not claimed as a dependent on another person's income tax return.

IMPORTANT: You must sign a new form each year to re-qualify for Lifeline. The new form will be sent to you as a direct mailer when re-certification is due. The CPUC or SBC California may check to see if you meet all the rules.

How do you change to Lifeline?

Complete the form at the bottom of this page and mail it to:

SBC California
PO Box 3440
South San Francisco, CA 94083-3440

The form CANNOT be processed at locations where you pay in person. There is a one-time conversion charge of \$7.12 to change to Lifeline.

If you have questions about Lifeline, call SBC California Customer Service at 1-800-310-2355

UNIVERSAL LIFELINE TELEPHONE SERVICE ELIGIBILITY FORM

I certify that I meet the above eligibility rules and apply for ULTS. If I'm not eligible, I'll be removed from Lifeline and may be billed for past discounts. My eligibility may be checked. I'll be billed \$7.12 to change to Lifeline.
Certifico que cumplo con las reglas de elegibilidad de más arriba y aplico el servicio ULTS. Si no califico, cancelaría el servicio Lifeline y pueden cobrarme por los descuentos que me dieron antes. Pueden verificar mi elegibilidad. Si me cobran \$7.12 por cambiar a Lifeline.

123 456-7890 123 4 5678

Signature
John Doe
123 Main Street
San Francisco, CA 94104
(123)456-7890

Signature: _____ Date: _____
Choose one: [] Flat Rate / [] Measured Rate
Escoge uno: [] Servicio Flat Rate / [] Servicio Measured Rate

NOTE 1: Description - Two part (bottom tear-off), double sided, single sheet, 7" x 11", black ink on white paper, annual notification sent via direct mail (English on one side and one of the following languages on the reverse side: Chinese, Japanese, Korean, Spanish, Tagalog, or Vietnamese.)

(N)
(T)
(T)
(N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

PB575¹ (Untitled) Late Response Regrade Letter

(N)

P.O. Box 3440
So. San Francisco, CA 94083-9900

PACIFIC BELL.
A Pacific Telephone Company

(N)

Dear

Thank you for returning your Universal Lifeline Telephone Service eligibility form.

Unfortunately, your form was received after the date it was due, so according to our procedure we had already changed your service to a non-discounted type of service. To return you to Universal Lifeline service, there now will be some additional charges for the change. We must let you know about these charges before we can process your form. We have tried to call and advise you about this, but have been unable to reach you.

Please call our Business Office toll free on _____ within seven days from the date shown at the top of this letter so that we can discuss this matter and resolve it to your satisfaction.

Sincerely,

Service Representative

For Office Use Only:
Customer's Telephone Number () _____

PB 575
175-001 11-89

NOTE 1: Description - single sheet, 8½" x 11", black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 3061¹ Disconnection of Secretarial Line Service



CO 3061 (7-80)

Date _____

Disconnection Of Secretarial-Line Service

This is to confirm that an order has been placed by the

_____ Telephone Answering

Service, to disconnect a secretarial-line service from your telephone

_____ with _____
(Customer Number) (Answering Service Listed Number)

on _____
(Date)

Please call _____ should you desire
(Business Office Number)
any additional information.

Sincerely yours,

Service Representative

NOTE 1: Description - One part, single sheet, 6" x 7", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- CO 3062¹ Connection of Secretarial Line Service



CO 3062 (7-80)

Date _____

Connection Of Secretarial-Line Service

This is to confirm that an order has been placed by the _____ Telephone Answering

Service, to install a secretarial-line service from your telephone

_____ to _____
(Customer Number) (Answering Service Listed Number)

on _____
(Date)

Please call _____ should you desire
(Business Office Number)
any additional information.

Sincerely yours,

Service Representative

NOTE 1: Description - One part, single sheet, 6" x 7", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 3075¹ Application for Service - Business
PART I AND PART II - FRONT

(T)

PACIFIC BELL

CO 3075 (2-84)

Business Service Application

Main Listing		Area Code:	Tel. No.:	Cust. Code:
Address				Date Estab. / /
Classified Listings/SIC				
TYPE				
Other Directory Listings				
BI. Name				
BI. Addr.				
Type of Bus.	Est. Usage	Years in Business	<input type="checkbox"/> Owner <input type="checkbox"/> Comp. <input type="checkbox"/> Partner <input type="checkbox"/> Other	State & Yr. Incorporated
Name		Res. Address	Res. Tel. No.	<input type="checkbox"/> New App <input type="checkbox"/> Super <input type="checkbox"/> Chg. BI. No. Soc. Sec. No. *
Sole Owner,* Each Partner,* Corporation Officers				
Present Address	Lot	Tract	Parcel	Address of Other Property Owned
<input type="checkbox"/> Rent <input type="checkbox"/> Lease <input type="checkbox"/> Own	City	Tel. No.	Date Estab.	Date Disc.
Bank		Branch	Acct. No.	Other Services:
Guarantor		Tel. No.	Prepared By - Pos. No.	Date Prepared

NOTE 1: Description - Multipart, three sheet double-sided snapout with carbon, 8½" x 5½", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 3075¹ Application for Service - Business (Cont'd)
 PART I AND PART II - BACK

The applicant certifies that the directory listings and credit information as shown herein are correct, and agrees to pay all charges billed against the service in accordance with the provisions of the company tariffs.

When an applicant/customer cancels, modifies or defers an order for service or facilities before the service is connected, a charge applies to allow the Utility to bill the nonrecoverable costs of engineering, labor, material, equipment and other related expenses.

_____ Taken By _____ Date _____ Name of Applicant

_____ Approved By _____ Date _____ Exchange _____ By: _____ Authorized Signature _____ Title _____

	Verified	Date	By	Update/By	Update/By
Corp. Index					
Other Serv.					
Prev. Serv.					
Res. Serv.					
Prop. Own					

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
CO 3075¹ Application for Service - Business (Cont'd)
PART III

(T)

PACIFIC BELL

CO 3075 0-00

Business Service Application

Main Listing		App. Code	Tel. No.	Cont. No.
Address		Date		
Classified Listings/SLC		Form		
TYPE		Termination Date		
Other Directory Listings				
B. Name				
B. Add.				
Type of Bus.	Est. Usage	Years in Business	Owner or Corp. in Partnership, A.Other	State & Yr. Incorporated
Address		Res. Tel. No.	New Add. or Supp. in Ch. of No.	
Sales Owner, Each Partner, Corporation Officers		Sec. No. No. *		
Present Address	Lot	Tract	Parcel	Address of Other Property Owned
City	City	City	City	City
Yr. No.	Yr. No.	Yr. No.	Yr. No.	Yr. No.
Other Services	1.	2.	3.	4.
Customer	Yr. No.	Prepared By - Yr. No.	Date Prepared	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
Service and Equipment		Rate	AP S	PD	Q10 S	PD													
Serial Number		Serial Number																	
Address																			
Remarks																			
CC1																			
DCC																			
OWNR																			
EMP																			
SHP																			
YR																			
EST																			
TEL																			
NIO																			
MOL																			
YR																			
OS																			
SPL																			
TNT																			
SERV																			
DIN																			
PREV																			
SERV																			
RENT																			
OWN																			
PPD																			
EST																			
CRK																			
Date Entered		By		Yr. No.		Hang Up Time													

NOTE 1: Description - Folded 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

Continued

Advice Letter No. 15017
Decision No.

Issued by
D. C. Shull

Date Filed: Nov. 25, 1985
Effective: Dec. 26, 1985

Executive Director - State Regulatory

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

Continued

Advice Letter No. 15017

Decision No.

Issued by

D. C. Shull

Date Filed: Nov. 25, 1985

Effective: Dec. 26, 1985

Executive Director - State Regulatory

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CO 3077¹ Application to Participate in A Shared Key Telephone System Service



CO 3077 (3-84)

Application to Participate in a Shared Key Telephone System Service

Shared KTS is a telephone service furnished to a principal customer and shared by a tenant customer. This application is to be completed by principal and tenant for each tenant of a shared system.

Responsibilities of Principal Customer

The undersigned principal accepts responsibility and billing for nonrecurring and monthly charges for service and equipment necessary to establish service; and charges for subsequent moves, changes, or additions ordered by the principal, or person designated below as representative of the principal, for this service. The principal may at any time terminate the shared service by requesting the Utility to remove the tenant's line appearance(s) from the equipment provided to the principal. Remaining station equipment previously provided to the tenant shall then be available to the tenant as individual KTS service and subject to charges as appropriate.

Responsibilities of Tenant Customer

The undersigned tenant accepts responsibility and billing for nonrecurring and monthly charges for his/her service arrangement. Charges for subsequent moves, changes or additions ordered by the tenant will be billed to the tenant. The undersigned tenant certifies that the space occupied is sublet or shared from space furnished to the principal. Should the principal or tenant wish to terminate the relationship, the tenant shall be responsible for charges incurred to establish individual service as provided by the Utility's tariff schedules.

All subsequent orders placed are authorized as follows: (check applicable blocks)

- tenant is authorized to order moves, changes or additions for the tenant's service only
- principal is authorized to order moves, changes or additions for the service and equipment billed to the principal only
- the person(s) designated below is authorized to represent the principal, tenant, or both parties and to order moves, changes or additions to service and equipment billed to either party.

Signature of Principal	Date	Signature of Tenant	Date
------------------------	------	---------------------	------

Signature of Authorized Representative(s)	Date
---	------

NOTE 1: Description - One part, two sheet snapout with carbon, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

D 1239¹ Application For Street Address Telephone Directory Service

D 1239 (T)

FORMS

TYPICAL APPLICATION FOR STREET ADDRESS
TELEPHONE DIRECTORY SERVICE

FORM D 1239 (1-48)

(Applicant's Name) _____ (Account Number) _____

**APPLICATION FOR STREET ADDRESS
TELEPHONE DIRECTORY SERVICE**

The undersigned requests The Pacific Telephone and Telegraph Company to furnish, subject to its rates, regulations and conditions on file with the Public Utilities Commission of the State of California, Street Address Telephone Directory Service consisting of _____ () copies of the _____
Street Address Telephone Directory, at the service frequency of _____
"one service period"
for "consecutive service periods of _____ month _____, commencing _____, 19 _____" and
continuing thereafter until terminated. _____ per month

The undersigned agrees to pay \$ _____ semi-annually in advance for the service specified, and acknowledges receipt of a duplicate of this application. No employee of The Pacific Telephone and Telegraph Company is authorized to vary any of the regulations, rates, or conditions hereof.

Date _____ Applicant _____

Tel. No. _____ By _____ Title _____

Billing Information _____ Address _____

Deliver to _____

Delivery Address _____

NEW Business
SUPERSEDES Classification _____ Salesman _____

¹If service is to be furnished for more than one service period, delete "one service period."
²If service is to be furnished for one service period only, delete "consecutive service periods" and "and continuing thereafter until terminated."

NOTE 1: Description - One part, three sheet snapout with carbon, 8" x 5",
black ink on pink paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

FARPO1¹ Miscellaneous - Bill: Remittance Page

Return bottom portion with your check in the enclosed envelope. U.S. Pat. D410,950 and D414,510 Printed on Recycled Paper

DUE BY: June 15, 2003 \$98.60 LATE: After June 15, 2003 \$102.05

(T)



Billing Date May 25, 2003

Account Number 313 555-1111 222 3
Please include your 14-digit account number on your check

WILLIAM SAMPLE
1212 ANY STREET
ANYWHERE, MI 48099

Make checks payable to:

SBC

REMIT PRIMARY ADDRESS LINE

REMIT CITY, STATE, ZIP4 ADDRESS LINE

XXXXXXXXXX

1000 31355511112223 9000000000245 0801200000001488300000009860

NOTE 1: Description - Single Sheet perforated from the 1st bill page.
The remittance stub is 8 1/2" x 3". black ink on white paper, with a
3/8" beige top border. The border contains the amount due.

Continued

Advice Letter No. 25930

Issued by

Date Filed: Dec. 10, 2004

Decision No.

Rhonda Johnson

Effective:

JAN 19 2005

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

FADPO2¹ Miscellaneous Bill - Detail Page
PART II

(N)

FADPO2-68

PACIFIC BELL

A Pacific Telesis Group Company

NOTE 1: Description - Black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1443-1¹ Agreement Form for Use in Connection with Utility's Use of
Cable Pairs in Customer Owned Cable Facilities

GA 1443-1 (1-84)

Agreement for Use of
Customer Owned Cable Facilities

PACIFIC BELL

Agreement No. _____

Agreement between:

Customer Name

Address

City State Zip

and Pacific Bell/Nevada Bell

Address

City State Zip

Above named customer agrees to provide _____ cable pair(s) in the customer owned cable facilities at no
charge to Pacific Bell/Nevada Bell (hereinafter referred to as Utility) for the provision of Utility's access lines to locations
within the customer's premises and between buildings on the customer's contiguous property located at _____.

Such cable pairs to be provided in lieu of a customer provided
separate supporting structure to house the Utility's parallel cable facilities. Said pairs to extend between the following
locations:

No. Pairs	Bldg./Floor/Term	TD	Bldg./Floor/Term
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Customer agrees to maintain pairs in good working condition, and in the event of a trouble condition either repair the
cable pair(s) expeditiously or provide alternate pair(s) to allow the Utility to maintain continuity of the service(s) being
provided.

Customer also agrees to provide at no charge to the Utility access to such pair(s) through interface devices located on each
end of the provided facility to allow Utility testing and isolation points.

Signature of Utility Rep Date Area Code / Tel. No.

Name Title

Address City State Zip

ACCEPTED AND AGREED TO THIS _____ DAY OF _____ 19 _____

BY _____
Signature of Customer or Representative Date

NOTE 1: Description - One part, single sheet, 8½" x 11", black ink on white
paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1444¹

Contract For The Purchase And Sale Of Pacific Bell's
In-Place Building Distribution Cable Facilities
FRONT

(T)
(T)

PACIFIC BELL.
A Pacific Telephone Company

GA 1444 (5-83)

(Date)

(Name of Buyer's Authorized Representative)

(Firm Name of Buyer's Authorized Representative)

(Mailing Address)

(City, State, Zip)

(Salutation)

This letter concerns your expressed interest in purchasing certain existing Pacific Bell (hereinafter "Utility") building distribution cable facilities (which in addition to the cable, may include associated protective apparatus, terminal chambers and/or connecting blocks and/or frames) located at _____

(Address of Customer Where Facilities are Located)

The conditions applicable to an inventory and appraisal of the desired facilities are as follows

In the event _____ (hereinafter "Buyer") does not
(Name of Buyer)

purchase the inventoried facilities, Buyer agrees to pay Utility the actual cost, in any case not to exceed \$ _____ incurred by Utility for conducting the inventory and appraisal required to determine a sale price. In the event Buyer elects to purchase less than all of the inventoried facilities, Buyer agrees to pay, in addition to the price of the purchased facilities, the cost of inventorying those facilities that the Buyer requested be inventoried, but that the Buyer subsequently elected not to purchase. This chargeable cost, not to exceed the above stated dollars, will be equal to the product of the total inventory cost and the ratio of non-purchased inventoried dollars to total inventoried dollars, as determined by the following formula, which makes use of the terms and quantities defined on the form of purchase contract exhibited on the reverse hereof

$$\text{Chargeable Cost} = (\text{Total Actual Inventory Cost}) \frac{(x - y)}{x}$$

where

x = "Total (All Worksheets) - Total Inventoried Dollars"

y = "Total (All Worksheets) - Selected by Buyer"

Upon completion of the inventory and appraisal, if for any reason whatsoever, the Utility determined not to sell all or a portion of the desired facilities, the inventory and appraisal cost for such portion of the facilities will not apply

Unpurchased facilities which the Utility will not require for the provision of its services will be removed if reasonably and economically possible, or will be otherwise treated to minimize their surface protrusion

None of the existing facilities referred to in this letter may be used, altered or removed by anyone other than the Utility until a purchase of those facilities has been completed or other specific written authorization from the Utility has been obtained

If you understand and agree to the above and wish us to proceed with an inventory and appraisal, please sign, date and return this letter to us. A copy of this letter is attached for your files

Upon receipt of the signed letter, we will contact you to arrange a meeting with you or your authorized representative for the purpose of identifying and agreeing on the specific facilities which are to be the subject of the inventory and appraisal. Only after such meeting and agreement as to the facilities to be inventoried and appraised has been completed, will we be able to commence the actual inventory and appraisal work

Sincerely

(Signature of Utility Negotiator)

ACCEPTED AND AGREED TO THIS _____ DAY OF _____ 19 _____

(Firm Name of Buyer's Authorized Representative)

By _____ (Area Code & Telephone Number)
(Signature of Buyer's Authorized Representative)

NOTE 1: Description - One part, single sheet double-sided, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1444¹ Contract For The Purchase And Sale Of Pacific Bell's (T)
In-Place Building Distribution Cable Facilities (Cont'd) (T)
BACK

PACIFIC BELL.
A Pacific Telephone Company

EXHIBIT

Contract For The Purchase And Sale Of Pacific Bell's In-Place Distribution
Cable Facilities in "As Is" Condition And Without Warranty, Express or Implied,
Of Merchantability Or Fitness For Any Purpose

Date _____
Job No. _____
Cutover Date _____
Cutover Period _____ (optional)
Customer: _____ Tel. No. (_____) _____
Location of Plant: _____ (street) _____ (city) _____ (state) _____ (zip)

Summary Of Property To Be Sold

	Total Inventoried Dollars	Selected By Buyer
Building Cable Facilities:		
Building Cable Terminals (Worksheet #2)	\$ _____	\$ _____
Distribution Cable (Worksheet #3)	\$ _____	\$ _____
Structure (Worksheet #4)	\$ _____	\$ _____
Cable Splices (Worksheet #4)	\$ _____	\$ _____
Total (All Worksheets) - Total Inventoried Dollars	\$ _____	
Total (All Worksheets) - Selected by Buyer		\$ _____
		(\$100 minimum)

Sale Agreement

Subject to the terms and conditions printed on the reverse side of this contract, Pacific Bell (hereinafter referred to as "Utility") agrees to sell to the purchaser set forth below (hereinafter referred to as "Buyer") and Buyer agrees to purchase from Utility, for the sum set forth above as "Total (All Worksheets) - Selected by Buyer" (\$100 minimum) plus a prorata of any applicable Personal Property Tax, all of the selected (not lined out) Cable Facilities described on the pricing worksheet(s) attached hereto and made a part hereof (hereinafter referred to as the "Property"), and Buyer agrees to pay said Purchase Price in full prior to the Cutover Date set forth above. Buyer also agrees to pay all reimbursements provided for on the reverse hereof.

