

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

LIST OF EFFECTIVE SHEETS

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

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CC: 5170

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18.2 PRIMARY RATE ISDN (PRI)

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NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI)

18.2.5 DESCRIPTION

A. Primary Rate ISDN (PRI) service allows customers to connect suitably equipped ISDN customer premises equipment (CPE) to the Utility's central office switch using PRI interfaces (packages), as set forth in 18.2.6 following, over a Utility provided digital transport facility using standards as described in the following Telcordia Technologies Technical References (TRs) or subsequent revisions: TR-TSY-000754, TR-NPL-000054, and TR-TSY-000499. (T)

The digital transport facility must be, but is not limited to, DS1 or DS3 level, and is to be provided under appropriate Schedule Cal.P.U.C. Nos. 175-T, G8, FCC No. 1, Contract arrangements, Special Construction and/or Special Service Arrangements (SSA). For Education First the digital transport facility is limited to the DS1 level from Schedule Cal.P.U.C. No 175-T, Section 7. The digital transport facility and the PRI interface (package) must be billed to the same customer of record. (C)
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Caller Identification (Caller ID) is offered on Primary Rate Integrated Switched Digital Network (ISDN) services. Caller ID is a Custom Calling Service that displays the phone number of the calling party on specially designed telephone equipment. Caller ID on PRI requires the customer to have Caller ID on all facilities connected by a common "D" channel.

Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Utility compliance with the waiver order's eligibility requirements.

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

(N)

18.2.5 DESCRIPTION (Cont'd)

C. Each connection of a 24 channel digital transport facility to the central office switch provides one PRI Interface (package) as set forth in 18.2.6, A., following.

D. One or more PRI Interfaces (packages) can be combined to create a PRI serving arrangement. With each PRI serving arrangement, customers may subscribe to PRI Optional Features as set forth in 18.2.6,C., following, and Associated Services as set forth in 18.2.6,D., following.

E. A PRI network serving arrangement is created when a Centrex connects to a PRI serving arrangement, and/or one or more PRI serving arrangements are connected to form a network. A PRI network serving arrangement requires application of the Dialing Plan feature as set forth in 2.6.,C.3. following.

The following entities may be included in a PRI serving arrangement and/or network serving arrangement:

- Centrex
- ISDN PBX
- Other suitably equipped ISDN customer premises equipment (CPE)
- InterExchange Carrier Point of Presence (IEC POP)

F. Definitions for Primary Rate ISDN are found in Schedule Cal.P.U.C. No. A2.1.1.

18.2.6 SERVICE

A. PRIMARY RATE ISDN (PRI) INTERFACE

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

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18.2.6 SERVICE (Cont'd)

A. PRIMARY RATE ISDN (PRI) INTERFACE (Cont'd)

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NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

A. PRIMARY RATE ISDN (PRI) INTERFACE (Cont'd)

1. Package 1

Provides twenty-three (23) 64 Kbps B (bearer) channels and one (1) primary 64 Kbps D (delta/signaling) channel. The B channels carry digitized customer traffic (voice and/or data). The primary D channel is an out of band signaling channel used to control and route all of the B channel traffic of a single serving arrangement. The first interface of every PRI serving arrangement must be a Package 1.

Package 1 is offered for Education First.

The digital transport facility is not included with this package and must be provided separately as outlined in 18.2.5., A., preceding.

(N)

2. Package 2

Provides an additional twenty-four (24) 64 Kbps B (bearer) channels. This option is only available in conjunction with a Package 1. Multiple Package 2s may be associated with a Package 1 subject to Limitation as set forth in 18.2.7, G.4., following.

The digital transport facility is not included with this package and must be provided separately as outlined in 18.2.5, A., preceding.

Package 2 is offered for Education First

(N)

3. Package 3

Provides an additional twenty-three (23) 64 Kbps B (bearer) channels and one (1) backup 64 Kbps D (delta/signaling) channel. The backup D channel will control and route all of the B channel traffic of a single PRI serving arrangement should the primary D channel go out of service. This option is only available in conjunction with a Package 1, and only one Package 3 may be included with each PRI serving arrangement. The Package 3 may be any interface between the second and twentieth, subject to Limitations as set forth in 18.2.7, G.4., following.

The digital transport facility is not included with this package and must be provided separately as outlined in 18.2.5., A., preceding.

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

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18.2.6 SERVICE (Cont'd)

B. STANDARD FEATURES

1. Dedicated Service and/or Call by Call Service Selection

Customers may either dedicate an entire PRI serving arrangement or PRI Subgroup as defined in C.7., following, to a single service type, or select PRI's call by call service capability where B channels are dynamically allocated for multiple associated service types on a per call basis.

2. B Channel Configuration

Customers may specify how the B channels and associated services will be configured. B Channel Configuration allows any combination of associated service types listed in 18.2.6, D. following, as well as creation of a private network which could also include optional Private Facilities Connection(s). The customer may also specify a maximum number of calls for each associated service type, and optionally reserve channels for each.

3. Intra-Serving Arrangement Calling Line Identification

Allows the delivery of the calling line identification only within a PRI network serving arrangement as defined in 18.2.5, E., preceding.

C. OPTIONAL FEATURES

1. Alternate Route

Allows customers to specify an alternate route where incoming PRI calls may be directed when all B channels are busy, or when there is a network failure. Depending upon technical capabilities and operating conditions, calls may be routed differently based on bearer capability (voice or data).

Subject to technical capabilities and operating conditions, this feature may be assigned to a PRI serving arrangement, PRI Subgroup as set forth in 18.2.6, C.7 following, and/or individual associated service types as set forth in 18.2.6, D. following. The alternate route may be another PRI arrangement, non-PRI trunk group, private facility, and/or other suitable central office route agreed upon by the customer and the Utility.

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

1. Alternate Route (Cont'd)

Rates and Charges apply to each alternate route specified, and in the case of routing voice and data calls of a single service type to different destinations, Rates and Charges apply for each destination. The Alternate Routes must be billed on the same usage rate basis.

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2. Calling Name Display

Requires suitably equipped ISDN switching and terminal equipment and allows the network to pass Calling Name information (along with the calling line identification) between multiple entities within a PRI network serving arrangement as defined in 18.2.5,E. preceding. Calling Name display is limited to within the private network. Rates and Charges apply to each equipped PRI serving arrangement.

3. Dialing Plan

Allows customers to dial between entities on either an access code or abbreviated station to station dialing basis where facilities and operating conditions permit. It provides calling connections between various entities, which may include a combination of:

- Centrex
- ISDN PBX
- Other suitably equipped ISDN customer premises equipment (CPE)
- Central offices
- InterExchange Carrier Points of Presence (IEC POPs)

This Dialing Plan feature is required any time two or more entities are connected to create a PRI network serving arrangement as defined in 18.2.5,E.,preceding. Calls between entities will be considered private, and will not incur usage charges. The Dialing Plan feature applies to each entity (other than IEC POP terminations) in a PRI network serving arrangement.

The Dialing Plan option applies to subscribers of Education First as defined in section 18.2.5 preceding.

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

4. Message Waiting Indication

Requires suitably equipped ISDN switching and terminal equipment and allows the Utility's network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement

5. Network Ring Again

This feature allows a calling station which encounters a busy to notify the central office switch to signal the calling station when the called station becomes idle. The calling station can then notify the switch to complete the call.

