



**Granite Telecommunications, LLC**

U-6842-C

One Heritage Drive  
Quincy, Massachusetts 02171

Telecommunications Service Guide

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

This Service Guide, in conjunction with or in lieu of any existing separate Service Agreements, Tariffs, and general or service specific terms and conditions, sets forth the retail rates applicable to Granite Telecommunications LLC's telecommunications services within the State of California.

For additional information or assistance, please visit us on the web at [www.granitenet.com](http://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 One Heritage Drive, Quincy, Massachusetts 02171. Customer Service representatives are available to address inquiries during company business hours from Monday through Friday 8 a.m. to 10 p.m. (EST) and Saturday 9 a.m. to 6 p.m. (EST)



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## APPLICATION OF SERVICE GUIDE

This Service Guide establishes the standard rates, terms, and conditions that apply to the provision and your use of Granite Telecommunications, LLC ("Granite" or "Company") retail local exchange and interexchange long distance telecommunications Services in the State of California. Standard non-recurring rates appear in Granite's *Telecommunications Price List Non-Recurring Charges*, available to Customers at [www.granitenet.com/Legal](http://www.granitenet.com/Legal) or upon request.

Verbal or written Service Order or any use of Granite's Service constitutes agreement to all rates, terms, and conditions set forth in this Service Guide, including any other documents specifically incorporated herein.

This Service Guide applies only to retail intrastate telecommunications Services furnished by Granite and do not apply, unless otherwise specified, to any other services, including, without limitation, Information Services and other unregulated services offered by Granite. Except as expressly specified in this Service Guide with respect to particular Service plans ordered by Customers, the rates and charges set forth in this Service Guide do not cover lines, facilities, or services furnished to Customers by other carriers, including, without limitation, lines, facilities, or services that are used by Customers to access Granite's long distance Services or to complete calls to or from points beyond Granite's local network calling areas. Customers are solely responsible for obtaining any customer premises equipment and for establishing suitable agreements or other arrangements with other carriers that may be needed to access and use Granite's Services.

The provisions and recurring rates of this Service Guide, and standard *Telecommunications Price List Non-Recurring Charges*, establish the sole and exclusive rates, terms, conditions, and understandings pertaining to Granite's provision and Customer's use of Services ordered by Customer, and supersede all prior agreements, proposals, representations, and understandings, whether written or oral, with respect to such Services. No provisions of this Service Guide may be changed, waived, or otherwise amended, or modified in any manner except pursuant to a Written Contract document that has been duly executed by Granite for such purpose.

In the event of any conflict between the provisions of this Service Guide and any applicable Written Contract, such conflict will be resolved by giving preference, first, to the Applicable Written Contract provisions and, second, to this Service Guide.

The recurring rates, rules, terms, and conditions contained in this Service Guide are subject to change at Granite's sole discretion. Customers will be notified of changes through bill messages or inserts or otherwise in accordance with Applicable Law and regulations prior to the date on which changes become effective. Changes will also be posted on Granite's website at <http://www.granitenet.com/Legal>. Your continued use of Granite's Service following any such changes constitutes your agreement to such changes.

This Service Guide is governed by and interpreted according to Applicable Laws and regulations of California.

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.



## 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 (February 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.

Written; In Writing: Both "written" and "in -writing" describe materials intended to be read, either in hardcopy document form (including fax) or transmitted through electronic media. For purposes of these rules, whenever anything is required to be provided "in writing" or in "written" form (e.g., a disclosure, a notice, or a confirmation), the requirement may be satisfied through the use of electronic media if both the Company and Subscriber parties to the communication have agreed to do so. If they have not, a tangible, hardcopy document is required. (The Company's electronic communications with customers and agreements to use electronic communications must satisfy the requirements of the federal Electronic Signatures Act, 15 USCA §§ 7001 et seq. and/or state law, as applicable.)



## **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. 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

If you believe there is an error on your bill or have a question about your service, please call Granite Telecommunications, LLC's customer support at 866.847.1500.

If you are not satisfied with Granite Telecommunications, LLC's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue,  
Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

| Type of Call                 | Language          | Toll-free 800 Number |
|------------------------------|-------------------|----------------------|
| TTY/VCO/HCO to Voice         | English           | 1-800-735-2929       |
|                              | Spanish           | 1-800-855-3000       |
| Voice to TTY/VCO/HCO         | English           | 1-800-735-2922       |
|                              | Spanish           | 1-800-855-3000       |
| From or to Speech-to- Speech | English & Spanish | 1-800-854-7784       |

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

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.

Claims applicable to overbilling against Company shall be commenced no more than two (2) years after the Service related to the claim is rendered pursuant to Section 415, U.S. Code, 47 U.S.C. §415.



## **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:

One Heritage Drive  
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.

Limitations of Damages and of Period for Bringing Claims - The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company shall be commenced more than one (1) year after the Service related to the claim is rendered.

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.

### **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;
- prosecute violations of the criminal laws of the United States;
- enforce civil sanctions which are ancillary to criminal statutes;
- conduct investigations into matters involving the national security of the United States;
- protect federal or foreign officials;
- 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**

### Timing of Calls

The Customer's usage charge is based on the actual usage of Company's Service. Usage begins when the receiver of the called number is answered. The moment of the called party's answer and termination is determined by hardware supervision in which the distant local telephone company sends or ends an supervision signal to Company's switch or the software utilizing audio tone detection. The timing of the call occurs when the called party answers and terminated when either party hangs up.

The minimum call duration for billing purposes is one minute with one minute billing increments thereafter.

Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.

There is no billing for incomplete calls.

### Service Areas

Company's local exchange Service area is set forth in the Service Area Rate Groups section of this Service Guide.

Company's description of service area in no way compels Company to provide any Service in an area where facilities or other extenuating factors limit Company's ability to provide Service.



## LOCAL EXCHANGE SERVICES, Continued

### Local Exchange Service Rates and Charges

#### A. General

The following sections set forth the rules and regulations governing the application of rates for Company Services, including the following general rate categories:

1. Non-Recurring Charges for installation of facilities and Services;
2. Monthly Recurring Charges for availability and use of facilities; and
3. Measured or Message Usage Charges.

#### B. Non-Recurring Charges

Non-Recurring Charges constitute the following specific charges:

- Service Order Charge
- Record Change Charge
- Restoral of Service Charge
- Installation Charge
- Primary Interexchange Carrier and Local Primary Interexchange Carrier Change Charge

A detailed description of non-recurring charges appears in the Description of Charges section of Granite's *Telecommunications Price List Non-Recurring Charges*.

#### C. Monthly Recurring Charges

Monthly recurring charges are recurring charges for Service. Monthly recurring service charges are applied based on the incumbent local exchange carrier service territory where Service is provided in each jurisdiction and type of Service to which the Customer subscribes. Jurisdiction-specific monthly recurring charges appear in each jurisdiction's Price List, available at [www.granitenet.com/legal](http://www.granitenet.com/legal).

#### D. Message/Measured Usage Charges

Usage charges consist of Message Rate Charges for calls over the allowance for dial tone lines with a Limited Monthly Usage Option, and Message Rate Charges for dial tone lines without a Monthly Usage Option. Jurisdiction-specific message/measured usage charges appear in each jurisdiction's Price List, available at [www.granitenet.com/legal](http://www.granitenet.com/legal).

#### E. Extended Local Area Service

Extended Local Area Service is a mandatory additive charge that offsets the costs of recent expansion to the local calling area. Add-On Local Area Rate is an extension of the local service calling area. Toll rates between specified exchanges are eliminated and calls are rated as local usage.



## **LOCAL EXCHANGE SERVICES, Continued**

### Local Exchange Service Rates and Charges

#### Maintenance Visit Charges

A Maintenance Visit Charge applies per visit to a Customer's premises where a service difficulty or trouble report results from the use of equipment or facilities not the responsibility of the Company.

Where a Network Interface Device ("NID") exists, if the Company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premise) a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company, no maintenance charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

#### Moves, Adds, Changes

- A. The Company may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.
- B. The Customer will be assessed a charge for any move, add or change of a Company service. Moves, Adds and Changes are defined as follows:
- C. Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.
- D. Add: The addition of a vertical service to existing equipment and/or service at one location.
- E. Change: A change in existing service at the same location, including rearrangement or reclassification.



## **LOCAL EXCHANGE SERVICES, Continued**

### Calculation of Distance

V & H coordinates needed for the calculations may be obtained from national publications produced by the National Exchange Carrier's Association ("NECA") and Telcordia.

### Local Exchange Service Description

Local Exchange Services provide a Customer with connection to Company's network, enabling the Customer, among other things, to:

- A. Originate communications to other points on Company's network;
- B. Receive communications from other points on Company's network;
- C. Access Company's Services as set forth in this and other Company tariffs;
- D. Access local, interexchange and international telecommunications services provided by other authorized carriers and the customers of such carriers to the extent such carriers are interconnected with Company's network;
- E. Access Company's business office for Service-related assistance;
- F. Access 911 or E911 services, where available, operator services, directory assistance, and telecommunications relay services;
- G. Access Operator-Assisted Calling Services; and
- H. Access Directory Assistance.

### Local Exchange Services

The Company offers Business Customers flat rate, message rate, measured rate service.

- A. Flat rate service is unlimited local service within an exchange and to additional exchanges within the local service area. Flat rate charges consist of dial tone charge and charge for unlimited usage option.
- B. Message rate and measured rate services provide for charging on a per-call basis on calls to the local service area with no usage allowance included in the monthly rates.
- C. The unlimited monthly usage option provides for unlimited local calling per month on a flat rate basis to dial tone lines in the local service area.