THE PROPERTY IS NEITHER NECESSARY NOR USEFUL IN THE PERFORMANCE OF UTILITY'S DUTIES TO THE PUBLIC, AND BUYER AND UTILITY AGREE THAT IT IS TO BE SOLD IN "AS IS" CONDITION, WITHOUT ANY REPRESENTATION AS TO QUALITY OR FITNESS, AND WITHOUT WARRANTY, EXPRESS OR IMPLIED, AS TO MERCHANTABILITY, FITNESS FOR PURPOSE SOLD, OR AS TO ANY OTHER MATTER WHATSOEVER.

Agreed to by: _____ (Date)
(Signature and Title of Buyer's Authorized Representative)

(Signature and Title of Utility's Authorized Representative) (Date)

(Firm Name of Buyer's Authorized Representative) Pacific Bell

(Street Address) _____ (Street Address)

(City) (State) (Zip) (City) (State) (Zip)
Tel No. (_____) _____ Tel No. (_____) _____

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1445¹ Contract For The Purchase and Sale of Pacific Bell's
In-Place Distribution Cable Facilities (Worksheets GA
1344-2, GA 1344-3 and GA 1344-4 following)

FRONT

PACIFIC BELL.
A Pacific Telesis Company

GA 1445 (8-89)

**CONTRACT FOR THE PURCHASE AND SALE OF PACIFIC BELL'S
IN-PLACE DISTRIBUTION CABLE FACILITIES IN "AS IS"
CONDITION AND WITHOUT WARRANTY, EXPRESS OR IMPLIED,
OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE.**

Date _____
Job No. _____
Cutover Date _____
Cutover Period _____
(optional)

Customer: _____ Tel. No. () _____
Location of Plant: _____
(Street) (City) (State) (Zip)

Summary of Property to be Sold

	Total Inventoried Dollars	Selected By Buyer
Cable Facilities:		
Building Cable Terminals (Worksheet #2).....	\$ _____	\$ _____
Distribution Cable (Worksheet #3).....	\$ _____	\$ _____
Structure (Worksheet #4).....	\$ _____	\$ _____
Cable Splices (Worksheet #4).....	\$ _____	\$ _____
Total (All Worksheets)—Total Inventoried Dollars...	\$ _____	
Total (All Worksheets)—Selected by Buyer.....		\$ _____
		(\$100 minimum)

Sale Agreement

Subject to the terms and conditions printed on the reverse side of this contract, Pacific Bell (hereinafter referred to as "Utility") agrees to sell to the purchaser set forth below (hereinafter referred to as "Buyer") and Buyer agrees to purchase from Utility, for the sum set forth above as "Total (All Worksheets)—Selected by Buyer" (\$100 minimum plus a prorata of any applicable Personal Property Tax, all of the selected (not lined out) Cable Facilities described on the pricing worksheet(s) attached hereto and made a part hereof (hereinafter referred to as the "Property"), and Buyer agrees to pay said Purchase Price in full prior to the Cutover Date set forth above. Buyer also agrees to pay all reimbursements provided for on the reverse hereof.

THE PROPERTY IS NEITHER NECESSARY NOR USEFUL IN THE PERFORMANCE OF UTILITY'S DUTIES TO THE PUBLIC, AND BUYER AND UTILITY AGREE THAT IT IS TO BE SOLD IN "AS IS" CONDITION, WITHOUT ANY REPRESENTATION AS TO QUALITY OR FITNESS, AND WITHOUT WARRANTY, EXPRESS OR IMPLIED, AS TO MERCHANTABILITY, FITNESS FOR PURPOSE SOLD, OR AS TO ANY OTHER MATTER WHATSOEVER.

Agreed to by: _____
(Signature and Title of Buyer's Authorized Representative) (Date)

(Signature and Title of Utility's Authorized Representative) (Date)

(Firm Name of Buyer's Authorized Representative) Pacific Bell

(Street Address) _____

(City) (State) (Zip) _____
Tel. No. () _____

NOTE 1: Description - One part, single sheet double-sided, 8½" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1445¹

Contract For The Purchase and Sale of Pacific Bell's In-Place Building Distribution Cable Facilities (Worksheets GA 1344-2, GA 1344-3 and GA 1344-4 following) (Cont'd)

BACK

Terms and Conditions of Sale

1. All cutover and rearrangement work to be performed by the parties hereto to make the Property available to the Buyer and to make any rearrangements of the distribution cable and appurtenances necessary to separate the Property from other distribution cable and appurtenances retained by Utility for Utility's use in furnishing communications services to Utility's customers (referred to herein as the "Work") shall be performed before the Cutover Date or during the Cutover Period (if specified). Buyer shall reimburse Utility for all Utility's costs in connection with performing Utility's Work; however, such reimbursement shall not include any of Utility's costs for rearrangements made solely for the convenience of Utility. The following principles shall be adhered to in determining the necessity (and Buyer's liability for the cost) for such rearrangements: (a) Pairs in Utility's distribution cable that are not sold pursuant to this Contract may be used with a customer-provided system, subject to availability, in accordance with Utility's tariffs where applicable or under terms stated in a letter of agreement signed by both Utility and Buyer. Access to such pairs shall be provided by an interface terminal placed by the Utility at Utility's costs to be borne by the Buyer; (b) Utility retains the right to use, and the right of continuing access to, any part of the Property that it is using at the time the sale becomes effective. Buyer agrees to maintain cable pairs assigned to the Utility in good working condition and, in the event of a trouble condition, either repair the cable pairs expeditiously or provide alternate cable pairs to allow the Utility to maintain continuity of the services being provided. The limitation of liability found in Utility's tariffs shall apply to all such repair; (c) Utility shall require for its cable terminals separate enclosures if possible in the available space, or suitable physical protective barriers within common enclosures, or wall space with adequate separation (acceptable to Utility) between Utility's and customer-provided terminals or equipments. Physical arrangements for enclosures and/or protective separations are to be provided by the Buyer or the building owner; (d) Utility shall make all rearrangements necessary to define those elements of the facilities to be sold from those elements which it will retain; (e) Utility shall not install new facilities for sale. Any additional facilities to make the Property a complete system are the responsibility of the Buyer. Buyer shall also reimburse Utility for Utility's cost in inventorying the cable facilities and appurtenances which Buyer elects not to purchase. Any inventoryed, but not purchased items are listed, but lined-out, on the attached pricing worksheets and their value is represented by the amount (if any) by which "Total (All Worksheets) — Total Inventoryed Dollars" exceeds "Total (All Worksheets) — Selected by Buyer" on the reverse hereof.

Unless otherwise agreed to and confirmed in writing, it is hereby agreed by the parties hereto that Utility's Work shall be performed only during regular working hours and in accordance with its customary practices and procedures for such work. It is also agreed that Buyer shall not have access to or work with or upon any of the Property prior to the later of the Cutover Date or the date Buyer completes payment to Utility of the Purchase Price specified on the front hereof without the prior written approval of Utility. If Buyer desires Utility to perform Utility's Work other than during regular working hours or in a manner departing from its regular practices and procedures and Utility is willing to do so, Buyer agrees to reimburse Utility for all of the additional costs incurred by Utility in so performing Utility's Work. As used herein, the term "regular working hours" shall mean the hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays observed by Utility.

2. Buyer hereby releases and indemnifies Utility from and against any and all claims, demands, damages, expenses, loss of profits or other liability, including, but not limited to, liability for injury to or death of any person or for damage to any property, arising directly or indirectly out of or in any way contributed to by (a) any work to be performed by the parties hereto, including the Work referred to in Paragraph 1 hereof, and (b) the ownership or use by Buyer or any other person of the Property, regardless of the negligence (active or passive) of Utility, except such liability as is caused by the sole negligence or willful misconduct of Utility, its agents, servants or independent contractors.

3. The effective date of this sale shall be the date of the occurrence of the last of the following two events to occur: (a) Utility completes Utility's Work referred to in Paragraph 1 hereof and so notifies Buyer and (b) the arrival of the Cutover Date. The effectiveness of this sale shall be subject to a condition subsequent that title to the Property shall automatically revert to Utility if Buyer fails to complete all payments and all reimbursements required by this Contract within the specified time period. Buyer agrees to pay all reimbursements within 30 days of the mailing date of Utility's initial billing(s) therefor. In the event of Buyer's failure to comply with any of the terms of this Contract or to make any payments or reimbursements within the time periods required by this Contract, Utility may, in addition to any other remedies provided by law or this Contract, terminate any telephone service provided by use of the Property.

4. Utility shall be excused for any delays or defaults by it in the performance of this Contract caused by acts of the Buyer, the act of any customer, agent or employee of the Buyer, the act of any governmental authority, the act of any public enemy, acts of God, the elements, war, war defense conditions, litigation, strikes, walkouts, emergencies resulting in the reallocation of available manpower, or by any other causes beyond Utility's control. The term "emergencies" shall refer to and mean an unforeseen combination of circumstances affecting telephone service to California/Nevada residents calling for immediate action.

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1344-2¹ Building Cable Terminals, Pricing Worksheet #2



GA 1344-2(1-84)

Building Cable Terminals

Pricing Worksheet # 2

Item No.	Existing Terminal Facilities		Office Use	Terminal Size (# Pts)	① Type	② CTS	③ Price	④ Cond. Adjmt. Factor		Price To Buyer	
	Terminal Description (Type of Conn. Blks., Bind. Post Chamb., etc.)	Terminal Number And Location (Flr., Rm. No., Wall, Closet, etc.)						h	i		j = (g) x (i)
	(a)	(b)									
1							\$			\$	
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
Total							\$			\$	
							\$			\$	

- Notes: ① Type: A=Access Terminal, S=Satellite Terminal or D=Distribution Terminal
 ② CTS (Cable Terminal Section) - Metal housing around terminal
 ③ See Pricing Sheet # 2 for prices of terminals
 ④ Error Alpha Condition in Col. (h). Error Condition Adjustment Factor in Col. (i).

Date _____
Job # _____ Page _____ of _____

NOTE 1: Description - One part, single sheet, 11" x 8 1/2", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1344-3¹ Distribution Cable, Pricing Worksheet #3

(T)

PACIFIC BELL
A Pacific Telephone Company

GA 1344-3 (5-83)

Distribution Cable

Pricing Worksheet # 3

I t e m No.	Existing Cable Facilities						②		③		Price To Buyer (k) = (h) x (j)
	Cable Description (Plastic Sheath, Lead Sheath, etc.) (a)	Cable Location (b)	Office Use (c)	①		Cable Footage (f)	Unit Price (g)	Total Price h = (f) x (g)	Cond. Adjmt. Factor (i) (j)		
				Method Placed (d)	Cable Size (e)						
1							\$	\$		\$	
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
							Total	\$		\$	
								\$			\$

Notes: ① Method Placed
A. Buried
B. Aerial
C. Underground
③ Enter Alpha Condition in Col (i) Enter Condition Adjustment Factor in Col (j)

② See Pricing Sheet #3 for Unit Prices

Date _____
Job # _____ Page ____ of ____

NOTE 1: Description - One part, single sheet, 11" x 8½", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
GA 1344-4¹ Structure, Pricing Worksheet #4

(T)

PACIFIC BELL.
A Pacific Teleson Company

Structure

GA 1344-4 (8-89)

Item No.	Existing Cable Pacer Facilities			Office Use (c)	Duct (# of Pairs) (d)	Footage (e)	① Unit Price (f)	Total Price (g) = (e) x (f)	③ Cond. Admt. Factor		Price To Buyer (j) = (g) x (i)
	Structure (a)	Location (No. of Floors, Bldg. Quadrant, etc.) (b)							(h)	(i)	
1											
2											
3											
4											
5											
6											
7											
Total								\$			\$
								\$			\$

Cable Splices

Item No.	Existing Cable Splices				① Price (e)	④ Cond. Admt. Factor		Price To Buyer (h) = (e) X (g)
	Location (a)	Office Use (b)	No. of Pairs Joined (c)	No. of Sheaths (d)		(f)	(g)	
1								
2								
3								
4								
5								
6								
7								
Total					\$			\$
					\$			\$

Note:

- ① See Pricing Sheet # 3.
- ② Pairs joined = the sum of the pairs in each cable and which will be spliced together. For example, splicing two segments of 50 pair cable together involves joining 100 pairs.
- ③ Enter Alpha Condition in Col. (h). Enter Condition Adjustment Factor in Col. (i).
- ④ Enter Alpha Condition in Col. (f). Enter Condition Adjustment Factor in Col. (g).

Date _____

Job # _____ Page _____ of _____

NOTE 1: Description - One part, single sheet, 11" x 8½", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1443¹ Interim Use Agreement of Utility's Distribution Cable (T)
Pending Purchase by Buyer
FRONT

PACIFIC BELL.
A Pacific Telesis Company

GA 1443 (5-93)

Interim Use Agreement of Utility's
Distribution Cable Pending Purchase by Buyer

Date _____

To _____
(Name of Buyer's Authorized Representative)

c/o _____
(Prospective Buyer's Firm Name)

(Address)

(City) (State) (Zip)

In connection with your request to purchase certain Pacific Bell (hereinafter "Utility") Distribution Cable Facilities (hereinafter "Cable Facilities")
located at _____
(Address where Cable Facilities are located)

_____ for use with _____
(Name of Buyer)

customer-provided communication system, you have requested permission to use said Cable Facilities in advance of inventory/appraisal and/or
purchase of said Cable Facilities. Said Cable Facilities may include associated in-place protective apparatus, terminal chambers, connecting
blocks, mounting hardware, and frames.

Permission is hereby granted to use said Cable Facilities identified in your request to purchase, subject to the following conditions:

- (1) If, within 90 days of the above date, the Contract for Purchase and Sale of Utility's Cable Facilities has not been executed, the permission granted hereunder is terminated and you must make other provision for cable facilities which may be required in connection with the installation of the customer-provided communication system.
- (2) You will not connect any equipment to said Cable Facilities so as to provide access to Utility's exchange and message toll network except as authorized by Utility's rates, rules and regulations on file with the California Public Utilities Commission. Without limiting the foregoing, you may not connect the customer-provided equipment or facilities to said Utility's Cable Facilities prior to (a) execution and delivery of both this agreement and the attached Purchaser Commitment Agreement (Attachment, Form GA 1444), and (b) the separation of said Cable Facilities by Utility from those to be retained by the Utility.
- (3) You agree to reimburse the Utility for Utility's costs incurred in connection with Utility's work to be performed in conducting an inventory/appraisal as stated on the attachment and in effecting separation of said Cable Facilities from those to be retained by Utility. All Utility work will be performed during regular work hours. Regular work hours shall mean 8:00 A.M. to 5:00 P.M., Monday through Friday, except holidays observed by Utility. If Buyer desires Utility to perform Utility's work other than during regular work hours or in a manner departing from its regular practices and procedures and Utility is willing to do so, Buyer agrees to reimburse Utility for all additional costs incurred by Utility in so performing Utility's work. These reimbursements must be made whether or not a customer and/or purchase of said Cable Facilities is effectuated. Failure to make such reimbursements within 30 days after receipt of Utility's billing invoice shall subject the permission hereby granted to termination and any Utility-provided service at the above-stated location to disconnection for non-payment upon 30 days prior written notice from Utility, in addition to any other remedies provided by law.
- (4) BUYER ACKNOWLEDGES AND AGREES THAT PERMISSION TO USE SAID CABLE FACILITIES IS WITHOUT WARRANTY, EXPRESS OR IMPLIED AS TO MERCHANTABILITY, FITNESS FOR ANY PURPOSE, OR AS TO ANY OTHER MATTER WHATSOEVER AND THAT THE CABLE FACILITIES ARE TO BE ACCEPTED BY BUYER IN "AS IS" CONDITION.

