



Granite Telecommunications, LLC
U-6842-C

100 Newport Avenue Extension
Quincy, Massachusetts 02171

Telecommunications Service Guide

*For Local and Intrastate Telecommunications Services Provided in the State of
California*

Thank you for selecting Granite Telecommunications, LLC (“Granite” or “Company”) as your telecommunications service provider. This Service Guide, in conjunction with any existing separate Service Agreements, constitutes the rates, terms, and conditions applicable to your use of Granite’s telecommunications services within the State of California. Granite has been granted California Public Utilities Commission authority to provide Services under this Service Guide in lieu of a Tariff. Granite otherwise remains subject to applicable California Public Utilities Commission regulations, Commission Orders including General Order No. 168, California law and Public Utilities Code.

For additional information or assistance, please visit us on the web at www.granitenet.com or contact our Customer Care representatives, toll free at 866.847.1500, or in writing addressed to the attention of Granite Customer Service at 100 Newport Avenue Extension, Quincy, Massachusetts 02171.



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APPLICATION OF SERVICE GUIDE

This Service Guide sets forth the Service offerings, rates, terms and conditions applicable to the furnishing of regulated competitive local exchange and intrastate interexchange Services offered by Granite to Customers subject to availability, not otherwise provided under a separate service agreement, in California.

The rates and regulations contained in this Service Guide apply only to the intrastate telecommunications Services furnished by Granite and do not apply, unless otherwise specified, to the lines, facilities, or the Services provided by a Local Exchange Carrier or other Common Carrier for use in accessing the Services of Granite. This Service Guide does not cover any information service or other unregulated service offered by Granite.

BY PRESUBSCRIBING, OTHERWISE UTILIZING, OR PAYING, DIRECTLY OR INDIRECTLY FOR COMPANY'S SERVICES, YOU HEREBY AGREE TO THE RATES, CHARGES, TERMS, AND CONDITIONS WHICH FOLLOW. IF YOU BELIEVE THAT YOUR USE OF SERVICES HAS BEEN MADE IN ERROR, PLEASE CONTACT GRANITE TELECOMMUNICATIONS, LLC'S SERVICE DEPARTMENT IMMEDIATELY AT 866.847.1500.

Granite may not be deemed to have waived or impaired any right, power, requirement or option reserved by this Service Guide (including, but not limited to, the right to demand exact compliance with every term and condition herein), by virtue of any custom or practice of Granite at variance with the terms hereof, or any failure, refusal or neglect of Granite to exercise any right under this Service Guide or to insist upon exact compliance with its terms, or any waiver, forbearance, delay, failure or omission by Granite to exercise any right, power or option hereunder.

The rates, rules, terms and conditions contained herein are subject to change. Subscribers will be notified of changes through bill messages or inserts in the billing cycle prior to the date on which changes become effective. Changes will also be posted on Granite's website at <http://www.granitenet.com>.

This Service Guide is governed and interpreted according to applicable laws and regulations of the state of California.



DEFINED TERMS

Certain terms and phrases used in this Service Guide have the meaning as given in the definitions set forth below.

Access Code - The term "Access Code" means a sequence of numbers that when dialed, connects a Customer to the Carrier associated with that sequence.

Applicant - The term "Applicant" means an individual, partnership, corporation, association, or government agency who applies to the Company for any new or additional telephone service.

Authorization Code - The term "Authorization Code" means a numerical code, one or more of which are assigned to a Customer to enable access to Services provided by the Company and to identify the Customer for billing purposes.

Authorized User - The term "Authorized User" means a person, firm, company, corporation, or other entity who is authorized by the Customer to take Service under this Service Guide.

Base Rate Area - The term "Base Rate Area" means a closely built up section of an exchange area as shown in the effective and current tariffs or Service Guides of AT&T and Verizon.

Business Hours - The phrase "Business Hours" means the time after 8:00 A.M. and before 5:00 P.M., Monday through Friday excluding holidays.

Commission - The term "Commission" means the Public Utilities Commission of the State of California.

Company - The term "Company" or "Company" means Granite Telecommunications, LLC ("Granite").

Customer - Please see definition given under "Subscriber".

Delinquent or Delinquency - The terms "Delinquent" and "Delinquency" refer to an account for which payment has not been paid in full on or before the last day for timely payment.

Hunting Service - The term "Hunting Service" means an arrangement to search multiple lines of the same class of service and of the same customer for a vacant line for each incoming call.

Local Calling Area - The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.



DEFINED TERMS, Continued

Local Access Transport Area - ("LATA") - The phrase "Local Access Transport Area" ("LATA") means a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 820192.

Local Exchange Carrier - The term "Local Exchange Carrier" ("LEC") means any person or entity that is engaged in the provision of local exchange service or local exchange access service.

Non-published or Unlisted - The term "Non-published" or "Unlisted" service means service that is not accompanied by inclusion of the Subscriber's name, address, or telephone number in a published directory or directory assistance data base.

Recognized Holiday - The term "Recognized Holiday" means New Year's Day (January 1), Martin Luther King Jr. Day, Presidents Day, Easter Sunday, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25).

Subscriber - The term "Subscriber" means the firm, company, corporation, or other entity that contracts for service under this Service Guide and that is responsible for the payment of charges as well as compliance with the Company's regulations pursuant to this Service Guide.



CONDITIONS OF SERVICE

General

The Company provides local exchange and interexchange telephone services exclusively to business customers between points within the base rate areas of local exchanges served by Pacific Bell Telephone Company dba AT&T California ("AT&T"), Frontier West (formerly Verizon California) and Citizens Telecommunications Company of California, Inc. dba Frontier Communications of California (jointly "Frontier"), and Consolidated Communications of California Company ("Consolidated Communications").

The application of business rates to the services provided the Company is governed by the actual or obvious use made of the service by the Subscriber. Residential service is not offered and will not be provided to a business premises or to portions of residential premises used primarily or largely for business purposes.

Demarcation

The Company does not undertake, by this Service Guide, to provide, maintain, repair, or operate any wiring, equipment, facilities, or service on the Subscriber's side of the point of demarcation as specified in the demarcation schedules of each incumbent local exchange carrier listed above.



CONDITIONS OF SERVICE, Continued

Carrier Disclosure

The Company will provide the following upon request by any subscriber, including any former subscriber for whom, in the judgment of either the carrier or the subscriber, charges or credits are still pending:

1. A description of each service for which charges appear(ed) on the subscriber's bill, and the rates, terms and conditions applicable to that service.
2. A toll-free telephone number the subscriber may call to reach the carrier, and the carrier's post office address to which the subscriber may write, for inquiries, disputes and complaints related to the bill or to any other aspect of the subscriber's service.
3. For any charges the carrier has placed on the bill on behalf of any other entity, but for which the carrier does not handle inquiries, disputes and complaints: the name of the other entity, a toll-free telephone number the subscriber may call, and a post office address to which the subscriber may write, for inquiries, disputes and complaints related to those charges.

The Company will provide the following upon request by any subscriber or other member of the public:

1. The carrier's legal name, its designated utility number (Cal. PUC U-number), and the names under which the carrier offers regulated telecommunications service in California.
2. A description of the carrier's service offerings that relate to the customer's inquiry and are currently open to individual or small business subscribers in California, and the applicable key rates, terms and conditions.
3. The address and toll-free telephone number of the Commission's Consumer Affairs Branch.
4. A description of customers' privacy rights and how the carrier handles confidential subscriber information.



CONDITIONS OF SERVICE, Continued

Initiation or Change of Service

The Company will initiate or change service upon Customer or subscriber's request.

The Company will provide consumers initiating service, including those adding additional lines to existing accounts, with the following information whenever applicable:

1. Availability and effect of freezing the pre-subscribed carrier assigned to the account.
2. Availability and effect of restricting toll calling.
3. Availability and effect of deleting access to 900 and 976 pay-per-call telephone information services.
4. Availability and effect of blocking options for pay per use features that do not require dialing an access code to activate.
5. Availability and effect of blocking non-presubscribed carrier (*e.g.*, third party) charges from being billed on the telephone bill.
6. Availability and effect of Caller ID blocking options.
7. Availability and rates of the least expensive service meeting the customer's needs.
8. Any other information necessary to enable consumers to make informed choices among services and providers.

For services offered, the Company will provide the Customer or subscriber a written confirmation of the order not later than seven (7) days after it is accepted. The confirmation shall include the key rates, terms and conditions for each service ordered, and the format and content shall conform to applicable Commission rules and regulations.



CONDITIONS OF SERVICE, Continued

Initiation or Change of Service, Continued

For services offered under this Service Guide, the Company will provide the subscriber with a written contract not later than seven (7) days after the order is accepted. The contract will include all applicable rates, terms and conditions for each service ordered and the format will conform to applicable Commission rules and regulations.

Subscribers may cancel without fees, charges or penalties any service: (1) within 30 days after the carrier provides the written confirmation materials described above, if the confirmation materials are provided to the subscriber in person at the point of sale; or (2) within 45 days after the confirmation materials are provided if they are not provided in person at the point of sale.

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



CONDITIONS OF SERVICE, Continued

Deposits to Establish or Reestablish Service

The Company may require a deposit to establish or re-establish service if and only if an applicant for service is unable to demonstrate acceptable credit to the satisfaction of the carrier.

A deposit to establish or re-establish basic service may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service. The Company may require an additional deposit for services it provides other than basic service.

Deposits shall earn not less than 5% simple annual interest on the monthly unused balance.

The Company will refund deposit amounts associated with services, with interest, after one continuous year of timely payments for services, and not later than 120 days after service is discontinued.



CONDITIONS OF SERVICE, Continued

Billing

The Company will comply with Commission rules and regulations pertaining to the form and content of telephone bills, including the following basic information:

1. The Company's name;
2. period of service covered by the bill (excluding services for which backfilling is permitted);
3. payment due date;
4. late payment charge (if applicable) and date after which it may be applied;
5. how to pay;
6. the Company's toll-free number for billing inquiries and disputes, along with a postal address, or an e-mail address if the subscriber has agreed to communicate via electronic media, where the subscriber may send a billing inquiry or complaint in writing; and
7. where the subscriber has arranged with the Company to access the telephone bill only by e-mail or the Internet rather than by regular mail, the Company will, in addition to the above information provide e-mail or web site addresses for billing inquiries and complaints.