6. Non-PRI Foreign Exchange/Foreign Prefix Connection

Allows PRI customers to request telephone numbers to be trunked in from remote offices to the PRI serving switch for use over the PRI. The connection charge is in addition to the Rates and Charges for the Foreign Exchange and/or Foreign Prefix Service(s) as set forth in Schedule Cal.P.U.C. No. A5., and applies to each path (telephone number) so connected. The Non-PRI Foreign Exchange/Foreign Prefix Connection Charge does not apply to telephone numbers assigned directly from the PRI serving central office.

7. PRI Subgroup

Where facilities and operating conditions permit, PRI Subgroup allows customers who subscribe to multiple associated service types within a single PRI serving arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type.

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

8. Private Facility Connection

Allows customers to include non-ISDN digital transport facilities, tie lines, and/or other private facilities or trunk groups in a PRI serving arrangement. It provides communication between non-ISDN in-band signaling facilities and ISDN out-of-band signaling facilities. ISDN data elements and signaling elements will not be passed over the non-PRI facilities. The connection charge applies to each facility group and/or trunk group connected and is in addition to the appropriate charges for the associated facility.

9. User to User Information

Enables customers to send additional information over the PRI D channel with the ISDN call setup and call clearing messages. The feature allows users to send and/or receive information without actual call completion. The Utility's network does not monitor or interpret the information - it is carried and delivered transparently.

10. B Channel Packet Service¹

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- a. B Channel Packet permits a PRI B channel to be assigned for and dedicated to the exclusive use of transmitting and receiving packet switched data. The B channel is not available for circuit switched voice or circuit switched data calls unless the customer orders a change.

Customers may originate and terminate packet calls within a PRI serving arrangement or PRI network serving arrangement, or outside the serving central office over packet switched data networks. All packet calls which terminate outside the PRI serving arrangement or PRI network serving arrangement will be billed in accordance with the customer's subscribed packet switching service providers.

Multiple B Channels of a single PRI serving arrangement may be assigned the B Channel Packet Service option consistent with Limitation 18.2.7,G.11., following.

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)
(N)

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

10. B Channel Packet Service¹ (Cont'd)

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b. The following standard features are included with each B Channel Packet Service:

- (1) Logical Channels - allows customers to specify up to fifteen (15) logical channels for any combination of origination and/or termination of packet calls
- (2) Fast Select Initiate/Accept - allows a sending terminal to forward up to 128 bytes of data along with the call setup and call clearing messages, and allows the switch to transmit call packets with the fast select facility to and from suitably equipped terminals.
- (3) Flow Control Parameter Negotiation - allows negotiation of flow control parameters, including packet size and packet window size, on a per packet call basis.
- (4) Throughput Class Negotiation - allows sending terminals to request specific throughput classes for both directions of data transmission along with the call request message.
- (5) Incoming Calls Barred - allows customers to prohibit a terminal from receiving incoming calls.
- (6) Outgoing Calls Barred - permits customers to prohibit a terminal from placing outgoing calls.
- (7) Closed User Group (Member) - allows customers to include PRI B Channel Packet Service in one or more new or existing Closed User Group(s). This feature applies to membership in the group(s), not to the establishment of Closed User Group(s), as set forth in 18.2.6,C.10.c.(2). following. Customers may either permit or restrict B Channel Packet service communication outside the Closed User Group(s). A Closed User Group(s) may be administered by the Utility or another packet data network provider.

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)
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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

10. B Channel Packet Service¹ (Cont'd)

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c. The following optional features may be added to B Channel Packet Service:

- (1) Additional Logical Channels - permits customers to add up to eighty-five (85) additional logical channels for an overall total of one hundred (100) logical channels for any combination of origination and/or termination of packet calls. (The first fifteen (15) logical channels are included with each PRI B Channel Packet Service.) This option applies once to each B Channel Packet service equipped.
- (2) Closed User Group - permits customers to establish a user group, or subnetwork, which is administered by the Utility, within which only members of the Closed User Group may communicate. This feature applies when establishing a new Utility administered group and not to add B Channel Packet service to new and/or existing groups.
- (3) Packet Hunting - allows customers to have one PRI B Channel Packet Service hunt to another when all logical channels are busy. It applies to each PRI B Channel Packet service so equipped. Each B Channel Packet service may be a member of only one Packet Hunting group. All members of a Packet Hunting group must reside within the same PRI serving arrangement.
- (4) Permanent Virtual Circuit - permits customers to establish a dedicated logical channel connection to another packet terminal. Customers can then communicate over the logical channel without requiring the normal call setup and call clearing functions.

Both ends of a Permanent Virtual Circuit must either reside within a single PRI serving arrangement or PRI network serving arrangement. The feature applies to each Utility administered end of a B Channel Packet Service Permanent Virtual Circuit. The customer must call the Utility to add, change or remove a Permanent Virtual Circuit.

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

11. Enhanced Alternate Route

Allows incoming voice or data calls to overflow on a disaster and busy basis to a line side and trunk side connection designated by the customer. Subject to technical capabilities, routing is not limited to another PRI arrangement, trunk group or private facility as is the Alternate Route feature. A route may be limited in the number of simultaneous calls that can be routed. The Enhanced Alternate Routes must be billed at the same usage rate basis.

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12. Deluxe Call Transfer

An optional feature which allows the customer to transfer an incoming call to any dialable telephone number, freeing the incoming channel for the next call upon transfer completion. Also allows for the use of a single channel on 3-Way Calling. Available where technical capability exists.

13. Inform 911

An optional upgrade feature which allows the Calling Party Number of the station to be sent to the E911 database rather than the Billed Telephone Number. Available where technical capability exists. It is the customer's responsibility to provide station number updates to the 911 database.

14. Station Record Detail

An optional feature that will provide the customer with the station number of all originating calls on the customer bill so that call information can be tracked at a station level. Available where technical capability exists.

15 ISDN PRI - Circular Hunt

ISDN PRI - Circular Hunt is an optional feature that searches for an idle B channel at either the last channel to have accepted a call or the last channel to have attempted to place a call. This allows all call attempts to move through the route list of available B channels within the trunk group in a forward (ascending) circular fashion thereby evenly distributing traffic through all B channels in the trunk groups within the route list. Available where technical capability exists.

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

16. ISDN Calling Name Delivery

Allows ISDN PRI Calling name Delivery with call control to send calling party name to ISDN Class II equipment.

17. Redirected Number

Provides the redirected number (i.e., the directory number to which the call was last presented) to the Customer Provided Equipment (CPE), as well as the calling number in cases where call forwarding is invoked. If during the call establishment phase, the call is redirected to another directory number by call forwarding, both the calling party number and the redirected number are delivered to called party. If a call is redirected multiple times, only the first and last redirected numbers are delivered.

18. Two B-Channel Transfer

Allows the ISDN PRI to connect two calls, transfer the call together and then release the parties from the ISDN PRI.

19. Selective Class of Call Screening

Allows the user, by means of Telephone Company identification, to restrict outgoing calls to those which are charged to the called telephone number, a third number, or a Telephone Company calling card.

20. Unlimited Local Calling

Provides unlimited local usage for directly dialed calls made to Zone Usage Measurement (ZUM) Zones 1, 2, and 3 areas as specified in Schedule Cal.P.U.C. No. A5.1.1,C. Customers selecting the Unlimited Local Calling will pay a flat rated monthly charge for usage, as specified in A18.2.8, following.

Unlimited Local Calling applies to Circuit Switched Voice (CSV) and Circuit Switched Data (CSD) calls for an additional Monthly Recurring Charge. In addition, Unlimited Local Calling may not be combined with any other local calling plans including local optional calling plans governed under the 96-A contract. Combinations of local message units, ZUM, and/or other optional local usage packages or plans are not allowed with Unlimited Local Calling for the same customer of record and furnished at the same premise. Unlimited Local Calling is not available on Toll Free, 900 or 976 services.

