

COMPETITIVE LOCAL CARRIER TARIFF

G2. 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>
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13th ¹	CS A
3rd	ToC A
4th	ToC B
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NOTE 1: Issued

CC: 5170

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2.1 RULES

The following Rules for services in other LEC exchanges such as disputed bill procedure, deposit policies and procedures for termination service are described in the tariff schedule indicated next to that rule.

2.1.1 RULE NO. 1 - DEFINITIONS

All definitions relating to Pacific Bell services are described in Pacific's tariff schedule Cal.P.U.C. No. A2.1 and are applicable to this tariff schedule.

2.1.2 RULE NO. 2 - DESCRIPTION OF SERVICES IN OTHER LEC EXCHANGES

Description of services in other LEC exchanges are those services offered by the Utility as described in Section G3. following.

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2.1.3 RULE NO. 3 - APPLICATION FOR SERVICE

Applications for service will be accepted by Utility provided that the service is available and the Utility has no reason to believe applicant will not comply with the provisions of the tariff. Customers must complete and sign the Utilities standard service order form(s).

Services may be initiated based upon a written agreement between the Utility and the Customer. Prior to the agreement the Customer shall be informed of all rates and charges for the services the Customer has agreed upon. Rates and charges will appear on the Customer's first bill. Utility, on its sole discretion, shall offer services in locations where technical capabilities exist and market conditions warrant.

Additional requirements for application for service are as specified in Schedule Cal.P.U.C. No. A2.1.3,A.

Continued

FACILITIES BASED LOCAL SERVICES IN OTHER LEC EXCHANGES

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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2.1.4 RULE NO. 4 -RATES AND CHARGES FOR SERVICES (CONT'D)

A. RATES AND CHARGES

1. Rates and charges for services are set forth in the applicable product specific tariff sheets and in agreements. Rates and charges for services provided under agreement may not exceed the maximum level set forth in the applicable product specific tariff sheets.
2. Customer may order multiple units of services. To receive any applicable discount Customer must order a minimum number of units. If Customer later deletes units and uses less than the minimum number, Customer will be charged for the minimum number of units per order.

B. CHANGES TO RATES AND CHARGES

1. Utility may adjust the current rates and charges for services by filing revised tariff sheets. The tariff sheets will become effective upon the first calendar day after the filed date, and parties may not protest the adjustment.
2. Utility may change the maximum level by filing tariff sheets.
 - a. Revised tariff sheets which reduce rates and charges will become effective on five (5) working days after the filed date. These reductions will be considered temporary tariffs.
 - b. Revised tariff sheets which increase rates and charges will become effective on not less than five (5) working day's notice from the filed date. Customer notification is not required for minor rate increases.
 - c. Revised tariff sheets for other than minor increase to rates and charges will require the regular thirty calendar days notice period and require customer notification 30 days in advance of the proposed rate increases.
 - d. Utility may enter into contracts for services without prior Commission approval. Utility will file contracts with the Commission subject to Go 96-A rules for NDIECs.
3. Utility may seek to change terms and conditions of the tariff other than rates and charges by filing revised tariff sheets. Such tariff sheets become effective five (5) working days after the filed date.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1.5 RULE NO. 5 - ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Establishment and re-establishment of credit for services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.6.

2.1.6 RULE NO. 6 - ADVANCE PAYMENTS AND DEPOSITS

Advance payments and deposits for services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.7.

Customers may be required to prepay 25% when estimated non-recurring charges are over \$5,000; and 50% when estimated non-recurring charges are over \$10,000.

2.1.7 RULE NO. 7 - RENDERING AND PAYMENT OF BILLS

Rendering and payment of bills for services shall be specified in Schedule Cal.P.U.C. No. A2.1.9 with the exception of A2.1.9,I.1, A2.1.9,I.4,c(b) and A2.1.9,I.5. The three (3) month limit to backbilling is not applicable to services in other LEC exchanges. However, all provisions of A2.1.9 apply to Consumer and Small Business or Individual¹ customers, including a three (3) month limitation on backbilling, per D.04-05-057.

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2.1.8 RULE NO. 8 - DISPUTED BILLS

Disputed bills for services shall be resolved as specified in Schedule Cal.P.U.C. No. A2.1.10,A.

2.1.9 RULE NO. 9 - PROMOTIONAL OFFERINGS, SERVICE WARRANTIES, DISCOUNTED OFFERINGS, DONATED OFFERINGS AND PRICE GUARANTEES

Utility may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, and donated offerings, and guaranteed pricing. These promotional offerings are listed in Schedule Cal.P.U.C. No. G19.