## **LOCAL EXCHANGE SERVICES, Continued**

### Local Exchange Services, Continued

- D. Extended Area Calling provides for calling on a measured rate or message rate usage basis to specified exchanges and zones located outside of a customer's Local Exchange Service local service area. Charges for calls to extended calling areas are as specified in Section 4.5 of this Service Guide.
- E. Business DID Service provides for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises.
- F. Business IOD service provides the user with an itemized statement of usage on directly dialed calls.
- G. Custom Calling Features/Supplemental Services: The features and supplemental services set forth in this section are made available on an individual basis. Features may also be made available as part of a multiple feature package. All features and supplemental services are provided subject to availability and may not be available with all classes of service. The Company offers its business Customers a variety of optional feature packages to choose from.
- H. CENTREX Service: A multi-station system offered to the business Customer with two (2) or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the Customer's premises. CENTREX Service enables the Customer to originate and receive local calls within its system at no additional charge. Service to points within the local calling area is included in the charge for CENTREX Service.
- I. Integrated Services Digital Network (ISDN) Services: A completely digital telecommunications network for carrying voice, data, images, and video at high speed by sending digitally-encoded signals. ISDN provides end-to-end digital service and can work on copper wiring phone lines.
- J. Private Line Services: Provide a line with or without access to the exchange system for telephone communication between stations or order equipment furnished by Company.



## **LOCAL EXCHANGE SERVICES, Continued**

### Local Exchange Services, Continued

- K. PBX Trunk Service: Analog and/or digital PBX trunks are provided for connection of Customer-provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multi-line hunting. DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD). For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.
1. Message Rate Analog PBX Trunks: Provide the Customer with a single, analog, voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.
  2. Digital PBX Trunk Services: Provide a Customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:
- L. Off Premise Extension Service: "Extension Service" denotes the extension lines at locations in addition to the location of the main line. Off Premise Extension Service is connected to an individual, auxiliary two-party or four-party line for the same Customer and with the same telephone number.
- M. Business Key Service: Provides the Customer with analog, voice-grade telephonic communications channel(s) which can be used to place or receive calls. Business Key Service is available as a flat or message rated service. Business Key Service is provided for connection of Customer-provided key system terminal equipment. All key system lines are equipped with touch tone and multi-line hunt. Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge



## **LOCAL EXCHANGE SERVICES, Continued**

### Local Exchange Services, Continued

- N. Foreign Exchange Service: Enables a Customer to obtain local exchange service in a central office other than the central office which normally serves the Customer's location.
- O. IntraLATA Toll Service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this Tariff. The toll usage charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff. IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, third number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

### 976 Blocking Service

Local Exchange Services Customers will provide, either directly or through arrangements with other carriers, blocking of calls placed to numbers beginning with a 976 NPA upon Customer request. Customers will not be charged to initiate or remove 976 blocking service.

### Directory Assistance Service

Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "411". No charge will be assessed customers for the first three calls made, per line, per month. Callers may request two telephone numbers per call.

The rates specified following apply when customers request assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.



## **LOCAL EXCHANGE SERVICES, CONTINUED**

### Directory Listing Service

- A. Company does not publish a directory or other similar listing of its Customers. However, Company will arrange for Customers, other than Customers requesting non-published and non-listed service, to be listed in the directories and directory assistance records of the applicable incumbent local exchange carrier in accordance with the incumbent's listing service tariff schedule, subject to availability of such listing service to Company's Customers. Local Exchange Services Customers receive one listing per assigned telephone number in the local White Pages Directory and receive a copy of the White Pages Directory at no additional charge.
- B. Listing must conform to the Company's specifications with respect to directories. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or identification of the customer is not impaired thereby. When more than one line is required to properly list the customer, no additional charge is made.
- C. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the caution of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- D. One listing, termed the primary listing, is provided without additional charge in connection with each Customer's service. When the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The primary listing for business service is ordinarily the name of the Customer or the name under which a business is regularly conducted.



## **LOCAL EXCHANGE SERVICES, Continued**

### Directory Listing Service, Continued

- E. A residential dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.
- F. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the Customer's service.
- G. Business additional listings are not permitted in connection with residence service.
- H. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.
- I. Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.

### Non-listed and Nonpublished Telephone Service

- A. Non-listed telephone service will be furnished, at the Customer's request, providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory. Such listings will be carried in the applicable incumbent local exchange carrier's directory assistance and other records and will be given to any calling party.
- B. Non-published Telephone Service  
  
Nonpublished telephone service will be furnished, at the Customer's request providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from directory assistance records. 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
- C. Non-listed and Nonpublished charges, as specified in Section 4 of this Service Guide, are not applicable to Service furnished to a customer for data service where there is no voice use contemplated.



## **LOCAL EXCHANGE SERVICES, Continued**

### Operator Assistance Service

A Customer may obtain the assistance of an operator to complete calls in the following manner. Surcharges will be applied on a per call basis for the following operator assisted services:

- A. Third Number Billing provides the Customer with the capability to charge a 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.
- B. 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.
- C. 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.
- D. Operator Dialed 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.
- E. Busy Verification and Interrupt Service is a service that, upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.



## **LOCAL EXCHANGE SERVICES, Continued**

### Specialized Operator Services

- A. Upon request, subject to technical limitations, the Company will provide Customers with access to an operator who will verify that a conversation exists on a line (Busy Line Verification) and who will interrupt a communication in progress to announce that someone is trying to call (Line Service Interrupt).
- B. Busy Line Verification with Interrupt provides the Customer with the option to request operator verification of whether a specific line is busy or inoperative.
- C. Line Service Interrupt provides the Customer with the option to request operator interruption of a line that is in use, primarily for emergency situations.
- D. Charges may be billed to a Calling Card number, to a Third Number or Sent Paid. Requests may not be designated Person-to-Person or billed as Collect Calls.
- E. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of Company equipment or facilities.
- F. Charges for Specialized Operator Services are not applicable to calls to the operator from official public emergency agencies when the request is received on the agency's line from agency personnel.
- G. Charges for Specialized Operator Services are not applicable to calls to the operator from individuals who identify that the request is to an official public emergency agency, an emergency medical service, or a privately endowed and operated alcohol, drug, run-away or suicide crisis reporting center.
- H. Charges for specialized operator services may be waived by the operator for calls from individuals who have an emergency where life and/or property are in danger.



## INTEREXCHANGE SERVICES

Company provides switched and dedicated telecommunications services to Customers who subscribe exclusively to Granite's interexchange services. Interexchange services allow a Customer to establish a communications path between two stations by using uniform dialing plans.

**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.

**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 Company'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 Company, except as stated in this Service Guide.



## **CALIFORNIA TELECONNECT FUND**

### Applicability

The California Teleconnect Fund (CTF) provides discounts for certain Services to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospitals, health clinics, and community-based organizations.

### Territory

The CTF is available to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing CTF discounted services in the Company's service territory.

### Availability

- A. The CTF provides discounts on telecommunications services to qualifying Schools, Libraries, Hospitals and Health Clinics, Community-Based Organizations and California Community Colleges, approved by the Commission, as set forth in Commission Decision 96-10-066 and described below.
- B. Entities seeking CTF discounts must apply to the Commission and must be approved before a CTF discount may apply, as set forth in Commission Resolution T-16742.
- C. CTF eligible entities will receive discounts of 50% discount for non-voice services on applicable monthly rate(s), excluding non-recurring charges, where services are available as follows:

50% discount on the monthly recurring charge for non-voice services including:

- Broadband Over Power Lines = BPL
- Cable Modem = Cable
- Digital Subscriber Line = DSL
- Ethernet = Ethernet
- Fixed Wireless (e.g. Microwave) = Fixed Wireless
- Integrated Services Digital Network (ISDN), excluding dedicated voice channels = ISDN
- Multi-Protocol Label Switching = MPLS
- Satellite = Satellite
- Switched Multimegabit Data Service = SMDS
- Wide Area Network1 = WAN
- Mobile Broadband Services = MBS



## **CALIFORNIA TELECONNECT FUND, Continued**

### Applicability, Continued

- D. CTF discounted Services may not be resold to, or shared with, any other non-qualifying person or entity.
- E. CTF participants shall renew their exemption from reduced services support every three (3) years. Once an exemption is obtained, the exemption shall remain in effect for a period of three years.

### Funding

If the Commission Executive Director determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the Commission will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to CTF-qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and utility claims and with appropriate prior notice to customers.

### Discounts Applicable to Eligible Services

- A. Schools and Libraries
  - 1. To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries, which are eligible for participation in state-based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.
  - 2. Qualifying schools and libraries shall be entitled to a 50% non-voice discount off Service Guide rates or negotiated/contract rates, whichever are lower, for services identified above after first deducting the applicable E-rate discounts. The discount shall be calculated as follows:
    - a. If the Subscriber has not been approved to receive E-rate discounts, whether or not an application is pending, the discount will be applied to all eligible services after deducting a statewide average E-rate discount (determined by the Commission) from the billed amount.
    - b. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF 50% CTF voice discount if it is exempt from a reduction in voice support.



## **CALIFORNIA TELECONNECT FUND, Continued**

### Discounts Applicable to Eligible Services, Continued

#### **A. Schools and Libraries, Continued**

##### **2. Continued**

- c. The statewide average discount is deducted from the Subscriber's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the Subscriber. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

- 3. The following schools and libraries shall be entitled to a 50% non-voice discount off the entire Service Guide rates or negotiated/contract rates, whichever are lower, for services identified in above: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

#### **B. Health Care Providers**

- 1. Must be district owned, municipal or county government owned and operated hospital or health clinic.
- 2. Qualifying hospitals and health clinics shall be entitled to a 50% non-voice discount off Service Guide rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's Federal Rural health Care discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.