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.6 SERVICE (Cont'd)

C. OPTIONAL FEATURES (Cont'd)

20. Unlimited Local Calling (Cont'd)

(N)

All PRI packages billed to the same customer of record and furnished at the same premises, including additional and auxiliary service, must be uniformly on the same rate basis and not on a combination of rate methods. The customer may not have both Unlimited Local PRI and Measured/Message PRI service at the same address. Unlimited Local PRI may not be provisioned to overflow to Measured/Message PRI service or vice versa.

For existing ISDN PRI customers requesting the addition (or deletion) of the Unlimited Local Calling, the feature is bill-round sensitive. Regardless of the day of the month the customer adds (or removes) the Unlimited Local Calling feature, it will begin (or end) at the commencement of the current or the immediately following bill cycle.

Customers choosing the current bill cycle, the monthly recurring rate for the Unlimited Local Calling optional feature will be effective with the commencement of the current bill cycle. The monthly recurring rate will be billed for the current cycle in addition to being applied in advance of the of the usage minutes. The usage minutes will be applied to the Unlimited Local calling feature at the end of the current billing cycle and appear on the customer's next bill.

Customers choosing the following bill cycle, the monthly rate for the Unlimited Local Calling feature will be applied in advance of the usage minutes. The usage minutes will be applied to the Unlimited Local Calling feature at the end of the billing cycle and appear on the customer's next bill following the bill representing the current bill cycle.

Customers disconnecting Primary Rate ISDN service and their PRI service includes Unlimited Local Calling, the Unlimited Local Calling monthly recurring rate and local usage will be prorated to the date of termination.

Customers installing new Primary Rate ISDN service and Unlimited Local Calling at the same time, Unlimited Local Calling is not bill-round sensitive. The Unlimited Local Calling feature monthly recurring rate and local usage will be prorated to the date of installation.

Unlimited Local Calling is not available on Toll Free, 900 or 976 services.

Unlimited Local Calling is in addition to the rates for ISDN PRI as set forth in A18.2.8, following.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
18.2.6 SERVICE (Cont'd)

D. ASSOCIATED SERVICES

1. Associated services are network and exchange services that provide a PRI serving arrangement with access to the public switched network. These services must be provided from the PRI serving switch, and include:

- Basic PBX Trunk Line Service
(Two-way, In-only, Out-only and DID Service)
(Schedule Cal.P.U.C. No. A5.)

PRI PBX Trunk Groups

- Two-Way Trunks
- Out-Only Trunks
- In-Only Trunks

(N)

(N)

- Basic PBX Foreign Exchange and Foreign Prefix Service
(Two-way, In-only, Out-only and DID Service)
(Schedule Cal.P.U.C. No. A5.)

PRI PBX Foreign Exchange Trunk Groups

- FXS Two-Way Trunks
- FXS Out-Only Trunks
- FXS In-Only Trunks

(N)

(N)

- Exchange WATS
(Schedule Cal.P.U.C. No. A7.)
- 800 Service
(Schedule Cal.P.U.C. No. A7.)
- Custom 800 Service
(Schedule Cal.P.U.C. No. A7.)

2. Rates and charges for associated services are found in the Utility's Schedules as set forth above and are in addition to the PRI charges. Special Terms and conditions as set forth in 18.2.7,D., following, apply to these associated services when assigned to work with PRI.

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

(N)

18.2.7 REGULATIONS

Rules and Regulations set forth in this Schedule are in addition to Rules and Regulations set forth in Cal.P.U.C. No. A2. for Network and Exchange Services and in some cases, supersede those rules.

A. AVAILABILITY

Primary Rate ISDN service is available only from suitably equipped central offices.

B. ALTERNATE SERVING ARRANGEMENT

Where the customer's normal serving central office is not equipped to provide PRI, the Utility may provide the service from another nearby Utility designated PRI equipped central office within the same exchange or in a different exchange as an Alternate Serving Arrangement.

The customer's telephone numbers and service will be provided from the PRI alternate serving central office and the customer's calling area will be based on the serving central office. Foreign Exchange and/or Foreign Prefix rates and charges do not apply to telephone numbers assigned under Alternate Serving Arrangement.

Alternate Serving Arrangement customers may also request telephone number to be trunked in from remote offices to the PRI serving central office for use over the PRI. In such cases, the Non-PRI Foreign Exchange/Foreign Prefix Connection Charge and all conditions as set forth in 18.2.6,C.6., preceding, are applicable.

C. CENTRAL OFFICE TO CENTRAL OFFICE PRI CONNECTIONS

Each central office to central office PRI connection requires two (2) PRI interfaces (packages), one for each central office. The customer must provide the digital transport facility as described in 18.2.5,A., preceding.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

(N)

D. ASSOCIATED SERVICES

1. When a customer subscribes to any associated services as set forth in 18.2.6,D. preceding, the customer is billed for only one associated service type and/or telephone number. The customer may request any number of paths up to the total number of available B channels in the PRI serving arrangement.

2. When the customer has existing network and exchange services and wants to convert these services to work with a PRI serving arrangement, the service must be disconnected and reconnected. New Installation charges apply as set forth in 18.2.7, D.1 preceding, except for DID service which is described below.

When a customer has DID Service, new installation charges apply for the DID trunk(s) and Trunk Termination(s), however, the banks of DID station numbers will not be charged an installation charge.

3. When customers order associated Foreign Exchange and/or Foreign Prefix Services from the PRI serving central office, as set forth in 18.2.6,D. preceding, Foreign Exchange/Foreign Prefix mileage charges will not apply since the mileage charges are also a component of the digital transport facility.

4. Mileage charges do apply to all Foreign Exchange and/or Foreign Prefix Services when a customer requests telephone numbers to be trunked in from remote offices to the PRI serving central office for use over the PRI when associated with Non-PRI Foreign Exchange/Foreign Prefix Connection as set forth in 18.2.6,C.6. preceding.

E. MINIMUM PROTECTION CRITERIA

Minimum protection criteria are not specified for ISDN because protection is inherent in the normal provisioning of service. However, the Utility reserves the right to specify such criteria at a later date if appropriate.

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
18.2.7 REGULATIONS (Cont'd)

(N)

F. USE OF SERVICE

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

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

3. A person, firm, or corporation may be designated by the customer as an authorized PRI user. The authorized user may share such service with the customer in accordance with the provisions set forth in F.2, preceding. An authorized user must be specifically named in the customer's application for service.

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

G. LIMITATIONS

1. PRI is available only where equipment and operating conditions permit. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features. Customers are responsible for providing compatible ISDN equipment and determining the compatibility of each basic and optional feature associated with their application and equipment.

2. For use with PRI, the Utility requires digital transport facilities which are conditioned with B8ZS (Binary Eight Zero Substitution). The Utility also recommends and supports only the ESF (Extended Super Frame) format. Although the Utility will not prohibit customers from requesting and using facilities conditioned differently than with ESF, it refuses all practical and financial liability for any service outages and/or maintenance issues resulting from another specification, such as SF (Super Frame).

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

G. LIMITATIONS (Cont'd)

3. A PRI serving arrangement or PRI network serving arrangement must be configured so as to not disrupt call completion in the PRI serving central office. The Utility has the right, upon notice to the customer, to change arrangements to protect network integrity.