2.1.10 RULE NO. 10 - RELEASE OF MESSAGES, DATA, CREDIT AND CALLING RECORDS

The release of messages, data, credit and calling records associated with services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.35.

NOTE 1: For Consumer and Small Business or Individual, see A2.1.1,
Definition of Terms.

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FACILITIES BASED LOCAL SERVICES IN OTHER LEC EXCHANGES

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

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2.1.11 RULE NO.11 - REFUSAL, TERMINATION OR DISCONTINUANCE OF SERVICES

A. TERMINATION OR REFUSAL OF SERVICES

If Customer is in violation of any provision under this tariff, and such default continues after notice thereof is given by Utility, Utility may, without liability and without waiving any other remedies available to it, cease providing the applicable service to Customer.

B. DISCONTINUANCE OF SERVICES

Utility, on its sole discretion, may discontinue offering a service, in part or in its entirety, without liability to affected Customers and applicants.

Utility may file and make effective on one day's notice advice letters freezing and withdrawing service offerings. Service offerings may be frozen as of the effective date of the advice letter. Services to current customers may be withdrawn no sooner than the fortieth day after the advice letter is filed.

C. TERMINATION BY CUSTOMER

Customer may order services on a long term basis, as opposed to month to month. If the Customer terminates service before the end of the term, Customer will give Utility thirty (30) days' prior written notice. Furthermore, Utility may charge Customer a termination fee. The termination fee will not exceed the greatest monthly total of charges billed for the service during the term multiplied by the number of months remaining in the term.

In the case of termination of any service purchased on a month-to-month basis, the minimum charge for any portion of the month shall not be less than the monthly recurring charge for that service.

If a customer had their non-recurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period. Then the customer may be liable for the previously waived non-recurring charges.

Additional requirements for refusal, termination or discontinuance of services are as specified in Schedule Cal.P.U.C. No. A2.1.31.

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Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1.11 RULE NO. 11 - REFUSAL, TERMINATION OR DISCONTINUANCE OF SERVICES
(Cont'd)

D. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS

(N)

1. Definitions

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.

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.

Small Business or Individual

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 for not more than twenty access lines or more than 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.

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.

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COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1.11 RULE NO. 11 - REFUSAL, TERMINATION OR DISCONTINUANCE OF SERVICES
(Cont'd)

D. SERVICE DISCONNECTION UNDER THE CONSUMER BILL OF RIGHTS (Cont'd)

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2. Regulations

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:

a. 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:

- (1) All waived and/or unpaid nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
- (2) 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.
- (3) All charges for usage-sensitive services at the effective rate under the term plan or other agreement for any actual usage.

b. For new tariffed service the customer shall pay:

- (1) All nonrecurring charges at the applicable rate(s) or charge(s) in effect when service was installed.
- (2) Any recurring non-usage rates at the effective month-to-month rates in accordance with the service's minimum service period regulations.
- (3) All charges for usage-sensitive services at the applicable effective rates for any actual usage.

c. 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.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.12 RULE NO.12 - DISCONNECTION OF SERVICES

Utility will not temporarily or permanently disconnect Customer's regulated exchange or private line service solely for non-payment of charges for service.

2.1.13 RULE NO.13 - RESTRICTIONS ON CUSTOMER USE AND RESALE OF SERVICES

A. UNSOLICITED MARKETING

No Customer is permitted to use services for unsolicited marketing or in a way that may jeopardize the service network or other Customers' use of any Utility service. Utility will investigate any abusive or unsolicited marketing (whether voice, facsimile or electronic image) and take appropriate action, including possible referral to law enforcement agencies or discontinuance of Customer's services. Services will be reinstated only after Customer agrees to Utility's terms and conditions for the use of each such service. Notwithstanding the above, the tariff sheets or agreements for a specific service may provide that a particular service may be used for unsolicited marketing, so long as such use is consistent with any applicable law.

B. RESERVED

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C. UTILITY CONTENT POLICY

Customer shall use services in a manner consistent with Utility's Content Policy. Customer shall indemnify, and hold Utility harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of Customer's failure to comply with such Content Policy.

D. REGULATIONS AND CODES

Customer shall comply with all applicable federal, state and local laws, regulations and codes, including, but not limited to, the procurement of permits, certificates and licenses when needed in the provisioning and use of services. Customer shall indemnify and hold Utility harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of Customer's failure to comply with such federal, state and local laws, regulations and codes.

Continued

FACILITIES BASED LOCAL SERVICES IN OTHER LEC EXCHANGES

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.13 RULE NO.13 - RESTRICTIONS ON CUSTOMER USE AND RESALE OF SERVICES (Cont'd)

E. FRAUDULENT USE

Customer may not charge any calls to the service access number or mailbox number, or otherwise use a service in a fraudulent manner. Utility is not liable for any such charges.