## **CALIFORNIA TELECONNECT FUND, Continued**

### Discounts Applicable to Eligible Services, Continued

#### **C. Community Based Organizations (CBOs)**

1. Must be tax-exempt organizations offering Head Start Programs, Health Care, Job Training, Job Placement, or Educational Instruction, or a Community Technology Program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction. Public or non-profit CBO healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.
2. Qualifying CBOs shall be entitled to a 50% non-voice discount off tariffed and/or Product Guide rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start programs shall be entitled to a 25%<sup>1</sup> voice/50% non-voice discount off tariffed and/or Product Guide rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate Discounts.

#### **D. California Community Colleges (CCCs)**

Participating California Community Colleges (CCCs) shall be entitled to a 50% non-voice discount from the full Service Guide rates or negotiated/contract rates, whichever are lower.



## **CALIFORNIA TELECONNECT FUND, Continued**

### Discounts Applicable to Eligible Services, Continued

#### **C. Rural Health Care Providers (RHCP)**

Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% non-voice voice CTF discount shall be calculated as follows:

1. The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.
2. The 50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received.

### Discount Application

- A. Federal funding or subsidy given to CTF participants for their CTF-eligible services shall first be taken into account prior to applying the CTF discount, as specifically noted in B through F below.
- B. By September 21, 2011, the Utility shall first have applied the actual federal E-rate discount prior to applying the CTF discount to Community Based Organizations (CBOs) that offer Head Start programs with an actual E-rate discount.
- C. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1st prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate.
- D. Necessary Small Schools are exempt from deducting the statewide average E-rate discount if they do not have an actual E-rate discount. Notwithstanding subdivision (b), the CTF discount shall be applied without regard to the E-rate discount for any Necessary Small School, as defined in Section 42283 of the Education Code, unless that school has applied for, and been approved to receive, the E-rate discount.



## **CALIFORNIA TELECONNECT FUND, Continued**

### Discount Application, Continued

- E. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows:
  - 1. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.
  - 2. The Utility shall continue to apply the 50 percent CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.
- F. A CTF discount shall be applied after applying an E-Rate discount. The Commission shall first apply an E-rate discount, regardless of whether the Subscriber has applied for an E-rate discount or has been approved, if the Subscriber, in the determination of the commission, meets the eligibility requirements for an E-Rate discount.



## RATES AND CHARGES

### PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA – SERVICE CHARGES

The following 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.

#### Service Charges

##### Non-Recurring Charges

*See Telecommunications Price List Non-Recurring Charges*

#### Local Exchange Service

##### Local Exchange Lines

Business Measured Rate Service

Business Measured Rate Service with Toll Restriction

Individual Line Measured Rate Business Service with Toll Restrictions

Single Business Measured Rate Service

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,789.48   |
| 2          | \$2,790.05   |
| 3          | \$2,790.14   |
| 4          | \$2,790.62   |
| 5          | \$2,790.71   |
| 6          | \$2,790.86   |
| 7          | \$2,791.47   |
| 8          | \$2,790.42   |
| 9          | \$2,791.95   |
| 10         | \$2,792.09   |
| 11         | \$2,792.22   |
| 12         | \$2,792.88   |
| 13         | \$2,792.28   |
| 14         | \$2,795.51   |
| 15         | \$2,795.89   |
| 16         | \$2,791.33   |
| 17         | \$2,798.50   |
| 18         | \$2,790.08   |
| 19         | Discontinued |
| 20         | \$2,801.16   |
| 21         | \$2,802.30   |
| 22         | \$2,810.80   |



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Local Exchange Service, Continued

Local Exchange Lines, Continued

Business Measured Rate Service – Foreign Exchange Line  
Foreign Exchange and Prefix Measured Rate Multiline  
Foreign Exchange Line Measured  
Foreign Exchange Measured Rate Multi-Line Service

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,812.94   |
| 2          | \$2,813.51   |
| 3          | \$2,813.60   |
| 4          | \$2,814.08   |
| 5          | \$2,814.17   |
| 6          | \$2,814.32   |
| 7          | \$2,814.93   |
| 8          | \$2,813.88   |
| 9          | \$2,815.41   |
| 10         | \$2,815.55   |
| 11         | \$2,815.68   |
| 12         | \$2,816.34   |
| 13         | \$2,815.74   |
| 14         | \$2,818.97   |
| 15         | \$2,819.35   |
| 16         | \$2,814.79   |
| 17         | \$2,821.96   |
| 18         | \$2,813.54   |
| 19         | Discontinued |
| 20         | \$2,824.62   |
| 21         | \$2,825.76   |
| 22         | \$2,834.26   |



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Local Exchange Service, Continued

Local Exchange Lines, Continued

Direct Connect Measured Line  
Direct Connect Service Shared  
Direct Connect Service Unshared

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$3,354.48   |
| 2          | \$3,355.05   |
| 3          | \$3,355.14   |
| 4          | \$3,355.62   |
| 5          | \$3,355.71   |
| 6          | \$3,355.86   |
| 7          | \$3,356.47   |
| 8          | \$3,355.42   |
| 9          | \$3,356.95   |
| 10         | \$3,357.09   |
| 11         | \$3,357.22   |
| 12         | \$3,357.88   |
| 13         | \$3,357.28   |
| 14         | \$3,360.51   |
| 15         | \$3,360.89   |
| 16         | \$3,356.33   |
| 17         | \$3,363.50   |
| 18         | \$3,355.08   |
| 19         | Discontinued |
| 20         | \$3,366.16   |
| 21         | \$3,367.30   |
| 22         | \$3,375.80   |



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Local Exchange Service, Continued

Local Exchange Lines, Continued

Off Premise Station Measured

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,850.48   |
| 2          | \$2,851.05   |
| 3          | \$2,851.14   |
| 4          | \$2,851.62   |
| 5          | \$2,851.71   |
| 6          | \$2,851.86   |
| 7          | \$2,852.47   |
| 8          | \$2,851.42   |
| 9          | \$2,852.95   |
| 10         | \$2,853.09   |
| 11         | \$2,853.22   |
| 12         | \$2,853.88   |
| 13         | \$2,853.28   |
| 14         | \$2,856.51   |
| 15         | \$2,856.89   |
| 16         | \$2,852.33   |
| 17         | \$2,859.50   |
| 18         | \$2,851.08   |
| 19         | Discontinued |
| 20         | \$2,862.16   |
| 21         | \$2,863.30   |
| 22         | \$2,871.80   |



## SERVICE RATES, Continued

### PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA – SERVICE CHARGES, Continued

#### Local Exchange Service, Continued

|                                                             |         |
|-------------------------------------------------------------|---------|
| Remote Call Forwarding                                      | Monthly |
| Remote Call Forwarding                                      | \$60.86 |
| Remote Call Forwarding Additional Path                      | \$60.86 |
| Remote Call Forwarding – Interstate Measured Rate Business  | \$60.86 |
| Remote Call Forwarding - Intrastate Area – Measured         | \$60.86 |
| Mileage Charges**                                           | Monthly |
| Channel Mileage for Voice Grade Service                     | \$23.75 |
| Channel Termination, first quarter mile                     | \$1.90  |
| Channel Termination, each additional mile                   | \$0.95  |
| Foreign Exchange, per quarter mile                          | \$0.47  |
| Foreign Exchange Fixed Mileage                              | \$94.65 |
| Foreign Exchange Mile(s) Nonadjacent Rate Centers, per mile | \$1.90  |
| Foreign Exchange Mileage - each terminal                    | \$12.14 |
| Off-Premises Local Loop Mileage - Each Termination          | \$22.04 |
| Off-Premises Service - Contiguous Exchange                  | \$22.04 |
| Secretarial Line Mileage, per quarter mile                  | \$0.71  |
| Secretarial Line Service, per line/service                  | \$0.28  |
| Station to Adjacent Exchange, per quarter mile              | \$0.95  |

\*\*Grandfathered services - unavailable for new subscription.



**SERVICE RATES**, Continued

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES**, Continued

Local Exchange Service

Feature Charges/Service Charges

|                                                             | Monthly |
|-------------------------------------------------------------|---------|
| 900 and 976 Block                                           | \$0.00  |
| Agent Queue Status Display                                  | \$0 00  |
| Anonymous Call Rejection                                    | \$20.18 |
| Area Transfer                                               | \$0.00  |
| Auto Dialer Service                                         | \$2.50  |
| Automatic Call Back *69                                     | \$23.66 |
| Basic Package Features                                      | \$6.65  |
| Block All Pay-Per-Use Features                              | \$0.00  |
| Block Automatic Call Back                                   | \$0.00  |
| Busy Call Forward All Calls                                 | \$0.00  |
| Call Again Pay Per Use Block                                | \$0.00  |
| Call Block                                                  | \$0.00  |
| Call Blocking - Company Initiated                           | \$0.00  |
| Call Forward Busy – Delay Call Forwarding                   | \$1.90  |
| Call Forward Busy - Do Not Answer                           | \$12.52 |
| Call Forward Do Not Answer                                  | \$0.42  |
| Call Forward Don't Answer-Bill to Enhanced Service Provider | \$0.43  |
| Call Forwarding Busy Line                                   | \$12.52 |
| Call Forwarding Do Not Answer                               | \$12.52 |
| Call Forwarding Variable                                    | \$27.83 |
| Call Pickup – Terminating                                   | \$0.47  |
| Call Return (Usage Sensitive) *69                           | \$0.00  |
| Call Return, Business                                       | \$23.66 |
| Call Screen                                                 | \$4.65  |
| Call Selection                                              | \$1.90  |
| Call Tracking Feature                                       | \$0.00  |
| Call Waiting                                                | \$27.83 |
| Call Waiting ID                                             | \$3.00  |
| Caller ID Complete Blocking *82                             | \$0.00  |
| Caller ID External Blocking                                 | \$0.00  |
| Caller ID with Name and Number                              | \$38.04 |
| COMMSTAR II Install 2-10 Lines                              | \$0.00  |
| Delay Call Forwarding                                       | \$0.00  |
| E and M Signaling                                           | \$0.00  |
| Easy Rate Package                                           | \$50.00 |