4. Subject to technical limitations and operating conditions, the Utility will specify how many PRI interfaces (packages) can be supported by a single primary D channel, based on Bellcore Technical References and the switch vendors' compliance with those recommendations. Where facilities and operating conditions permit, up to 20 PRI interfaces (packages) may be combined into a single PRI serving arrangement and may be controlled by a single D channel.

In addition, the Utility may provide alternate facility routing through separate D channels of a PRI service, where facilities and operating conditions permit.

5. The Utility neither expressly nor implicitly recommends or requires that a customer subscribe to Package 3, regardless of the number of PRI interfaces (packages) in a single serving arrangement.

The extent of redundant signaling capability will vary by Utility switch type and capacity, and could be limited merely to the redundancy provided by a separate digital transport facility.

6. Individual B channels can transmit and receive voice and/or data calls up to 64 Kbps within a PRI serving arrangement or PRI network serving arrangement. Calls placed to or from outside the PRI, or over the public switched network where Signaling System 7 (SS7) and/or 64 Kbps Clear Channel are not deployed, will be limited to 56 Kbps throughput.

7. PRI is a business service. Residence service will not be provided over PRI.

8. All requests for PBX associated services to be used with PRI will employ (T)
PBX rates, regardless of terminal equipment. A list of available (T)
associated services may be found in 18.2.6,D.1, preceding.

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

G. LIMITATIONS (Cont'd)

9. When a customer, at their discretion, requests PRI to be served from a central office other than the normal serving central office or other Utility offered Alternate Serving Arrangement, and requires access to the public switched network, the customer must subscribe to the appropriate Foreign Exchange or Foreign Prefix Service. For additional terms of this arrangement, see Associated Services, 18.2.7,D.4., preceding.

10. B channels which are assigned the B Channel Packet Service¹ are dedicated to that service and cannot be included as part of a call by call service arrangement as set forth in 18.2.6,B.1., preceding. (T)

11. Utility switch limitations and network capacity may limit the number of B Channel Packet services¹ to which customers may subscribe. (T)

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

<u>Vendor</u>	<u>Contact Number</u>
AT&T	1-800-432-6600
NTI	1-800-347-4850

13. Intra-Service Caller Identification is provided only among the customer's stations. Number identification from stations outside the customer's system is not currently permitted.

14. The Special Access Surcharge as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.4.2 does not apply to digital transport facilities which are associated with Primary Rate ISDN.

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
18.2.7 REGULATIONS (Cont'd)

(N)

H. CONNECTIONS

1. General

Customers premises equipment may be connected to the Utility's PRI service in accordance with the following provisions.

All connections as provided for in 18.2.7,H.2., following, shall be made through equipment furnished by the customer or authorized user. The responsibility of the Utility shall be limited to the furnishing of service up to and including its local loop demarcation point on the customer's or authorized user's premises. The connection of customer provided equipment shall be on a Utility provided standard network interface or its equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations. The customer or authorized user is responsible for testing their equipment or facilities to ensure that when they are connected to PRI, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer or authorized user to the Utility results from the operation of equipment and facilities provided by the Utility.

I. VIOLATIONS OF REGULATIONS

See Schedule Cal.P.U.C. No. A8.1.1,E.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

(N)

J. CUSTOMER RESPONSIBILITIES

1. PRI is available under this tariff for use in connection with terminal equipment provided by the customer or authorized user. The operating characteristics of such equipment or systems and its programming shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment provided by the customer or authorized user does not endanger the safety of Utility employees or the public; damage, require change in or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility services.

Upon notice from the Utility that the equipment provided by a customer or authorized user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

2. The customer shall be responsible for:

a. Compatibility of the connected terminal equipment

b. Where a customer elects to connect a customer-provided communications system to PRI, the customer shall be responsible for:

(1) Compatibility of the connected communications system.

(2) Testing, sectionalization and clearance of trouble conditions or service difficulties to their communications system which is connected to PRI.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

J. CUSTOMER RESPONSIBILITIES (Cont'd)

2. The customer shall be responsible for: (Cont'd)

c. All signals generated by customer-provided terminal equipment must meet signal and format standards as described in the switch vendors' technical references.

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

e. Compliance with Utility regulations by the customer and authorized users.

K. UTILITY RESPONSIBILITIES

1. Liability

a. Provisions concerning limitations of liability are set forth in Schedule Cal.P.U.C. No. A2.1.14.

The Utility shall not be responsible for installation, operation or maintenance or any terminal equipment or communications systems provided by a customer or authorized user. This service is not represented as adapted to the use of such equipment or systems and where such equipment or system is connected to Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility, the Utility shall be responsible only up to and including its local loop demarcation point and shall not be responsible for:

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

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

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

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
18.2.7 REGULATIONS (Cont'd)

L. PAYMENTS AND CHARGES FOR SERVICE

1. Change Charges

a. PRI Miscellaneous Change Charge

The PRI Miscellaneous Change Charge applies each time the customer requests a change to the existing basic features and/or optional features of an existing PRI serving arrangement, other than B Channel Packet Service¹, when the change results in the reconfiguration of the customers PRI Serving Arrangement (See 18.2.7,L.1.b., following, for Change B Channel Packet Charge.) (T)

The PRI Miscellaneous Change Charge applies once per affected PRI serving arrangement, regardless of the number of interfaces (packages) involved, and is required whether the requested changes involve changing, and/or removing basic and/or optional features to an existing PRI serving arrangement, other than B Channel Packet Service¹. (T)

The PRI Miscellaneous Change Charge is in addition to applicable charges for the individual associated services but is not applied when features which carry separate nonrecurring charges are added. Such changes are described in 18.2.7,L.1.d., following. (T)

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

L. PAYMENTS AND CHARGES FOR SERVICE (Cont'd)

1. Change Charges (Cont'd)

b. PRI Move Charge

Customers will be charged the appropriate tariff, contract or special construction charge for each digital transport facility termination moved. If the customer also requests additional changes to the PRI serving arrangement and/or B Channel Packet¹ service, then the PRI Miscellaneous Change Charge and/or Change B Channel Packet¹ Charge(s) also apply. (T)

Where a customer requests the Utility to deconsolidate a single PRI serving arrangement for the purpose of changing the physical termination of part of the service, new installation charges apply. New Installation Charges apply to the relocated services and the PRI Miscellaneous Change Charge applies to reconfigure the existing PRI serving arrangement.

New Installation Charges apply to all moves where the PRI service will be served by a different serving central office.

c. B Channel Packet Change Charge¹

The Change B Channel Packet Charge applies each time the customer requests a change to the basic features and/or parameters and/or optional features of an existing B Channel Packet Service within the same PRI serving arrangement. If the change requires moving the service from one B channel to another, or from one PRI serving arrangement to another, then new installation charges apply.

The Change B Channel Packet Charge applies once per affected B Channel Packet service, and is required whether the requested changes involve adding, changing and/or removing basic and/or optional features and/or parameters.