NOTE 1: Description - One part, single sheet double-sided, 8½" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

GA 1443¹

Interim Use Agreement of Utility's Distribution Cable
Pending Purchase by Buyer (Cont'd)

(T)

BACK

- (5) Utility shall be excused for any delays or defaults by it in the performance of this agreement caused by acts of buyer or the public enemy, acts of God, the elements, war, war defense conditions, litigation, strikes, walkouts, emergencies resulting in the relocation of available manpower, or by any other causes beyond Utility's control.
- (6) Buyer agrees to and hereby releases and indemnifies Utility from and against any and all claims, demands, damages, expenses, loss of profits or other liability, including, but not limited to, liability for injury or death of any person or for damage to any property, arising directly or indirectly out of or in any way connected with (a) any work to be performed by the parties hereto, and (b) the use by Buyer or any other person of the Cable Facilities, regardless of the negligence, active or passive, of the Utility, except such liability as is caused by the sole negligence or willful misconduct of the Utility's agents, servants or independent contractors.
- (7) If Buyer wishes to make temporary use of Utility's Cable Facilities under the terms and conditions described above, please indicate your acceptance by signing both copies of the agreement and both copies of the attached Purchase Commitment Agreement and return one copy of each to the undersigned Utility representative.

(Signature of Utility Negotiator)

(Name and Title of Utility Negotiator)

(Address)

(City) (State) (Zip)

ACCEPTED AND AGREED TO: _____ 19_____
(Date)

(Name of Buyer)

By _____
(Signature of Buyer's Authorized Representative)

(Name of Buyer's Authorized Representative) (Title)

(Firm Name of Buyer's Authorized Representative)

(Address) (Tel. No.)

(City) (State) (Zip)

Attachment

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'D)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.3 FORMS (Cont'D)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

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Date Filed: Feb. 27, 1996

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Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
~~A2 GENERAL REGULATIONS~~

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: **APR 07 1996**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- K 1370¹ Payment Receipt

PACIFIC BELL
PAYMENT RECEIPT

K 1370 (1-84)

EXCH _____		CO _____	DATE _____		
RC	TELEPHONE OR ACCOUNT NO		CUSTOMER CODE	AREA CODE	BUS
TRANS. CODE	BILLING RAC	AMOUNT OF PAYMENT			
		DOLLARS		CENTS	
NAME					
ADDRESS					
DETAIL OF AMOUNT PAID: <input type="checkbox"/> ADVANCE PAYT. <input type="checkbox"/> PAYT. ON ACCOUNT					
<input type="checkbox"/> OTHER (DESCRIBE) _____					
PREP BY					
	Payt. Rec'd By _____				

NOTE 1: Description - One part, single sheet, 3½" x 3½", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

PAYMENT RECEIPT - MECHANIZED/CASHIER/TELLER RECEIPT¹ (N)

***** PACIFIC BELL *****

.....ANYTOWN PUBLIC OFFICE.....
.....ANYTOWN: CALIFORNIA.....

PAYMENT RECEIPT

06/26/85 11:23:00 SUPMNLV OFCRS

CUSTOMER NAME ANNIE GRACE DARLING

009 224-2164/045 RA0159 RES-L

AMOUNT TENDERED 50.00

AMOUNT PAID 50.00

CHANGE .00

THANK YOU

NOTE 1: Description - One part, single sheet, 3½" x (length varies with the (N)
number of transactions), blue ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

PAYMENT RECEIPT - MECHANIZED (N)
AUTHORIZED PAYMENT AGENCY RECEIPT¹ (N)

AGENT 1000 REG PAYMENT 08/26/86
BATCH 0003 SEQ # 35 14:46
ACCT NO 4155457777123 CD 8
AMOUNT DUE 56.23 DRW 1
CHECK 56.23
CHARGE .00

157 AND
PACIFIC BELL THANK YOU

PACIFIC BELL
082686 1446 1000 0003 RP 035 # 56.23
4155457777 123

NOTE 1: Description - One part, single sheet, 3 1/2" x (length varies with (N)
the number of transactions), blue ink on white paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 17692
Decision No.

Issued by
A. E. Swan
Executive Director

Date Filed: Sept. 6, 1995
Effective: OCT 16 1995
Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 17692

Decision No.

Issued by

A. E. Swan

Executive Director

Date Filed: Sept. 6, 1995

Effective: OCT 16 1995

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Advice Letter No. 17692
Decision No.

Issued by
A. E. Swan
Executive Director

Date Filed: Sept. 6, 1995
Effective: OCT 16 1995
Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2155¹ Notice Stating That Copies of Rate Schedules are on File For
Information of Public

PACIFIC BELL

(Rev. 1-84)

NOTICE

In accordance with the requirements prescribed by the Public Utilities
Commission of the State of California, there are on file at:

and available for inspection by anyone desiring to do so, copies of the schedules
showing Rates, Rules and Regulations under which telephone service is furnished
in this exchange.

Pacific Bell

NOTE 1: Description - One part, single sheet, 5" x 7", black ink on white
paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2160-B¹ Authorization to Transfer Billing Responsibility-Business (T)

AUTHORIZATION TO TRANSFER BILLING RESPONSIBILITY _____
Telephone Number

Check here for multiple/billed telephone numbers. List below.

This form authorizes a change in responsibility (Supersede/Change Bill Name) for telephone service currently rendered under the billing telephone number(s) shown above and below, on _____ effective date

I agree to hold Pacific Bell free and harmless of any loss, damage and liability which may result from this change.

TO BE REVIEWED AND SIGNED BY THE INCOMING CUSTOMER

Beginning the day following the effective date of transfer shown above, my responsibilities include charges billed, including, but not limited to exchange service, toll and those listed below:

- The one time charge to transfer customer responsibility for this request is \$ _____
- Currently billed directory advertising billed to all number(s) associated with the above number in the amount of \$ _____ per month
- Current directory advertising billed separately \$ _____ per (month/issue)
- Contractual Liabilities

I agree to assume responsibility for all charges for which I am obligated, including those not yet billed. I understand that this request confirms the transfer of telephone service, as is, with no interruption of service, on the condition that this form is properly completed and returned by _____ to avoid disconnection of service.

Title: _____ Date: _____
Authorized Incoming Customer Signature

TO BE REVIEWED AND SIGNED BY THE OUTGOING CUSTOMER

I understand that I will be responsible for all charges and contracts through the effective date of transfer.

Title: _____ Date: _____
Authorized Outgoing Customer Signature

List additional telephone numbers below:

FOR OFFICE USE ONLY:	DW	N#
Order placed by:	Taken by:	Date:

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2304¹ Request For Customer to Call Business Office
FRONT

PACIFIC BELL.

K 2304 (2-84)

_____ date _____ time _____
We called today regarding _____

We are sorry we missed you. Will you please call our Business Office _____ by _____ and ask for the Service Representative for _____ so that we may discuss the above with you. Thank you.

Service Representative

NOTE 1: Description - One part, single sheet double-sided, 5½" x 3½", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2304¹ Request For Customer to Call Business Office (Cont'd)
BACK

PACIFIC  BELL.



NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2417¹ Request for Assignment of Telephone Number



K 2417 (3-8)

**Request for Assignment of Telephone Number
(By New Applicant with Concurrence of Former Customer)**

As the former customer to telephone service provided under the telephone number _____, myself and the undersigned applicant join in requesting that Pacific Telephone and Telegraph Company ("Pacific")/Nevada Bell ("Nevada") assign this same number to the telephone service to be installed at _____, if Pacific/Nevada is willing and able to do so

At the time that Pacific/Nevada agrees to this request, the applicant will assume responsibility for all charges and obligations related to this telephone service, including contract obligations such as directory advertising. Responsibility for these obligations will begin from the effective date of the telephone number assignment. The applicant is responsible for determining the full extent of charges and obligations from the former customer. The former customer agrees to supply this information to the applicant.

The former customer agrees to pay any charges related to the telephone service mentioned, including directory advertising obligations, through the effective date of the telephone number assignment.

(Signature of Former Customer)

(Signature of Applicant)

(Date)

(Date)

NOTE 1: Description - One part, single sheet, 8½" x 5½", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 2423¹ Acknowledgement of Payment of Odd Amount

K 2423 (2-70)



Pacific Telephone

Date....., 19....

Thank you for your recent payment which has been applied
on your telephone account.....

In order to be assured that our records are correct, we are
showing below the status of your account. If this does not agree with your
records, please call our Business office.....
so that we may discuss this difference with you.

Service Representative

Amt. Due \$

Amt. Paid \$

Balance \$

Exchange

NOTE 1: Description - One part, single sheet, 6 1/2" x 7", black ink on white
paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*304¹ Final Bill Notice - Initial

date

Account Number: telnumber-ccc

customer name

We would like to talk to you about your outstanding balance, and also offer you the opportunity to regain SBC service. (N)
(N)

We have not heard from you or received payment on your former SBC California account, telnumber-ccc. The amount due is amountdue. If you have already sent your payment, please disregard this notice.

If you have not made this payment, it is important you do so within the next 15 days. We are allowing you further time to clear this balance and reinstate your good standing with us.

If you wish to discuss this account, please contact us Monday - Friday between the hours of 8:00AM - 6:00PM or Saturdays between the hours of 8:00AM - 5:00PM at:
1-877-202-4558 for Residence Accounts
1-877-771-4722 for Business Accounts

You may pay your bill by electronic check or by using a credit card that is accepted by SBC at no additional charge. To do so, call us at 1-877-202-4558 (Residence Accounts) or 1-877-771-4722 (Business Accounts). You may also pay your bill at an authorized SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

(D)
(D)

Please Detach and Return This Portion With Your Payment
Amount due: amountdue
Account Number: telnumber-ccc

NOTE 1: Description - Two part, single sheet, 8-1/2" x 11",
black ink on white paper: Computer generated.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- K 3282¹ Returned Remittance

PACIFIC BELL.

K 3282

We need your help to properly credit your \$ _____ payment. Please:

Correct or prepare a new check because:

- Check is unsigned.
- Check is incorrectly dated.
- Check not endorsed.
- Check not payable to Pacific Bell.
- Amount does not agree with payment card.

Provide:

- Amount to be applied to each account.
- Telephone number to be credited.
- Address of the telephone service.
- Other _____

CO. USE ONLY:

TEL. NO. _____

AREA CODE _____

CUST. CODE _____

EXCH. _____

RAC _____

RB _____

For your convenience a self-addressed envelope is enclosed.

Thank You!

NOTE 1: Description - One part, single sheet, 7¼" x 4¼", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
K 3331-1¹ Record of Abusive Calls
FRONT

PACIFIC BELL
NEVADA BELL

K 3331-1 (Rev. 1-84)

Record Of Abusive Calls

Name _____ Tel. No. _____

Address _____

Date (Day & Month)																				
Time																				
Duration of Call																				
Nature of Call Abuse	Obscene																			
	Threatening																			
	Harassing																			
	Interfering																			
Description of Background Noise																				
Who Answered Call	Wife																			
	Husband																			
	Daughter																			
	Son																			
	Others																			
This House	Wife																			
	Husband																			
	Daughter																			
	Son																			
	Others																			
Not Home	Wife																			
	Husband																			
	Daughter																			
	Son																			
	Others																			
Description of Caller	Man																			
	Woman																			
	Boy																			
	Girl																			
	Other Description																			
Caller's Voice	High																			
	Low																			
	Strained																			
	Camouflaged																			
	Other Description																			

(Over)

Pacific Bell/Nevada Bell

Customer's Signature _____ Date _____ By _____ Service Representative _____
Tel. No. _____

NOTE 1: Description - One part, single sheet double-sided, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 3331-1¹ Record of Abusive Calls
BACK

Use this space to note any variations in conversations if different members of household answer or any other pertinent information such as exact words of caller. (Show Dates of Calls)

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

K 3331-2¹ Authorization For Line Identification



K 3331-2 (Rev. 1-84)

Authorization For Line Identification
And Disclosure To Law Enforcement Personnel

I, _____
Customer's Name

Customer's Address

authorize Pacific Bell/Nevada Bell to identify the telephone line or lines from which abusive calls are being made to my telephone and to disclose the telephone number or numbers of the calling telephone line or lines to law enforcement personnel engaged in conducting, at my request, any investigation with respect to these abusive calls.

I further acknowledge my responsibility to keep the designated representative of Pacific Bell/Nevada Bell informed of all abusive calls received by me. I further understand and agree that if Pacific Bell/Nevada Bell does not receive any communications from me within any _____ day period, the line identification equipment installed following this authorization may be removed without any further notice to me.

Signature

Telephone Number

Date

NOTE 1: Description - One part, single sheet, 8½" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
K 3354¹ Special Advance Toll Bill

(T)

CUSTOMER COPY - FRONT

		PACIFIC BELL. A Pacific Telephone Company	
Special Advance Toll Bill		Statement Date	CHRIS PALMER INC
Account Number or 8000-0000-0000		Jul 4, 1988	6480 BRAHN OAKLAND CA 94605
		Page	1
Account Summary	Pacific Bell	Page 3	0000-000
	AT & T	Page 5	0000-000
	XYZ Company	Page 7	0000-000
	Total Toll Usage (Calls from 06/12/88 - 06/28/88)		
Total Due	Charges Due and Payable Now (75% of Total)		00000-000
Whom to Call	Pacific Bell - payment arrangements and billing questions:	1-800-555-9639	
	Pacific Bell - adding, changing or disconnecting service:	1-800-555-4949	
	Centro Hispano para Negocios, Items gratis:	1-800-300-7737	
FOR QUESTIONS ABOUT THE CHARGES OF OTHER COMPANIES, PLEASE REFER TO THE BILLING NUMBER AT THE TOP OF EACH COMPANY'S PAGE.			
<p>If payment of the "Total Due" has not reached us within seven (7) calendar days, your telephone service will be temporarily disconnected. After five days your service will then be permanently disconnected, unless we agree to special arrangements made by you. The installation charge for new service is more than the restoration charge.</p>			
<p>Note: Some types of service, such as circuits, coin or mobile telephones, and others do not allow for temporary disconnection and will be permanently disconnected after the date listed in this bill.</p>			
----- PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT -----			

NOTE 1: Description - One part, single sheet, 7" x 11", black ink on white paper with 3½" perforated lower portion.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS


2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

CR 4065¹ Special Advance Toll Bill

(N)



PACIFIC BELL
A Pacific Telesis Company

Special Advance Toll Bill

Account Number 415 555-7665 496 N 7197	Statement Date Jul 4, 1999	CHRIS PALMER INC 6480 BRANN OAKLAND CA 94605	Page 1
--	--------------------------------------	---	------------------

Account Summary	Pacific Bell	Page 3	208.91
	AT & T	Page 5	212.37
	XYZ Company	Page 7	34.03
			455.31

Total Due Charges Due and Payable Now **455.31**
(Includes current charges and 75% of Advance Toll)

Whom to Call	Pacific Bell - payment arrangements and billing questions:	800-555-2626
	Pacific Bell - adding, changing or disconnecting service:	800-555-4848
	Centro Hispanico para Negocios, llame gratis:	800-300-7733

FOR QUESTIONS ABOUT THE CHARGES OF OTHER COMPANIES, PLEASE REFER TO THE BILLING NUMBER AT THE TOP OF EACH COMPANY'S PAGE.

If payment of the "Total Due" has not reached us within seven (7) calendar days, your telephone service will be temporarily disconnected. After five days your service will then be permanently disconnected, unless we agree to special arrangements made by you. The installation charge for new service is more than the restoral charge.

Note: Some types of service, such as circuits, coin or mobile telephones, and others do not allow for temporary disconnection and will be permanently disconnected after the date listed in this bill.

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Statement Date	Payment Due	Total Due
415 555 7665 496 N 7197	Jul 4, 1999	Jul 11, 1999	\$

Enter Amount Paid>>>
Make Check Payable to Pacific Bell.

\$

EB/EM 2 02.


PACIFIC BELL
PAYMENT CENTER
SAC CA 95887-0001

105 5557665 496 415 167



069 82089 48843

1 207 BPS1 415557665496 N 7 020A 04065 CRJ1 307 340

NOTE 1: Description - One part, single sheet, 7" x 11", black ink on white paper with 3/8" perforated lower portion.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 15893
Decision No.

Issued by
M. J. Miller
Regulatory Vice President

Date Filed: Feb. 20, 1991
Effective: APR 01 1991
Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- K 3378¹ Abandoned Service Notice

K 3378 (5-69)



We just learned that you have moved from _____
(ADDRESS)

To prevent unauthorized calls from being placed on your telephone number _____, this service has been disconnected.

Please call me on _____ and
I'll arrange for service at your new location. TEL. NO.

I'll be waiting to hear from you.

Your Service Representative

NOTE 1: Description - One part, single sheet, 6 1/4" x 3 1/2", black ink on green paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*501 Denial Notice - Calling Card - Residence and Business

(T)



HAS PAYMENT OF YOUR CALLING CARD BILL BEEN OVERLOOKED?
IF SO, THEN...
YOUR CALLING CARD SERVICE MAY BE TEMPORARILY SUSPENDED

There may Be a Problem... As of MM/DD/YY our records show that \$XXX.XX is Now Due on your account 000-000-0000 000. If you have recently sent your payment, we apologize for sending you this notice. However...