Late Payment Penalties, Back Billing, and Prorating

The Company will credit payments effective the business day payments are received by the Company or its agent. The date after which a bill is considered overdue and delinquent, and after which late charges may accrue, shall not be earlier than 22 days after the date the bill was mailed. Any authorized late-payment penalty may not exceed 1.5% per month on the balance overdue, and no late-payment penalty may be applied to overdue balances of less than \$20.00 (Twenty Dollars). Subscribers shall not be liable for late payment charges on disputed amounts that are resolved in the subscriber's favor.

The Company will not include in its bill any previously unbilled charge for intrastate service furnished prior to three months immediately preceding the date of the bill, four months in the case of wireless roaming charges on a system other than the subscriber's home system, and five months for collect, third-party, and calling card calls. This limitation on back billing does not apply in cases involving subscriber fraud.

The Company will prorate charges for basic service for partial months. A 30-day month will be used for prorating in lieu of calendar days.



CONDITIONS OF SERVICE, Continued

Service Termination and Restoration

The Company may discontinue service for any of the following reasons:

1. Nonpayment of any sum due to the Company for service more than 15 days beyond the due date. In the event an action is brought for nonpayment, the non-prevailing party may be liable for reasonable court costs and attorney's fees as determined by the Commission or by the court.
2. A violation of, or failure to comply with, any regulation governing the furnishing of service.
3. In accordance with the provisions of Rule 17 of this Service Guide, Legal Requirements for Refusal or Discontinuance of Service.
4. Failure to post a required deposit or guarantee.
5. In the event that the Subscriber supplied false or inaccurate information of a material nature in order to obtain service.
6. Incurring charges not covered by a deposit or guarantee and evidencing an intent not to pay such charges when due.
7. Any violation of the conditions governing the furnishing of service.
8. The Company may disconnect service of any Customer who, with intent to annoy, telephones another person, including Company personnel, and addresses to or about such other person any obscene language or addresses to such other person any threat to inflict injury to the person or property of the person addressed or any family member.
9. The Company may disconnect service of any customer who, with intent to annoy, presents him/herself in person at any Company office and addresses to or about any person, including Company personnel, any obscene language or addresses to such person any threat to inflict injury to the person or any family member, or to the property of the person or of the Company.



CONDITIONS OF SERVICE, Continued

Service Termination and Restoration, Continued

The Company will provide notices in writing to subscribers whose payments are overdue not less than 7 calendar days prior to terminating service for nonpayment. Each termination notice shall include all of the following:

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

The above rules do not apply to termination of service for having reached either: (1) a usage or spending limit, prepaid or otherwise, that was arranged with the subscriber in advance; or (2) the end of a prepaid period of service known to and anticipated by the subscriber in advance.



CONDITIONS OF SERVICE, Continued

Service Termination and Restoration, Continued

The Company will not disconnect Service on any day Customer Service Representatives are not available to assist subscribers.

The notice and disconnection requirements above do not apply where the subscriber's acts or omissions demonstrate an intention to defraud the carrier, or threaten the integrity or security of the carrier's operations or facilities.

Where a subscriber is offered and agrees to an alternative payment plan, the Company will provide confirmation of the terms in writing if the subscriber so requests.

The Company will comply with the rules adopted by the Commission in D.91188 regarding service denial or disconnection for use of telecommunications service in violation of the law.

Restoration of Service - The Company will restore service to a Subscriber upon full payment of all amounts due and the Subscriber's payment of a deposit or reestablishment of credit. However, the Company may refuse to accept a personal check if the Subscriber's check for payment of service has been dishonored, excepting bank error, within the last twelve months. The Company will impose a charge for restoration of service after disconnection in accordance with this Service Guide.



CONDITIONS OF SERVICE, Continued

Billing Disputes

In the case of a billing dispute between Company and subscriber, the Company will investigate the charge(s) the subscriber has informed the Company are in question, and shall reach a determination and communicate it to the subscriber within 30 days. While the investigation is pending, no late charges or penalties may be applied, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge.

The Company may not disconnect service to a subscriber before seven (7) calendar days after the date the carrier notifies the subscriber in writing of the results of its investigation. In no event shall the carrier disconnect service prior to the due date shown on the bill.

The Company may not disconnect service to a subscriber for nonpayment if the subscriber has: (a) submitted a claim to CAB for informal review; (b) deposited the disputed amount with the Commission; and (c) either paid the undisputed amount to the carrier or deposited it with the Commission. While CAB's review is pending, no late charges or penalties may be applied, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge.



CONDITIONS OF SERVICE, Continued

Privacy

The Company will comply with Commission rules and regulations, Commission Decisions, and applicable state laws regarding solicitation, use and dissemination of proprietary Customer information. Compliance will include but not be limited to the following:

Obtaining Subscriber Consent for use of information for purposes other than the provision of or billing for service; PROVIDED THAT the Company may use a subscriber's confidential information to market to that subscriber additional products related to the type(s) of service the carrier is providing to that subscriber, without the subscriber's express consent, unless the subscriber has indicated that he or she does not wish to receive solicitations about additional products; and

Informing and obtaining affirmative written consent of Subscriber before collecting, using and disclosing to third parties confidential subscriber information; PROVIDED THAT the Company may disclose subscribers' confidential information to affiliates or to other third parties without the affirmative consent of the subscriber, to the extent necessary to initiate, render, bill and collect for the type(s) of service that the Company is providing to that subscriber.

Whenever the Company discloses confidential subscriber information to a third party, the Company will clearly identify the purpose of the disclosure and require the recipient of the confidential information not to use it for any other purpose, not to retain it any longer than necessary to accomplish that purpose, and to take appropriate precautions to prevent unauthorized use or disclosure.

The written consent requirement does not apply to the following categories of information: information provided by residential subscribers for inclusion in a subscriber directory; information customarily provided through directory assistance services; postal ZIP Code information; information provided under the supervision of the Commission to a collection agency by a telephone corporation exclusively for the collection of unpaid debts; information provided to an emergency service agency responding to a 911 telephone call or any other call communicating an imminent threat to life or property; information provided to a law enforcement agency in response to lawful process; information required by the Commission pursuant to its jurisdiction over telephone corporations; information transmitted between telephone corporations in order to provide telephone service between service areas; information required to be provided pursuant to rules and orders of the Commission or the FCC regarding the provision of services over the telephone lines by parties other than the telephone corporation; and the name and address of lifeline customers provided for the sole purpose of low-income ratepayer assistance outreach efforts. See Public Utilities Code § 2891(d).



CONDITIONS OF SERVICE, Continued

Privacy, Continued

Written confirmations of orders for service offered under this Service Guide shall include a privacy notice.

Upon request, the Company will disclose to a subscriber what confidential information the Company has about that subscriber and shall provide an opportunity to update the information and to challenge any inaccuracies. The Company will make reasonable efforts to correct inaccuracies brought to their attention. Upon request, the Company will also disclose to the subscriber how that subscriber's confidential information has been used and to whom it has been disclosed. The Company may refuse to process unreasonably repetitive requests from the same individual, provided the Company attempts to comply with this provision in good faith.

Upon a subscriber's request, the Company will remove a subscriber's social security number from the subscriber's customer records.

The Company, when offering new and upgraded telecommunications services, will fully inform affected consumers of any and all privacy implications of such practices. Services with privacy implications are those services which, when subscribed to or used, reveal or disseminate, or have the potential to reveal or disseminate, confidential subscriber information or a subscriber's name, address or telephone number. Subscribers will be given the opportunity to block on a per-call or per-line basis, at the subscriber's option, those services that have a privacy implication.

The Company will comply with subscriber requests to be removed from sales solicitation lists (if any) maintained by the Company, and/or its agents and affiliates.

The Company will comply with Commission rules and regulations governing the form and content of the Customer's Required Notice of Privacy Rights.



CONDITIONS OF SERVICE, Continued

Rendering and Payment of Bills

Subscribers' bills are issued monthly. The Subscriber will receive bills on or about the same day of each month. Months are presumed to have 30 days. The billing date is dependent on the billing cycle assigned to the Subscriber. Each bill conforms with the format set forth in Commission rules and regulations and, among other things, contains monthly recurring charges billed in advance, usage charges billed in arrears, and the last date for timely payment. Recurring charges will be prorated in the event that the service for which the charges are made is less than 30 days.

Bills are due and payable as specified on the bill. Bills may be paid by mail or in person at the Company's business office or an agency authorized to receive such payment. All charges for service are payable only in United States currency. Payment may be made by cash, check, money order, or cashier's check.

Subscribers' payments are considered prompt when received by the Company or its agent within 15 days of the due date. Payments will be credited within 24 hours of receipt by the Company or its agent. The due date is the date the bill is mailed, as shown by the postmark on the billing envelope, or such later date as set forth on the Subscriber's bill. A Subscriber will have 15 days from the due date to timely pay the charges stated. The late payment date will be prominently displayed on the Customer's bill.

However, if a Subscriber's service has been discontinued within the past 12 months or if a subscriber incurs usage charges during a billing period which are equal to at least 200% of the amount of the Subscriber's deposit or guarantee, payment may be demanded for the usage charges by a telephone call to the Subscriber followed by written notification of such demand by first class mail. If the usage charges remain unpaid for five days from the rendition of the written notification or a mutually established late payment arrangement date or 30 days from the date of the bill, the usage charge will be deemed delinquent.

Charges deemed delinquent will be subject to a late payment charge accruing at the rate of 1.5% per month from the due date on all delinquent amounts.

The Company is permitted to collect advance payments for non-recurring charges and the first month's recurring rate. The Company may not collect advance payments for usage. Advance payments will be credited on the Customer's first bill.



CONDITIONS OF SERVICE, Continued

Discontinuance of Service by Subscribers

Subscribers may discontinue local exchange service by providing written or oral notice 30 days prior to the date of discontinuance. Subscribers may discontinue intraLATA and interLATA interexchange service by subscribing to another presubscribed carrier.

No minimum or termination charge will apply if service is terminated because of condemnation, destruction, or damage to the property by fire or other causes beyond the control of the Subscriber.

Information to be Provided to the Public

If Customer desires a copy of this Service Guide, Customer may contact the Company at the following address:

100 Newport Avenue Extension
Quincy, Massachusetts 02171
Telephone: 866.847.1500
Facsimile: 866.847.5500

Customers also may contact the Company's Customer Service Department at 866.847.1500 to inquire about the Company's services, rates, terms and conditions or to obtain a copy of this Service Guide. Copies of the Company's Service Guide schedules and advice letters are available to Customers free of charge, and to the general public at \$0.20 per page to recover photocopying, postage and/or transmission expenses.