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)

Continued (N)

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

L. PAYMENTS AND CHARGES FOR SERVICE (Cont'd)

1. Change Charges (Cont'd)

c. B Channel Packet Change Charge¹ (Cont'd) (T)

If a change to B Channel Packet Service involves the packet service only, and no changes to the PRI serving arrangement, then only the Change B Channel Packet Charge applies, and not the PRI Miscellaneous Change Charge. If, however, the packet change involves the PRI serving arrangement, or one of its interfaces (packages), then both the Change B channel Packet Service and PRI Miscellaneous Change Charges apply. (Example: Change B Channel Packet Service from one dedicated B channel to another on either the same or a different interface [package]). (T)

d. Miscellaneous Network Change Charge

Changes to associated services as set forth in 18.2.6,D., preceding, will incur the Miscellaneous Network Change Charge per affected associated service and/or telephone number, as set forth in the appropriate tariff Schedules. These changes include, but are not limited to, change telephone number, change operation (e.g., from in-only to out-only), change number of paths, etc. (T)

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

L. PAYMENTS AND CHARGES (Cont'd)

2. PRI Returns

The Utility will waive the applicable non-recurring charges for (T)
one or more new Primary Rate ISDN interface(s) and associated first (N)
exchange service, for eligible business customers converting service (N)
from another provider to the Utility as their telecommunications service (T)
provider, providing that: (T)

The customer maintains the service for which non-recurring charges are (T)
waived for a period of two or more years. (N)

(D)
(D)

If the customer disconnects their PRI service prior to the expiration of (T)
their term commitment, the Utility will bill the customer for, and the
customer will be required to pay, the lessor of:

The sum of all discounts rendered under the terms of this agreement,
plus 10% annual interest¹, prorated monthly. Discounts are defined to
include reductions to monthly tariff rates, full or partial waivers
of non-recurring charges, and any other credits or discounts that
have been rendered under the terms of this agreement, or

The total monthly charges or minimum annual commitments remaining
on the service term discounted by 10%.

NOTE 1: The annual interest rate shall be calculated as the maximum rate (T)
permissible by law, not to exceed the Utility's approved Cost of
Capital.

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.7 REGULATIONS (Cont'd)

L. PAYMENTS AND CHARGES (Cont'd)

2. PRI Returns (Cont'd)

Early termination fees will not be charged on adds, moves or changes made during the duration of the term. Adds, moves and changes will be completed within the established due date interval and charged at the prevailing rates.

Customers governed under a 96A contract or promotion may not participate in this tariff offer.

(N)

(N)

Continued

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)

18.2.8 RATES AND CHARGES

The following rates and charges are in addition to all other rates and charges that may be applicable for other services which operate in conjunction with Primary Rate ISDN.

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>	
A. PRIMARY RATE INTERFACE ¹				
1. Packages				
Package 1				
- Each	\$208.98	\$712.43	PRAS1	
Package 2				
- Each	208.98	712.43	PRAS2	
Package 3				
- Each	256.48	712.43	PRAS3	
2. PBX Trunk Groups ^{2,3}				
Two-Way Trunk	RR	RR	PB1	
Add'l Two-Way Trunk	RR	RR	PB2	(N)
Out-Only Trunk	RR	RR	PB3	
In-Only Trunk	RR	RR	PB4	
FXS Two-Way Trunk	RR	RR	T1K5K	
Add'l FXS Two-Way Trunk	RR	RR	T1K6K	(N)
FXS Out-Only Trunk	RR	RR	T1K50	
FXS In-Only Trunk	RR	RR	T1K51	
Foreign Prefix Two-Way Trunk	RR	RR	T1K7K	(N)
Add'l Foreign Prefix Two-Way Trunk	RR	RR	T1K8K	
Foreign Prefix Out-Only Trunk	RR	RR	T1K70	
Foreign Prefix In-Only Trunk	RR	RR	T1K71	(N)

NOTE 1: Available only in those central offices that are suitably equipped.

NOTE 2: Nonrecurring charges in Schedule A3.B., Basic Trunk Line Service, apply. Monthly rate in Schedule A5.3.1.B.2.a, Basic PBX Trunk Service, apply.

NOTE 3: Local message units and ZUM units apply as set forth in Schedule A5.2. and A5.3, or message toll charges apply as set forth in Schedule A6.

Continued

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
 18.2.8 RATES AND CHARGES (Cont'd)

B. OPTIONAL FEATURES¹

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>
1. Alternate Route -Each Route	\$ 9.50 (R)	\$142.49 (R)	PRAAR
2. Calling Name Display -Each PRI Serving Arrangement	9.50	118.74	PRACN
3. Dialing Plan -Each entity in a PRI Network Serving Arrangement	71.24	189.98	PRADP
4. Message Waiting Indication -Each PRI Serving Arrangement	9.50	118.74	PRAMW
5. Network Ring Again -Each PRI Serving Arrangement	9.50	118.74	PRSRA
6. Non-PRI Foreign Exchange/ Foreign Prefix Connection -Each path/each telephone number	14.25	66.49	PRSFY
7. PRI Subgroup -Each Subgroup	9.50	118.74	PRASG
8. Private Facility Connection -Each facility group/trunk group connected	94.99 (R)	237.48 (R)	PRSPF

NOTE 1: Available only in those central offices that are suitably equipped.
 Continued

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
 18.2.8 RATES AND CHARGES (Cont'd)
 B. OPTIONAL FEATURES¹(Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>	
9. User to User Information -Each PRI Serving Arrangement	\$ 9.50	\$118.74	PRSUU	
10. PRI B Channel Packet Service ³ -Each B Channel dedicated	142.49	261.23	PRSBP	(T)
11. Additional Logical Channels ³ -Each Equipped B Channel Packet	4.75	118.74	PRALC	(T)
12. Closed User Group ³ -Each Utility Administered Group	4.75	118.74	PRACU	(T)
13. Packet Hunting ³ -Each B Channel Packet Service in the Hunt Group	.95	4.75	PRAPH	(T)
14. Permanent Virtual Circuit ³ -Each Utility Administered End	4.75	118.74	PRAPV	(T)
15. Enhanced Alternate Route -Each Route + usage ²	47.50	142.49	PRAER	
16. Deluxe Call Transfer -Each PRI Package + usage ²	42.75	94.99	PRACF	
17. Inform 911 -Each PRI Serving Arrangement	118.74	142.49	PRAE9	
18. Station Record Detail -Each PRI Package	19.00	142.49	PRARD	
19. ISDN PRI - Circular Hunt -Each PRI Package	NO	NO	PRACH	

NOTE 1: Available only in those central offices that are suitably equipped.

NOTE 2: Enhanced Alternate Route and Deluxe Call Transfer are usage sensitive features. Usage will be billed at applicable MOU, ZUM, or toll rates.

NOTE 3: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)

Continued (N)

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
 18.2.8 RATES AND CHARGES (Cont'd)
 B. OPTIONAL FEATURES¹(Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>
20. ISDN Calling Name Delivery - Each PRI package	\$25.00	\$125.00	NM1PG
21. Redirected Number - Each PRI package	NA	150.00	RN4PQ
22. Two B-Channel Transfer - Each PRI package	\$45.00	100.00	2BTPG
23. Selective Class of Call Screening - Each PRI package	NA	NA	HMBPG
24. Unlimited Local Calling ^{2,3} - Each PRI package	\$1,000.00	NA	NA

NOTE 1: Available only in those central offices that are suitably equipped.

NOTE 2: In lieu of local message units and ZUM only, i.e., toll charges will apply to calls outside the Local Service Area. Custom 800 and WATS usage charges apply. Packet Switched Network⁴ Service usage charges (T) apply.

NOTE 3: The \$1000.00 monthly recurring charge for Unlimited Local Calling will be manually rated against the existing PRAS1, PRAS2 and PRAS3 USOCs.

NOTE 4: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)

Continued

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.2 PRIMARY RATE ISDN (PRI) (Cont'd)
 18.2.8 RATES AND CHARGES (Cont'd)

C. CHANGE CHARGES

	<u>Nonrecurring</u> <u>Charges</u>	<u>USOC</u>	
1. PRI Miscellaneous Change Charge -Each Affected PRI Serving Arrangement	\$379.96	XPB	
2. PRI Move Charge -Each PRI Interface	854.92	XPF	
3. Change B Channel Packet ¹ -Each Affected B Channel Packet Service	166.23	NWCPR	(T)

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General (N)
 Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (N)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV)

18.3.1 DESCRIPTION

A. DEFINITIONS

CHANNEL

The term "Channel" denotes a path (or paths) for electrical communication between two or more customer premises or Utility offices.