2.1.14 RULE NO. 14 - LIMITATION OF LIABILITY

A. LIMITATIONS

The limitation of liability associated with services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.14. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.

B. TEMPORARY SUSPENSION FOR REPAIRS

Utility shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily (generally less than two hours for service during non-peak periods; if more than two hours customers will be notified in advance) for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system. For information regarding unplanned outages, see Schedule Cal.P.U.C. no A2.1.14.

2.1.15 RULE NO. 15 - ASSIGNMENT

A. CUSTOMER ASSIGNMENT

Customer may not assign its rights or delegate its obligations and duties regarding the provisioning of services to Customer, without the prior written consent of Utility.

B. UTILITY ASSIGNMENT

Utility may, at any time, assign any and all of its rights and delegate its duties under this tariff to any present or future affiliate, or any other company, if such assignment will, in Utility's opinion, assist in the implementation of any law or ruling issued by any judicial or other governmental authority. Said assignee will not be bound by the terms and conditions of this tariff, and is free to offer such services under new terms and conditions.

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Continued

FACILITIES BASED LOCAL SERVICES IN OTHER LEC EXCHANGES

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.16 RULE NO. 16 - EXISTING CUSTOMERS

The terms and conditions of this tariff supersede all contracts with customers for services, which became effective on or before the date of this tariff; provided, however, that all mutually executed agreements for services, which were in effect on or before the effective date of this tariff, shall remain in full force and effect to the extent they are consistent with the terms and conditions of this tariff.

2.1.17 RULE NO. 17 - SPECIAL FEATURES

From time to time, customers may request features which are not described in this tariff. These special feature requests will be dealt with on an individual case basis and provided under contract.

2.1.18 RULE NO. 18 - INSTALLATION

Upon request, Customers will be given an estimated installation date. Utility is not liable if installation of the service is delayed. If Customer wants service installation to be expedited, Customer may be required to pay a special charge not to exceed \$100.00 per day which the installation is expedited.

2.1.19 RULE NO. 19 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

Ownership of telephone directories, assigning and changing of telephone numbers shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.117.

2.1.20 RULE NO. 20 - LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

Legal requirements for refusal or discontinuance of services shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.31.

2.1.21 RULE NO. 21 - NONPUBLISHED SERVICE - RELEASE OF INFORMATION

Definition of nonpublished service and the release of information shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.34.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.22 RULE NO. 22 - CREDIT INFORMATION AND CALLING RECORDS - RELEASE OF INFORMATION

Definition of credit information and calling records service and the release of information shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.35

2.1.23 RULE NO. 23 - SURCHARGE TO FUND THE CALIFORNIA PUBLIC UTILITIES COMMISSION REIMBURSEMENT FEE

The surcharge for funding the California Public Utilities Commission shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.37.

2.1.24 RULE NO. 24 - SURCHARGE TO FUND CALIFORNIA HIGH-COST FUND-A

The surcharge for funding the California High-Cost Fund-A shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.38.

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2.1.25 RULE NO. 25 - SURCHARGE TO FUND CALIFORNIA HIGH-COST FUND-B

The surcharge for funding the California High-Cost Fund-B shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.39.

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2.1.26 RULE NO. 26 - SURCHARGE TO FUND CALIFORNIA RELAY SERVICE AND COMMUNICATIONS DEVICE FUND

The surcharge for funding the California Relay Service and Communications Device Fund shall be consistent with the specifications in Schedule Cal.P.U.C. No. A5.2.3,D.1

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2.1.27 RULE NO. 27 - SURCHARGE TO FUND UNIVERSAL LIFELINE TELEPHONE SERVICE FUND

The surcharge for funding the Universal Lifeline Telephone Service Fund shall be consistent with the specifications in Schedule Cal.P.U.C. No. A5.2.5,E.5.

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z Correction - Material inadvertently omitted on Advice Letter No. 18608, effective February 1, 1997.

Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.28 RULE NO. 28 - SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND

The surcharge for funding the California Teleconnect Fund shall be consistent with the specifications in Schedule Cal.P.U.C. No. A2.1.42.

2.1.29 RULE NO. 29 - RESALE OF SERVICES

Services provided pursuant to this tariff may be resold at the price, terms, and conditions set forth in this Schedule without any discounts. Other applicable provisions in Schedule Cal.P.U.C. No. A2.1.18 and Schedule Cal.P.U.C. No. 175-T, Section 18, also apply.