Continuity of Service

In the event that the Company has advance knowledge of an interruption of service for a period exceeding 24 hours, The Company will attempt to notify Subscribers in writing at least one week in advance.



CONDITIONS OF SERVICE, Continued

Limitations of Liability

The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct, or violations of law.

In the event an error or omission is caused by the gross negligence of the Company, the liability of the Company shall be limited to and in no event exceed the sum of \$10,000. The non-prevailing party may be liable for reasonable court costs and attorney fees as determined by the CPUC or by the court.

The Company will not provide a credit allowance for interruptions of service caused by the Subscriber's facilities, equipment, or systems.

Except as provided above the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services or facilities furnished by the Company under this Service Guide up to and including its local loop demarcation point, including exchange, toll, private line, supplemental equipment, alphabetical directory listings (excluding the use of bold face type), and all other services, shall in no event exceed an amount equal to the pro rated charges to the Subscriber for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error, or defect, provided, however, that where any mistake, omission, interruption, delay, error, or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the Subscriber for all services or facilities for the period affected by the mistake, omission, interruption, delay, error, or defect.

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

1. The Company shall allow for interruptions in exchange telephone service of 24 hours or more not due to conduct of Customer an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples.
2. Interruptions of 24 hours or less – two or more interruptions of 30 minutes or more during any period up to but not including 3 hours, shall be considered as an interruption. The Company concurs with AT&T's Limitation of Liability tariff or Service Guide regarding credit for service interruptions less than 24 hours, provided in D. 95-12-057.



CONDITIONS OF SERVICE, Continued

Limitations of Liability, Continued

The Company shall allow for errors or omissions in alphabetical telephone directories (excluding the use of bold face type) an amount within the following limits:

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

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable at times that will cause the least inconvenience.

When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversation or Customers' service.

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



CONDITIONS OF SERVICE, Continued

Use of Service

Service may be used for the transmission of communications by the Customer for any lawful purpose for which it is technically suited.

Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.

Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such services are being used or are likely to be used in violation of the law. If the Company receives other evidence giving reasonable cause to believe that such services are being or are likely to be so used, it will either discontinue or deny the services or refer the matter to the appropriate law enforcement agency.

The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.

Recording of telephone conversations of service provided by the Company under this Service Guide is prohibited except as authorized by applicable federal, state and local laws.

Service will not be used to call another person so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten or harass the called party.

Service will not be used in any manner which interferes with other persons in the use of their service, prevents other persons from using their service or otherwise impairs the quality of service to other Customers.

The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Service Guide until the indebtedness is satisfied.

Any individual who uses or receives the Company's service, other than under the provisions of an accepted application for service and a current Subscriber relationship, may be liable for both the cost of the service received and the Company's cost of investigation and collection as determined by a court.



CONDITIONS OF SERVICE, Continued

Change of Service Provider

The Company will comply with Commission rules and regulations and applicable state law with respect to solicitation of customer authorization for service termination and transfer.



CONDITIONS OF SERVICE, Continued

Non-Published Service

The Company concurs in, and complies with, the rules set forth in Appendix A to CPUC Decision Nos. 92860 and 93361, established for the release of nonpublished information. Upon a Customer's request, the Company will omit a Customer name, address and telephone number from any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by the Company in response to legal process or to an authorized governmental agency that complies with the rules set forth in Appendix A to CPUC Decision Nos. 92860 and 93361, as set forth below:

Agencies Authorized to Receive Nonpublished Information

Any California public agency which employs persons who are peace officers pursuant to California Penal Code Section 830 and all subsections thereof.

An agency of the federal government which is lawfully authorized to:

- conduct investigations or make arrests for violations of the criminal laws of the United States; or
- prosecute violations of the criminal laws of the United States; or
- enforce civil sanctions which are ancillary to criminal statutes; or
- conduct investigations into matters involving the national security of the United States; or
- protect federal or foreign officials; or
- protect public health or safety; or
- conduct emergency rescue operations.

Any public health agency of the State of California or of a city, county, or other local government.

County or city 911 projects.

State Fire Marshall and Local Fire Departments or Fire Protection Agencies.

Collection agencies, to the extent disclosures made by the agency are supervised by the Commission, exclusively for the collection of debts.

California Public Utilities Commission pursuant to its jurisdiction and control over telephone and telegraph corporations.



CONDITIONS OF SERVICE, Continued

Non-Published Service, Continued

Procedure for Release of Nonpublished Information to Authorized Agencies

A telephone company shall only provide nonpublished information to persons within agencies who are either:

Peace officers pursuant to California Penal Code Section 830 and all subsections thereof who are lawfully engaged in a criminal investigation in their official capacity; or

Health officers who are acting in their official capacity and are lawfully investigating a matter involving a service communicable disease or life-threatening situation; or

Employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated in the preceding; or

Employees of a county or city 911 project when acting in an official capacity; or

Employees of an agency listed in the preceding when engaged in an investigation involving arson or when engaged in fire-fighting duties in which there is immediate peril to life or property.

Nonpublished information shall be released by a telephone company to an authorized agency upon the agency's written request provided that the agency has previously furnished the company with a statement, signed by the head of the agency, requesting that nonpublished information be provided to the agency upon its written request, and listing designated persons, by name and title, who are authorized to request, in writing, nonpublished information. The written request for the nonpublished information must be signed by the head of the agency or a previously designated person and the request must state that the nonpublished information is necessary for a lawful investigation being conducted by the agency pursuant to its responsibilities.

Nonpublished information shall also be released by a telephone company to an authorized agency upon the agency's telephonic request, provided the agency has previously furnished the utility with a statement. It must be signed by the head of the agency, requesting that nonpublished information be provided to the agency upon telephonic request, and listing designated persons, by name, title, and telephone number, who are authorized to request, by telephone, nonpublished information. The telephonic request for nonpublished information must be made by the head of the agency or by one of the previously designated persons



CONDITIONS OF SERVICE, Continued

Non-Published Service, Continued

Procedure for Release of Nonpublished Information to Authorized Agencies, Continued

The nonpublished information requested by telephone shall be provided by the company only on a call-back verification basis.

The requesting agency shall, within five working days after making the telephonic request, mail the Company a letter confirming the request.

Notification to Customer

The telephone company shall not notify the Customer regarding the release of the Customer's nonpublished information unless the Customer contacts the Company and specifically requests to know whether their nonpublished information has been released.

When a Customer inquires of the Company whether their nonpublished information has been released, the Customer shall be informed that if information has been released they will be notified by mail about what information was released and which agency requested the information. If there was no release of nonpublished information, the Customer will receive no communication from the Company.

If the requesting agency certifies that disclosure to a Customer about the release of his or her nonpublished information to that agency could impede an ongoing criminal investigation, the telephone company shall withhold notice to the Customer for a period of one year from the date of release of the information to the agency.

The one year period of nondisclosure shall be extended for successive one year periods upon new written certification by the agency in each instance.

If no request has been made for nondisclosure to the Customer, the Customer who inquires shall be notified in writing as to the identity of the agency which requested the nonpublished information and the information released.

If there has been no request for nondisclosure within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a Customer who has previously inquired, at any time during the period of nondisclosure, whether their nonpublished information was released, shall automatically be notified in writing by the Company that such information was released and which agency received the information



CONDITIONS OF SERVICE, Continued

Non-Published Service, Continued

Exception for Health Officers

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

Release of Information to Interexchange Carriers

The Company will provide nonpublished information to an Interexchange Carrier who needs the information for allocation, billing, or service purposes.

Retention of Records

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

Unsolicited Telephone Efforts

The Company will not contact nonpublished residence Customers by telephone on an unlisted number(s) for unsolicited efforts.



CONDITIONS OF SERVICE, Continued

Customer Information and Calling Records

The Company is restricted from releasing nonpublic Customer information in accordance with PU Code Sections 2891, 2891.1, and 2893. For each new Customer, and on an annual basis for continuing customers, Carrier shall provide in writing a description of how the Carrier handles the Customer's private information and a disclosure of any ways that such information might be used or transferred that would not be obvious to the Customer. The Carrier is subject to the credit information and calling record privacy rules set forth in Appendix B of Decision Nos. 92860 and 93361, as set forth below, except as modified by Decision Nos. 83-06-66, 83-06-073, and 83-09-061.

Consumer Credit Information and Calling Records:

CPUC Decision Nos. 92860 and 93361 in Case No. 10206 directs that each communications utility incorporate the provisions of the privacy rule set out in Appendix B of that decision as part of its tariff (and by logical extension this Service Guide) The Company adopts that rule as set out in Appendix B:

1. Definitions:

- a. *Credit Information:* A Customer's credit information is the information contained in the Customer's utility account record, including but not limited to: account established date, "can be reached" number, name of employer, employer's address, Customer's social security number and/or driver's license number, billing name, location of previous service. Not include in customer credit information are: non-published Customer information, or Customer's name, address, and telephone number as listed in the telephone directory.
- b. *Calling Records:* Calling records are the records of calls made from a Customer's telephone number no matter how recorded and regardless of whether such information appears in the Customer's monthly telephone service bill. Toll records, the name and address of calling party, and pen registered are examples of calling records.

2. Release of Customer Credit Information and Calling Records:

A Customer's credit information and/or calling records shall be released by a telephone utility only under the following circumstances:

- a. Upon receipt of a search warrant obtained pursuant to California or federal law, or of a Federal Grand Jury Subpoena or a Federal Agency Subpoena;



CONDITIONS OF SERVICE, Continued

Customer Information and Calling Records, Continued

Consumer Credit Information and Calling Records, Continued

- b. Upon making return to a subpoena or subpoena duces tecum, when it reasonably appears to the telephone utility that the procedures set out in Code of Civil Procedures (“CCP”) Section 1985.3, or successor provisions, as they exist, have been followed. The utility shall not produce the records if there has not been compliance with CCP Section 1985.3. The utility shall abide by all orders to quash, protective orders, and similar court orders which may be issued with regard to the subpoenaed credit information and calling records.
 - c. Upon receiving permission of the Customer to release the information.
 3. Deferral of Notice:
 - a. Notification to the Customer will be deferred, and no disclosure made for a period of 90 days, if there is a certification for nondisclosure in the body of the subpoena or search warrant. The certification for nondisclosure must contain a statement that there is sufficient reason to believe that such notification would impede the investigation in which the request is made. Upon making return to the court to a subpoena, the telephone utility shall request instruction from the court whether it should notify the Customer of its receipt of the subpoena before divulging the information or records requested.
 - b. The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the Customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.
 - c. Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or warrant or, if that person is unavailable, by another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.
 - d. Within five (5) working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the Customer.