To protect Your Service You Need to know that: IF YOUR PAYMENT HAS NOT BEEN RECEIVED, OR CHARGES DISPUTED, BY MM/DD/YY, YOUR SERVICE WILL BE TEMPORARILY SUSPENDED. If your Calling Card is temporarily suspended, you will be required to pay all applicable past due charges, plus the following:

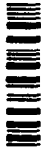
SECURITY DEPOSIT: \$XX.XX

PLEASE CALL OUR OFFICE IF YOU HAVE ANY QUESTIONS.
If you are not satisfied with their explanation, you may file a complaint with the CPUC. For further details, see the back of your bill. OUR OFFICE NUMBER IS 1-800-000-0000.

Additional Information You May Want To Know: Your Calling Card will be temporarily suspended for seven calendar days, after which time your Calling Card will be permanently suspended, unless we agree to special arrangements made by you.

Please Detach and Return This Portion With Your Payment
Deposit: \$XX.XX Amount Due: \$XXX.XX
Account Number: 000-000-0000 000 N4 Payment Due By: MM/DD/YY

K501



SJ/MU

BUSINESS STREET CITY,

CA 99999-9999

PACIFIC BELL PAYMENT CENTER SAC CA 95887-0001

000 0000000 000 000 000

0000000000 000 00000 0000000000

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

LF 4585¹ Agreement Covering Minimum Period of Service Where Line
Extensions are Involved



LF 4585

AGREEMENT COVERING MINIMUM PERIOD OF TELEPHONE SERVICE WHERE
LINE EXTENSIONS ARE INVOLVED

_____, 19____

In consideration of Pacific Bell extending its lines beyond its existing leads, under the provisions of its tariffs on file with the Public Utilities Commission of the State of California, in order to furnish _____ telephone service which I have applied for, to my premises at _____

from its _____ Exchange, I agree to retain and pay all charges for such telephone service in accordance with said tariffs for a period of _____ consecutive months from the date such service is established. If such telephone service is disconnected for any reason, or the application for service is cancelled subsequent to start of construction of said line extension, I agree to pay, on demand, all outstanding charges and an amount equal to the fixed primary monthly exchange service charges for said telephone service for the remainder of said period or for the full period if the application for service is cancelled, or if I have received free footage allowances as a result of being in a group project and/or from ordering a business service, I agree to pay the Utility the differences between the line extension charges that would have been applicable had I not received the free footage allowances. The amount payable will be based on a prorated amount (total line extension charges divided by 36 months) times the number of months remaining in the three-year period contract. A fraction of a month will be counted as a full month. If service is re-established, I will receive credit or refund for each full month such service is retained during the unexpired period.

(T)
(T)

The execution of this agreement shall not limit the Company's right to collect amounts as provided for in its tariff schedules.

This agreement 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.

Applicant

Witness:

Accepted for

Pacific Bell

By _____

NOTE 1: Description - One part, three sheet carbonless, 8 1/2" x 11".
Sheet 1 - Black ink on white paper.
Sheet 2 - Black ink on yellow paper.
Sheet 3 - Black ink on pink paper.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

LF 5060¹ Master Street Address Guide (MSAG) Change Form

PACIFIC BELL
NEVADA BELL
Pacific Telesis Company

LF 5060 (11-84)

County _____

Master Street Address Guide (MSAG) Change Form

Sheet No. _____

MSAG Request Verify Insert Change Delete

Existing Street:

Dir Street Name Suffix

New Street

Dir Street Name Suffix

Existing Community

_____ (MSAG Abbreviation)

New Community

Low Number High Number Odd/Even ESN

Existing Range

(1)	_____	_____	_____	_____
(2)	_____	_____	_____	_____
(3)	_____	_____	_____	_____
(4)	_____	_____	_____	_____
(5)	_____	_____	_____	_____

New Range

(1)	_____	_____	_____	_____
(2)	_____	_____	_____	_____
(3)	_____	_____	_____	_____
(4)	_____	_____	_____	_____
(5)	_____	_____	_____	_____

For Telephone Co. Use Only	
ESN Priority: _____	Date Rec'd: _____
ALI System ID: _____	Reviewer: _____
Exchange: _____	Typed: _____
	Audit: _____
	Map PG/Grid: _____

Remarks: _____

Signed: _____

NOTE 1: Description - One part, single sheet, 8½" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

LF 5061¹ Emergency Service Number (ESN) Assignment Worksheet

PACIFIC BELL
NEVADA BELL
Pacific Telephone Companies

LF 5061 (11-84)

Emergency Service Number (ESN) Assignment Worksheet

ESN Code	Police	Fire	Ambulance

NOTE 1: Description - One part, single sheet, 8½" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
 2.3.1 GENERAL (Cont'd)
 H. SAMPLE FORMS¹ (Cont'd)

Confirmation of CompleteLinkSM Agreement
 Page 1

SBC Pacific Bell CompleteLinkSM
 Confirmation of CompleteLink Agreement

(N)

This confirms your order for Pacific Bell CompleteLink Service ("Service"), an optional access and usage volume discount plan for business customers. Your election below of a Minimum Annual Revenue Commitment ("MARC") and agreement term, along with your signature indicates your acceptance of all the terms and conditions of CompleteLink set forth under the applicable Pacific Bell CompleteLink Tariff and all other applicable tariffs, including, but not limited to, an Annual Under Utilization Charge and any applicable Termination Charge.

The following tariff language is provided herein for convenience only and does not supercede or modify the tariff in any way. In the event the tariff provision is changed in any way, the following is hereby modified at the same time to reflect that change. "CompleteLink customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the Annual revenue billed. Customers terminating a CompleteLink plan prior to the expiration of the selected term period are subject to termination charges. Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue." In return for your acceptance of the CompleteLink terms and conditions, you are eligible to receive certain discounts and certain reduced rates as set forth under the tariff(s).

Please indicate your MARC and term length election by checking the appropriate box. (Only one can be entered).

Upon receipt of this properly completed and executed Confirmation of Service Order (including the Attachment A, CompleteLink BTN List), your order will be completed and discounts applied on your first billing statement after the order completion date.

Note: "SBC Pacific Bell FCC Interstate/IntraLATA calls do not qualify for CompleteLink discounts. SBC Pacific Bell Telephone Company reserves the right to bill the customer the tariffed, standard rates for these calls, including the ability to adjust billing or back bill to reflect the proper rate."

MARC Level \$ _____	
MAD Level \$ _____	
Term Length 1 Year 3 year 5 Year	
Total Volume Discount % _____	
Other Discounts: _____	
Customer	Pacific Bell Telephone
✓ Signature: _____	PB Representative: _____
Print Name & Title _____	Print/Type Name & Title: _____
Date: Tele#: _____	Date: _____
Company Name: _____	Contract Info Mgmt Signature: _____
Company Address: _____	Date: _____
Company City, State and Zip Code _____	_____

CONFIDENTIAL

NOTE 1: Description - Multipart Two Sheet, 8 1/2" x 11".
 This form is computer generated.

Continued (N)

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Confirmation of CompleteLinkSM Agreement

Page 2

Page ___ of ___

Attachment A

(N)

Customer Name: _____

CompleteLink BTN List

The following information must be completed for CompleteLink to be activated on your account. Only those Billing Telephone Number (BTN) which are specified below are included in the CompleteLink Plan. ¹ (The BTN appears in the top, left corner of the customer's bill. The Customer Code is the 3-digit number following the 10-digit BTN). Telephone Numbers for the following categories of services are not valid BTNs: pager, cell phone, pay phone, and residential. *Please duplicate this form if more pages are required.*

							Internal Use Only	
	Area Code	Prefix	Line #	Customer Code	Add Acct. (X)	Delete Acct. (X)	Bill Date mm/dd/yy	Effective Date mm/dd/yy
Main Account Telephone #:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								
BTN#:								

✓ Customer Signature _____ Date: _____

¹ Product discounts will be applied on each BTN bill and the amount of the Customer's total discount will be prorated to each account based upon that specific account's billing volume Discount Eligible Services. Termination Liability and Under Utilization Charges will be billed to the Main Account Telephone Number specified above.

CONFIDENTIAL

NOTE 1: Description - Multipart Two Sheet, 8 1/2" x 11".
 This form is computer generated.

Continued (N)

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
Reserved

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)

(D)

(D)

Continued

Advice Letter No. 18212

Issued by

Date Filed: May 2, 1996

Decision No.

A.E. Swan

Effective: JUN 11 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)

(D)

(D)

Continued

Advice Letter No. 18212

Issued by

Date Filed: May 2, 1996

Decision No.

A.E. Swan

Effective: JUN 11 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)

(D)

(D)

Continued

Advice Letter No. 18212

Issued by

Date Filed: May 2, 1996

Decision No.

A.E. Swan

Effective: JUN 1 1 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1022¹ Advance Telephone Number Assignment

ADVANCE TELEPHONE NUMBER ASSIGNMENT

We are assigning the following telephone number in advance of the date of your telephone service installation:

Tel No Assigned In Advance	Date	Exchange
Name	Address or Present Tel No	

Because of equipment variances, we cannot guarantee this advance assignment nor the permanence of any telephone number after installation of service.

PACIFIC BELL

CUSTOMER COPY

NOTE 1: Description - Multi part, three sheet snapout with carbon, 8½" x 5½".
Sheet 1 - Customer copy - Black ink on white paper.
Sheet 2 - Traffic copy - Black ink on white paper.
Sheet 3 - File copy - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1470¹

Agreement For Use in Connection With the Furnishing of a (T)
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PACIFIC BELL,
A Pacific Telesis Company

PAGE 1 OF 4

AGREEMENT

This AGREEMENT is between _____
("Customer") and Pacific Bell ("Pacific"). The parties, intending to be legally bound, hereby agree to the
following terms and conditions:

1. Customer has requested Pacific to provide a special service arrangement or an assembly of services and facilities or specially furnished services, as is more particularly described in Exhibit A attached hereto and made a part hereof ("Service"). Pacific agrees to provide the Service in accordance with the terms and conditions of this Agreement and in accordance with Pacific's tariffs on file with the California Public Utilities Commission ("Commission"). Upon execution of this Agreement, Pacific will file a tariff proposal with the Commission for the Service provided hereunder. The tariff proposal shall become an effective tariff ("Tariff") upon approval by the Commission.
2. a. This Agreement shall become effective coincident with the Tariff, and both shall terminate _____ () months from the date of installation of the Service. During the term hereof, Pacific shall furnish the Service in accordance with the rates and charges set forth in Exhibit A, and Pacific shall not initiate any action with the Commission in which Pacific specifically requests an increase in such rates and charges.
b. During the term hereof, if the parties agree to modification(s) to the Service, a new Agreement for such modification(s) shall be executed, filed with the Commission and shall be subject to Commission approval.
c. During the term hereof, if the parties agree to a renewal term and applicable rates and charges, a new Agreement for such renewal term and applicable rates and charges shall be executed, filed with the Commission, and shall be subject to Commission approval.
3. Customer may terminate this Agreement by giving written notice to Pacific subject to the following terms and conditions:
 - a. If, after the effective date of the Agreement and at any time prior to installation of the Service, Customer gives such termination notice, Customer shall be liable for all development costs incurred in preparation for provision of the Service pursuant to this Agreement. Such costs are defined in Pacific's tariff, Schedule Cal. P.U.C. No. A2.1.3.C and D.
 - b. If Customer terminates the Service or defaults in the performance of or in its compliance with the terms and conditions of this Agreement anytime after Service installation, Customer shall be liable for any termination charges set forth in Exhibit A, and any unpaid or unbilled charges owing pursuant to paragraph 4 below, upon receipt of a bill therefore. Customer's failure to pay monthly charges in accordance with Pacific's tariffs on file with the Commission shall be deemed a termination of the Service to Customer
4. Customer shall be responsible for and shall pay Pacific, upon receipt of bill(s) therefore, the developmental costs (as described in section 3a. above) or the monthly rates and charges (as described in 3b. above) for the Service as set forth in Exhibit A hereto. Any and all bills shall be due and payable in accordance with Pacific's tariffs on file with the Commission.
5. Except as otherwise set forth in this Agreement, Pacific's and Customer's respective obligations with regard to the Service shall be subject to all applicable tariffs of Pacific on file with the Commission, including Schedule Cal. P.U.C. No. A2.

M1470
(4/91)

NOTE 1: Description - One part, four sheet, 8 1/2" x 11", black ink on white (T)
paper.

Material omitted now on Sheets 284 and 285.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)
M 1470¹

Agreement For Use in Connection With the Furnishing of a
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PAGE 2 OF 4

- 6. Pacific's obligation to meet the estimated Service installation date set forth in Exhibit A is contingent upon timely approval of the proposed tariff by the Commission and upon Pacific obtaining timely delivery of the necessary equipment and facilities to be used in providing the service. (N)
- 7. Pacific shall retain title to all equipment, facilities and designs utilized in the provision of the Service.
- 8. If applicable, Pacific will provide training on the Service to the Customer's employees at no additional charge.
- 9. Inspection, Testing and Acceptance:
 - a. Pacific shall inspect the Service prior to installation. Such inspection will cover general features of the Service, and will be of such character and extent to disclose any unsatisfactory condition of the Service.
 - b. If applicable to the service ordered, Pacific will provide to Customer a Service test plan which will be used for the final acceptance test. If requested by Customer, the tests included in such Service test plan will be conducted by Pacific in the presence of an authorized representative of Customer. Failure to meet the requirements of any portion of the Service test plan shall be deemed a failure of the test, which must be rescheduled after appropriate corrections have been made.
 - c. Acceptance will be made immediately following successful completion of the tests included in the Service test plan.
 - d. Notwithstanding the provisions contained in paragraphs b and c above, if Service under this Agreement is to be provided to multiple locations, a failure to meet the requirements of any portion of the Service test plan at any location(s), which does not prohibit utilization of the Service at any other location(s) to which Service is provided, shall not constitute failure of the entire test for the Service and shall not be deemed to prohibit acceptance of the Service at any other location(s).
- 10. Pacific will provide maintenance and repair of the Service during the term of this Agreement. Charges for maintenance and repair are included in Pacific's rates and charges for the Service, as set forth in Exhibit A. Customer shall be responsible for maintenance and repair of all Customer provided equipment on customer's premises. (N)
- 11. Any notice or demand herein provided to be given or made or which may be given or made by either party to the other shall be deemed to have been duly given and made in writing and deposited in the United States mail, postage prepaid and addressed as follows. (L)

TO CUSTOMER:

TO PACIFIC:

Attention: _____

Attention: Marketing Mgr.

The address to which notices or demands may be given or made by either party may be changed by written notice given by such party to the other pursuant to this paragraph. (L)

M1470 (11-89)

NOTE 1: Description - One part, four sheet, 8½" x 11", black ink on white paper. (N)

(L) Formerly on Sheet 283. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1470¹

Agreement For Use in Connection With the Furnishing of a
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PAGE 3 OF 4

12. This Agreement, the Tariff, and Pacific's applicable tariffs on file with the Commission, constitute the entire Agreement between the parties regarding the Service. In the event of any inconsistency between this Agreement, the Tariff and Pacific's applicable tariffs, this Agreement and the Tariff shall control. Also this Agreement and Tariff 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.

(L)

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives, have
executed this Agreement on the _____ day of _____, 19_____.

PACIFIC BELL

By: _____

(Print name)

Title: _____

Date Signed: _____

(Customer)

By: _____

(Print Name)

Title: _____

Date Signed: _____

(L)

M1470 (11-89)

NOTE 1: Description - One part, four sheet, 8½" x 11", black ink on white paper. (N)

(L) Formerly on Sheet 283.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

M 1470¹ Agreement For Use in Connection With the Furnishing of a (N)
Special Arrangement of Assembly of Equipment and Facilities
or Specially Furnished Equipment

PAGE 4 OF 4

EXHIBIT A TO AGREEMENT

CUSTOMER _____

SSE _____

Description of Service:

Description of Special Terms and Conditions (if applicable):

Estimated Service Installation Interval:

_____ months/weeks after effective date of Agreement for Service approved by the
California Public Utilities Commission.

Developmental Costs: \$ _____ (plus or minus _____ %)

Rates and Charges:

Monthly \$ _____ Non Recurring \$ _____

Basic Termination Charge: \$ _____

To be reduced 1/ _____ th for each month of Service, paid for by the Customer.

Initialed and Dated by:

Pacific

Customer

M1470 (11-89)

NOTE 1: Description - One part, four sheet, 8½" x 11", black ink on white (N)
paper. (N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)
2.3.1 GENERAL (CONT'D)
H. SAMPLE FORMS (CONT'D)
P 2205¹

Installation and Repair No Access Notice
FRONT

(T)

"Sorry We Missed You"

Date and Time

Technician

Order/Ticket Number

Pacific Bell Network

- We have located and repaired the trouble on Pacific Bell's side of the Demarcation Point* at NO CHARGE. If you have any questions or require further assistance please call 611 or
- We are working to fix the trouble on Pacific Bell's side of your Demarcation Point* and expect to have service restored by

There is NO CHARGE for this repair.

* Demarcation Point
Your Demarcation Point is located:



Customer Options

Whenever you are placing or repairing your telephone wiring, you have the following options: you may do the work yourself; you may hire someone else to do the work; or you may hire Pacific Bell to do the work.