2.1.30 RULE NO. 30 - LOCAL NUMBER PORTABILITY

The rules and regulations for Directory Number Call Forwarding (DNCF) service set forth in Schedule Cal.P.U.C. No. A20 shall apply to DNCF services purchased in association with DID trunks, PRI Service, or SuperTrunk serviced provided pursuant to this tariff. The rates shall be set on an individual cases basis.

Inward DNCF may be offered as an interim service offering within a rate area until Local Number Portability is implemented in the respective Metropolitan Statistical Area (MSA). Inward DNCF may also be offered as a permanent service offering in those areas that are not scheduled for LNP capability pursuant to the LNP MSA conversion schedules. The rates shall be set on an individual cases basis.

When a customer chooses to terminate DNCF service, a telephone number that is homed on a Utility switch will be retained by the Utility.

When a customer chooses to terminate DNCF service and the telephone number is homed on a non-Utility switch, the customer must contact the other telephone company owning the switch where the telephone number is homed to make arrangements to port the number.

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COMPETITIVE LOCAL CARRIER TARIFF
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2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES

Decision 96-10-066 authorizes discounted advanced services for qualifying schools, libraries, hospitals and health clinics, and community based organizations.

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 or negotiated/contract rates. Discounted rates are available for measured business service, switched 56, Integrated Services Digital Network (ISDN) service, T-1 service, and DS-3, or their functional equivalents.¹ There is no limit on the number of subsidized lines that a school or library can have. (T)

Hospitals and Health Clinics:

Municipal and county government owned and operated hospitals and health clinics qualify for a 20% discount off tariffed or negotiated/contract rates. Discounted rates apply to switched 56, ISDN, T-1 and DS-3 service, or their functional equivalents¹. (T)

NOTE 1: See Sheet 12.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES (Cont'd)

Community Based Organizations (CBOs):

Only a tax exempt organization offering health care, job training, job placement, or educational instruction, 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 25% discount off tariffed or negotiated/contract rates. The CBO shall be limited to a total number of: two switched 56 lines or their functional equivalents;¹ two ISDN lines or their functional equivalents;¹ one switched 56 line or its functional equivalent¹ and one ISDN line or its functional equivalent;¹ or one T-1 line or its functional equivalent.¹

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These discounted rates may not be resold to, or shared with, any other non-qualifying entity or person.

NOTE 1: See Sheet 12.

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COMPETITIVE LOCAL CARRIER TARIFF

G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES (Cont'd)

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 equivalent 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 data utilizing an ISDN architecture.

SMDS - Provides a high speed public wide-area, connectionless packet/cell-switching service that provides LAN-like performance over a metropolitan area or a WAN backbone. It provides the equivalent service as DS0 (ADN), DS1 (Hi-Cap) and DS3.

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z Correction - Material inadvertently omitted in Advice Letter No. 21221, effective July 16, 2000.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.31 RULE NO. 31 - DISCOUNTED ADVANCED SERVICES (Cont'd)

Frame Relay - Provides customers with a high speed packet switched data service for their wide area networking needs. It provides the equivalent service as DS0 (ADN), DS1 (Hi-Cap) and DS3.

ATM Cell Relay Service - Provides a high speed connection oriented transport service. Pacific Bell's CRS is implemented using Asynchronous Transfer Mode (ATM) technology. It provides the equivalent service as DS1 (Hi-Cap), DS3 and OC-3c products.

Advanced Digital Network Service (ADN) - Provides end to end or end to multi-point connection which is similar to Frame Relay DS0, and SMDS DS0.

2.1.32 RULE NO. 32 - BILLING SURCHARGES

Billing surcharges as described in SCHEDULE CAL.P.U.C. A2.1.33, Rule 33, shall not apply to any recurring rates and nonrecurring charges for any service offered under this Schedule.

z Correction - Material inadvertently omitted in Advice Letter No. 21221, effective July 16, 2000.

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.33 RULE NO. 33 - OFF-PREMISES EXTENSION LINE SERVICES

A. 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:

1. Same Customer:

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

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.

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COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.33 RULE NO. 33 - OFF-PREMISES EXTENSION LINE SERVICES (Cont'd)

A. 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:
(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. 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.

(N)

(N)

Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.34 RULE NO. 34 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND
CHANGE IN BILLING

A. 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. G2.1.1 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.

(N)

Continued

COMPETITIVE LOCAL CARRIER TARIFF
G2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

(N)

2.1.34 RULE NO. 34 - PRIORITY OF ESTABLISHMENT, SUPERSEDURE OF SERVICE AND CHANGE IN BILLING (Cont'd)

A. 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

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: For definitions see G2.1.1 preceding.

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