CONDITIONS OF SERVICE, Continued

Customer Information and Calling Records, Continued

Consumer Credit Information and Calling Records, Continued

4. Exception to Procedure for Release of Credit Information or Calling Records

The procedure set forth above does not apply where the requester is a collection agency working for the utility on the Customer's account or is an independent telephone company, or other common carrier/interexchange carrier, Bell Operating Company, or Bell Company.

5. Retention of Records

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



CONDITIONS OF SERVICE, Continued

Emergency Service

End-users may access 911 emergency service at no charge to the end user or Subscriber. Subject to the availability and continuation of such access capability by the underlying facilities-based carrier (if not the Company), residential end users shall continue to have access to 911 emergency service irrespective of whether such users have contracted service from the Company, or carry debt owed to the Company.

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility (or Company) to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility (or Company) will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.



Local Taxes

Any county, municipality, or other taxing agency that requires the Company to pay a tax or fee based on revenues generated from the provision of services to Subscribers within the agency's jurisdiction shall furnish the Company with a listing of all addresses within its jurisdiction. Such listing must be on magnetic computer in a form acceptable to the Company that will allow the Company to identify all Subscribers to which the tax or fee applies.

Promotional Offerings

From time to time, the Company may offer services or waive or vary service rates for promotional, market research or other similar business purposes.



LOCAL EXCHANGE SERVICES, Continued

LOCAL EXCHANGE SERVICE

Local Exchange Service provides a Customer with a voice-grade communications channel and unique telephone number address which enables the Customer to:

- place or receive calls to any calling station in the local calling area as defined in this Service Guide;
- access enhanced 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 800/888 telephone numbers;
- access Telecommunication Relay Service.

Basic telephone exchange service is provided on a measured basis, and provides for calling within the local calling area on a per message or per minute basis as specified in this Service Guide. Basic exchange service consists of the appropriate dial tone line rate and local usage charges. Accumulation of local usage time is accounted for on a per second basis. At the end of the Customer's billing period, the sum of accumulated seconds are rounded up to the next higher minute.



LOCAL EXCHANGE SERVICES, Continued

CUSTOM CALLING FEATURES

Anonymous Call Rejection:

Permits customers to automatically reject incoming calls when the call originates from a telephone number that has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Rejection is activated on the Customer's line and an incoming call marked private is received, the call will be routed to an announcement that informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered.

Busy Redial:

Automatically stores and redials the last number the Customer dialed. If the Customer reaches a busy number, Busy Redial will monitor the number called and ring the Customer back when the number is available.

Call Blocking:

Allows the Customer to have incoming and/or outgoing calls blocked in a variety of manners.

Call Forwarding:

Permits a Customer to automatically transfer all incoming calls to another dialable telephone number.

Call Forwarding Busy/Don't Answer:

Automatically reroutes an incoming call to a Customer's pre-designated number when the called number is busy.

Caller ID and Call Name Delivery:

Permits a Customer to determine who is calling by displaying the caller's name and number when available.

Caller ID Blocking:

Permits a Customer to withhold display of their telephone number, on an individual basis, from the telephone instrument of the party receiving the Customer's call. However, a Business Customer that places calls for telemarketing purposes shall not be permitted to withhold display of their telephone number.

Call Pick Up: Allows the Customer to answer someone else's telephone call.



LOCAL EXCHANGE SERVICES, Continued

CUSTOM CALLING FEATURES, Continued

Call Return (*69):

Call Return calls back the last number called to the Customer even if the phone was not answered.

Call Trace:

Permits a Customer to automatically trace the telephone number of the line.

Call Waiting:

Provides a tone signal when a second call comes through a line in use.

Call Waiting ID:

An enhanced feature of Call Waiting and Caller ID. Call Waiting ID displays a new incoming caller's name and number on a separate unit prior to answering. Call Waiting ID requires Call Waiting and Caller ID service.

Distinctive Ringing:

Allows a Customer to designate telephone numbers from which incoming calls will have a distinctive ring.

Repeat Dialing (*66):

Allows for continuous redialing of a busy number until the line is free.

Selective Call Acceptance:

Permits only selected incoming calls will be allowed to connect.

Selective Call Forward:

Automatically transfers specified calls to a different number. Permits a user to program up to 12 directory numbers to be automatically forwarded to any 7 or 10 digit numbers.

Selective Call Rejection:

Routes selected incoming calls to a pre-recorded announcement that calls are not being accepted.

Speed Calling, 8 Code Capacity:

Allows a Customer to dial up to 8 pre-selected numbers using an abbreviated dialing sequence.



LOCAL EXCHANGE SERVICES, Continued

CUSTOM CALLING FEATURES, Continued

Speed Calling, 30 Code Capacity:

Allows a Customer to dial up to 30 pre-selected numbers using an abbreviated dialing sequence.

Three Way Calling:

Allows a Customer to add a third-party to an established connection without operator assistance.

DIRECTORY SERVICES

Directory Listings

The Company does not publish a directory or provide other similar listings of its Subscribers. The Company will arrange for Subscribers, other than Subscribers requesting non-published service, to be listed in the directories and directory assistance records of AT&T/AT&T, Verizon and Citizens/Frontier. Such listings will be subject to the rules, regulations, terms and conditions set forth in these carriers' listing service tariff schedules and Service Guides and subject to availability of services to Company's customers.

Non-Published Service

At the request of the Subscriber, the Subscriber's name, address, and telephone number will not be listed in any directory or directory assistance records available to the public, except that the number may be included in reference listings. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies as stated elsewhere in this Service Guide.

Directory Assistance

Users of the company's calling (excluding 800 services), may obtain assistance in determining telephone numbers within California by calling the Directory Assistance operator. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, as specified in this Service Guide, plus the charge for Directory Assistance. Non-published telephone numbers are not available from the Directory Assistance service.



LOCAL EXCHANGE SERVICES, Continued

OPERATOR SERVICES

Operator Service provides the Customer the ability to obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. These services are not applicable within confinement facilities for use with inmate calling services.

Third Number Billing:

Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls:

Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Person to Person:

Provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station and person specified by the caller. The call may be billed to the called party.

Station to Station:

Provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station. The call may be billed to the called party.

General Assistance:

Provides the Customer with the option to request general information from the operator, such as dialing instructions, county or city codes, area code information and Customer Service toll free telephone numbers, but does not request the operator to complete the call.



INTEREXCHANGE SERVICES

Company provides a switched telecommunications service which allows a customer to establish a communications path between two stations by using uniform dialing plans. Calls are billed in six (6) second increments. A thirty (30) Third initial billing minimum is applicable on each call.

Granite Switched Access Service is a switched access service, offering users both outbound 1 plus and inbound, toll free long distance telecommunications services. The service offers direct dial capabilities of other underlying carrier(s)' network services. Rates are based on the subscribers' cumulative monthly long distance billing.

Granite Dedicated Access Service is a dedicated access service, offering users both outbound 1 plus and inbound, toll free long distance telecommunications services over dedicated local access connections to the underlying carrier's point of presence. This service is designed for subscribers with high traffic volumes, whose traffic volumes justify the additional costs of dedicated access facilities.

Directory Assistance is provided by Granite's underlying carrier to subscribers of record. The Customer may access the underlying carrier's Directory Assistance by dialing the area code plus 555-1212. The Customer will be billed for such service by Granite.

Operator Assisted Calling Services - Granite provides operator assisted calling as an ancillary service exclusively to its subscribers. Operator assisted calling services are provided to subscribers by the underlying carrier, at the underlying carrier's rates, terms and conditions, pursuant to underlying carrier intrastate tariffs on file with the Commission, or Service Guide. The Company *does not* offer alternative operator services to the transient public.



SERVICE RATES – AT&T SERVICE AREA

These rates apply in the base rate areas of all exchanges as shown and defined in AT&T/AT&T's current and effective tariffs on file with the California Public Utilities Commission or Service Guides.

Local Exchange Service Rates

Nonrecurring Service Charges

New Installations, per order)

• 1 to 3 lines	\$120.00
• 4 to 10 lines	\$300.00
• 11 or more lines	\$550.00
Service Order Charge	\$37.00
Record Change Charge	\$21.00
Suspension of Service	\$37.00
Restoral of Service	34.00
Customer Requested Change in Number	\$37.00
Central Office Modification of Line	\$37.00
Premise Visit – No Trouble Found	\$285.00
Premise Visit – Tag and Locate	\$129.00



SERVICE RATES – AT&T Service Area, Continued

Local Exchange Service Rates, Continued

Single Business Measured Rate Service

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

Local Exchange Service Rates, Continued

Single Business Measured Line With Toll Restriction →

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

Local Exchange Service Rates, Continued

Business Multiline Measured Rate Service

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

Local Exchange Service Rates, Continued

Business Measured Rate Service With Toll Restriction

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

Custom Calling Features/Supplemental Services

Feature Charges/Service Charges

	<u>Monthly Recurring Charge</u>	<u>Non Recurring Charge</u>	<u>Per Use Charge</u>
Call Forwarding Busy Line	\$10.89	\$0.00	\$0.00
Block All Pay-Per-Use Features	\$0.00	\$0.00	\$0.00
Call Forward Do not Answer	\$0.43	\$0.00	\$0.00
Call Waiting ID	\$3.00	\$0.00	\$0.00
E and M Signaling	\$0.00	\$0.00	\$0.00
Anonymous Call Rejection	\$17.55	\$0.00	\$0.00
Call Pickup - Terminating	\$0.47	\$0.00	\$0.00
CompleteLink 2.0 Package- Line Rate	\$0.00	\$0.00	\$0.00
Select Call Forwarding	\$4.65	\$0.00	\$0.00
Usage Sensitive Call Trace	\$0.00	\$0.00	\$4.65
Caller ID with Name and Number	\$33.08	\$0.00	\$0.00
Remote Access to Call Forwarding	\$2.00	\$0.00	\$0.00
Delay Announcements, each line	\$0.47	\$0.00	\$0.00
Call Forwarding Variable	\$24.20	\$0.00	\$0.00
Intercom Plus	\$4.27	\$0.00	\$0.00
Easy Rate Package	\$50.00	\$0.00	\$0.00
Toll Restriction for Collection	\$14.00	\$0.00	\$0.00
Three Way Calling	\$22.99	\$0.00	\$0.00
900 and 976 Block	\$0.00	\$0.00	\$0.00
Busy Call Forward All Calls	\$0.00	\$0.00	\$0.00
Toll Restriction for Application			
Scoring	\$14.00	\$0.00	\$0.00
Usage Sensitive Call Return	\$0.00	\$0.00	\$3.00
Call Forward Busy - Delay Call Forwarding	\$1.90	\$0.00	\$0.00
Delay Call Forwarding	\$0.00	\$0.00	\$0.00
Call Screen	\$4.65	\$0.00	\$0.00