## SERVICE RATES, Continued

### PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA – SERVICE CHARGES, Continued

#### Local Exchange Service

#### Feature Charges/Service Charges, Continued

|                                                  | Monthly  |
|--------------------------------------------------|----------|
| Hunting                                          | \$0.47   |
| Information Services Call Blocking               | \$0.00   |
| Intercom Plus                                    | \$4.27   |
| International Direct Distance Dialing Block      | \$0.00   |
| IPLS Stop Hunt Control Arrangement               | \$26.22  |
| Night Answering Arrangement                      | \$2.14   |
| Night Service Arrangement, special multiple jack | \$2.14   |
| No Collect/Third Party                           | \$0.00   |
| Number Display                                   | \$0.00   |
| Personalized Telephone Number                    | \$0.00   |
| Premium Call Forwarding                          | \$1.90   |
| Premium Call Selection                           | \$1.90   |
| Priority Ringing                                 | \$4.65   |
| Privacy Manager                                  | \$55.66  |
| Remote Access to Call Forwarding                 | \$2.00   |
| Remove Information Services Call Blocking        | \$0.00   |
| Repeat Dialing *66                               | \$7.00   |
| Select Call Forwarding                           | \$4.65   |
| Speed Dialing 30 Numbers                         | \$22.26  |
| Speed Dialing 8 Numbers                          | \$14.10  |
| Third Party Billing Block                        | \$0.00   |
| Three Way Call Blocking                          | \$0.00   |
| Three Way Calling                                | \$26.44  |
| Toll Restricted Blocking                         | \$478.00 |
| Toll Restriction                                 | \$478.00 |
| Toll Restriction for Application Scoring         | \$478.00 |
| Toll Restriction for Collection                  | \$478.00 |
| Touch Tone Business                              | \$0.00   |
| Uniform Call Distribution (UCD)                  | \$94.99  |
| Usage Sensitive 3-Way Calling                    | \$0.00   |
| Usage Sensitive Auto Redial                      | \$0.00   |
| Usage Sensitive Call Trace                       | \$0.00   |
| Usage Sensitive Call Return                      | \$0.00   |



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

**Directory Listings**

Monthly

|                                            |        |
|--------------------------------------------|--------|
| Additional Listing                         | \$4.25 |
| Additional Listing and Line of Information | \$4.25 |
| Alternate User Listing                     | \$4.25 |
| Analog Shared Directory Number             | \$0.95 |
| Business Reference Listing                 | \$4.25 |
| Caption Listing                            | \$4.25 |
| Directory Assistance Listing               | \$1.50 |
| Extra Line of Information Listing          | \$4.25 |
| Foreign Additional Listing                 | \$4.25 |
| Line of Information                        | \$4.25 |
| Non-Listed Service                         | \$1.50 |
| Non-Published Listing                      | \$1.75 |

**Directory Assistance**

Monthly

|                                      |        |
|--------------------------------------|--------|
| Local                                | \$6.99 |
| Regional                             | \$6.99 |
| Call Completion, excluding usage     | \$1.50 |
| Operator Assistance, excluding usage | \$6.99 |



## SERVICE RATES, Continued

### PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA – SERVICE CHARGES, Continued

#### CENTREX Service

##### CENTREX Services

Monthly

|                                                            |          |
|------------------------------------------------------------|----------|
| Basic Centrenex Feature                                    | \$710.57 |
| Basic Centrex Access Measured Rate Service                 | \$8.26   |
| Basic Centrex Access Trunking Primary Station Line         | \$1.30   |
| Basic Centrex Line                                         | \$708.48 |
| Basic Centrex Feature                                      | \$710.57 |
| Basic Centrex Feature - CPE Type C Line Card               | \$710.57 |
| Basic Centrex Feature - Key Termination                    | \$708.48 |
| Centrex-Electronic Telephone Termination -Type C line card | \$710.57 |
| Centrex Interior Station                                   | \$19.20  |
| Centrex ISDN Primary Station Line                          | \$708.48 |
| Centrex Main Release Link                                  | \$113.99 |
| Centrex Main Station Line - Interstate Access              | \$708.48 |
| Centrex Primary Station Line - Interstate Access           | \$693.00 |
| Centrex Station Line - Trunk Side Connection               |          |
| USOC RPXA1                                                 | \$693.00 |
| USOC RPXA2                                                 | \$708.48 |
| Centrex Station Line / Semi-restricted                     | \$693.00 |
| Extension Station Line                                     | \$18.61  |
| Foreign Exchange Trunk Termination                         | \$51.30  |
| Integrated Access Centrex Station Line                     | \$708.48 |
| Interior Station Line – Centrex                            | \$19.20  |
| Message Waiting Trtmt Code 1                               | \$717.03 |
| Message Waiting Trtmt Code 2                               | \$717.03 |
| Primary Centrex Station Line                               | \$708.48 |
| Private Line from Centrex to Carrier                       | \$103.58 |
| Off Premises Extension Line – Centrex                      | \$10.45  |

##### Centrex Mileage Charges

|                                             |          |
|---------------------------------------------|----------|
| AIS Centrex Station Lines, per quarter mile | \$0.66** |
|---------------------------------------------|----------|

\*\*Grandfathered service - unavailable for new subscription.



## SERVICE RATES, Continued

### PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA – SERVICE CHARGES, Continued

#### CENTREX Service, Continued

#### CENTREX Service Features/Supplemental Services

|                                                               | Monthly |
|---------------------------------------------------------------|---------|
| Abbreviated Dialing Plan                                      | \$23.75 |
| Abbreviated Dialing Trunk(s)                                  | \$9.50  |
| Additional Traffic Count Equipment                            | \$1.52  |
| Additional Traffic Label                                      | \$0.09  |
| Agent Queue Status Display                                    | \$0.00  |
| Automatic Call Back                                           | \$52.86 |
| Automatic Call Back (Recall) *69 [per activation]             | \$1.99  |
| Automatic Call Back *69 - Controlled Individual feature       | \$1.70  |
| Automatic Call Back *69 - Electronic Telephone Pack A         | \$0.75  |
| Automatic Call Back *69 - Controlled Pack A                   | \$0.47  |
| Automatic Call Back *69 - Controlled Pack B                   | \$0.95  |
| Automatic Call Processing Area Wide                           | \$3.88  |
| Automatic Dial, each                                          | \$2.50  |
| Basic Flexible Route Selection (FRS)                          | \$56.99 |
| Call Center Manager - Basic Agent Package                     | \$9.50  |
| Call Center Manager - Basic Supervisor Package                | \$23.75 |
| 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  |
| Call Center Manager Delay Announcement                        | \$19.00 |
| Call Center Manager Music in Queue                            | \$19.00 |
| Call Center Manager MIS Data Stream Package                   | \$94.99 |
| Call Center Manager System Package                            | \$47.50 |
| Call Distribution Primary Directory Number                    | \$0.00  |
| Call Diverting Arrangement                                    | \$0.52  |
| Call Forward Do Not Answer                                    | \$0.47  |
| Call Forward Reason Display                                   | \$20.00 |
| Call Forward Variable                                         | \$0.75  |
| Call Forward Variable if ordered as a package feature         | \$0.47  |
| Call Forward Variable Standard                                | \$0.75  |
| Call Forwarding Busy                                          | \$0.75  |
| Call Forwarding Busy Line Incoming Only                       | \$0.47  |
| Call Forwarding Do Not Answer                                 | \$0.75  |
| Call Forwarding Do Not Answer if ordered as a package feature | \$0.47  |
| Call Forwarding Over Private Facilities                       | \$4.37  |
| Call Hold                                                     | \$0.75  |
| Call Hold and Pickup                                          | \$0.95  |
| Call Park                                                     | \$0.77  |
| Call Pick Up                                                  | \$0.75  |
| Call Pick Up Group                                            | \$20.11 |
| Call Trace *57                                                | \$0.86  |
| Call Screen                                                   | \$1.80  |