Installation Customer

- Your service installation has been completed to your Demarcation Point*. Please call our business office for any additional work you would like performed. (See Customer Options section.)
- We were not able to gain access to complete the installation work you requested. Please call our business office to reschedule your installation visit. (See Customer Options section.)

Per Month Inside Wire Repair Plan Customer

- We were not able to get access to your Demarcation Point*. Please let us know when you can provide access so we may complete the trouble isolation and repair. Since you subscribe to our Per Month Inside Wire Repair Plan, there is NO CHARGE for this visit and there will be NO CHARGE for the repair work.
- Your line is clear on Pacific Bell's side of your Demarcation Point*. Our testing does not indicate any trouble on your side of the Demarcation Point*. If you are still experiencing trouble, please call us back at 611.

Per Visit Inside Wire Repair Service Customer

Visit Charge
This is the minimum fee charged each time we send a technician, there is no trouble in our network and we isolate trouble to your side of the Demarcation Point*. The Visit Charge is:

- Your line is clear on Pacific Bell's side of your Demarcation Point*. Our testing does not indicate any trouble on your side of the Demarcation Point*. If you are still experiencing trouble, please check your equipment and wiring. (See Customer Options and Visit Charge sections.)
- We were not able to get access to your Demarcation Point*. Please let us know when you can provide access so we may complete the trouble isolation or repair work. (See Customer Options and Visit Charge sections.)
- Your line is clear on Pacific Bell's side of your Demarcation Point*. Our testing indicates there is trouble on your side of the Demarcation Point*. Therefore, we have billed you a Visit Charge. Please check your equipment and wiring. (See Customer Options and Visit Charge sections.)



NOTE 1: Description - One part, fold over, single sheet double-sided,
7" x 8 1/2", black and red ink on white paper.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

P 2205¹

Installation and Repair No Access Notice
BACK

(T)

Pacific Bell Customer

Si usted tiene preguntas sobre las reparaciones, puede llamar al telefono 611. Si usted tiene preguntas sobre sus servicios, puede llamar al telefono 1-800-670-6855.

如果您有關於維修方面的問題，請挂 611。
如果您有關於其他服務事項的問題，請挂 1-800-281-2288。

Nếu quý vị có câu hỏi về sửa chữa, xin gọi 611.
Nếu quý vị có câu hỏi về dịch vụ đặt điện thoại, xin gọi 1-800-300-5315.

고장에 대해 문의 사항이 있으시면 611으로 전화해 주십시오. 서비스 주문에 대해 문의 사항이 있으시면 1-800-300-6657으로 전화해 주십시오.



Please recycle.

P 2205 (10-86)

PACIFIC  BELL.

NOTE 1: Description - One part, fold over, single sheet double-sided,
7" x 8 1/2", black and red ink on white paper.

(T)

(T)

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

*202 Payment Arrangement Confirmation Letter - Residence (N)



PACIFIC BELL
A Pacific Telephone Company

PAYMENT ARRANGEMENT CONFIRMATION LETTER

MM/DD/YY

RESIDENT

RE:000-000-0000 000

- This letter is to confirm the payment arrangement you made regarding your former telephone service. As indicated, your payment(s) will be expected in our office by:

DATE	AMOUNT	PAYMENT LOCATION
MM/DD/YY	\$XX.XX	XXXX XXX
MM/DD/YY	\$XX.XX	XXXX XXX

By keeping the above arrangement, you will prevent your account from being referred to a CREDIT REPORTING AGENCY. As a result of this action, your Telephone Utility Credit will be damaged. Other actions may include referring your account to a COLLECTION AGENCY and/or PROCEEDING WITH LEGAL ACTION. If we are forced to file a court action, you will be liable for court costs which will be in addition to the amount you presently owe.

Pacific Bell

Please Detach and Return This Portion With Your Payment
Amount Due: \$XX.XX
Account Number: 000-000-0000 000 N4 Payment Due by: MM/DD/YY

*202



SJ/MU

RESIDENT
STREET
CITY,

CA 99999-9999

.....
PACIFIC BELL
PAYMENT CENTER
SAC CA 95887-0001

Continued

000 0000000 000 000 000

0000000000 000 00000 0000000000

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

*202 Payment Arrangement Confirmation Letter - Business (N)



PAYMENT ARRANGEMENT CONFIRMATION LETTER

MM/DD/YY

BUSINESS

RE.000-000-0000 000

This letter is to confirm the payment arrangement you made regarding
- your former telephone service. As indicated, your payment(s) will be
- expected in our office by:

DATE	AMOUNT	PAYMENT LOCATION
MM/DD/YY	\$XX.XX	XXXX XXX
MM/DD/YY	\$XX.XX	XXXX XXX

By keeping the above arrangement, you will prevent your account from being referred to a CREDIT REPORTING AGENCY. As a result of this action, your Telephone Utility Credit will be damaged. Other actions may include referring your account to a COLLECTION AGENCY and/or PROCEEDING WITH LEGAL ACTION. If we are forced to file a court action, you will be liable for court costs which will be in addition to the amount you presently owe.

Pacific Bell

Please Detach and Return This Portion With Your Payment
Amount Due: \$XX.XX
Account Number: 000-000-0000 000 N4 Payment Due by: MM/DD/YY

*202



SJ/MU

BUSINESS
STREET
CITY,

CA 99999-9999

PACIFIC BELL
PAYMENT CENTER
SAC CA 95867-0001

000 0000000 000 000 000

0000000000 000 00000 0000000000

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
Reserved

z

z Correction - Material should have been removed in Advice Letter No. 18212,
effective June 11, 1996.

z

Continued

Advice Letter No. 19053

Issued by

Date Filed: Oct. 3, 1997

Decision No.

A.E. Swan

Effective: NOV 12 1997

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (CONT'D)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- Reserved

z

z Correction - Material should have been removed in Advice Letter No. 18212,
effective June 11, 1996.

z

Continued

Advice Letter No. 19053

Issued by

Date Filed: Oct. 3, 1997

Decision No.

A.E. Swan

Effective: NOV 12 1997

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- Reserved

z

z Correction - Material should have been removed in Advice Letter No. 18212,
effective June 11, 1996.

z

Continued

Advice Letter No. 19053

Issued by

Date Filed: Oct. 3, 1997

Decision No.

A.E. Swan

Effective: **NOV 12 1997**

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- Reserved

z

z Correction - Material should have been deleted in Advice Letter No. 18212,
effective June 11, 1996.

z

Continued

Advice Letter No. 19053

Issued by

Date Filed: Oct. 3, 1997

Decision No.

A.E. Swan

Effective: NOV 12 1997

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UE 0013¹ Payment Plan Agreement

(N)

PART I



UE 0013 (11-86)

Payment Plan Agreement

This Payment Plan Agreement ("Agreement"), is between the undersigned customer, ("Customer") and Pacific Bell, a California corporation ("Pacific"). The parties, intending to be legally bound, mutually agree as follows:

Customer has requested, and Pacific agrees to provide, the _____ service as described in Schedule Cal. P.U.C. No. _____. Customer and Pacific agree to be bound by the terms and conditions of all applicable tariffs governing the particular service and features provided by Pacific to Customer.

Customer has selected the _____ payment plan. Attached to this Agreement, as Exhibit A, are copies of the tariff sheets for said payment plan, which more specifically set forth rights and obligations of both Customer and Pacific. Customer and Pacific agree to perform in accordance with the obligations contained in Exhibit A.

Pacific will provide the _____ payment plan for the service listed in the attached Exhibit B. The rates and charges for this service and associated features are set forth in Exhibit A.

This Agreement is effective _____ and shall remain in full force and effect for a term of _____ () months.

(Customer billing name)
Signature: _____
(Authorized by)
Printed Name: _____
Title: _____

Pacific Bell

Accepted: _____
(Date)
Signature: _____
Printed Name: _____
Title: _____

NOTE 1: Description - Multipart, two sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UE 0013¹ Payment Plan Agreement

(T)

PART II

PACIFIC BELL.
 A Pacific Telesis Company

UE 0013 (11-86)

Payment Plan Agreement

Exhibit. B

Pacific will provide _____ services, which Customer has ordered, for the following primary and sectional billing numbers and associated lines and features:

Primary Billing Number	Line USOC(s)	Rate (Each)	Line Quantity
		\$	

Sub Total: _____

Sectional Billing Number(s)	Line USOC(s)	Rate (Each)	Line Quantity
		\$	

Sub Total: _____

Total:
 x 75%

Commitment Level: _____

¹Detailed itemization of all features provided with any of the above lines and billing numbers may be obtained from Pacific upon request.

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.

NOTE 1: Description - Black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UE 0018 BUSINESS LIST RENTAL AGREEMENT

(N)z

UE 0018 (8-87)
Contract Attachment

BUSINESS LIST RENTAL AGREEMENT

Term. The term of this Agreement will commence on the date of execution by the undersigned Subscriber and will continue until the List Return Date is shown on the Order Form hereinafter ("Order"), unless otherwise terminated as provided herein.

List. During the term of this Agreement, Pacific will rent to Subscriber a list derived from Pacific's proprietary Business telephone customer listings, such list to contain those items as described on the Order Form. The List will be provided either on magnetic tape, paper or mailing size whichever is indicated on the Order. Excluded from all Lists provided by Pacific hereunder are:

- (1) Customers of Pacific subscribing to Nonpublished Service;
- (2) Customers of Pacific who request to be excluded from the Lists provided by Subscribers.

Use of List: Use of the List by Subscriber shall be governed by the following terms and conditions and by Schedule Cal. P.U.C. A2:

- (1) Unless there is express prior written approval by Pacific, rental of the List shall be limited to market research, database research and direct mailing or telemarketing. Subscriber shall furnish one sample, including both content and mailing envelope(s), of the material to be used in the campaign for approval. Samples shall be furnished for each usage when contracted for a multiple application. Any changes or modifications in the material must also be approved. Pacific's approval may be withheld for any reason which Pacific, in its sole discretion, seems appropriate. If approval is not given by Pacific, neither Pacific nor List Manager shall be liable to Subscriber for any consequential damages.
- (2) The List provided hereunder shall not be compiled into publication for distribution to third parties. Directory publishers seeking Pacific's listing information for this purpose will be provided with data as set forth in Schedule Cal. P.U.C. No. A2.7.4.
- (3) The List shall at all times remain the property of Pacific and title to the List will not be transferred to Subscriber.
- (4) Subscriber agrees that the Lists is a valuable proprietary trade secret of Pacific and will maintain in strictest confidence. Subscriber will not sell, rent, or otherwise provide, or copy, duplicate or otherwise reproduce or retain all or any portion of the List, or any portion of the names, addresses, and telephone numbers on the List, in any form or manner whatsoever, nor permit any parent, subsidiary, affiliate, agent, employee, contractor, processor, or any other third party whatsoever or their agents to do so, except in connection with the computer processing activities that are necessary to obtain the names in a usable form for the one time or multiple use permitted here. Subscriber agrees that the names, addresses and/or telephone numbers, and any other information provided as part of the List shall be completely erased from all storage forms and/or storage devices upon which they reside, including the magnetic media, immediately after undertaking said computer processing activities, unless there is express prior written approval by Pacific or other arrangements. Customer shall remit to Pacific Bell written verification of said erasure within three months of product receipt. Pacific List Manager's notice to Subscriber shall have the right to audit Subscriber's security procedures with respect to the List.
- (5) Subscriber understands and agrees that all mailing/telemarketing campaigns must comply with the Federal state and local laws, rules and regulations.
- (6) Subscriber agrees not to disclose the List source or otherwise identify Pacific as the List owner in its usage of the List, except with prior written approval of Pacific.

Rental Fee. The fee for the Lists is set forth on the Order Form. Pacific may request all or part of the fee in advance at the time the Order is signed. Pacific shall render an invoice to Subscriber for the balance due within forty five (45) days of producing the List and the fee shall be payable within thirty (30) days of the invoice date. In the event that Subscriber fails to pay the fee when due, Pacific shall be entitled to a late payment fee at the rate of one and one-half (1 1/2) percent per month on the unpaid balance.

Cancellation Fee. If Subscriber cancels an Order prior to the scheduled delivery date, Subscriber shall pay the estimated expense incurred by Pacific in connection with the Order. If Subscriber cancels the Order on or after the scheduled delivery date on the Order, an applicable price as set forth on the Order shall apply. Any such cancellation must be in writing.

Changes in Order. Acceptance of changes/modifications of an Order will be on a case by case basis. An additional charge may be applicable.

Reservation of Right. Pacific reserves the right to monitor the List in any manner to prevent the improper or unauthorized use of the List and such monitoring may include, but is not limited to, any form of computer control and planned and unplanned names, addresses and telephone numbers which are not to be defined and/or removed by Subscriber or any third party. Subscriber acknowledges and hereby consents and agrees to such monitoring. Further, Pacific reserves the right to refuse rental of any List or any portion thereof to any person at any time.

Disclaimer of Warranties. PACIFIC MAKES NO WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO ANY LISTS OR THE INFORMATION CONTAINED THEREIN, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Subscriber agrees to release Pacific from any and all liability for damages which may arise due to any errors and omissions in Pacific's Lists.

Indemnification. Subscriber shall indemnify, hold harmless and defend Pacific from and against any costs, damages, expense, including reasonable attorneys' fees, or liability arising in any manner out of any demand, claim, suit or judgement for damages or losses however incurred which may arise out of Subscriber's use of the List provided hereunder.

Pacific's Remedies. Subscriber acknowledges and agrees that use of the List in a fashion contrary to the terms of this Agreement will cause harm to Pacific which will be irreparable by available legal remedies, and that Pacific therefore shall be entitled to an injunction against such improper use and/or immediate return of the List. Nothing, however, contained in the Agreement shall be deemed to waive any other rights which Pacific may have in law or under this Agreement, including the right to recover damages in the amount of ten (10) times the List Rental price set forth in the Order, for violating any of the provisions of, or failure to comply with, this Agreement or Pacific's Tariffs respecting the permitted use of the List or the protection of the confidentiality and security of such List.

Governing Law. This Agreement shall be governed by the laws of the State of California.

Assignment. Neither this Agreement nor any of the rights granted hereunder can be assigned, whether in whole or in part, by Subscriber without the prior written consent of Pacific, and any such attempted assignment, whether by operation of law or otherwise, shall be void and of no effect.

Entire Agreement. This Agreement, including the Order and Pacific's Tariffs as they are in effect from time to time, represent the entire agreement between Subscriber and Pacific concerning rental of the List and may not be modified except by a writing executed by the parties hereto. This Agreement is intended to be consistent with Pacific's Tariffs. The terms and conditions hereinafter which are, by their sense, intended to survive the term of this Agreement, shall so survive.

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- UE 0018

ORDER FORM
PACIFIC BELL
BUSINESS LIST RENTAL

(N)z

PACIFIC BELL
A Pacific Telesis Company

UE 0018 (3-87)

ORDER FORM
PACIFIC BELL
BUSINESS LIST RENTAL

Description of Desired List Service/Reason for Use

Output Format: _____

Scheduled Delivery Date: _____

Address for Billing: _____

Price: _____

Surcharge: _____

Tax: _____

Total: _____

The undersigned subscriber agrees that this Order is subject to the terms and conditions of the Business List Rental Agreement attached hereto, and to the provisions of Pacific Bell's tariffs ("Pacific's Tariffs") on file with the California Public Utilities Commission ("CPUC"), including the schedule Cal. P.U.C. No. A12, a copy of which will be provided to the Subscriber free of charge upon request, and is subject to such changes or modifications of the CPUC as the CPUC may from time to time direct in the exercise of its jurisdiction.

Accepted by

NAME OF SUBSCRIBER _____

By _____
Name and Title of Subscriber's
Authorized Representative

Date _____

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UE 0019 LIST UPGRADE RENTAL AGREEMENT

(N)z

UE 0019 (3-87)
Contract Attachment

LIST UPGRADE RENTAL AGREEMENT

Use of Listings. Use of phone numbers by Subscriber shall be governed by the following terms and conditions and by Schedule Cal. P.U.C. A2.3

- (1) Unless there is express prior written approval by Pacific, provision of the phone numbers shall be limited to database recordation, outbound calling, telemarketing, or market research.
- (2) The phone numbers provided hereunder shall not be compiled into publication for distribution to third parties. Directory publishers seeking Pacific's listing information for this purpose will be provided with data as set forth in Schedule Cal. P.U.C. No. A2.3.4.
- (3) Subscriber agrees that the phone numbers are a valuable proprietary trade secret of Pacific and will repair them as such. Subscriber will not sell, rent, or otherwise provide any portion of the phone numbers to any other third party whatsoever. Pacific, upon reasonable notice to Subscriber, shall have the right to audit Subscriber's security procedure with respect to the phone numbers.
- (4) Subscriber understands and agrees that all usage of the phone numbers must comply with Federal, state and local laws, rules and regulations.
- (5) Subscriber agrees not to disclose the source of the phone numbers or otherwise identify Pacific as the owner in its usage of the phone numbers, except with prior written approval of Pacific.