SERVICE RATES – AT&T Service Area, Continued

Custom Calling Features/Supplemental Services, Continued

Feature Charges/Service Charges, Continued

	<u>Monthly Recurring Charge</u>	<u>Non Recurring Charge</u>	<u>Per Use Charge</u>
Caller ID Complete Blocking *82	\$0.00	\$0.00	\$0.00
Night Answering Arrangement	\$2.14	\$0.00	\$0.00
Call Forwarding Do Not Answer	\$10.89	\$0.00	\$0.00
Usage Sensitive Auto Redial	\$0.00	\$0.00	\$1.99
IPLS Stop Hunt Control Arrangement	\$26.22	\$0.00	\$0.00
Call Block	\$0.00	\$0.00	\$0.00
Speed Dialing 30 Numbers	\$19.36	\$0.00	\$0.00
Personalized Telephone Number	\$0.00	\$0.00	\$0.00
Area Transfer	\$0.00	\$0.00	\$0.00
Usage Sensitive 3-Way Calling	\$0.00	\$0.00	\$3.00
Touch Tone Business	\$0.00	\$0.00	\$0.00
Call Selection	\$1.90	\$0.00	\$0.00
Call Blocking - Company Initiated	\$0.00	\$0.00	\$0.00
Premium Call Selection	\$1.90	\$0.00	\$0.00
Automatic Call Back *69	\$20.57	\$0.00	\$0.00
900 and 976 Block	\$0.00	\$0.00	\$0.00
Call Waiting	\$24.20	\$0.00	\$0.00
Priority Ringing	\$4.65	\$0.00	\$0.00
Call Forwarding Option-Provisioning	\$0.00	\$0.00	\$0.00
Call Forward Busy - Do Not Answer	\$9.00	\$0.00	\$0.00
UNIFORM CALL DISTRIBUTION UCD)	\$94.99	\$0.00	\$0.00
Repeat Dialing *66	\$8.50	\$0.00	\$0.00
Hunting	\$.47	\$0.00	\$0.00
COMMSTAR II INSTALL 2-10 LINES			
NRC	\$0.00	\$0.00	\$0.00
Call Forwarding Option-Provisioning	\$0.00	\$0.00	\$0.00
*69 Call Return	\$20.57	\$0.00	\$0.00
CommPortal	\$3.00	\$0.00	\$0.00
Number Display	\$0.00	\$0.00	\$0.00
Call Tracking Feature	\$0.00	\$0.00	\$0.00
Agent Queue Status Display	\$0.00	\$0.00	\$0.00
Toll Restricted Blocking	\$14.00	\$0.00	\$0.00



SERVICE RATES – AT&T Service Area, Continued

Custom Calling Features/Supplemental Services, Continued

EASY RATE PACKAGE

DESCRIPTION

Easy Rate is an optional business package that includes a network access line, customer selected optional features, optional Hunting, and unlimited local calling. Customers must subscribe to and maintain a minimum of 40 lines.

AVAILABLE FEATURES

Each Easy Rate line includes the following optional features:

Caller ID Hunting, Call Return, Call Waiting, Call Screen, Three-Way Calling, Call Forwarding, Repeat Dialing, Speed Call 30, Three-Way Calling

RATES AND CHARGES

Monthly per Access Line - \$50.00



SERVICE RATES – AT&T Service Area, Continued

Usage Charges

Zones/Time Periods - Defined

Charges for calls are based on the time period in which the call is made, the length of the call and the zone from which the call is made.

Day, Evening and Night Periods are defined as follows:

Day: Monday through Friday, 8:00 A.M. to 5:00 P.M.
 Evening: Monday through Friday, 5:00 P.M. to 11:00 P.M.
 Night: Monday through Friday, 11:00 P.M. to 8:00 A.M.
 All Saturday and Sunday

Zones are defined by the applicable mileage as follows:

<u>Zone</u>	<u>Mileage</u>
1	0-8 Miles
2	9-12 Miles
3	13-16 Miles

Local (LOC 1) Usage Charges

Zone	DAY		EVENING		NIGHT	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
1	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
2	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
3	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500



SERVICE RATES – AT&T Service Area, Continued

Usage Charges, Continued

Intrastate Toll (LOC 2) Usage Charges

Mileage	DAY		EVENING		NIGHT	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
13-16 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19
17-20 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19
21-25 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19
26-30 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19
31-40 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19
41-50 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19
4170 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19
Over 71 Miles	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19	\$2.19



SERVICE RATES – AT&T Service Area, Continued

Private Line Services

Private Line	\$13.47
Secretarial Line	\$12.14
Secretarial Line Charge (each)	\$0.28
Secretarial Line Extension	\$12.14
Secretarial Line Mileage, per mile	\$0.71
Signaling Arrangement (Type A, B or C)	\$0.00

Channel Mileage For Voice Grade Service

	<u>Fixed</u>	<u>Per Mile</u>
Over 0 Miles	\$23.75	\$2.06

Direct Inward Dialing

Direct Inward Dialing	<u>Recurring Charge</u>	<u>Non-Recurring Charge</u>
100 Block of DID Station Numbers	\$127.00	\$379.96
Add'l 100 Block of DID Station Numbers	\$127.00	\$66.49
Block of 20 DID Numbers	\$64.00	\$142.49
Change Charge (remove or add number)	\$0.00	\$128.24



SERVICE RATES – AT&T Service Area, Continued

Direct Inward Dialing, Continued

DID Measured Trunk

<u>Rate Group</u>	<u>Rate</u>
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32

OID from PBX Trunks

	<u>Recurring Charge</u>	<u>Nonrecurring Charge</u>
First 10 Trunks	\$366.00	\$294.47
Basic Termination Charge	\$0.00	\$4,749.55
Each Additional Trunk	\$74.00	\$29.45
Basic Termination Charge	\$0.00	\$0.00



SERVICE RATES – AT&T Service Area, Continued

PBX Service

Monthly Charges

IPLS Stop Hunt Control Arrangement	\$26.22
SPL Code DID Trunk used w/no telephone number	N/A

Assured Measured PBX Trunk

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

PBX Service, Continued

Assured PBX DID Trunk Line

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

PBX Service, Continued

PBX Assured Incoming Trunk – Measured

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

PBX Service, Continued

Business Measured Basic Trunk

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

Foreign Exchange Service

Monthly Charges

IPLS Available Control Arrangement	\$13.11
Mileage Loop	\$12.14
Mileage USOC	\$0.95
2 Wire Pipe	\$0.00
Area Transfer	\$0.00
Mileage 1 Party – Band 3	\$0.00

Measured Rate Service – Foreign Exchange Line

Rate Group	Monthly
1	\$119.46
2	\$120.03
3	\$120.12
4	\$120.60
5	\$120.69
6	\$120.84
7	\$121.45
8	\$123.26
9	\$121.93
10	\$122.07
11	\$122.20
12	\$122.86
13	\$123.26
14	\$125.49
15	\$125.87
16	\$125.49
17	\$128.48
18	\$127.06
19	\$128.48
20	\$131.14
21	\$132.28
22	\$140.78



SERVICE RATES – AT&T Service Area, Continued

Foreign Exchange Service, Continued

Measured Rate Multi-Line Service

Rate Group	Monthly
1	\$119.46
2	\$120.03
3	\$120.12
4	\$120.60
5	\$120.69
6	\$120.84
7	\$121.45
8	\$123.26
9	\$121.93
10	\$122.07
11	\$122.20
12	\$122.86
13	\$123.26
14	\$125.49
15	\$125.87
16	\$125.49
17	\$128.48
18	\$127.06
19	\$128.48
20	\$131.14
21	\$132.28
22	\$140.78

Measured Rate Multi-Line Service

Mileage, per quarter mile	\$0.71
Mileage, nonadjacent rate centers	
- noncontiguous exchanges or district areas	\$1.90
Mileage, contiguous exchanges or district areas	\$0.95
Secretarial Line Mileage, each ¼ mile	\$.71
Foreign Prefix Mileage	\$1.90
Foreign Exchange Mileage	\$12.14
- both foreign exchange/local exchange areas w/in contiguous Los Angeles service areas	\$0.47



SERVICE RATES – AT&T Service Area, Continued

Centrex Service

Monthly Recurring Charges

Centrex Station Line	\$123.00
Basic Centrex Feature - CPE Type C Line Card	\$123.00

Centrex Service Features/Supplemental Services

ADDITIONAL TRAFFIC COUNT Equipment	\$1.52
ADDITIONAL TRAFFIC LABEL Equipment	\$0.09
Automatic Call Back (Recall) *69 common equipment	\$52.86
Automatic Call Back (Recall) *69 [per activation]	\$.95
Automatic Dial, each	\$0.75
CPE Type C Line Card	\$2.09
Call Center Manager – Basic Supervisor Package	\$23.75
Call Diverting Arrangement	\$0.52
Call Forward Variable	\$0.75
Call Forward Variable Standard	\$0.47
Call Forwarding Do Not Answer	\$0.75
Call Forwarding Busy	\$0.75
Call Hold	\$0.75
Caller ID	\$7.12
Call Park	\$0.82
Call Pick Up	\$0.75
Call Pick Up Group	\$20.11
Call Return	\$1.70
Call Screen	\$1.80
Call Trace *57	\$.86
Call Transfer DID to DOD	\$0.00
Call Transfer Disconnect	\$12.00
Call Waiting	\$1.04
Conference Calling each station equipped	\$38.00
Controlled Conference Calling LARGE	\$156.74
Conference Calling	\$2.80
Custom Calling Name, each system equipped	\$0.00
Custom Caller ID with Name	\$4.50
Dial Pulse Transmitter	\$6.17
Direct Connect	\$0.95
Directed Call Pick Up, each primary line equipment	\$0.75