DATA/VOICE MULTIPLEXER (DVM)

A device which enables digital data and analog voice signals to be transmitted simultaneously over one physical channel.

LOCAL LOOP

The term "Local Loop" denotes a physical connection, including drop, between the customer or user premises and the Utility serving central office.

B. SERVICE

1. Basic Service (N)

Digital Data Over Voice (Digital DOV) is a service that transports a synchronous or asynchronous digital data signal over the local loop of a single party measured business exchange telephone service line and allows for the simultaneous transmission of both digital data signals and analog voice signals. A Data/Voice Multiplexer (DVM) provided by and maintained by the Utility in the Utility's Central Office is connected to the local loop of the customer's single party measured business exchange telephone line. The service is available with a fixed transmission speed of either 2.4 or 9.6 Kbps. Customer provided equipment (CPE) allows the service to accept either synchronous or asynchronous digital data. The CPE converts asynchronous digital data into a synchronous format for transmission on the Utility's local loop.

Material omitted now on Sheet 17.1

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV) (Cont'd)
18.3.1 DESCRIPTION (cont'd)
B. SERVICE (Cont'd)

2. Sub-rate Multiplexing Service

This service allows the customer to sub-rate multiplex Digital DOV data lines at a serving Central Office. Only digital DOV lines served by the same Central Office can be multiplexed together and the Digital DOV lines must be of the same transmission speed. Up to 20 lines at 2.4 Kbps and 5 lines at 9.6 Kbps can be sub-rate multiplexed. The sub-rate multiplexed output is a 56 Kbps signal that is transported through the Advanced Digital Network (ADN). A 56 Kbps ADN line carries the aggregated Digital DOV data lines to the destination customer premises, where CPE de-multiplexes the data lines.

Digital DOV service is provided on a 24 hour Basis. Digital DOV utilizes standards as described in the following Technical Publications:

PUB L-780080-PB "Service Description and Interface Requirements for Data Over Voice to Pacific Bell Data Services."

Bellcore Technical Advisory TA-TSY-000280, "Digital Cross-Connect System (DCS) Requirements and Objectives for the Sub-Rate Data Cross-Connect (SRDC) feature."

(N)

(N)

(L)

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(L)

(N)

(N)

(L) Formerly on Sheet 17.

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV) (Cont'd)

18.3.2 REGULATIONS

A. AVAILABILITY OF SERVICE

1. Digital DOV will be furnished within each Service Area where facilities and operating conditions permit.

2. The local loop furnished as a part of the single party measured business exchange telephone service line must be a two-wire loop start, must be provisioned via non-loaded copper facilities, may contain only one Bridge (T)
Tap section of less than 2,000 feet, and must not exceed 15,000 feet in (T)
length.

B. HIGH VOLTAGE PROTECTION

Utility exchange and private line services extending to electric power generating stations, co-generating stations, substations, distributing power station locations, and other similar locations may require special equipment to isolate or neutralize Ground Potential Rise (GPR) and/or induced voltage caused by faults in the electric power system.

Regulations, Rates and Charges for this service are in Schedule Cal.P.U.C. No. A14.

C. USE OF SERVICE

1. The customer must provide information regarding the intended use of the service sufficient to permit the Utility to furnish and maintain the service ordered and assure that tariff regulations are followed.

2. Unlawful Use

The services furnished under this schedule shall not be used for any purpose or in any manner directly or indirectly in violation of the law or in aid of any unlawful act or undertaking.

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV) (Cont'd)
18.3.2 REGULATIONS (Cont'd)

D. CONNECTION OF SERVICE

1. CUSTOMER TELEPHONE SERVICE

The customer or user must maintain single party measured business exchange telephone service which terminates at his or her premises in order to be served by Digital DOV service. Digital DOV service is not available with Centrex, PBX, Coin, COPT, WATS, 800 Services, 900, 976, Foreign Exchange, Residence, Flat-Rate or Dedicated services. In the event the customer or user's telephone service is terminated for any reason, Digital DOV service will also be terminated.

2. CUSTOMER PROVIDED EQUIPMENT

The customer or user is responsible for all premises wiring beyond the Utility demarcation point. The Utility shall not be responsible for installation, operation or maintenance of any terminal equipment provided by the customer or user as specified in Schedule Cal.P.U.C. No. A8. The CPE requirement for Digital DOV service is described as follows:

a. Basic Service

The customer or user shall provide a compatible DVM and standard EIA RS232 interface which will be located at the premises served by the single party measured business exchange telephone service. Some DVMs have toggle switches for selecting either synchronous or asynchronous digital data input. To aid both the customer and the Utility in maintaining the correct switch position, the customer orders this service as either synchronous or asynchronous.

b. Sub-rate Multiplexing Service

This service requires a CPE sub-rate multiplexer at the customer premises where the ADN line terminates. The CPE sub-rate multiplexer must comply with Bellcore Technical Advisory TA-TSY-000280 except when the ADN line is carried to the terminating premises on a T-1 (1.544 Mbps) line. The Digital DOV lines at the originating customer premises use the same CPE described in 3.2.D.2a. Basic Service preceding.

Material omitted now on Sheet 19.1.Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV) (Cont'd)

18.3.2 REGULATIONS (Cont'd)

D. CONNECTION OF SERVICE (Cont'd)

3. DATA TRANSPORT

a. Basic Service

Data transport is point to point; both end points must be served by a single Central Office. Each end point requires Digital DOV service from the customer premises to the serving Central Office.

A packet switching network¹ service which provides for routing of packets of digital information on digital transmission facilities (T)

must be obtained by the customer or user. One of the end points will terminate at the premises of a packet switching network¹ provider. (T)

The customer subscribes to Digital DOV service for the end point from the customer premises to the serving Central Office; the packet switching network service¹ provider subscribes to Digital DOV for the other end point from its premises to that same serving Central Office. (T)

b. Sub-Rate Multiplexing Service

The output of the sub-rate multiplexing service is connected to a 56 Kbps ADN line. ADN provides the Transport of the aggregated Digital DOV lines from the originating serving Central Office to the destination customer premises. The ADN line requires the Secondary Channel optional feature except when carried on a T-1 (1.544 Mbps) circuit to the destination customer premises. No other ADN features are supported by Digital DOV. When ordering the ADN line the customer must also order either a 10 or 20 slot multiplexer for 2.4 Kbps service, or 5 slot mux for 9.6 Kbps service. There is no additional charge for the multiplexer. The customer orders a new ADN line, with one of these multiplexers, each time the multiplexer slots are at capacity or the customer wishes to change between the types of multiplexers. This service does not require a packet switching service¹. (T)

Nothing contained in this tariff schedule shall be construed as establishing any agency agreement, partnership or joint venture between the Utility and any public packet switching provider¹. (T)

NOTE 1: Frozen/Grandfathered Service effective October 12, 2004. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4. (D)
(N)
(N)

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV) (Cont'd)

18.3.2 REGULATIONS (Cont'd)

E. VIOLATION OF REGULATIONS

See Schedule Cal.P.U.C. No. A8.1.1.E.

F. RESPONSIBILITY OF THE CUSTOMER

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

2. The customer shall be responsible for placing all orders and payment of all charges for service(s) offered herein.

(N)

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Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV) (Cont'd)

18.3.2 REGULATIONS (Cont'd)

G. RESPONSIBILITY OF THE UTILITY

(N)

Provisions concerning the Utility limitations of liability are set forth in Schedule Cal.P.U.C. No. A2.1.14.