## SERVICE RATES, Continued

### PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA – SERVICE CHARGES, Continued

#### CENTREX Service, Continued

#### CENTREX Service Features/Supplemental Services, Continued

|                                                                                                   | Monthly  |
|---------------------------------------------------------------------------------------------------|----------|
| Call Selection                                                                                    | \$1.90   |
| Call Transfer DID to DOD                                                                          | \$0.00   |
| Call Transfer Disconnect                                                                          | \$12.00  |
| Call Transfer Hold and Three-Way Call                                                             | \$0.95   |
| Call Waiting                                                                                      | \$1.04   |
| Call Waiting Originating                                                                          | \$0.95   |
| Caller ID                                                                                         | \$7.12   |
| Caller ID - Number Only                                                                           | \$7.12   |
| Caller ID Complete Blocking                                                                       | \$0.00   |
| Caller ID Inter Group                                                                             | \$7.12   |
| Caller ID Line Blocking                                                                           | \$0.00   |
| Calling Name Display                                                                              | \$0.00   |
| Centrex - Call Diverting Arrangement                                                              | \$0.52   |
| Centrex Classic Feature Package                                                                   | \$50.00  |
| Centrex Uniform Call Distribution                                                                 | \$2.56   |
| Classic Feature Package                                                                           | \$37.00  |
| Conference Calling                                                                                | \$65.54  |
| Conference Calling each station equipped                                                          | \$38.00  |
| Conference Feature                                                                                | \$2.28   |
| Controlled Conference Calling LARGE                                                               | \$156.74 |
| CPE Type C Line Card                                                                              | \$194.09 |
| Custom Caller ID with Name                                                                        | \$4.50   |
| Customer Changeable Speed Calling 6-10 Numbers                                                    | \$1.42   |
| Delay Announcement                                                                                | \$0.47   |
| Dial Pulse Transmitter                                                                            | \$6.17   |
| Direct Connect                                                                                    | \$0.95   |
| Direct Digital Interface Centrex to Centrex                                                       | \$902.41 |
| Directed Call Park,each primary station line equipped                                             | \$0.82   |
| Directed Call Pick Up Group                                                                       | \$20.11  |
| Distinct Ringing/Call Waiting Tone common equipment                                               | \$38.95  |
| Distinctive Ringing & Call Waiting Tone - class B ringing/tone,<br>per main station line equipped | \$0.95   |
| Distinctive Ringing, per system                                                                   | \$56.99  |
| Each Circuit within CENTREX DDI Group                                                             | \$0.00   |
| EBS Last Number Redial- Set                                                                       | \$0.47   |
| Emergency Key                                                                                     | \$0.00   |
| Feature Package D                                                                                 | \$8.88   |
| Flexible Route Selection, WATS Call Detail on Mag Tape                                            | \$9.50   |
| Flexible Route Selection Additional Pattern(s)                                                    | \$1.90   |
| Forwarded Call Information Bill to Enhanced Service Pr                                            | \$0.00   |
| Functional Signaling Drop                                                                         | \$0.00   |



**SERVICE RATES**, Continued

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES**, Continued

CENTREX Service, Continued

CENTREX Service Features/Supplemental Services, Continued

|                                                       | Monthly  |
|-------------------------------------------------------|----------|
| Functional Signaling Transfer                         | \$0.00   |
| Group Intercom                                        | \$2.01   |
| Group Speed Calling 30                                | \$1.61   |
| Group Speed Calling 70 Numbers                        | \$1.90   |
| Individual Speed Calling 50 Numbers                   | \$1.57   |
| Individual Speed Calling 70 Numbers                   | \$1.71   |
| Intercom                                              | \$1.42   |
| Intragroup Call Waiting                               | \$0.95   |
| ISDN-Basic Package                                    | \$22.32  |
| Key Short List                                        | \$0.95   |
| Last Number Redial                                    | \$0.47   |
| Make Set Busy                                         | \$0.00   |
| Meet Me Conference Large Group                        | \$156.74 |
| Meet Me Conference Small Group                        | \$45.00  |
| Multiline Rotation, per CNSL                          | \$12.11  |
| Multiline Variety Package (MVP) - Call Forwarding     | \$3.32   |
| Multiple Application of Data Device Channel           | \$0.00   |
| Music on Hold                                         | \$0.47   |
| Music on Hold System                                  | \$28.50  |
| Network Speed Calling                                 | \$1.25   |
| Number Retention Service                              | \$6.65   |
| Off Premise Extension                                 | \$10.45  |
| Open Switch Protection Equipment                      | \$10.45  |
| PBX or CENTREX Touch Tone                             | \$0.00   |
| Premium Call Waiting                                  | \$1.90   |
| Preset Conference                                     | \$1.90   |
| Privacy Release                                       | \$0.00   |
| Reg Multi Line Hunt Group                             | \$2.50   |
| Remote Access to Call Forwarding                      | \$2.70   |
| Secondary Directory Number, each first appearance     | \$0.95   |
| Secondary Directory Number, per system                | \$0.95   |
| Secretarial Line                                      | \$12.14  |
| Secretarial Line without a Concentrator Same Exchange | \$12.14  |
| Selective Call Forwarding                             | \$1.90   |
| Shared Directory Number                               | \$0.00   |
| Signaling Arrangement                                 | \$0.00   |
| Signaling Arrangement Type-A                          | \$0.00   |
| Signaling Arrangement Type-B                          | \$0.00   |
| Signaling Arrangement Type-C                          | \$0.00   |



**SERVICE RATES**, Continued

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES**, Continued

CENTREX Service, Continued

CENTREX Service Features/Supplemental Services, Continued

|                                                                     | Monthly  |
|---------------------------------------------------------------------|----------|
| Single or Multiple Call Arrangement                                 | \$1.90   |
| Six Port Conference Calling                                         | \$1.90   |
| Six Way Conference Calling                                          | \$0.00   |
| Speed Calling Access                                                | \$0.47   |
| Speed Calling 8 code capacity-Direct Connect                        | \$0.00   |
| Speed Calling 30                                                    | \$1.61   |
| Speed calling Group 30 Code Fixed                                   | \$0.95   |
| Speed Calling 50                                                    | \$1.57   |
| Speed Calling 70                                                    | \$1.71   |
| Station Call Through & Busy Verification Test Common Equipment      | \$33.25  |
| Station Controlled Conference - Large                               | \$156.74 |
| Station Controlled Features- System Distinctive Ringing, per system | \$56.99  |
| Station Line Arrangement For Queuing                                | \$1.33   |
| Station Message Waiting                                             | \$2.61   |
| Station Restriction Feature                                         | \$0.00   |
| Time and Date Display                                               | \$0.47   |
| Uniform Call Distribution                                           | \$2.56   |
| Uniform Call Distribution (UCD) Arrangements,                       | \$0.28   |
| UCD Delay Announcement Feature                                      | \$52.25  |
| Uniform Call Distribution (UCD) Arrangement Queueing                | \$1.33   |
| Virtual Directory Number Primary                                    | \$4.75   |
| Virtual Directory Number - Multiple Appearance                      | \$1.90   |



**SERVICE RATES**, Continued

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES**, Continued

Private Branch Exchange Service

Private Branch Exchange Service Services

Assured Business Measured PBX Trunk  
 Assured Hotel Toll Access Trunk with Toll Screening  
 Assured Outward Toll Trunk  
 Assured PBX Direct Inward Dial Trunk Line  
 Business Measured Basic Trunk  
 Basic Measured Outward Only Trunk  
 Hotel/Motel/Hospital PBX Service  
 In Only Measured Trunk w/ PRI  
 Off Prem Station Different Wire Center Same Exchange  
 Out - Only PBX Trunk with ISDN PRI  
 PBX Assured Incoming Trunk- Measured  
 PBX Assured Measured Trunk  
 PBX Basic In Only Trunk  
 Toll Trunk

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,850.48   |
| 2          | \$2,851.05   |
| 3          | \$2,851.14   |
| 4          | \$2,851.62   |
| 5          | \$2,851.71   |
| 6          | \$2,851.86   |
| 7          | \$2,852.47   |
| 8          | \$2,851.42   |
| 9          | \$2,852.95   |
| 10         | \$2,853.09   |
| 11         | \$2,853.22   |
| 12         | \$2,853.88   |
| 13         | \$2,853.28   |
| 14         | \$2,856.51   |
| 15         | \$2,856.89   |
| 16         | \$2,852.33   |
| 17         | \$2,859.50   |
| 18         | \$2,851.08   |
| 19         | Discontinued |
| 20         | \$2,862.16   |
| 21         | \$2,863.30   |
| 22         | \$2,871.80   |



**SERVICE RATES**, Continued

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES**, Continued

Private Branch Exchange Service, Continued

Private Branch Exchange Service Services

Assured Business Measured PBX Trunk-1st Line  
 Basic Trunk Line Service - Foreign Exchange  
 Foreign Exchange Direct Inward Dial Trunk  
 Foreign Exchange Additional Trunk  
 Foreign Exchange Assured Measured Trunk - Out Only Trunk Line  
 Foreign Exchange Basic Trunk  
 Foreign Exchange Business Measured PBX Trunk  
 Foreign Exchange Direct Inward Dialing Trunk  
 Foreign Exchange Outgoing Trunk  
 Foreign Exchange Trunk  
 FXS Measured Assured PBX DID Trunk, Adjacent Exchange  
 FXS Measured Rate Business Service, Additional Trunk

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,873.94   |
| 2          | \$2,874.51   |
| 3          | \$2,874.60   |
| 4          | \$2,875.08   |
| 5          | \$2,875.17   |
| 6          | \$2,875.32   |
| 7          | \$2,875.93   |
| 8          | \$2,874.88   |
| 9          | \$2,876.41   |
| 10         | \$2,876.55   |
| 11         | \$2,876.68   |
| 12         | \$2,877.34   |
| 13         | \$2,876.74   |
| 14         | \$2,879.97   |
| 15         | \$2,880.35   |
| 16         | \$2,875.79   |
| 17         | \$2,882.96   |
| 18         | \$2,874.54   |
| 19         | Discontinued |
| 20         | \$2,885.62   |
| 21         | \$2,886.76   |
| 22         | \$2,895.26   |



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Private Branch Exchange Service, Continued

Private Branch Exchange Service Services

Monthly

|                                                        |             |
|--------------------------------------------------------|-------------|
| PBX Main Station Off-Premises                          | \$0.00      |
| SuperTrunk 2-Way Trunk Group                           | \$1,060.48  |
| SuperTrunk Termination- 24 Digital Channel Termination | \$24,200.48 |
| Type 1 DID Circuit Termination                         | \$15.48     |