Rental Fee. The fee for the List Upgrade Service is set forth on the Order Form. Pacific may request all or part of the fee in advance at the time the Order is signed. Pacific shall render an invoice to Subscriber for the balance due within forty-five (45) days of providing the Listings and the fee shall be payable within thirty (30) days of the invoice date. Without limitation to any other remedies which Pacific may have at law under this Agreement, all past due payments shall accrue a late payment charge of 1 1/2% per month on the balance due from and after such payment becomes due.

Cancellation Fee. If Subscriber cancels an Order prior to the scheduled delivery date, Subscriber shall pay the estimated expense incurred by Pacific in connection with the Order. If Subscriber cancels the Order prior to the scheduled delivery date on the Order, all applicable charges as set forth on the Order shall apply. Any such cancellation must be in writing.

Changes in Order. Acceptance of changes/modifications of an Order will be on a case by case basis. An additional charge may be applicable.

Changes in Format. Acceptance of changes/modifications from standard magnetic tape format will be on a case by case basis. An additional charge will be applicable.

Reservation of Rights. Pacific reserves the right to refuse provision of phone numbers to any person at any time.

Disclaimer of Warranties. PACIFIC MAKES NO WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PHONE NUMBERS OR THE INFORMATION CONTAINED THEREIN, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Subscriber agrees to release Pacific from any and all liability for damages which may arise due to any errors and omissions in Pacific's use of the phone numbers provided hereunder.

Indemnification. Subscriber shall indemnify, hold harmless and defend Pacific from and against any costs, damages, expense, including reasonable attorneys' fees, or liability arising in any manner out of any claim and claim, suit or judgment for damages or interest payable or caused which may arise out of Subscriber's use of the phone numbers provided hereunder.

Pacific's Remedies. Subscriber acknowledges and agrees that use of the phone numbers in a fashion contrary to the terms of this Agreement will cause harm to Pacific which will be irreparable by available legal remedies, and that Pacific therefore shall be entitled to an injunction against such improper use and/or immediate return of the phone numbers, however contained in this Agreement shall be deemed to waive any other rights which Pacific may have in law or under this Agreement, including the right to recover damages in the amount of ten (10) times the List Upgrade price set forth in the Order, for violating any of the provisions of or failure to comply with this Agreement or Pacific's Tariffs respecting the permissible use of the phone numbers or the protection of the confidentiality and security of such phone numbers.

Governing Law. This Agreement shall be governed by the laws of the State of California.

Assignment. Neither this Agreement nor any of the rights granted hereunder can be assigned, whether in and or in part, by Subscriber, and, the prior written consent of Pacific, and any such attempted assignment, whether by operation of law or otherwise, shall be void and of no effect.

Entire Agreement. This Agreement, including the Order and Pacific's Tariffs as they are in effect from time to time, represent the entire agreement between Subscriber and Pacific concerning use of the phone numbers and may not be modified except by a writing executed by the parties hereto. This Agreement is intended to be consistent with Pacific's Tariffs. The terms and conditions herein which are to the contrary are intended to survive the term of this Agreement shall so survive.

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- UE 0019

(N)z

ORDER FORM
PACIFIC BELL
LIST UPGRADE AGREEMENT

PACIFIC BELL
A Pacific Telesis Company

UE 0019 8-87

ORDER FORM
PACIFIC BELL
LIST UPGRADE AGREEMENT

Description of List Services: Reason for Use

Output Format: _____

Scheduled Delivery Date: _____

Address for Billing: _____

Price: _____

Surcharge: _____

Tax: _____

Total: _____

The undersigned Subscriber agrees that this Order is subject to the terms and conditions of the List Upgrade Agreement and to the provisions of Pacific Bell's tariffs ("Pacific's Tariffs") on file with the California Public Utilities Commission ("CPUC"), including the schedule Cal. P.U.C. No. A12, a copy of which will be provided to Subscriber free of charge upon request, and is subject to such changes or modifications by the CPUC as the CPUC may from time to time direct in the exercise of its jurisdiction.

Accepted by

NAME OF SUBSCRIBER

By: _____
Name and Title of Subscriber's
Authorized Representative

Date: _____

NOTE 1: Description - Two part, single sheet, 8 1/2" x 11", black ink on white paper.

z Correction - Inadvertently omitted from Advice Letter No. 15049.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
UE 0021¹

PACIFIC BELL
A Pacific Telecommunications Company

UE 0021 (11-89)

PBX TRUNK SERVICES NOTIFICATION

Pacific Bell now offers two kinds of PBX Trunk Line Service: Basic and Assured. The following information is intended to help you decide whether Basic or Assured PBX Trunk Line Service is right for you.

Basic PBX Trunk Line Service, which costs \$10.90 per month per trunk, has the same transmission characteristics as a basic business line (transmission loss will not exceed 8.0db). Assured PBX Trunk Line Service, which costs \$12.86 per month per trunk, provides a more stringent transmission quality parameter (no more than 5.5db loss) than Basic PBX Trunk Line Service. (I)

The quality of transmission is important to you as a customer. It's important both to you and Pacific Bell that conversations over your PBX equipment are audible and understandable. However, excessive transmission loss may interfere with your ability to be heard clearly by others or may make conversation impossible.

Many things affect the clarity of communications over your PBX telephone equipment. Your PBX equipment itself affects transmission quality since PBX's differ in how much transmission loss they introduce. Similarly, if you plan to tie two or more systems together or if you plan to have off premise stations, in most cases you will need Assured PBX Trunk Line Service. In addition, the kind of inside wire and telephone sets you have with your PBX telephone equipment affects overall transmission quality.

The following factors also affect transmission quality over your PBX trunk line:

- the distance of your location from our central office
- the route your call takes through the network
- the kind of cable between our central office and your location and
- the kind of switching equipment in our central office.

Because of the above factors, it is possible that transmission loss levels of no more than 5.5db may be achieved upon installation of Basic PBX Trunk Line Service. However, Basic PBX Trunk Line Service does not ensure that such a level will be maintained on an ongoing basis.

Ultimately, you must decide which PBX Trunk Line Service best suits your needs. In making the decision, you should consider the above factors. You may also want to consult your PBX equipment manufacturer. A Pacific Bell Service Representative or your Account Executive may also be able to provide you with information to help you make this decision. Whichever PBX Trunk Line Service you select, Pacific Bell will continue to work with you to meet your telecommunications needs.

NOTE: All rates given do not include Extended Area Service Charges. (T)
(D)
(D)

NOTE 1: Description - One part, single sheet, 8 1/2" x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0018¹ Letter Regarding Former Residence Customer's Occupancy (T)

(CORPORATE NAME AND LOGO)

UN 0018

LETTER REGARDING FORMER RESIDENCE CUSTOMER'S OCCUPANCY

NAME: _____

DISCONNECT NOTICE

Your current telephone service, furnished under telephone number _____, may be disconnected as a result of an investigation conducted by Pacific Bell. Pacific Bell has determined that it has not received full payment for services provided to a prior customer at _____ and that this customer still resides at that location.

Under Schedule Cal. P.U.C. No. A2.1.11, A.2.h(1), the California Public Utilities Commission authorizes Pacific Bell to discontinue or deny service at a premises where services provided to a prior customer were disconnected for nonpayment if it is found that the delinquent customer still resides at that same premises.

To prevent disconnection of your present telephone number, we will need full payment of \$ _____ by _____ to cover delinquent charges on the former telephone service _____.

We know how important your telephone service is to you and we want to do everything we can to maintain uninterrupted service for you. If you have any questions, please call _____. We will be glad to help you in any way we can.

Sincerely,

Credit Representative

PLEASE RETURN THIS LETTER WITH YOUR PAYMENT TO ENSURE PROPER CREDIT

If there is a dispute concerning this matter which you are unable to resolve with us, you may appeal to the California Public Utilities Commission (CPUC) for their investigation and decision. To avoid disconnection of service, you must submit your claim to the CPUC, along with a deposit in the amount of the charges referenced above within seven (7) days of the date of this letter.

NOTE 1: Description - One part, single sheet, 8½ x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Written Statement Regarding Former Residence Customer's Occupancy¹ (N)

PACIFIC BELL

WRITTEN STATEMENT REGARDING FORMER RESIDENCE CUSTOMER'S OCCUPANCY.

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's Signature _____
Date _____

NOTE 1: Description - One part, single sheet, 8½ x 11", black ink on
white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0019¹ Letter Regarding Former Business Customer's Occupancy (T)

(CORPORATE NAME AND LOGO) UN 0019
LETTER REGARDING FORMER BUSINESS CUSTOMER'S OCCUPANCY

NAME: _____

DISCONNECT NOTICE

Your current telephone service, furnished under telephone number _____, may be disconnected as a result of an investigation conducted by Pacific Bell. Pacific Bell has determined that it has not received full payment for services provided to a prior customer at _____ and that this customer ~~(is affiliated with (name of company) OR still occupies the same premises).~~

Under Schedule Cal. P.U.C. No. A2.1.11,A.2,h(2), the California Public Utilities Commission authorizes Pacific Bell to discontinue or deny service at a premises where services provided to a prior customer were disconnected for nonpayment if it is found that the delinquent customer still occupies the same premises or is affiliated with the newly connecting customer.

To prevent disconnection of your present telephone number, we will need full payment of \$ _____ by _____ to cover delinquent charges on the former telephone service _____.

We know how important your telephone service is to you and we want to do everything we can do to maintain uninterrupted service for you. If you have any questions, please call _____. We will be glad to help you in any way we can.

Sincerely,

Credit Representative

PLEASE RETURN THIS LETTER WITH YOUR PAYMENT TO ENSURE PROPER CREDIT

If there is a dispute concerning this matter which you are unable to resolve with us, you may appeal to the California Public Utilities Commission (CPUC) for their investigation and decision. To avoid disconnection of service, you must submit your claim to the CPUC, along with a deposit in the amount of the charges referenced above within seven (7) days of the date of this letter.

NOTE 1: Description - One part, single sheet, 8½ x 11", black ink on white paper.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

Written Statement Regarding Former Business Customer's Occupancy¹

(N)

PACIFIC BELL

WRITTEN STATEMENT REGARDING FORMER BUSINESS CUSTOMER'S OCCUPANCY.

DATE: _____
CUSTOMER NAME: _____
BUSINESS 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's Signature _____
Date _____

NOTE 1: Description - One part, single sheet, 8½ x 11", black ink on white paper.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0033-1 RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

Page 1- Reserved

(T)

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0033-1 RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

(T)

Page 2 - Reserved

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (CONT'D)

2.3.1 GENERAL (CONT'D)

H. SAMPLE FORMS (CONT'D)

UN 0033-2 RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

(T)

FRONT - Reserved

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0033-2

RESIDENCE DEPOSIT REQUEST LETTER - CCCS (Cont'd)

(T)

BACK - Reserved

(T)

(D)

(D)

Continued

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
Original Sheet 289.11

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0034¹ CONFIRMATION OF PAYMENT ARRANGEMENTS FOR FORMER ACCOUNT (N)
FRONT

PACIFIC BELL
A Southwestern Company

UN 0034 11-071

LETTER CONFIRMING PAYMENT ARRANGEMENTS FOR FORMER ACCOUNT

Date: _____
Area Code: _____
Telephone Number: _____
Customer Code: _____
Check Digit: _____

Dear _____:

This letter confirms our agreement regarding the closing bill noted above. The following payment arrangements are acceptable to our company.

Payment(s) will be expected in our office by:

DATE(S)	AMOUNT(S)
---------	-----------

If you have applied for and received telephone service with another telephone company in California, you may be required to pay a deposit based upon the amount of your unpaid closing bill with our company. Details of this California Public Utilities Commission ruling are described on the reverse of this letter.

Sincerely,

Credit Representative

NOTE 1: Description - one part, single sheet, double-sided, 8 1/2 x 11",
black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

UN 0034¹ CONFIRMATION OF PAYMENT ARRANGEMENTS FOR FORMER ACCOUNT
BACK

(N)

2.1.7 RULE NO.7-ADVANCE PAYMENTS AND DEPOSITS

B. DEPOSITS

4. Amount of Deposit

b. Balance Found Owing to a Previously Serving Utility in California Participating in the Centralized Credit Check System. (Residence Service Only)

- (1) The Utility may require a new applicant for residence service or an existing residence customer to make an additional or separate deposit of 25% of a balance found owing to a previously serving utility, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts; and
- (2) If the customer does not fully pay the previous serving utility within thirty (30) days, the deposit may be increased to a maximum of 75% of the balance found owing, but not less than an amount equal to twice the average monthly billing for the Utility's residence accounts.
- (3) The Utility will send a fifteen (15) day written notification of deposit requirements due in accordance with the provisions of (1) and (2) above. Where the deposit, stated in (1) above, is not received by the Utility within fifteen (15) days of the date notice is sent, the Utility may discontinue service without further notification.
- (4) For those customers who have paid the initial deposit in (1) above within fifteen (15) days, but have not fully paid the previous utility within the thirty (30) days as stated in (2) above, the Utility will send a seven (7) day written notice requesting the additional deposit. Where the utility fails to receive the additional deposit within seven (7) days of the date notice is sent, the Utility may discontinue service without further notification.

NOTE 1: Description - one part, single sheet, double-sided, 8 1/2 x 11", black ink on white paper.

(N)

Continued

Pacific Bell
San Francisco, California

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

*302 Transfer Balance From Final To Live Letter - Residence (N)



MM/DD/YY

RESIDENT

RE.000-000-0000 000

Amount Due: \$XXX.XX

- Our records indicate there is a balance owing on 000-000-0000. I can
- arrange to transfer this to your working service account number,
000-000-0000.

If I do not hear from you by MM/DD/YY, I will transfer the above amount
to your present telephone account.

If you have any questions, please call 1-800-000-0000.

Pacific Bell

Please Detach and Return This Portion With Your Payment
Amount due: \$XXX.XX
Account Number: 000-000-0000 000 N4 Payment Due By: MM/DD/YY

*302



SJ/MU

RESIDENT
STREET
CITY.

CA 99999-9999

.....
PACIFIC BELL
PAYMENT CENTER
SAC CA 95887-0001

000 0000000 000 000 000

00000000000 000 00000 00000000000

Continued

Advice Letter No. 18080

Decision No.

Issued by

A.E. Swan

Executive Director

Date Filed: Feb. 27, 1996

Effective: APR 07 1996

Resolution No.

Pacific Bell
San Francisco, California

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*302 Transfer Balance From Final To Live Letter - Business (N)



MM/DD/YY

RESIDENT

HE:000-000-0000 000

Amount Due: \$XXX.XX

Our records indicate there is a balance owing on 000-000-0000. I can arrange to transfer this to your working service account number, 000-000-0000.

If I do not hear from you by MM/DD/YY, I will transfer the above amount to your present telephone account.

If you have any questions, please call 1-800-000-0000.

Pacific Bell

Please Detach and Return This Portion With Your Payment
Amount due: \$XXX.XX
Account Number:000-000-0000 000 M4 Payment Due By:MM/DD/YY

*302



SJ/MU

RESIDENT
STREET
CITY,

CA 99999-9999

PACIFIC BELL
PAYMENT CENTER
SAC CA 95887-8001

000 0000000 000 000 000

0000000000 000 00000 0000000000

Continued

Advice Letter No. 18080

Decision No.

Issued by

A.E. Swan

Executive Director

Date Filed: Feb. 27, 1996

Effective: APR 07 1996

Resolution No.

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*403 Payment Arrangement Confirmation Letter (T)
 Treat Live For Final
 Residence and Business
 First Page (T)

Date

Account Number: telnumber-ccc

Customer Name

This letter is to confirm the payment arrangement you made regarding (T)
 your former telephone service. As agreed, you will make the following (T)
 payment(s), which will be received in our office by the following dates:

DATE	AMOUNT	PAYMENT LOCATION	
<u>arrdate1</u>	<u>amountduep1</u>	<u>paymentloc1</u>	(T)
<u>arrdate2</u>	<u>amountduep2</u>	<u>paymentloc2</u>	(T)

We know how important your telephone service is to you. By keeping the (T)
 above arrangement, you can prevent your current service othernumber (N)
 from being temporarily disconnected. If you do not pay your toll charges
 we will impose Toll Restriction on your account until your outstanding
 balance is paid in full. If your account is currently subject to a toll and
 long distance availability plan, Toll Restriction will supersede your
 established toll and long distance availability limit. (N)

If your current service is temporarily disconnected, you will be required (T)
 pay a deposit charge of depositch and all charges due for your former basic
 service to restore it. In addition, you will be billed a restoral charge of (T)
restch for each of your telephone lines (or applicable new service charges as (L)
 noted*). Your service will remain temporarily disconnected for only seven (T)
 calendar days. Afterwards, your service will be permanently disconnected
 if you have not paid the delinquent charges due for your former basic service
 or we have not agreed to special payment arrangements made by you. Please
 note that the installation charges for new service are more than the (T)(L)
 restoral charge for temporarily disconnected service. Also, if your service
 is disconnected and a toll and long distance availability limit is not (N)
 currently on your account, upon restoral, a toll and long distance
 availability limit may be placed on your account

If you wish to discuss this account, please contact us Monday - Friday
 between the hours of 8:00AM - 6:00PM or Saturdays between the hours of
 8:00AM - 5:00PM at:
 1-877-202-4558 for Residence Accounts
 1-877-711-4722 for Business Accounts

----- (N)

Please Detach and Return This Portion With Your Payment
 Restoral: restch Deposit: depositch Amount Due: amountduep1 (T)
 Account Number: telnumber-ccc Payment Due By: arrdate1 (T)

(L) Formerly on Sheet 289.15.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*403 Payment Arrangement Confirmation Letter
Residence and Business
Treat Live For Final

(T)
|
(T)

Second Page

You may pay your bill by electronic check or by using a credit card that is accepted by SBC California at no additional charge. To do so, call us at: 1-877-202-4558 (residence accounts) or 1-877-711-4722 (business accounts). You may also pay your bill at an authorized SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

(N)
|
(N)

Billing for other than basic telephone service:

(T)

SBC California will not disconnect your basic telephone service solely for non-payment of 976, 900 or 700 Information Services. If you have any disputed charges, you may be entitled to a credit. You may request blocking of 900 and 976 services. Also, the California Public Utilities Commission has ordered that basic service will not be disconnected for non-payment of toll charges or charges for other services such as voice mail, electronic mail, voice store and forward, fax store and forward, directory advertising, and inside wire installation that may be included in the unpaid balance that is past due. Please call our office if you have any questions. If you are not satisfied with the response you receive, you may file a complaint with the CPUC.