The Utility shall not be responsible for installation, operation or maintenance of any terminal equipment or communication systems provided by a customer or user. This service is not represented as adapted to the use of such equipment or systems and where such equipment or system is connected to the Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility, the Utility shall not be responsible for:

1. The through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or
2. The reception of signals by such equipment or system, or
3. Damage to terminal equipment or communications systems provided by a customer or user due to testing.

H. VISIT CHARGE

The customer or user shall be responsible for payment of a visit charge, as set forth in Schedule Cal.P.U.C. No. A.3.1.8 for visits by the Utility to the premises of the customer or user where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer or user.

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Continued

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.3 DIGITAL DATA OVER VOICE (DIGITAL DOV) (Cont'd)

18.3.3 RATES AND CHARGES

The following rates and charges are in addition to all other rates and charges that may be applicable for other services which operate in conjunction with Digital Data Over Voice service.

A. BASIC SERVICE - DATA/VOICE MULTIPLEXER

	Monthly Rates	Nonrecurring Charges	USOC
-Per line			
-DVM set for Synchronous Transmission			
2.4 Kbps	\$14.25 (R)	\$189.98 (R)	DVES2
9.6 Kbps	28.50	189.98	DVES9
-DVM set for Asynchronous Transmission			
2.4 Kbps	14.25	189.98	DVEA2

B. SUB-RATE MULTIPLEXING SERVICE

-Per line			
-DVM set for Synchronous Transmission			
2.4 Kbps	14.25	189.98	DVMS2
9.6 Kbps	28.50	189.98	DVMS9
-DVM set for Asynchronous Transmission			
2.4 Kbps	14.25	189.98	DVMA2
9.6 Kbps	28.50 (R)	189.98 (R)	DVMA9
-Per Sub-rate Multiplexing Service			
10 Slot Mux (2.4 Kbps)		NO	SRM21
20 Slot Mux (2.4 Kbps)		NO	SRM22
5 Slot Mux (9.6 Kbps)		NO	SRM95

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

(T)
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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

(T)
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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

(T)

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(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.4 RESERVED (Cont'd)

(T)
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(D)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED

(T)

(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

(T)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

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(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

(T)

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

(T)

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NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.5 RESERVED (Cont'd)

(T)
(D)

(D)

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

(N)

18.6 GROUPVIDEO SERVICE

18.6.1 DESCRIPTION

GroupVideo Service is a "meet-me" video conference capability that allows up to a maximum of 28 locations to dial a specific telephone number at a predetermined date and time to establish a video conference.

To make reservations the customer calls 1-800-WE MEET U (1-800-936-3388), requesting a specific date, time and duration, the number of conference ports, the data rate and the conference control options required for the conference. The customer is provided with directory numbers for the participants to dial to obtain access to the Multipoint Control Unit (MCU). Audio-only ports are available for participants without compatible videoconferencing terminals.

GroupVideo Service connections are established over public switched services, including but not limited to, SDS-56, Centrex IS, SDS-ISDN, Primary Rate IS, and Home ISDN utilizing compatible customer provided equipment. A single ISDN line or two SDS-56 lines are used to access the MCU at transmission speeds of 112 or 128 kbps. The MCU can also support switched connections at higher data rates up to 1.536 Mbps, in multiples of 56 or 64 kbps as specified by ITU-TSS standards. These calls are established by customers' inverse multiplexers, using multiple ISDN or SDS-56 lines.

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Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

(N)

18.6 GROUPVIDEO SERVICE (CONT'D)

18.6.2 DEFINITIONS

MULTIPOINT CONTROL UNIT

A device capable of terminating switched data calls dialed by standards-compliant videoconferencing terminals. Partitions in the MCU software define individual conferences among multiple participating locations, providing secure multipoint connections. Unless programmed for constant display of a single pre-selected video signal to all participating locations, the MCU controls video switching dynamically according to dominant audio levels.

PORT

Termination point at the MCU for a switched data call from a single video conferencing terminal.

PORT HOUR

Chargeable unit for GroupVideo multipoint conferences. Total port hours equal the sum of the connection times, (or reserved times, whichever is greater) for all participating site in a conference.

(N)

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

(N)

18.6 GROUPVIDEO SERVICE (CONT'D)

18.6.3 REGULATIONS

- A. THE CUSTOMER SHALL BE RESPONSIBLE FOR RESERVING PORT TIME AND SPECIFYING THE DATA RATE AND COMPRESSION ALGORITHM (VIDEO MODE) TO BE USED.
- B. CALLS MADE BY EACH PARTICIPANT TO THE GROUPVIDEO CONFERENCING PORT ARE SUBJECT TO THE APPLICABLE LOCAL, ZUM AND LOCAL PLUS MESSAGE CHARGES AND ANY LONG DISTANCE CHARGES.
- C. PROVISIONS CONCERNING LIMITATIONS OF LIABILITY ARE SET FORTH IN SCHEDULE CAL.P.U.C. NO. A2.1.14.
- D. GROUPVIDEO CONNECTIONS MUST BE RESERVED AT LEAST TWENTY-FOUR (24) HOURS IN ADVANCE. SHORTER NOTICE WILL BE ACCEPTED SUBJECT TO PORT AVAILABILITY AT AN ADDITIONAL CHARGE AS SET FORTH IN 18.6.6 FOLLOWING.
- E. RESERVATIONS WILL BE ACCEPTED IN 15-MINUTE INCREMENTS; OVERTIME WILL BE BILLED IN 3-MINUTE INCREMENTS OR PORTION THEREOF. OVERTIME CAPABILITY DEPENDS UPON PORT AVAILABILITY.
- F. VARIATIONS IN THE MCUS USED MAY CAUSE DIFFERENCES IN THE AVAILABILITY OF CERTAIN COMPRESSION ALGORITHMS AT EACH MCU SITE.
- G. ONCE A CONFERENCE HAS BEGUN, THE CUSTOMER WILL BE BILLED FOR THE FULL MCU TIME RESERVED WHETHER OR NOT ALL PORT HOURS ARE USED. MISCELLANEOUS CHANGE CHARGES AS SET FORTH IN 18.6.7,E. FOLLOWING ARE APPLICABLE TO CANCELLATIONS OR CHANGES MADE WITH LESS THAN 48 HOURS NOTICE.
- H. EACH PARTICIPANT IN A VIDEO CONFERENCE REQUIRES A MCU PORT. EACH PORT IS RATED ON AN HOURLY BASIS AS SET FORTH IN 18.6.7, FOLLOWING. THE TOTAL PORT HOURS USED BY CONFERENCE PARTICIPANTS ARE AGGREGATED ON A SINGLE BILL. IF THE VIDEO CONFERENCE IS BILLED TO A PREMIUM OR PREMIERE PLAN SUBSCRIBER, ALL PORT HOURS WILL BE DEBITED AGAINST THE MONTHLY PLAN ALLOTMENT OR BILLED AS OVERTIME. FOR EXAMPLE, A PREMIUM PLAN SUBSCRIBER IS BILLED 4 PORT HOURS FOR A 1-HOUR CONFERENCE AMONG 4 SITES. THESE 4 HOURS ARE DEDUCTED FROM THE 15 SUBSCRIBED HOURS, LEAVING A BALANCE OF 11 HOURS REMAINING FOR THE MONTH. IF NO BALANCE REMAINS, THE 4 PORT HOURS ARE BILLED AS OVERTIME AT \$35.00 EACH.