Private Branch Exchange (PBX) Features

Monthly Charge

|                                                         |            |
|---------------------------------------------------------|------------|
| Block of 20 Direct Inward Dial Numbers                  | \$1,904.00 |
| Busy Out Arrangement                                    | \$13.11    |
| Direct Inward Dial Station Numbers – 100                | \$3,724.00 |
| Each Additional 100 Direct Inward Dial Stations Numbers | \$3,724.00 |
| Feature Select without Caller ID                        | \$19.00    |
| Toll Restriction                                        | \$3.00     |



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Integrated Services Digital Network Service

Integrated Services Digital Network Service Services

Additional Measured Trunk with PRI – ISDN\*\*  
ISDN-PRI PBX Trunk Group\*\*

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,850.48   |
| 2          | \$2,851.05   |
| 3          | \$2,851.14   |
| 4          | \$2,851.62   |
| 5          | \$2,851.71   |
| 6          | \$2,851.86   |
| 7          | \$2,852.47   |
| 8          | \$2,851.42   |
| 9          | \$2,852.95   |
| 10         | \$2,853.09   |
| 11         | \$2,853.22   |
| 12         | \$2,853.88   |
| 13         | \$2,853.28   |
| 14         | \$2,856.51   |
| 15         | \$2,856.89   |
| 16         | \$ 2,852.33  |
| 17         | \$2,859.50   |
| 18         | \$2,851.08   |
| 19         | Discontinued |
| 20         | \$2,862.16   |
| 21         | \$2,863.30   |
| 22         | \$2,871.80   |

\*\*Grandfathered services - unavailable for new subscription.



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Integrated Services Digital Network Service

Integrated Services Digital Network Service Services

Business Measured Rate ISDN Service\*\*  
Measured ISDN – BRI\*\*

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,789.48   |
| 2          | \$2,790.05   |
| 3          | \$2,790.14   |
| 4          | \$2,790.62   |
| 5          | \$2,790.71   |
| 6          | \$2,790.86   |
| 7          | \$2,791.47   |
| 8          | \$2,790.40   |
| 29         | \$2,791.95   |
| 10         | \$2,792.09   |
| 11         | \$2,792.22   |
| 12         | \$2,792.88   |
| 13         | \$2,792.28   |
| 14         | \$2,795.51   |
| 15         | \$2,795.89   |
| 16         | \$2,791.33   |
| 17         | \$2,798.50   |
| 18         | \$2,790.08   |
| 19         | Discontinued |
| 20         | \$2,801.16   |
| 21         | \$2,802.30   |
| 22         | \$2,810.80   |

ISDN-BRI Flat Rate Service\*\*

| Rate Group | Monthly Charge |
|------------|----------------|
| All        | \$13,246.48    |

\*\*Grandfathered services - unavailable for new subscription.



**SERVICE RATES**, Continued

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES**, Continued

Integrated Services Digital Network Service

Integrated Services Digital Network Service Services

PRI – T1 Trunk \*\*  
PRI - T1  
First Combo Trunk Group with PRI\*\*  
Additional Measured Trunk with PRI\*\*

| Rate Group | Monthly      |
|------------|--------------|
| 1          | \$2,835.00   |
| 2          | \$2,835.57   |
| 3          | \$2,835.66   |
| 4          | \$2,836.14   |
| 5          | \$2,836.23   |
| 6          | \$2,836.381  |
| 7          | \$2,836.99   |
| 8          | \$2,835.94   |
| 9          | \$2,835.94   |
| 10         | \$2,837.61   |
| 11         | \$2,837.74   |
| 12         | \$2,838.40   |
| 13         | \$2,837.80   |
| 14         | \$2,841.03   |
| 15         | \$2,841.41   |
| 16         | \$2,836.85   |
| 17         | \$2,844.02   |
| 18         | \$2,835.60   |
| 19         | Discontinued |
| 20         | \$2,846.68   |
| 21         | \$2,847.82   |
| 22         | \$2,856.32   |

\*\*Grandfathered service - unavailable for new subscription.



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Integrated Services Digital Network Service, Continued

Integrated Services Digital Network Service Services

|                                              | Monthly Charge |
|----------------------------------------------|----------------|
| ISDN Called Party Subaddress                 | \$0.00**       |
| ISDN High Layer Compatibility                | \$0.00**       |
| ISDN-Local Channel Termination               | \$13.47**      |
| ISDN-Low Layer Compatibility                 | \$0.00**       |
| ISDN PRI - Enhanced Alternate Route          | \$55.00**      |
| Primary Rate ISDN - Package 1                | \$9,628.00**   |
| Primary Rate ISDN - Package 2                | \$9,628.00**   |
| Primary Rate - ISDN Package 3                | \$10,580.00**  |
| Two Wire Standard Service Arrangement – ISDN | \$0.00**       |

\*\*Grandfathered service - unavailable for new subscription



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

**Integrated Services Digital Network Service, Continued**

**Integrated Services Digital Network Service Features\*\***

|                                                           | Monthly    |
|-----------------------------------------------------------|------------|
| Call Review & Number ID Block                             | \$0.00     |
| Consultation Hold, Three-Way Conference and Call Transfer | \$0.00     |
| Inform 911 - Each PRI Serving Arrangement                 | \$118.74   |
| ISDN BRI Interface Feature Package                        | \$6,610.00 |
| ISDN Calling Name ID Feature                              | \$30.00    |
| ISDN PRI - Calling Name Display                           | \$9.50     |
| ISDN Group Intercom                                       | \$0.00     |
| ISDN PRI - Dialing Plan                                   | \$71.24    |
| Primary Rate Circular Hunting                             | \$0.00     |
| Private Facility Connection                               | \$150.00   |
| Service Profile Identifier (SPID)                         | \$0.00     |
| Two Wire Pipe                                             | \$0.00     |
| User To User Information                                  | \$9.50     |

\*\*Grandfathered services - unavailable for new subscription



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Business Data Services

Foreign Exchange Service Two-Way Trunk

| Rate Group                       | Monthly      |
|----------------------------------|--------------|
| 1                                | \$2,858.46   |
| 2                                | \$2,859.03   |
| 3                                | \$2,859.12   |
| 4                                | \$2,859.60   |
| 5                                | \$2,859.69   |
| 6                                | \$2,859.84   |
| 7                                | \$2,860.45   |
| 8                                | \$2,859.40   |
| 9                                | \$2,860.93   |
| 10                               | \$2,861.07   |
| 11                               | \$2,861.20   |
| 12                               | \$2,861.86   |
| 13                               | \$2,861.26   |
| 14                               | \$2,864.49   |
| 15                               | \$2,864.87   |
| 16                               | \$2,860.31   |
| 17                               | \$2,867.48   |
| 18                               | \$2,859.06   |
| 19                               | Discontinued |
| 20                               | \$2,870.14   |
| 21                               | \$2,871.28   |
| 22                               | \$2,879.78   |
|                                  | Monthly      |
| Alternate Route, Each Route      | \$9.50**     |
| Foreign Exch/Prefix Connection   | \$14.25**    |
| Private Line Channel Termination | \$13.47**    |
| Trunk Group – In Only            | \$1,045.00   |

\*\*Grandfathered service - unavailable for new subscription.



**SERVICE RATES, Continued**

**PACIFIC BELL TELEPHONE COMPANY dba AT&T CALIFORNIA SERVICE AREA –  
SERVICE CHARGES, Continued**

Usage Charges

Intraexchange (local)

**First  
Minute**

**Each Additional  
Minute**

\$1.10

\$1.10

IntraLATA, InterLATA Toll

**First  
Minute**

**Each Additional  
Minute**

\$9.80

\$9.80



## **SERVICE RATES, Continued**

### **FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES**

The following rates apply in the base rate areas of all exchanges as shown and defined in Frontier California, Inc. current and effective tariffs on file with the California Public Utilities Commission or Service Guides.

#### **Service Charges**

##### **Non-Recurring Charges**

*See Telecommunications Price List Non-Recurring Charges*



**SERVICE RATES, Continued**

**FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued**

Local Exchange Service Rates

| Local Exchange Service                       | Rate Group | Monthly Charge |
|----------------------------------------------|------------|----------------|
| Access Line                                  | 1          | \$70.28        |
|                                              | 2          | \$72.79        |
|                                              | 2344       | \$68.67        |
|                                              | 863F       | \$64.55        |
| Basic Exchange Access Line-Measured Key Line | 1          | \$73.00        |
|                                              | 2          | \$73.00        |
|                                              | 2344       | \$70.79        |
|                                              | 863F       | \$73.00        |
| Business Measured Line                       | 1          | \$70.37        |
|                                              | 2          | \$72.79        |
|                                              | 2344       | \$68.67        |
|                                              | 863F       | \$64.55        |
| Business Multi Line Measured                 | 1          | \$73.05        |
|                                              | 2          | \$75.47        |
|                                              | 2344       | \$68.67        |
|                                              | 863F       | \$64.55        |
| Business Line - Metered                      | 1          | \$73.05        |
|                                              | 2          | \$75.47        |
|                                              | 2344       | \$68.67        |
|                                              | 863F       | \$64.55        |
| Foreign Exchange Service**                   |            |                |
| USOC FXS36                                   | 1          | \$39.87        |
|                                              | 2          | \$39.04        |
|                                              | 2344       | \$46.87        |
|                                              | 863F       | \$39.87        |
| USOC FXS41                                   | 1          | \$52.92        |
|                                              | 2          | \$52.09        |
|                                              | 2344       | Unavailable    |
|                                              | 863F       | \$52.92        |
| Foreign Exchange Line – Measured Rate, each  | All        | \$4.58         |
| Unlimited Local Toll Plan                    | All        | \$39.14        |
| Unlimited Long Distance                      | All        | \$15.45**      |

\*\*Grandfathered service - unavailable for new subscription.