(T)

(T)

(T)

(T)

*Note: Some services, such as Centrex, Remote Call Forwarding, Circuits, Coin, and others do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. If service is disconnected, an order for new service will be required. If you have DSL service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for DSL service. Standard due dates will apply to each order for new service.

(D)
(T)

(T)

(N)

Thank you for choosing SBC California.

|

(N)

Please Detach and Return This Portion With Your Payment.
Restoral:restch Deposit:depositch Amount Due:amountduep2
Account Number:telnumber-ccc Payment Due By:arrdate2

(T)
(T)

Material omitted now located on Sheet 289.15.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601 Returned Check Letter - Suspend Non-Pay
Residence and Business
FIRST PAGE

Date

Account Number: telnumber-ccc

Customer Name

The check in the amount of amountduedc was returned to us by the bank.
Your account has been charged a rtnck returned check fee.

We have rebilled your account and this amount is past due. If you have not
already done so, please pay the amount of the returned check using
cash, money order or cashiers check. If payment of
amountduedc has not reached us by paybydte, your telephone service may
have Toll Restriction imposed or be temporarily disconnected. If your
account is currently subject to a toll and long distance availability plan,
Toll Restriction will supersede your established toll and long distance
availability limit.

(T)
(T)

If your service is disconnected and a toll and long distance availability
limit is not currently on your account, upon restoral, a toll and long
distance availability limit may be placed on your account. In the case of
temporary disconnection, a deposit of depositch and the amount of the
returned check will be required before telephone service is reconnected.
You will be billed a restoral charge of restch for each of your telephone
lines or applicable new service charges as noted*. Your service would be
temporarily disconnected for seven calendar days, after which time your
service would be permanently disconnected, unless we agree to special
arrangements made by you. The installation charges for new service are
more than the restoral charge.

Billing for other than basic telephone service:

SBC will not disconnect your basic telephone service solely for
non-payment of 976, 900 or 700 Information Services. If you have any
disputed charges, you may be entitled to a credit. You may request blocking
of 900 and 976 services. Also, the California Public Utilities Commission
has ordered that basic service may not be disconnected for non-payment of toll
charges or charges for other services such as voice mail, electronic mail,
voice store and forward, fax store and forward, directory advertising, and
inside wire installation that may be included in the unpaid balance that is
past due. Please call our office if you have any questions. If you are not
satisfied with the response you receive, you may file a complaint with the CPUC.

Please Detach and Return This Portion With Your Payment
Restoral:restch Deposit:depositch Amount Due:amountduedc
Account Number:telnumber-ccc Payment Due By: paybydte

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*601	Returned Check Letter - Suspend Non-Pay	(T)
	Residence and Business	(N)
	SECOND PAGE	(N)

*Note: Some services, such as Centrex, Remote Call Forwarding, circuits, coin or mobile telephones, and other do not allow for temporary disconnection and will be permanently disconnected after the date in this notice. (T) (L)

If service is disconnected an order for new service will be required. (T) (L)

If you have DSL service, it will be disconnected when your telephone service is permanently disconnected, requiring a new order for DSL service. Standard due dates will apply to each order for new service. (N)

You may pay your bill at an authorized SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, please call SBC at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

Thank you for choosing SBC California. (N)
(D)

(L) Formerly on Sheet 289.17.

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*602

Returned Check Letter
Residence and Business

Date

Customer Name

RE: telnumber-ccc

We are sorry to tell you the check from you for payment of your telephone account in the amount of amountduedc was returned to us by the bank. Your account has been charged a rtnck return check fee.

If you have not already done so, please pay the amount of the returned check using cash, money order or cashier's check at your earliest convenience. (T)

(T)

You may pay your bill at an authorized SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

If you have any questions regarding this notice, please call SBC at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

Thank you for choosing SBC California.

Continued

Pacific Bell
San Francisco, California

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*603 Returned Check and Current Charges Letter - Residence (N)
Suspend Non-Pay (N)

PACIFIC BELL
A Pacific Telecom Company

A RETURN CHECK HAS BEEN RECEIVED ON YOUR ACCOUNT
YOUR TELEPHONE SERVICE MAY BE TEMPORARILY DISCONNECTED

The check in the amount of \$XX.XX was returned to us by the bank.
Your account 000-000-0000 000 has been charged a \$X.XX returned check fee.

We have rebilled your account, and your bill of \$XXX.XX is now past due.
Payment in cash, money order or cashiers check is now required. If payment of
\$XXX.XX has not reached us by MM/DD/YY, your telephone service will
be temporarily disconnected. In the case of temporary disconnection, a
restoral charge of \$XX.XX per line and a deposit of \$XX.XX in addition
to the full amount due will be required before telephons will be reconnected.
If your service is permanently disconnected, this charge will increase.

Billing for other Than Basic Telephone Service:
Pacific Bell will not disconnect your basic telephone service solely
for non-payment of 976, 900 or 700 Information Services. If you have
any disputed charges, you may be entitled to a credit. You may request
blocking of 900 and 976 services. Also, the California Public Utilities
Commission has ordered that basic service will not be disconnected for
non-payment of other services such as voice mail, electronic mail,
voice store and forward, fax store and forward, directory advertising,
and inside wire installation that may be included in the "Amount Due".
PLEASE CALL OUR OFFICE IF YOU HAVE ANY QUESTIONS. If you are not
satisfied with their explanation, you may file a complaint with the CPUC.
For further details, see the back of page 1 of your bill. OUR OFFICE
NUMBER IS 1-800-000-0000.

Additional Information You May Want to Know:
Your service will be temporarily disconnected for seven calendar days,
after which time your service will be permanently disconnected, unless
we agree to special arrangements made by you. The installation charge
for new service is more than the restoral charge.
NOTE: Some types of business and/or residence service, such as Resete
Call Forwarding, circuits, coin or mobile telephones, and other do not
allow for temporary disconnection and will be permanently disconnected
after the date in this notice. If service is disconnected an order for
new service will be required.

Please Detach and Return This Portion With Your Payment
Restoral: \$XX.XX Deposit: \$XX.XX Amount Due: \$XXX.XX
Account Number: 000-000-0000 000 N4 Payment Due By: MM/DD/YY

#603



SJ/MU

RESIDENT
STREET
CITY, CA 99999-9999

PACIFIC BELL
PAYMENT CENTER
SAC CA 95087-0001

000 0000000 000 000 000

0000000000 000 00000 0000000000

Continued

Advice Letter No. 18080
Decision No.

Issued by
A.E. Swan
Executive Director

Date Filed: Feb. 27, 1996
Effective: APR 07 1996
Resolution No.

Pacific Bell
San Francisco, California

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*603

Returned Check And Current Charges Letter - Business
Suspend Non-Pay

(N)

(N)

PACIFIC BELL
A Pacific Telephone Company

A RETURN CHECK HAS BEEN RECEIVED ON YOUR ACCOUNT
YOUR TELEPHONE SERVICE MAY BE TEMPORARILY DISCONNECTED

The check in the amount of \$XX.XX was returned to us by the bank.
Your account 000-000-0000 000 has been charged a \$X.XX returned check fee.

We have rebilled your account, and your bill of \$XXX.XX is now past due.
Payment in cash, money order or cashiers check is now required. If payment of
\$XXX.XX has not reached us by MM/DD/YY, your telephone service will
be temporarily disconnected. In the case of temporary disconnection, a
restoral charge of \$XX.XX per line and a deposit of \$XX.XX in addition
to the full amount due will be required before telephone will be reconnected.
If your service is permanently disconnected, this charge will increase.

Billing for other Than Basic Telephone Service:

Pacific Bell will not disconnect your basic telephone service solely
for non-payment of 976, 900 or 700 Information Services. If you have
any disputed charges, you may be entitled to a credit. You may request
blocking of 900 and 976 services. Also, the California Public Utilities
Commission has ordered that basic service will not be disconnected for
non-payment of other services such as voice mail, electronic mail,
voice store and forward, fax store and forward, directory advertising,
and inside wire installation that may be included in the "Amount Due".
PLEASE CALL OUR OFFICE IF YOU HAVE ANY QUESTIONS. If you are not
satisfied with their explanation, you may file a complaint with the CPUC.
For further details, see the back of page 1 of your bill. OUR OFFICE
NUMBER IS 1-800-000-0000.

Additional Information You May Want to Know:

Your service will be temporarily disconnected for seven calendar days,
after which time your service will be permanently disconnected, unless
we agree to special arrangements made by you. The installation charge
for new service is more than the restoral charge.

NOTE: Some types of business and/or residence service, such as Remote
Call Forwarding, circuits, coin or mobile telephones, and other do not
allow for temporary disconnection and will be permanently disconnected
after the date in this notice. If service is disconnected an order for
new service will be required.

Please Detach and Return This Portion With Your Payment
Restoral: \$XX.XX Deposit: \$XX.XX Amount Due: \$XXX.XX
Account Number: 000-000-0000 000 N4 Payment Due By: MM/DD/YY

*603



SJ/MU

BUSINESS
STREET
CITY.

CA 99999-9999

|||||
PACIFIC BELL
PAYMENT CENTER
SAC CA 95087-0001

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Continued

Advice Letter No. 18080

Issued by

Date Filed: Feb. 27, 1996

Decision No.

A.E. Swan

Effective: APR 07 1996

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*701 Toll Restriction Letter - Deposit Request

date (T)

Account Number: telnumber-ccc (T)

customer name (T)

This notice is to confirm that you have agreed to accept Toll Restriction on your account in lieu of paying a required deposit.

Toll Restriction will remain on your account for a minimum of 12 months or until the outstanding balance and the required deposit are paid. If you want to remove the restriction prior to 12 months, you will be required to pay the outstanding balance and deposit. If you previously had a toll and long distance availability limit on your account, it might be reinstated once Toll Restriction is removed. (T) (T) (D) (T)

Toll Restriction prevents you from making most types of billable calls. However, you can use your telephone services for local (0-12 miles), 800, 866, 877, 888, 411, 611, 711 and 911 calls. In addition, you can also use a prepaid phone card to make billable calls from your telephone. (T) (T)

Toll Restriction may affect the products, services and discounts you have on your account. For example, SBC calling plans will be removed, which could result in loss of a discount. In addition, if you have an SBC calling card, it will be deactivated during this restriction period. If you have a calling plan or calling card with another long distance carrier, you should contact them to have the plan and the card removed. (T) (T)

(D)

(D)

Material omitted now on Sheet 289.21 in different form.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*701 TOLL RESTRICTION LETTER - DEPOSIT LETTER (Cont'd)

(N)

Payment may be made by using a credit card accepted by SBC or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at www.sbc.com or at an SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

Let us help make bill paying even easier for you! SBC offers two automatic payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment eliminates overlooked bill and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.sbc.com.

(N)

If you have any questions regarding this notice, please call SBC California at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can reach us at 1-800-836-1644.

(T)(L)

Thank you for choosing SBC California.

(T)(L)

(L) Formerly on Sheet 289.20.1.
Material omitted now on Sheet 289.21.1.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
*102

Past Due Notice

(L)

PAST DUE NOTICE

Dear NAME,

This letter is being sent to you regarding your account ACCOUNT NUMBER, which is seriously past due. As of TODAY, your account has a delinquent balance of TRT AMOUNT for certain non-basic charges, products and/or services*. Your basic service cannot be suspended for failure to pay these non-basic charges.

Unless this balance is paid by _____, your service is subject to all of the following actions:

- Removal of non-basic products and services and loss of discounts for packages when those products and services are removed;
- Notification to providers of these phone services or products who use Pacific Bell's billing and collection services that your account is delinquent. This could result in removal or disconnection of the products and services and termination charges;
- Rendering of a final bill for the unpaid charges Referral of your account to a collection agency and reporting of the delinquency to credit reporting agencies, which could adversely affect you ability to obtain credit in the future.

In order to avoid further collection action, you must pay TRT AMOUNT immediately.

Your prompt attention to this matter is requested. When making your payment be sure to include your account number, which is ACCOUNT NUMBER. If you have any questions or would like to make immediate payment over the phone, please call our office at 800-300-5099 (Residential) or 877-711-4722 (Business).

* Non-basic charges are incurred for products and services such as 900, 976 or 700 Information Services, Custom Calling features, DSL Internet access service, voice mail, directory advertising, inside wire installation, and dial-up Internet service.

(L)

(L) Formerly on Sheet 289.21.

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*702 Toll Restriction Letter

(T)

date

Account Number: telnumber-ccc

customer name

This letter is to confirm our prior notification regarding Toll Restriction, which has been added to your account because you have failed to pay your outstanding toll balance. Toll Restriction will remain on your account until this balance is paid in full. If you previously had a toll and long distance availability limit on your account, it may be reinstated once Toll Restriction is removed.

Toll Restriction prevents you from making most types of billable calls. However, you are able to use your telephone service for local (0-12 miles), 800, 866, 877, 888, 411, 611, 711 and 911 calls. In addition, you can also use a prepaid phone card to make billable calls from your telephone.

Toll Restriction may affect the products, services and discounts you have on your account. For example, SBC Calling Plans will be removed, which could result in the loss of a discount. If you have an SBC Calling Card, it will be deactivated during this restriction period. If you have a calling plan or a calling card with another long distance carrier, you should contact them to have the plan and the card removed.

(T)

(D)

(D)

(D)

NOTE 1: Description: Single Sheet, 8-1/2" x 11", black ink
on white paper: Computer generated.

(N)

(N)

Omitted information now on Sheet 289.22.1 in different form.

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*702 Toll Restriction Letter

(N)

Payment may be made by using a credit card accepted by SBC or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at www.sbc.com or at an SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

Let us help you avoid collection activity in the future! SBC offers two automatic payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.sbc.com.

(N)

If you have any questions regarding this notice, please call SBC at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

(T)(L)

Thank you for choosing SBC California.

(T)(L)

NOTE 1: Description: Single Sheet, 8-1/2" x 11", black ink on white paper: Computer generated.

(N)

(N)

(L) Formerly on Sheet 289.22.

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*703¹ Toll Restriction Removal Letter - Residence and Business

(T)

date

Account Number: telnumber-ccc

customer name

SBC California is pleased to inform you that because you have met your obligations regarding Toll Restriction, we have removed it from your account. If you previously had a toll and long distance availability limit on your account, it may be reinstated.

Now that your Toll Restriction has been removed, please note the following:

- If you had an SBC Calling Card, it has been reactivated for you.
- If you had an SBC Calling Plan that was removed when we added Toll Restriction, you need to call an SBC Service Representative to re-order it.
- SBC offers an optional service called Toll Blocking, which may help you manage the toll portion of your bill.

For more information regarding SBC Calling Cards, Calling Plans, Toll Blocking and additional SBC products or services, please call your Service Representative at 1-800-310-2355 (residential) or 1-800-750-2355 (business).

(T)

Payment may be made by using a credit card accepted by SBC or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay your bill online at www.sbc.com or at an SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

(N)

Let us help you avoid collection activity in the future! SBC offers two automatic payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date.

(N)

If you have any questions regarding this notice, please call us at 1-800-300-5099 (residential) or 1-877-711-4722 (business). TTY users can reach us at 1-800-836-1644.

(T)

Thank you for choosing SBC California

(T)

NOTE 1: Description: Single Sheet, 8-1/2" x 11", black ink on white paper.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 25088

Issued by

Date Filed: June 9, 2004

Decision No.

A.E. Swan

Effective: July 19, 2004

Executive Director

Resolution No.