SERVICE RATES – AT&T Service Area, Continued

Centrex Service, Continued

Centrex Service Features/Supplemental Services, Continued

Directed Call Pick Up Group	\$20.11
Distinct Ringing/Call Waiting Tone common equipment	\$38.95
Distinct Ringing/Call Waiting Tone per line equipped	\$.95
Distinctive Ringing Per System	\$56.99
Functional Signaling Drop	\$0.00
Functional Signaling Transfer	\$0.00
Group Intercom	\$2.01
Group Speed Calling 30	\$1.61
Group Speed Calling 70 Numbers	\$1.90
Intragroup Call Waiting	\$0.95
Individual Speed Calling 50 Numbers	\$1.57
Individual Speed Calling 70 Numbers	\$1.71
Intercom	1.42
Key Short List	\$0.95
Last Number Redial	\$0.47
Music on Hold System	\$28.50
Music on Hold	\$.47
OPEN SWITCH PROTECTION EQUIPMENT	\$10.45
Off Premise Extension	\$10.45
Remote Access to Call Forwarding	\$2.70
Reserved Telephone Number	\$0.00
Secretarial Line	\$12.14
Shared Directory Number	\$0.00
Signaling Arrangement	\$0.00
Single or Multiple Call Arrangement	\$1.90
Single Digit Dialing	\$0.00
Speed Calling 30	\$1.42
Speed Calling 50	\$1.57
Speed Calling 70	\$1.71
Speed Calling per Activation	\$.95
Network Speed Calling	\$1.25
Station Message Waiting	\$2.61
Time and Date Display	\$.47
Virtual Directory Number Primary	\$4.75
Virtual Directory Number	\$1.90
Uniform Call Distribution (UCD) Arrangements,	\$.28
UCD DELAY ANNOUNCEMENT FEATURE	\$52.25
Centrex Uniform Call Distribution	\$2.56
Uniform Call Distribution (UCD) Arrangement Queueing	\$1.33
MULTI LINE ROTATION PER CNSL	\$12.11
Dial Pulse Transmitter	\$6.17
FLEXIBLE ROUTE SELECTION ADDITIONAL	\$1.90
Basic Flexible Route Selection (FRS)	\$56.99
FLEXIBLE ROUTE SELECTION: WATS CALL	\$9.50



SERVICE RATES – AT&T Service Area, Continued

Centrex Service

Centrex Feature Packages

Centrex Classic Feature Package	\$7.50
Centrex ISDN-Basic Package	\$22.32
Centrex Call Center Manager - Basic Agent Package	\$9.50
Call Center Manager System Package	\$47.50
Centrex : Feature Package D	\$8.88
Call Center Manager - Basic Supervisor Package	\$23.75
Call Center Manager MIS Data Stream Package	\$94.99
Call Center Manager Call Alert Package	\$2.37
Call Center Manager Call Status Display Package	\$9.50
Call Center Manager Call Tracking Package	\$2.37

Centrex Conference Services

Centrex State Controlled Conference – Large	\$156.74
Conference Calling Each Station Equipped	\$38.00
Meet Me Conference Large Group	\$156.74
Meet Me Conference Small Group	\$45.00
Six Port Conference Calling	\$1.90



SERVICE RATES – AT&T Service Area, Continued

Off Premise Extension Service

Off Premise Extension	\$0.00
Off Premise Extension Contiguous Exchange	\$22.04
Off Premise Extension Line (Centrex)	\$10.45
Local Loop Mileage, each termination	\$22.04

Off Premise Extension – Measured

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

ISDN Service

Monthly Recurring Charges

Alternate Route, each route	\$9.50
B Channel Primary Number	\$0.00
B Channel Voice/Data	\$0.00
Call Review & Number ID Block	\$0.00
Circuit Switched Voice Channel	\$0.00
Circuit Switched Voice/Data Channel	\$0.00
Consultation Hold, 3-Way Conference & Call Transfer	\$0.00
Dialing Plan Access	\$0.00
ISDN Called Party Sub-Address	\$0.00
ISDN Calling Party Sub-Address	\$0.00
ISDN Group Intercom	\$0.00
ISDN High Layer Compatibility	\$0.00
ISDN Low Layer Compatibility	\$0.00
ISDN-PRI Package 1	\$1,193.00
ISDN-PRI Package 2	\$1,193.00
ISDN-PRI PACKAGE 3	\$1,311.00
ISDN BRI BASIC PACKAGE	\$250.10
Secondary Directory Number	\$0.95
Secondary Directory Number, each first appearance	\$0.95
Two Wire Standard Service Arrangement	\$0.00
Supertrunk Termination 24 Channel Digital Service	\$925.00
Supertrunk 2-Way Trunk Group*	\$65.00

* Service no longer available to new subscribers.



SERVICE RATES – AT&T Service Area, Continued

ISDN Service, Continued

Business Measured Rate ISDN Service

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

ISDN Service, Continued

Measured ISDN BRI Service

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

ISDN Service, Continued

ISDN-PRI PBX Trunk Group

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

Assured Hotel Services

Assured Hotel Toll Access Trunk w/Toll Screening

Rate Group	Monthly
1	\$96.00
2	\$96.57
3	\$96.66
4	\$97.14
5	\$97.23
6	\$97.38
7	\$97.99
8	\$99.80
9	\$98.47
10	\$98.61
11	\$98.74
12	\$99.40
13	\$99.80
14	\$102.03
15	\$102.41
16	\$102.03
17	\$105.02
18	\$103.60
19	\$105.02
20	\$107.68
21	\$108.82
22	\$117.32



SERVICE RATES – AT&T Service Area, Continued

Direct Connect Services

Direct Connect Service: Shared

Rate Group	Monthly
1	\$122.00
2	\$122.57
3	\$122.66
4	\$123.14
5	\$123.23
6	\$123.38
7	\$123.99
8	\$125.80
9	\$124.47
10	\$124.61
11	\$124.74
12	\$125.40
13	\$125.80
14	\$128.03
15	\$128.41
16	\$128.03
17	\$131.02
18	\$129.60
19	\$131.02
20	\$133.68
21	\$134.82
22	\$143.32



SERVICE RATES – AT&T Service Area, Continued

Direct Connect Services, Continued

Direct Connect Line Unshared

Rate Group	Monthly
1	\$122.00
2	\$122.57
3	\$122.66
4	\$123.14
5	\$123.23
6	\$123.38
7	\$123.99
8	\$125.80
9	\$124.47
10	\$124.61
11	\$124.74
12	\$125.40
13	\$125.80
14	\$128.03
15	\$128.41
16	\$128.03
17	\$131.02
18	\$129.60
19	\$131.02
20	\$133.68
21	\$134.82
22	\$143.32



SERVICE RATES – AT&T Service Area, Continued

Direct Connect Services, Continued

3. Direct Connect Measured Line

Rate Group	Monthly
1	\$122.00
2	\$122.57
3	\$122.66
4	\$123.14
5	\$123.23
6	\$123.38
7	\$123.99
8	\$125.80
9	\$124.47
10	\$124.61
11	\$124.74
12	\$125.40
13	\$125.80
14	\$128.03
15	\$128.41
16	\$128.03
17	\$131.02
18	\$129.60
19	\$131.02
20	\$133.68
21	\$134.82
22	\$143.32



SERVICE RATES – AT&T Service Area, Continued

Directory Services

Directory Listings

Joint User White Pages Listing	\$0.00
Caption Listing	\$4.25
Additional Caption Listing	\$4.25
Additional Listing	\$4.25
Cross-Reference Listing	\$4.25
Foreign Additional Listing	\$4.25
Line of Information	\$4.25
Non-Listed Service	\$1.50
Non-Published Number	\$0.00
Non-Published Listing	\$1.75
Directory Assistance Listing Only	\$1.50

Directory Assistance

Directory assistance listing only	\$1.50
Directory assistance, additional listing	\$1.50



SERVICE RATES – Frontier West Service Area

Local Exchange Service Rates

Service Order Charges

New Installation	
1 to 3 lines, per installation	\$95.00
4 to 10 lines, per installation	\$195.00
11 or more lines, per installation	\$295.00
New Connection	
1 to 3 lines, per connection	\$95.00
4 to 10 lines, per connection	\$195.00
11 or more lines, per connection	\$295.00
Outside Move	
1 to 3 lines, per move	\$95.00
4 to 10 lines, per move	\$195.00
11 or more lines, per move	\$295.00
Service Restoration, per restoration	\$35.00
Service Disconnection, per disconnection	\$29.00
Telephone Number Change, per change	\$29.00
Directory Listing Change, per change	\$29.00
Record Change, per change	\$18.00
Service Suspension, per suspension	\$29.00
Directory Listings, per listing	
Foreign Directory Listing	\$4.50
Non-Published Listing	\$2.50
Non-listed number	\$2.50
Additional Listing, commercial	\$4.50
Directory Listing, additional lines, commercial	\$4.50



SERVICE RATES – Frontier West Service Area, Continued

Local Exchange Service Rates, Continued

Local Access Lines

	RG1	RG2
	Per Month	Per Month
Basic Exchange Access Line-Measured Key Line	\$45.40	\$45.40
Business Measured Line	\$34.65	\$37.90
Business Multi Line Measured	\$34.65	\$45.40
Centrex Station Lines		
2 to 25 lines	\$26.95	\$34.43
26 to 50 lines	\$24.45	\$31.66
51 to 100 lines	\$23.95	\$30.88
More than 100 lines	\$23.45	\$30.11
CustoPak Line Measured Rate	\$41.10	\$41.10
PBX Trunk, per trunk	\$38.14	\$45.40
Remote Call Forward Measured – Commercial	\$32.50	\$32.50
Remote Call Forward –Measured Additional	\$32.50	\$32.50