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### Local Exchange Service Rates, Continued

|                                                                  | Rate Group | Monthly Charge |
|------------------------------------------------------------------|------------|----------------|
| Remote Call Forwarding – B                                       |            |                |
| Remote Call Forward Measured – Commercial                        |            |                |
| Remote Call Forward –Measured Additional                         |            |                |
|                                                                  | 1          | \$45.32        |
|                                                                  | 2          | \$45.32        |
|                                                                  | 2344       | \$37.08        |
|                                                                  | 863F       | \$45.32        |
| Extended Area Service                                            |            |                |
|                                                                  |            | Monthly Charge |
| Bishop                                                           |            | \$2.06         |
| Lake Hughes                                                      |            | \$6.55         |
| Lone Pine                                                        |            | \$1.19         |
| Los Alamos                                                       |            | \$6.55         |
| Olancho                                                          |            | \$11.28        |
| Palm Desert                                                      |            | \$2.68         |
| Palm Springs                                                     |            | \$1.50         |
| Santa Maria                                                      |            | \$0.73         |
| Mileage**                                                        |            |                |
|                                                                  |            | Monthly Charge |
| Additional .25 miles, Off Premises Extension, each quarter mile  |            | \$3.61         |
| Foreign Exchange Mileage                                         |            |                |
| USOC 00452                                                       |            | \$3.61         |
| USOC FXS02                                                       |            | \$7.21         |
| USOC FXS18                                                       |            | \$3.61         |
| Non-Toll Same Customer, first quarter mile                       |            | \$3.61         |
| MI Optional Prefix Contiguous Exchange, Rate Group 2433 only     |            | \$7.00         |
| Off Premise Mileage                                              |            | \$3.61         |
| Optional Prefix Service- Airline Measurement, each Line or Trunk |            | \$7.21         |
| Special Transport                                                |            | \$3.05         |

\*\*Grandfathered services - unavailable for new subscription



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### Local Exchange Service Rates, Continued

##### Custom Calling Features

|                                                         | Monthly |
|---------------------------------------------------------|---------|
| *66, *69, Three-way Call Usage Block                    | \$0.00  |
| *69 Call Return, (USOC CRB, ACRRC)                      | \$6.44  |
| 700/900/976 Blocking                                    | \$0.00  |
| 800 Call Destination                                    | \$5.15  |
| 900/976 Call Blocking                                   | \$0.00  |
| AIN Call Forwarding-Busy                                | \$7.73  |
| AIN Enhanced Call Forwarding                            | \$17.77 |
| AIN Enhanced Call Forwarding – Existing                 | \$11.33 |
| Anonymous Call Block *77-B                              | \$6.70  |
| Assume Dial 9                                           | \$87.55 |
| Auto Busy Redial                                        | \$5.30  |
| Automatic Route Selection                               | \$14.16 |
| Automatic Busy Redial *66                               | \$5.30  |
| Automatic Call Return *69                               | \$6.44  |
| Automatic Recall *69                                    | \$6.44  |
| Billed Number Screening                                 | \$0.00  |
| Billed Number Screening Third Party Calls               | \$1.50  |
| Billed Number Screening No Collect or Third Party Calls | \$2.06  |
| Block All Service Providers                             | \$0.00  |
| Block Collect or Third Party Calls                      | \$2.06  |
| Block Directory Assistance Call Connection              | \$0.00  |
| Business Rotary Line Service                            | \$1.55  |
| Busy Redial                                             | \$5.15  |
| Call Block *60                                          | \$3.09  |
| Call Forward – Commercial                               | \$7.21  |
| Call Forward – Busy                                     | \$7.73  |
| Call Forward Busy-Fixed - Perm                          | \$7.73  |
| Call Forward – No Answer Fixed - Perm Ac                | \$7.99  |
| Call Forwarding (USOCs CFB, CFRB2)                      | \$7.99  |
| Call Forwarding No Answer                               | \$7.99  |
| Call Forwarding Rotary                                  | \$7.73  |
| Call Forwarding / Speed Call 8                          | \$4.38  |
| Call Forwarding / Three Way Calling / Speed Calling 8   | \$5.15  |
| Call Forwarding and Three Way Calling                   | \$4.38  |
| Call ID w/Anon Call Block- B                            | \$29.87 |
| Call Restriction                                        | \$5.15  |
| Call Trace                                              | \$6.18  |
| Call Waiting                                            | \$26.53 |
| Call Waiting ID                                         | \$1.54  |
| Call Waiting/Cancel Call Waiting                        | \$26.53 |
| Call Waiting/Cancel Call Waiting and Three Way Calling  | \$5.41  |



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### Local Exchange Service Rates, Continued

#### Custom Calling Features, Continued

|                                                      | Monthly |
|------------------------------------------------------|---------|
| Caller ID                                            | \$29.87 |
| Caller ID Block-Per Line                             | \$0.00  |
| Caller ID with Name                                  | \$0.00  |
| Caller ID Name & Number                              | \$29.87 |
| Caller ID Number Only                                | \$22.66 |
| Cancel Call Waiting                                  | \$2.06  |
| Collect Call Screening                               | \$1.55  |
| CornerStone Unlimited Local and Toll Service         | \$39.14 |
| Cornerstone Unlimited Local Business                 | \$44.29 |
| Cornerstone Unlimited ZUM                            | \$39.14 |
| CP2 – Call Forward – All Call                        | \$7.98  |
| CP2 – No Casual (101XX)                              | \$0.00  |
| Direct Connect                                       | \$5.15  |
| Distinctive Ring                                     | \$8.76  |
| Do Not Disturb                                       | \$2.58  |
| Enhanced Call Forwarding                             | \$11.33 |
| Enhanced Call Forwarding with Call Manager           | \$13.76 |
| Enhanced Call Forwarding - Personal                  | \$17.17 |
| Feature Package 1                                    | \$19.57 |
| Feature Package 2                                    | \$25.75 |
| F4B Feature Package 3 – CNET                         | \$28.84 |
| Feature Package Plan Call Forwarding                 | \$7.99  |
| Hunting                                              | \$0.00  |
| International Call block                             | \$0.00  |
| No Third Number Billing                              | \$1.54  |
| No 700/900/976 Calling                               | \$0.00  |
| No Collect Billing                                   | \$3.61  |
| Operator Call Screening-Inbound                      | \$2.06  |
| Personalized Telephone Number                        | \$3.61  |
| Prevents Incoming Third Number                       | \$0.00  |
| Smarter Call Pack– Foreign Exchange                  | \$8.24  |
| Smarter Call Pack – Code 8, Rate Group 2344 only     | \$8.24  |
| Smarter Call Pack – Code 30                          | \$5.41  |
| Speed dial 8                                         | \$3.61  |
| Speed Dial 30                                        | \$4.63  |
| Special Transport Terminal                           | \$15.40 |
| Special/Select Call Forwarding                       | \$5.15  |
| Split Blocking Service                               | \$5.15  |
| Three Way Calling                                    | \$9.27  |
| Three Way Calling/Speed Call 8                       | \$5.15  |
| Third Number Screening                               | \$2.06  |
| Toll Restriction Option 2, Rate Groups1,2, 863F only | \$3.61  |
| Toll Restriction Option 4                            | \$3.09  |
| Touch Tone                                           | \$0.00  |



**SERVICE RATES, Continued**

**FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued**

**Directory Listings**

**Monthly Charge**

|                                 |         |
|---------------------------------|---------|
| Additional Listing              | \$35.02 |
| Additional Listing, White Page  | \$35.02 |
| Cross Reference Listing         | \$6.18  |
| Directory Line of Information   | \$35.02 |
| Directory Line Extra Lines      | \$35.02 |
| Dual Name Listing               | \$6.18  |
| Foreign Cross Reference Listing | \$11.85 |
| Foreign Directory Listing       | \$11.85 |
| Internet Address                | \$35.02 |
| Multi-book Listing              | \$6.70  |
| Non-Listed Number               | \$6.70  |
| Non-Published Listing           | \$6.44  |
| Reference Directory Listing     | \$35.02 |
| Shared System Listing           | \$2.89  |

**Directory Assistance**

**Monthly Charge**

|                                      |        |
|--------------------------------------|--------|
| Local                                | \$6.99 |
| Regional                             | \$6.99 |
| Call Completion, excluding usage     | \$1.50 |
| Operator Assistance, excluding usage | \$6.99 |



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### CENTREX Service

##### CENTREX Service Services

|                                  | Rate Group               | Monthly Charge |
|----------------------------------|--------------------------|----------------|
| Centranet Access Line            | All                      | \$81.14        |
| CentraNet                        |                          |                |
| DPP 101+ Lines                   | 1                        | \$76.36        |
|                                  | 2                        | \$81.51        |
| Lines 2-25                       | 1                        | \$101.41       |
|                                  | 2                        | \$106.56       |
|                                  | 2344                     | \$26.96        |
| Lines 51-100                     | 1                        | \$108.26       |
|                                  | 2                        | \$113.41       |
| Measured Line - Individual line  | All, unavailable RG 2344 | \$46.04        |
| Measured Line -Multi             | All                      | \$81.14        |
| Network Access Register          | All                      | \$48.57        |
| Station Line                     | 1                        | \$98.73        |
|                                  | 2                        | \$103.88       |
|                                  | 2344                     | \$53.22        |
|                                  | 863F                     | \$59.40        |
| Station Line 2-25, Main COS      | 1                        | \$98.73        |
|                                  | 2                        | \$103.88       |
|                                  | 2344                     | \$26.96        |
|                                  | 863F                     | Unavailable    |
| Station Line 2-25, Secondary COS | All, unavailable RG 2344 | \$13.91        |
| Station Line 26-50               | 1                        | \$54.68        |
|                                  | 2                        | \$59.83        |
|                                  | 2344                     | \$26.44        |
|                                  | 863F                     | Unavailable    |
| Station Line 51-100              | 1                        | \$95.07        |
|                                  | 2                        | \$94.28        |
|                                  | 2344                     | Unavailable    |
|                                  | 863F                     | Unavailable    |
| Station Line 100+                | 1                        | \$94.28        |
|                                  | 2                        | \$99.43        |
|                                  | 2344                     | Unavailable    |
|                                  | 863F                     | \$94.28        |
| Centrex Line 26-50 lines         | 1                        | \$54.68        |
|                                  | 2                        | \$59.83        |
|                                  | 2344                     | \$26.44        |
|                                  | 863F                     | Unavailable    |