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*801 No Payment Received Letter (T)
(Residence or Business) (N)

Date (T)

Account Number: telnumber-ccc

Customer name

We have not received a payment for this account since lastpaymentdate.
Although the amount owing is only amountduepx, we are concerned that you may
be having problems with, or may no longer need, the service. (T)

Payment may be made by using a credit card accepted by SBC or by electronic
check through our Interactive Voice Response system or a representative at
1-800-300-5099 (Residential) or 1-877-711-4722 (Business). You may also pay
your bill online at www.sbc.com or at an SBC payment location. You can go
online at www.sbc.com/paylocations to find a payment location near you. (N)

Let us help make bill paying even easier for you! SBC offers two automatic
payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment
eliminates overlooked bill and the deduction is automatic; there's no need to
contact us each month. Your regularly scheduled bill will be automatically
paid on the due date. For more information go to www.sbc.com. (N)

If you have any questions regarding this notice, please call SBC California
at 1-800-300-5099 (Residential) or 1-877-711-4722 (Business). TTY users can
reach us at 1-800-836-1644. (T)

Thank you for choosing SBC California. (T)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2 GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

Material omitted now on Sheets 289.27 and 289.28.

Continued

NETWORK AND EXCHANGE SERVICES
A2 GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)
*901

Regrade Letter - Business

(N)



PACIFIC BELL.
A Pacific Telephone Company



MM/DD/YY

BUSINESS

RE:000-000-0000 000

We want to advise you of a change in the billing of your telephone account starting with your next bill.

You will continue to receive a bill once a month. However, the Due-by-Date will be 15 days from the postmark date on the bill envelope.

As is customary in most businesses, the amount of credit extended is based upon the credit you have established. A special bill may be sent to you when charges for calling exceed \$XXX.XX in less than a full billing period.

The purpose of this special billing is to be sure you are aware of the amount which is outstanding and to give you the opportunity to discuss arrangements for payment with us. Payment for special bills is due within seven days of the date it is sent to you.

We have taken this action after carefully reviewing your account history. We know how important your telephone service is to you and we wish to continue serving you.

If you have any questions call us on 1-800-000-0000.

Pacific Bell



*901



SJ/MU

BUSINESS
STREET
CITY, CA 99999-9999

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*902 Third Party Notification Letter - Residence

Date (D)
(T)

Thirdpartyname (T)

RE: telnumber-ccc (T)

Our records show that Customer Name has asked us to notify (T)
you if telephone service for this customer may be temporarily disconnected.

Today, we sent this customer a notice stating that payment for a recent (T)
bill must be received in our office by paybydate to prevent temporary
disconnection of his/her telephone service.

Please advise the customer that you have received this notice. (T)
We know how important telephone service is to the customer and hope, |
through this notification, that temporary disconnection can be avoided. (T)

SBC California thanks you for your attention to this matter. (T)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)
- *901¹ Regrade Letter - Residence

date

Account Number: **telnumber-ccc**
customer name

We value you as a customer and want to help you manage your SBC bill. We understand that you may have overlooked your bill or that you may temporarily be having difficulty paying your bill in full by the due date. We have therefore made several changes that will go into effect with your next telephone bill. (D)
(T)

You will continue to receive one bill a month, but we will be asking you to pay the bill approximately 1 week earlier, which will be 15 days from the date the bill is mailed. This will ensure your payment is received in plenty of time to avoid future collection activity.

Your payment habits will be considered in determining if your account will be placed back on a 30-day payment cycle. We therefore recommend you pay your bill in full on or before the Due By date on your bill each month.

We also know that high toll charges sometimes contribute to payment difficulties. To assist you with managing your toll charges, you will be monitored on a toll and long distance availability limit plan, which may limit the amount of toll charges you may incur within your bill cycle to \$200. Please note that this plan will not affect your ability to make or receive local direct dialed calls. (T)

How the plan works:
If you near the limit, you will receive an automated courtesy message reminding you of your toll and long distance limit. At any time, you may choose to make an advance payment to SBC to avoid the possibility of exceeding your limit. To ensure that you maintain full telephone service, we encourage you to check the status of your toll and long distance charges and make advance payments as necessary to keep your account below the limit. The status of your current toll and long distance charges is available to you 24 hours a day through our automated response system by calling 1-800-310-BELL (2355).

NOTE 1: Description: Single Sheet, page 1 of 2, 8-1/2" x 11", black ink on white paper. Computer generated. (D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

2.3 FORMS (Cont'd)

2.3.1 GENERAL (Cont'd)

H. SAMPLE FORMS (Cont'd)

*901¹ Regrade Letter - Residence

(N)

If you exceed the limit, your ability to make 1+ long distance and operator assisted calls and automatically complete directory assistance calls will be temporarily restricted. These restrictions will remain in place until we receive a payment that is sufficient to bring your toll and long distance charges down to at least \$50.00 below your limit. Your local service will continue as usual during this time, giving you the opportunity to receive calls and to make local and emergency 911 calls. In addition, if you are subscribing to a SBC Optional Calling Plan, the plan will be removed while your service is restricted. The plan will automatically be reinstated at no charge when the toll restriction on your service is removed

Payment may be made by using a credit card accepted by SBC or by electronic check through our Interactive Voice Response system or a representative at 1-800-300-5099. You may also pay your bill online at www.sbc.com or at an SBC payment location. You can go online at www.sbc.com/paylocations to find a payment location near you.

Let us help you avoid collection activity in the future! SBC offers two automatic payment programs: SBC Direct Payment and SBC EasyCharge. Automatic payment eliminates overlooked bills and the deduction is automatic; there's no need to contact us each month. Your regularly scheduled bill will be automatically paid on the due date. For more information go to www.sbc.com.

(N)

If you have any questions, please call us on 1-800-300-5099. TTY users can reach us at 1-800-836-1644.

(T)(L)

Thank you for choosing SBC California.

(T)(L)

NOTICE

(N)

The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is the Federal Trade Commission, Equal Credit Opportunity, Washington, D.C. 20580.

(N)

NOTE 1: Description-Single Sheet, page 2 of 2, 8-1/2" x 11" black ink on white paper. Computer generated.

(N)

(N)

(L) Formerly on Sheet 289.25.

Continued

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
2nd Revised Sheet 289.29
Cancels 1st Revised Sheet 289.29

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 17754
Decision No.

Issued by
A. E. Swan
Executive Director

Date Filed: Sept. 29, 1996
Effective: NOV 8 1995
Resolution No.

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
5th Revised Sheet 289.30
Cancels 4th Revised Sheet 289.30

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

(D)

Continued

Advice Letter No. 17754
Decision No.

Issued by
A. E. Swan
Executive Director

Date Filed: Sept. 29, 1995
Effective: NOV 8 1995
Resolution No.

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.

5th Revised Sheet 289.31

In Lieu of 4th Revised Sheet 289.31 Withdrawn

Cancels 3rd Revised Sheet 289.31

MEMBER AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 17754
Decision No.

Issued by
A. E. Swan
Executive Director

Date Filed: Sept. 29, 1995
Effective: NOV 8 1995
Resolution No.

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
6th Revised Sheet 289.31.1
Cancels 5th Revised Sheet 289.31.1

REGULATIONS AND FINANCE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

Advice Letter No. 17754
Decision No.

Issued by
A. E. Swan
Executive Director

Date Filed: Sept. 29, 1995
Effective: NOV 8 1995
Resolution No.

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
11th Revised Sheet 289.31.2
Cancels 10th Revised Sheet 289.31.2

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

(D)

Continued

Advice Letter No. 17754

Issued by

Date Filed: Sept. 29, 1995

Decision No.

A. E. Swan

Effective: NOV. 8 1995

Executive Director

Resolution No.

Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
6th Revised Sheet 289.31.3
Cancels 5th Revised Sheet 289.31.3

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

(D)

(D)

Continued

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San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
1st Revised Sheet 289.31.4
Cancels Original Sheet 289.31.4

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

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NETWORK AND EXCHANGE SERVICES
AZ. GENERAL REGULATIONS

2.3 FORMS (Cont'd)
2.3.1 GENERAL (Cont'd)
H. SAMPLE FORMS (Cont'd)

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Continued

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Pacific Bell
San Francisco, California

SCHEDULE CAL.P.U.C. NO. A2.
6th Revised Sheet 289.32
Cancels 5th Revised Sheet 289.32

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

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NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES
A2. GENERAL REGULATIONS

- 2.3 FORMS (Cont'd)
- 2.3.1 GENERAL (Cont'd)
- H. SAMPLE FORMS (Cont'd)

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(D)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (CONT'D) (T)
2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (CONT'D) (T)
(D)
- E. PRICING REGULATIONS
1. Cable Terminal (T)
- a. This pricing is valid only for distribution cable systems on continuous property. (T)
(N)
- b. Prices presume placement of terminals in completed buildings and premises as they exist today, using current material and construction methods commensurate with the average wiring system having no unusual placement constraints resulting in excessive placement cost. Exceptions will be (T)
priced on an individual basis. (N)
- c. Each price represents an individual segment (terminal assembly) and presumes inclusion of associated materials (connecting blocks, backboard, miscellaneous installation materials). Price is by number of cable pairs terminated.
2. Distribution Cable (T)
- a. Reserved (T)
(D)
- b. Prices presume placement of distribution cable on premises as they exist today, using current material and construction methods commensurate with that for an average cable system having no unusual placement constraints resulting in excessive placement cost. Exceptions will be priced on an individual basis. (T)
(N)
- c. Each price represents an individual segment of a distribution cable system and each segment presumes inclusion of all associated installation materials. Segments are priced as follows: (T)
- (1) Distribution Cable - Each separate cable run between cable terminals and/or pull boxes, priced by cable size per foot of cable. (D)
|
(D)
- (2) Cable Splice - Each separate splice joining two, three or four cable sheaths. Priced by total pairs and sheath ends joined at each splice. (T)
- (3) Structure - Each conduit structure run between buildings and/or pull boxes will be priced by structure size and number of ducts. Poles will be priced by height. (N)
|
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (CONT'D) (T)
- 2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (CONT'D) (T)
- (D)

E. PRICING REGULATIONS (CONT'D)

3. Distribution Cable Facilities - Condition Classification for Pricing Plan

- a. Fair value pricing for distribution cable facilities offered for sale/purchase takes notice of the condition of the subject facilities and its value in relation to new facilities. The criteria for determining the condition and the means for reflecting such finding in fair value pricing is set forth in the chart below.
- b. Price amounts included on the pricing sheets reflect fair value prices for facilities classified as being in condition excellent, like new or equivalent of new. If on visual inspection of the subject facilities, its condition is found to be less than excellent, e.g. good, fair or poor, the designated condition adjustment factor, applied to the price, establishes the fair value price. This latter calculation is performed as indicated on Pricing Worksheets Nos. 2 through 4 contained in Schedule Cal.P.U.C. No. A2.3.1. (T)

c. Classification Chart:

<u>Condition</u>	<u>Alpha</u>	<u>Condition Adjustment Factor</u>	<u>Criteria</u>
Excellent	E	-	Like new or equivalent of new
Good	G	.90	Not equivalent of new; some evidence of wear or loss of structural support but appears satisfactory for continued use.
Fair	F	.75	May need some repair in the near future; evidence of wear, damage, or loss of structural support, however, there is no need of immediate rerouting, refastening, or replacing.
Poor	P	.45	Needs rerouting, refastening, or other necessary refurbishment.
Defective	D	.10	Largely unusable and not repairable from an economic standpoint. Should not be sold except for restrictive use.

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)
 2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)

F. PRICING

1. Cable Terminal³

Terminal Size By Number of Pairs Terminated

(U)

TERMINAL	QUANTITY	CHARGE	
		WITHOUT CABLE TERMINAL SECTION	WITH CABLE SECTION
25 Pairs Terminated			
- 25 Pair connector blocks ¹	1	\$ 39.90(R)	\$147.24(R)
- 50 Pair connector blocks ²	1	38.95	146.29
50 Pairs Terminated			
- 25 Pair connector blocks ¹	2	56.04	165.28
- 50 Pair connector blocks ²	1	43.70	151.99
75 Pairs Terminated			
- 25 Pair connector blocks ¹	3	75.99	184.28
- 50 Pair connector blocks ²	2	61.74	169.08
100 Pairs Terminated			
- 25 Pair connector blocks ¹	4	81.69	202.33
- 50 Pair connector blocks ²	2	67.44(R)	174.78(R)

NOTE 1: 66 B4-25 or equivalent commonly used for Satellite Terminal.

NOTE 2: 66 M1-50 or equivalent commonly used for Apparatus Terminal.

NOTE 3: Cable terminal section - metal housing used for terminal protection separation or for appearance purposes.

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)
 2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)
 F. PRICING (Cont'd)
 1. Cable Terminal³ (Cont'd)
 Terminal Size By Number of Pairs Terminated (Cont'd)

	<u>QUANTITY</u>	<u>CHARGE</u> WITHOUT CABLE TERMINAL SECTION
150 Pairs Terminated		
- 25 Pair connector blocks ¹	6	\$116.84
- 50 Pair connector blocks ²	3	80.74
200 Pairs Terminated		
- 25 Pair connector blocks ¹	8	141.54
- 50 Pair connector blocks ²	4	95.94
250 Pairs Terminated		
- 25 Pair connector blocks ¹	10	176.68
- 50 Pair connector blocks ²	8	116.84
300 Pairs Terminated		
- 25 Pair connector blocks ¹	12	202.33
- 50 Pair connector blocks ²	6	132.04
350 Pairs Terminated		
- 25 Pair connector blocks ¹	14	236.53
- 50 Pair connector blocks ²	7	147.24
400 Pairs Terminated		
- 25 Pair connector blocks ¹	16	262.18
- 50 Pair connector blocks ²	8	162.43
450 Pairs Terminated		
- 25 Pair connector blocks ¹	18	297.32
- 50 Pair connector blocks ²	9	191.88
500 Pairs Terminated		
- 25 Pair connector blocks ¹	20	322.97
- 50 Pair connector blocks ²	10	207.08

NOTE 1: 66 B4-25 or equivalent commonly used for Satellite Terminal.
 NOTE 2: 66 M1-50 or equivalent commonly used for Apparatus Terminal.
 NOTE 3: Cable terminal section - metal housing used for terminal protection separation or for appearance purposes.

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)
 2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)
 F. PRICING (Cont'd)

1. Cable Terminal³ (Cont'd)
 Terminal Size By Number of Pairs Terminated (Cont'd)

	<u>QUANTITY</u>	<u>CHARGE</u> <u>WITHOUT</u> <u>CABLE TERMINAL</u> <u>SECTION</u>
550 Pairs Terminated		
- 25 Pair connector blocks ¹	22	\$357.17
- 50 Pair connector blocks ²	11	222.28
600 Pairs Terminated		
- 25 Pair connector blocks ¹	24	382.81
- 50 Pair connector blocks ²	12	237.48

2. Distribution Cable

	<u>Charge Per Foot</u>			
	<u>Cable Size - No. Of Pairs</u>			
<u>Distribution Cable⁴</u>	<u>25</u>	<u>50</u>	<u>100</u>	<u>200</u>
- Placed in duct	\$.56	\$.68	\$.94	\$ 1.50
- Cleated to wall or secured on cable rack	.87	1.01	1.26	1.75
- Placed on tray or molding	.52	.66	.91	1.40
- Placed on strand	1.42	1.56	1.81	2.30

	<u>Charge Per Foot</u>			
	<u>Cable Size - No. Of Pairs</u>			
<u>Distribution Cable⁴</u>	<u>300</u>	<u>4000</u>	<u>600</u>	<u>900</u>
- Placed in duct	\$ 1.99	\$ 2.49	\$ 3.63	\$ 5.14
- Cleated to wall or secured on cable rack	2.24	2.74	3.98	5.49
- Placed on tray or molding	1.89	2.38	3.46	4.97
- Placed on strand	3.14	3.64	4.70	6.22

NOTE 1: 66 B4-25 or equivalent commonly used for Satellite Terminal.
 NOTE 2: 66 M1-50 or equivalent commonly used for Apparatus Terminal.
 NOTE 3: Cable terminal section - metal housing used for terminal protection
 separation or for appearance purposes.
 NOTE 4: \$20.00 set up plus cost per foot shown above.

Continued

NETWORK AND EXCHANGE SERVICES
 A2. GENERAL REGULATIONS

- 2.8 CUSTOMER PREMISES DISTRIBUTION CABLE (Cont'd)
 2.8.1 SALE OF IN PLACE DISTRIBUTION CABLE ON CONTINUOUS PROPERTY (Cont'd)
 F. PRICING (Cont'd)
 2. Distribution Cable (Cont'd)

	Charge			
	Total Pairs Joined			
<u>Splicing</u> ¹	50	100	150	200
- Two sheath ends joined ²	\$ 62.69(R)	\$ 66.49(R)	\$ 72.19(R)	\$ 76.94(R)
- Three sheath ends joined ²	NO	85.49	90.24	94.99
- Four sheath ends joined ²	NO	93.09(R)	97.84(R)	102.59(R)

	Charge			
	Total Pairs Joined			
	400	600	800	1200
- Two sheath ends joined ²	\$98.79(R)	\$117.79(R)	\$139.64(R)	\$177.63(R)
- Three sheath ends joined ²	116.84	134.89	157.69	195.68
- Four sheath ends joined ²	124.44(R)	142.49(R)	164.33(R)	203.28(R)

NOTE 1: "Pairs joined" is the sum of pairs entering the splice which will be joined (spliced) together.
 NOTE 2: Number of sheath ends (cable ends) entering the splice. For example, joining two lengths of cable counts as two sheaths. With a branch cable leaving this splice, the count is three sheaths, etc.