SERVICE RATES – Frontier West Service Area, Continued

Custom Calling Features/Supplemental Services
Feature Charges/Service Charges

*66, *69, -three way call Usage Block	\$0.00
700/900/976 Blocking	\$0.00
Anonymous Call Rejection	\$1.00
Automatic Recall *69	\$6.25
Automatic Route Selection	\$13.75
Billed Number Screening	\$0.00
Billed Number Screening Third Party Calls	\$1.50
Billed Number Screening No Collect or Third Party Calls	\$2.00
Busy Redial	\$5.00
Call Block *60	\$0.00
Caller ID Block, Per Line	\$0.00
Call Forward – Commercial	\$6.50
Call Forward – Busy	\$3.25
Call Forward Rotary	\$7.50
Call Forward No Answer Fixed	\$3.25
Call Fwd-Busy/DA – Bus	\$7.00
Call Restriction 1	\$5.00
Call Restriction 2	\$3.50
Call Restriction 3	\$5.00
Call Restriction 4	\$3.00
Call Restriction 5	\$0.00
Call Trace	\$6.00
Call Waiting ID	\$1.50
Call Waiting/Cancel Call Waiting	\$9.00
Caller ID	\$12.00
Direct Connect	\$5.00
Distinctive Ring	\$8.50
Enhanced Call Forwarding	\$11.00
Enhanced Call Forwarding with Call Manager	\$13.35
Feature Package 2 Business	\$25.00
Feature Package 3	\$28.00
International Call block	\$0.00
Line Hunt Service	\$1.50
Telephone Answering service	\$11.84
Three Way Calling	\$7.00
Selective Blocking	\$0.00
Speed Dial 8	\$3.50
Speed Dial 30	\$4.50



SERVICE RATES – Frontier West Service Area, Continued

Custom Calling Features/Supplemental Services
 Centrex Feature Charges/Service Charges

	<u>Monthly Charge</u>
Anonymous Call Rejection	\$1.00
Assume Dial 9	\$85.00
Automatic Recall *69	\$5.00
Busy Redial	\$5.00
Call Block *60	\$3.00
Call Forwarding (All Calls)	\$0.00
Call Forwarding Busy-Fixed	\$0.00
Call Forwarding No Answer- Fixed	\$0.00
Call Forwarding - Rotary	\$7.50
Call Park	\$3.00
Call Park Directed	\$4.00
Call Pickup	\$0.00
Call Restriction 1 through 7	\$0.00
Call Transfer	\$0.00
Call Waiting	\$0.00
Caller ID	\$7.00
Caller ID Number Only	\$0.00
Centrex Feature Package 2	\$25.00
Centrex Feature Package 3	\$28.00
Centrex Feature Package 1000	\$10.15
Centrex Feature Package 2000	\$12.15
Centrex Feature Package 3000	\$13.15
Centrex CLASS, per station	\$5.00
Centrex Complete Blocking	\$0.00
Centrex Toll Block	\$0.00
Direct Connect	\$5.00
Hunting	\$0.00
Last Number Redial	\$4.00
No Call Restrictions	\$0.00
Preferential Hunting	\$0.50
Recorded Announcement	\$0.00
Speed dial 8	\$0.00
Speed Dial 30	\$1.50
Three Way Calling	\$0.00
Unlimited Local and Toll Usage for Business	\$38.00
Within System Automatic Callback	\$0.00



SERVICE RATES – Frontier West Service Area, Continued

PBX Features

	<u>Monthly Charge</u>
Direct Inward Dial 20 Stations	\$66.00
Direct Inward Dial First block of 40 Numbers	\$132.00
Direct Inward Dial First block of 100 Numbers	\$330.00
100 Direct Inward Dial Stations Additional	\$200.00
PBX Rotary Hunt Line Charge	\$1.50
Rotary Trunk Control arrangement	\$4.15

Measured Rates

IntraLATA Toll (LOC1)

	<u>First Minute</u>	<u>Each Additional Minute</u>
Zone 1 ¹	\$0.033	\$0.033
Zone 2	\$0.033	\$0.033
Zone 3	\$0.10	\$0.10

IntraLATA Toll (LOC1)

All Zones	\$0.19	\$0.19
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¹ Company incorporates herein by reference the local calling zones set forth in [Frontier California, Inc. Product Guide](#) Section 5.



SERVICE RATES – Consolidated Communications

Local Exchange Service Rates

Service Charges

Service Order Charge	\$20.00
Record Change Charge	\$19.00
Restoral Charge	\$34.00

Exchange Access Services

	<u>Flat per Month</u>	<u>Measured per Month</u>
Primary Access Line, per line	\$41.35	\$26.35
Trunk, per trunk	\$41.35	\$26.35
Direct Inward Dialed Trunks, per trunk	-	\$26.35
Direct Outward Dialed Trunks, per trunk	\$41.35	\$26.35
Business Answering Line	\$32.57	-
Network Access Termination	-	\$11.85
Public Access Line – per individual access line -		\$26.35

Centrex COS and associated features

	<u>Per Month</u>
Intrasystem Measured Line, per line	\$15.00
Intrasystem Flat Line, per line	\$30.00
Feature group levels applicable to Intrasystem Lines: Group I	\$2.65
Feature group levels applicable to Intrasystem Lines: Group II	\$3.60
Feature group levels applicable to Intrasystem Lines: Group III	\$1.65
Automatic Route – 1st Alternate Route	\$0.75
Automatic Route – Each Additional Route	\$0.30
Announcement	\$70.80
Loudspeaker Paging	\$31.70
Tone	\$1.95
Multiline Hunting, per line	\$0.80
Radio Paging Access, per termination	\$32.00
Recorded Telephone Dictation, per termination	\$32.00
Selective Control of Facilities	\$14.95
Tie Trunks Access	\$58.50
Dial Transfer to Tie Lines	\$12.95
Trunk Dial Transfer per group	\$1.25



SERVICE RATES – Consolidated Communications, Continued

Remote Call Forwarding

	<u>Per Month</u>
Primary Access	\$28.00
Each additional path	\$9.00
Number change or listing alteration	\$0.00

High Capacity Services

SuperTrunk Termination	
Flat	\$515.00
Measured	\$215.00
Trunk Group: In/out/two-way/switch	\$10.00
Alternate Route	\$10.00
Alternate Route Enhanced	\$40.00
Dialing Plan: Per Termination	\$55.00
SuperTrunk Routing Directory Number	\$3.00

Directory Listings

Business Listing	\$1.75
Reference to service	\$0.75
Information in addition to a listing	\$0.75
Non-published service	\$1.99
Primary Service Listings	
without additional charge (only one listing)	\$0.00
Group Mailbox Architecture (Optional)	\$1.50
Additional Paths	\$15.00
Single Access – Each	\$1.50



SERVICE RATES – Consolidated Communications, Continued

Custom Calling Features/Supplemental Services

	<u>Monthly Charge</u>
Alarm Line	\$12.99
Caller ID: Number Only	\$4.50
Call Forwarding (variable, fixed, busy, no answer)	\$3.75
Call Hold	\$3.75
Call Pick-Up	\$2.25
Call Return	\$4.00
Call Transfer	\$3.75
Call Waiting - Originating	\$3.75
Call Waiting/Cancel	\$6.25
Conference Calling – 6 way	\$7.00
Do Not Disturb	\$3.75
Hunting: pilot, regular, circular, multiple position, uniform distribution	\$0.60
Multiple Directory Numbers, per number	\$7.00
Music on Que (Customer Premise)	\$57.00
Priority Ringing	\$4.00
Queued Uniform Call Distribution (QUCD) with announcement (C.O Based)	\$45.15
QUCD w/ announcement Hunting: uniform call distribution, circular	\$0.50
Repeat Dialing	\$4.00
Selective Call Acceptance	\$4.50
Selective Call Rejection	\$4.50
Selective Call Forwarding	\$4.50
Speed Calling: 8 code capacity	\$3.75
Speed Calling: 30 code capacity	\$6.25
Three – way Calling	\$6.25
Toll Restriction: total toll, InterLATA, interstate	\$7.00



SERVICE RATES – Consolidated Communications, Continued

Centrex Based Features

	<u>Monthly Charge</u>
Complete Blocking	\$0.00
Directory Assistance Call Completion Blocking	\$0.00
Music on Que (C.O based)	\$50.40
Queued Uniform Call Distribution (QUCD) with announcement (C.O Based)	\$34.40
QUCD w/ announcement Hunting: uniform call distribution, circular	\$0.50
Remote activation of call forwarding	\$1.50
Selective Blocking	\$0.00
Call Trace, per usage	\$2.00

Channel and Mileage Services

	<u>Monthly Charge</u>
Channel Mileage: Facility Mileage, per mile	\$5.50
Channel Mileage: Mileage Termination, per termination	\$2.50
Foreign Exchange: Each ½ mile – individual line primary service	\$6.00
Foreign Exchange: Each ½ mile – PBX trunk line	\$6.00
Metallic Service: Channel Termination – 2 wire	\$16.45
Metallic Service: Channel Termination – 4 wire	\$27.84
Metallic Service: Channel Mileage Facility	\$3.71
Metallic Service: Channel Mileage Termination	\$1.55
Metallic Service: Features – Bridging, per port	\$5.02
SS7 Trunk Signaling	\$150.00
STP Port Termination	\$403.05
Voice Channel Termination: 2 wire (at end user location)	\$33.40
Voice Channel Termination: 4 wire (at end user location)	\$42.40
Voice Channel Termination: 2 wire (IC POT location)	\$24.52
Voice Channel Termination: 4 wire (IC POT location)	\$33.36
Voice Channel Termination: WATS access line – 2/4 wire	\$25.00
Voice Channel Termination: WATS access line extension 2/4 wire	\$19.33
Voice Channel Termination: WATS access line extension, per line	\$1.84
Voice Channel Termination: Universal WATS Access line 2/4 wire	\$25.00
Voice Channel Termination: Toll Free Number	\$25.00
Voice Selective Signaling Capability, per termination	\$5.91
Voice Transfer Arrangement	\$1.16



SERVICE RATES – Consolidated Communications, Continued

Directory Assistance

**Monthly
Charge**

Directory Assistance, per request	\$3.99
Directory Assistance Call Completion, per call	\$1.50
Operator Assistance, per request	\$3.99



SERVICE RATES – Consolidated Communications, Continued

Measured Service Rates

Local Calling

	<u>Initial Minute</u>	<u>Additional Minute</u>
12 AM – 7:59:59 AM Week Day		
Zone 1	\$0.018	\$0.018
Zone 3	\$0.0323	\$0.0323
8 AM – 4:59:59 PM Week Day		
Zone 1	\$0.045	\$0.045
Zone 3	\$0.0808	\$0.0808
5 PM – 10:59:59 PM Week Day		
Zone 1	\$0.0315	\$0.0315
Zone 3	\$0.0565	\$0.0565
11 PM – 11:59:59 PM Week Day		
Zone 1	\$0.018	\$0.018
Zone 3	\$0.0323	\$0.0323
12 AM – 11:59:59 PM Saturday and Sunday		
Zone 1	\$0.018	\$0.018
Zone 3	\$0.0323	\$0.0323
12 AM – 11:59:59 PM Sunday		
Zone 1	\$0.018	\$0.018
Zone 3	\$0.0323	\$0.0323



SERVICE RATES – Consolidated Communications, Continued

Measured Service Rates

Regional calling

	<u>Initial Minute</u>	<u>Additional Minute</u>
0 to 20 miles	\$0.153	\$0.0759
21 to 40 miles	\$0.191	\$0.1327
41 to 70 miles	\$0.2194	\$0.1517
71 and more miles	\$0.2479	\$0.1991

Toll Free Rates

	<u>Initial Minute</u>	<u>Additional Minute</u>
Toll Free Intrastate, per minute	\$0.069	\$0.069
Connection Fee, per call	\$0.01	\$0.01



NON RECURRING SERVICE FEES – ALL SERVICE TERRITORIES

Check Returned Fee

Company will bill Customer a one-time charge of \$25.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

Late Payment Fee

A Late Payment Fee of 1.5% per month will be charged if a Customer's past due balance is more than \$25.00.