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Continued

NETWORK AND EXCHANGE SERVICES
A18. INTEGRATED SERVICES

18.6 GROUPVIDEO SERVICE (Cont'd)

18.6.4 TECHNICAL SPECIFICATIONS

A. GROUPVIDEO SERVICE TECHNICAL SPECIFICATIONS INCLUDE THE FOLLOWING:

Standards Video Mode

- H.320 series Standards for Audio Visual Communications over Narrowband Digital Networks, developed by the International Telecommunications Union-Telecommunications Standardization Sector (ITU-TSS).

Standards Plus

- Proprietary suite of compression algorithms developed by Compression Labs, Inc. including but not limited to H.CTX CTX, CTX Plus.

Standard Audio Mode

- G.711, G.722 and G.728 developed by the International Telecommunications Union-Telecommunications Standardization Sector (ITU-TSS).

B. GROUP VIDEO SERVICE TECHNICAL SPECIFICATIONS CAN BE OBTAINED BY WRITING TO THE ADDRESS LISTED BELOW:

These publications may be obtained from:

SBC Help Desk and Document Center (517) 788-6872

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NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

(N)

18.6 GROUPVIDEO SERVICE (Cont'd)

18.6.5 SERVICE

A. STANDARD FEATURES

1. Standard Video Mode

International videoconferencing standards enable communication among various types of terminals. The Standard Video Mode (aka, Common Intermediate Format, CIF, H.261, or px64) must be selected when it is the only compression algorithm that is common to all participating sites.

2. Standards Plus Mode

The Standards Plus algorithm may be selected when all participants in a conference are using compatible terminals.

3. Standard Audio Mode

GroupVideo supports all international audio standards for video conferencing - G.711, G.722 and G.728. A single audio format, common to all participating terminals must be specified for each GroupVideo conference.

4. Conference Control

Voice-activated switching is the standard method for dynamic control of the video signal during a multipoint video conference. The dominant speaker will be seen by all participating sites, while the current speaker sees the previous dominant speaker. If preferred, the conference can be configured for lecture mode, providing constant transmission of a single video signal to all sites.

5. Chair Control

Users of videoconferencing systems equipped for chair control may elect to control video switching of a multipoint conference. One terminal per conference may be designated the "Chair".

6. Audio-Only Connection

One participating location on each multipoint conference may establish an audio-only connection by dialing in from a telephone. GroupVideo charges are the same as for any other conference participant.

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Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.6 GROUPVIDEO SERVICE (CONT'D)

18.6.5 SERVICE (CONT'D)

B. OPTIONAL FEATURES

1. Premium Subscriber Plan

Provides up to and including 15 port hours per month. Port hours required above the initial 15 shall be subject to additional charges as set forth in 18.6.7, B. following.

2. Premiere Subscriber Plan

Provides up to and including 30 port hours per month. Port hours required above the initial 30 shall be subject to additional charges as set forth in 18.6.7, C following.

3. Split Billing

(N)

Allows each site participating in a multi-point video conference, bridged through the Utility's GroupVideo Service, to receive its own separate bill representing only the port(s) used by that site for its portion of the conference. The maximum number of additional bills that could be generated per video conference is 27. Split Billing charges are not applicable to the first account (or control participant) from which the others are split.

Group Video, Premium and Premiere Subscriber Plans port hours are eligible for Split billing. All port hours, or fractions thereof, reserved and or used will be split among each participating site. Premium and Premiere Subscribers will receive credits not to exceed the monthly rate.

Illustrative only

Premiere Subscriber under 30 port hours, nine participating

- a. Three port hours reserved and used = \$90.00.
- b. \$90.00 divided by nine sites = \$10.00 per site.
- c. Each participating site, except Premiere Subscriber, billed \$13.00 (port hour + split billing).
- d. Premiere Subscriber receives \$80.00 credit.

Premiere Subscriber over 30 port hours, nine sites participating

- a. Three port hours reserved and used = \$90.00.
- b. \$90.00 divided by nine sites = \$10.00 per site.
- c. Each participating site, except Premiere Subscriber, billed \$13.00 (port hour + split billing).
- d. Premiere Subscriber billed \$10.00.

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NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.6 GROUPVIDEO SERVICE (Cont'd)

18.6.6 FLEXIBLE RATES

Decision 89-10-031 dated October 12, 1989, states in part that
 "...Beginning in 1990, Pacific should file advice letters no later than
 October 1 of each year for Commission consideration and approval to
 update rates according to the adopted price cap indexing mechanism with
 new rates to be effective the following January 1."

The following contains flexible rates for Group Video Service only.
 The current rates set forth in Rates and Charges, 18.6.7 following will
 be based on these ranges.

	<u>Rate</u>		
	<u>Mini mum</u>	<u>Maximum</u>	
A. GroupVideo Service			
Reservation per Occurrence			
-Per Port Hour	\$ 15.00	\$ 38.00	(R)
B. Premium Subscriber Plan			
-Per 15 Port Hours	225.00	498.70	
-Each additional Hour	15.00	33.25	
C. Premiere Subscriber Plan			
-Per 30 Port Hours	450.00	854.92	
-Each additional Hour	15.00	28.50	(R)

Continued

NETWORK AND EXCHANGE SERVICES
 A18. INTEGRATED SERVICES

18.6 GROUPVIDEO SERVICE (Cont'd)

18.6.7 RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Hourly Rate</u>
A. GROUPVIDEO SERVICE ^{1,4}		
- Per Port, Per Participant ^{2,3}	NO	\$ 38.00(R)
B. PREMIUM SUBSCRIBER PLAN ^{1,4}		
- Per 15 Port Hours ^{1,3}	\$498.70(R)	NO
- Each additional Port Hour ²	NO	33.25(R)
C. PREMIERE SUBSCRIBER PLAN ^{1,4}		
- Per 30 Port Hours ^{2,3}	854.92(R)	NO
- Each additional Port Hour ²	NO	28.50(R)
D. SPLIT BILLING		
- Each additional bill	2.85(R)	per plan ⁵

NOTE 1: Reservations will be accepted in 15 minute increments. Each additional port hour shall be billed in 3 minute increments (e.g. 4, 5, or 6 minutes of overtime under the Premiere Plan video conference would be billed approximately \$3.00).

NOTE 2: The monthly and hourly rates may be increased (not to exceed the maximum as stated in 18.6.6., preceding) by the Utility upon at least 30 days prior notice to the California Public Utilities Commission (CPUC) and affected customers.

NOTE 3: The customer shall receive 3 port hours at no charge from (tariff effective date) to (3 Months after tariff effective date), however the Miscellaneous Change Charge as set forth in 18.6.7.E. following, is applicable.

NOTE 4: See 18.6.3, H., preceding.

NOTE 5: See B.3., preceding.

Continued

NETWORK AND EXCHANGE SERVICES

A18. INTEGRATED SERVICES

18.6 GROUPVIDEO SERVICE (Cont'd)
18.6.7 RATES AND CHARGES (Cont'd)

	<u>Charges Per Occurrence</u>
D. PRIORITY RESERVATION ¹	
- Each reservation made with less than 24 hours notice	\$ 23.75(R)
E. MISCELLANEOUS CHANGE CHARGE	
Change date, time, reduce or cancel port hours reserved	
- Between 24 and 48 hours notice	25% of Charge for reserved time
- Less than 24 hours notice	50% of Charge for reserved time

NOTE 1: In addition to Monthly and/or Hourly rates as set forth in
18.6.7, A., B. and C., preceding.