CALIFORNIA PUBLIC FUND FEES AND SURCHARGES*

Pursuant to Resolution T-16901, all telecommunications Carriers are required to apply CPUC mandated Public Program surcharge rates (excluding a. Universal Lifeline Telephone Service (ULTS) billings. For a list of the Public Program surcharges and Reimbursement Fee, and the amounts, please refer to AT&T California tariffs.



LOCAL EXCHANGE SERVICE – AT&T Service Area, Continued

AT&T Service Area Rate Groups

RATE GROUP	LOCALITY
1	Agoura, Alameda, Albany, Alhambra, Alleghany, Alpine, Anaheim, Anderson, Angels Camp, Angwin, Annapolis, Antioch, Aptos, Arcadia, Arlington, Arnold, Ash Mountain, Atascadero, Atwater, Auburn, Avalon, Avenal, Baker, Bakersfield, Balboa, Bangor, Bear Valley, Bell, Ben Lomond, Benicia, Berkeley, Bethel Island, Beverly Hills, Biggs, Bishop Ranch, Blairsden, Bodega Bay, Borrego Springs, Brea, Brentwood, Bridgeville, Brockway, Buena Park, Burbank, Burlingame, Butte City, Calabasas, Calexico, Calipatria, Calistoga, Cambria, Camp Nelson, Camp Pendleton, Campo, Camptonville, Challenge, Chico, Chowchilla, Chualar, Chula Vista, Clayton, Clear Lake, Cloverdale, Clovis, Coalinga, Cobb Mountain, Colma, Colton, Compton, Concord, Cordelia, Corning, Corona, Corona Del, Coronado, Costa Mesa, Coulterville, Crockett, Crows Landing, Culver City, Danville, Davis, Del Mar, Del Rey, Delano, Dinuba, Dixon, Downieville, Dulzura, Dunsmuir, Dutch Flat, Earlimart, El Cajon, El Monte, El Segundo, El Sobrante, El Toro, Elk Creek, Encinita, Escalon, Escondido, Fair Oaks, Fairfield, Fallbrook, Felton, Fillmore, Firebaugh, Folsom, Fontana, Forestville, Fort Bragg, Frazier Pass, Fremont, Fullerton, Furnace Creek, Galt, Garden Grove, Gardena, Georgetown, Gerber, Geyserville, Glendale, Grass Valley, Greenfield, Granada, Gridley, Groveland, Guerneville, Gustine, Half Moon Bay, Hamilton, Hanford, Hawthorne, Hayward, Herald, Hercules, Highland, Hollister, Hollywood, Holtville, Homewood, Hughson, Huntington, Huron, Ignacio, Imperial, Imperial Bay, Inglewood, Inverness, Ione, Irvine, Jacumba, Jamestown, Jamul, Julian, Kelseyville, Kingsburg, Knights Fe, Kyburz, La Canada, La Crescent, La Honda, La Jolla, La Mesa, Lafayette, Laguna Niguel, Lake Berry, Lakeport, Lakeside, Larkspur, Laton, Lebec, Lemoore, Lewiston, Lincoln, Live Oak, Livermore, Lockeford, Lodi, Loleta, Lomita, Loomis, Los Altos, Los Angeles, Los Banos, Lower Lake, Loyalton, Madera, Martinez, Mendocino, Mendota, Menlo Park, Middletown, Mill Valley, Millbrae, Milpitas, Miranda, Mission, Modesto, Mojave, Mokelumne, Montague, Monte Rio, Moorpark, Moraga, Morro Bay, Moss Beach, Mount Shasta, Mountain Plain, Mountain Valley, Murphys, Napa, National City, Nevada City, Newcastle, Newhall, Newman, Nicasio, Nice, Nicolaus, Niland, Nipomo, North High, North Holl, North Sacramento, North San, Northridge, Oakdale, Oakland, Oakley, Oakview, Occidental, Oceanside, Ojai, Orange, Orange Cove,



GRANITE LOCAL EXCHANGE SERVICE – AT&T Service Area, Continued

AT&T Service Area Rate Groups, Continued

RATE GROUP	LOCALITY
1	Orangevale, Orinda, Orland, Oroshi, Oroville, Otimesa, Pacific Bell, Pacifica, Palo Alto, Paradise, Paramount, Parlierr, Pasadena, Paskenta, Paso Robles, Pedley, Pepperwood, Pescadero, Pine Valley, Pinecrest, Piru, Pismo Beach, Pittsburg, Pixley, Placentia, Placerville, Planada, Pleasant, Pleasanton, Plymouth, Point Reyes, Porterville, Portola, Poway, Quincy, Ramona, Rancho Ber, Rancho Mur, Rancho Pen, Rancho San, Redwood City, Reseda Rialto, Richmond, Richvale, Rio Linda, Riverbank, Riverside, Rocklin, Rosamond, Rosemead, Sacramento, Saint Helen, San Andrea, San Bernardino, San Bruno, San Carlos, San Clement, San Diego, San Francisco, San Gabriel, San Geroni, San Jose, San Juan, San Leandro, San Lucas, San Luis Obispo, San Marcos, San Martin, San Mateo, San Pedro, San Rafael, San Ramon, San Ysidro, Sandy Valley, Santa Ana, Santa Clara, Santa Margarita, Santee, Saticoy, Saugus, Sausalito, Sebastopol, Shafter, Sherman Oaks, Shingle Springs, Shoshone, Sierra City, Sierraville, Silverado, Simi Valley, Soda Springs, Solamint, Soledad, Sonoma, Sonora, South Gate, South Pasa, South Tahoe, Springville, Stinson Beach, Stockton, Stonyford, Stratford, Suisun, Sunnysvale, Sunol, Sutter Creek, Tahoe City, Tehachapi, Templeton, Terra Bell, Thornton, Three Rivers, Tiburon, Tipton, Torrance, Tracy, Tres Pinos, Truckee, Tulare, Tusti, Twain Hart, Union City, Upper Lake, Vacaville, Vallejo, Valley Center, Valley Forge, Valley Springs, Van Nuys, Ventura, Verdi, Vina, Vista, Walker Base, Wallace, Walnut Creek, Warner Springs, Wasco, Wawona, Weed, Weott, West Los Angeles, West Sacramento, Willits, Willows, Wilmington, Windsor, Winters, Woodland, Yorba Linda, Yosemite, Yountville
2	Arcata, Bakersfield, Farmersville, Fresno, Goshen, Ivanhoe, Lamont, Marina, McKinleyville, Merced, Monterey, Oildale, Plymouth, Red Bluff, Santa Clara, Santa Cruz, Scotts Valley, Seaside, Visalia
3	King City, Salinas
4	Ukiah
5	Rohnert Park, Santa Rosa
6	Elk
7	Avila Beach, Baywood Park, Carmel, Jackson, San Luis Obispo, Yreka
8	El Centro
9	Gualala



LOCAL EXCHANGE SERVICE – AT&T Service Area, Continued

AT&T Service Area Rate Groups, Continued

RATE GROUP	LOCALITY
10	Central Valley, Redding
11	Point Arena
12	Blue Lake, Brawley
13	Aromas, Arroyo Grande, Cotati, Fortuna, Petaluma, Turlock, Watsonville
14	Beale, Marysville, Yuba City
15	Eureka
16	Acton, Agua Dulce, Boonville, Boulder Creek, Caruthers, Cottonwood, Esparto, French Gulley, Healdsburg, Hopland, Hornbrook, La Grange, Lake Los Angeles, Le Grand, Leona Valley, Little Rock, Los Molino, Meridian, Palmdale, Potter Valley, Selma, Tomales, Waterford, Wheatland, Woodlake
17	Bradley, Cayucos, Coyote Wel, Dunnigan, Edwards, Gazelle, Gonzales, Hydesville, Pala, San Ardo, Smartsville
18	Carmel Valley
19	Arvin
20	Burrel, Five Point, Lake Los Angeles, North Yuba, Rio Dell, Riverdale, Shasta Lake
21	Trinidad
22	Big Sur



LOCAL EXCHANGE SERVICE – Frontier California

Frontier California Area Rate Groups

Granite adopts the Frontier California, Inc. local calling areas as set forth in Frontier California, Inc. [Schedule Cal. P.U.C. No. A-9](#), beginning at sheet 2, [Frontier California, Inc. Product Guide](#) Section 5, Citizens Telecommunications Company of California, Inc. [Schedule Cal P.U.C. No. AA](#) beginning at Sheet 3; [Frontier Communications of the Southwest, Inc. Schedule Cal. P.U.C. No. A-11](#) beginning at Sheet No. 2.

LOCAL EXCHANGE SERVICE – **Consolidated Communications of California Company**

Consolidated Communications of California Company

Granite adopts the Consolidated Communications of California Company at set forth in Consolidated Communications of California Company [Schedule Cal. P.U.C. No. 1-L](#) beginning at Sheet 19 and its [California Service Guide](#) at Section 13, Sheet No. 2.