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### CENTREX Service

##### CENTREX Service Services

|                       | Rate Group               | Monthly Charge |
|-----------------------|--------------------------|----------------|
| Centrex Measured Line |                          |                |
| USOC CXAM             | 1,2                      | \$101.74       |
|                       | 2344                     | \$26.96        |
|                       | 863F                     | \$76.86        |
| USOC CXAM1,           | All                      | \$104.42       |
| USOC IJU76            | All                      | \$101.74       |
| Centrex Access Line   | 1, 2                     | \$81.14        |
|                       | 2344                     | \$82.58        |
|                       | 863F                     | \$59.40        |
| Centrex Mileage       | All, Unavailable RG 2344 | \$3.05         |

##### CENTREX Features

|                                                | Monthly Charge |
|------------------------------------------------|----------------|
| Automatic Busy Redial (*66) - Custopak         | \$5.15         |
| Call Forwarding - Rotary                       | \$7.73         |
| Call Forwarding - Rotary, Rate Group 2344 only | \$7.21         |
| Call Forward-Busy/Da-F-Perm A                  | \$0.00         |
| Call Restriction Five                          | \$0.00         |
| Call Waiting ID Deluxe                         | \$0.00         |
| Caller ID - over 51 lines, RG 2344 only        | \$3.09         |
| Caller ID (Name and Number)                    | \$22.66        |
| Centranet Assume Dial 9                        | \$87.55        |
| Centranet Assume Dial 9 Outside Group          | \$87.55        |
| Centranet Call ID                              | \$12.36        |
| Centranet Call Trace                           | \$6.18         |
| Centranet Caller ID                            | \$22.66        |
| Centranet Caller ID (2-25 Lines)               | \$22.66        |
| Centranet Caller Name & ID - 51-100 Lines      | \$2.06         |
| Centranet Class Features                       | \$5.15         |
| Centranet Feature Package 2                    | \$25.75        |
| Centranet Feature Package 3                    | \$28.84        |
| Centranet Feature Package 1000                 | \$26.68        |
| Centranet Feature Package 2000                 | \$28.74        |
| Centranet Feature Package 3000                 | \$29.77        |
| Centranet Preferential Hunt                    | \$0.52         |
| Centranetclass Package-Pe                      | \$5.15         |



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### CENTREX Service

##### CENTREX Features

##### Monthly Charge

|                                               |         |
|-----------------------------------------------|---------|
| Centrex Anonymous Call Block                  | \$1.03  |
| Centrex Call Forward Busy - ESP Service       | \$0.00  |
| Centrex Call Forward Fixed-All                | \$0.00  |
| Centrex Call Forward Variable                 | \$0.00  |
| Centrex Call Forwarding Variable Group - All  | \$0.00  |
| Centrex Call Pickup Directed                  | \$0.00  |
| Centrex Caller ID with Name and Number        | \$22.66 |
| Centrex Caller ID Number Only (2 - 25 Lines)  | \$6.18  |
| Centrex CentraNet Pseudo Number, RG 2344 only | \$6.18  |
| Centrex Cornerstone Unlimited Local           | \$39.14 |
| Centrex Direct Connect Service Each           | \$5.15  |
| Centrex Toll Block                            | \$0.00  |
| CTX Calling Number ID 2-25 Lines              | \$6.18  |
| CTX Anonymous Call Block                      | \$3.09  |
| CTX Call Trace                                | \$6.18  |
| CTX Caller ID                                 | \$22.66 |
| CTX Caller ID Name & Number                   | \$23.69 |
| CTX Caller ID/Number                          | \$6.18  |
| CTX Caller ID/Number - Over 50 Lines          | \$ 3.09 |
| CTX Complete Blocking                         | \$0.00  |
| CTX Direct Connect                            | \$5.15  |
| CTX Group Call Pick-Up                        | \$0.00  |
| CTX Last Number Redial                        | \$4.12  |
| CustoPak 2 Bus Features                       | \$25.75 |
| Custopak Automatic Call B                     | \$5.15  |
| Custopak Call Block *60                       | \$3.03  |
| CustoPak Call Park                            | \$3.09  |
| Custopak Call Park Directed                   | \$4.12  |
| Custopak Special Call Forwarding              | \$5.15  |
| Custopak Speed Calling                        | \$0.00  |
| CX Call Restriction 1                         | \$0.00  |
| CX Call Restriction 2                         | \$0.00  |
| CX Call Forward Fixed Busy                    | \$0.00  |
| CX Call Forward Fixed No Answer               | \$0.00  |
| Dial Call Waiting - Originating - CPAK        | \$0.00  |
| Direct Connect Service                        | \$5.15  |
| Freedom Feature Package                       | \$28.74 |
| Group Call Pickup CP                          | \$0.00  |
| Last Number Redial - CNET/CPAK                | \$4.12  |
| Multilocation Intercom Ca                     | \$10.46 |
| Touch Call Service - Business                 | \$0.00  |



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### Private Branch Exchange (PBX) Service

##### Private Branch Exchange (PBX) Service Services

|                                                                 | Rate Group    | Monthly Charge |
|-----------------------------------------------------------------|---------------|----------------|
| Analog PBX Trunk                                                | 1             | \$116.16       |
|                                                                 | 2             | \$121.62       |
|                                                                 | 2344          | \$116.05       |
|                                                                 | 863F          | \$64.44        |
| Group of 40 Stations – Direct Inward Dial with PBX              |               | \$149.01       |
| PBX Direct Inward Dial Trunk Measured Service                   | 1             | \$116.16       |
|                                                                 | 2, 2344, 863F | \$121.62       |
| PBX Trunk Measured                                              | 1             | \$116.16       |
|                                                                 | 2             | \$121.62       |
|                                                                 | 2344          | \$116.05       |
|                                                                 | 863F          | Unavailable    |
| PBX Features                                                    |               | Monthly Charge |
| Business Rotary Line                                            |               | \$4.28         |
| Direct Inward Dial Block Of 20 Numbers                          |               | \$67.98        |
| Direct Inward Dial First Block of 40 Numbers                    |               | \$135.96       |
| Direct Inward Dial Additional Block Of 40 Numbers               |               | \$135.96       |
| Direct Inward Dial Block of 100 Numbers                         |               | \$330.00       |
| Direct Inward Dial First Block of 100 Stations                  |               | \$339.90       |
| Direct Inward Dial Stations Additional 100 Numbers              |               | \$200.00       |
| First Block of 100 Numbers/Flat Direct Inward Dial 100 Stations |               | \$339.90       |
| PBX Rotary Hunt Line Charge                                     |               | \$1.50         |
| Rotary Trunk Control arrangement                                |               | \$4.28         |



## SERVICE RATES, Continued

### FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued

#### Integrated Services Digital Network Service\*\*

##### Integrated Services Digital Network Service Services

|                                          | Rate Group | Monthly Charge |
|------------------------------------------|------------|----------------|
| ISDN BRI Access                          | All        | \$1,372.04     |
| ISDN BRI Additional Telephone Number     | 2344       | \$413.51       |
| ISDN BRI MP Business Local Loop-Measured | 1          | \$83.56        |
|                                          | 2          | \$85.98        |
|                                          | 2344       | \$52.09        |
| ISDN Business Line-Measured              | All        | \$1,372.04     |
| ISDN Multipoint Access                   | All        | \$407.88       |
| ISDN Multipoint Measured Voice/Data      | 2344       | \$24.38        |
| ISDN PRI – PRI Access Term               | All        | \$864.41       |
| ISDN PRI Facility1st SYS                 | 1          | \$332.87       |
|                                          | 2          | \$332.87       |
|                                          | 2344       | \$226.26       |
|                                          | 863F       | \$332.87       |
| Switched Data - Single Line Access       | All        | \$66.10        |

##### Integrated Services Digital Network Service Features

|                                    | Monthly Charge |
|------------------------------------|----------------|
| Caller ID Name & Number            | \$0.00         |
| ISDN Access                        | \$285.52       |
| ISDN Additional Telephone Number   | \$0.46         |
| ISDN B Channel Voice               | \$2.56         |
| ISDN B Channel Voice and Data      | \$326.31       |
| ISDN Basic Station Package         | \$7.94         |
| ISDN BRI Loop                      | \$1,142.07     |
| ISDN Circuit Switched Data Channel | \$285.52       |
| ISDN Data 1000 Package             | \$3.40         |
| ISDN Line Loop Extension           | \$1,142.07     |
| ISDN PRI B Channel DID/DOD         | \$9.27         |
| ISDN PRI Calling Name Delivery     | \$144.73       |
| ISDN Single User Access            | \$326.31       |

\*\*Grandfathered services - unavailable for new subscription



**SERVICE RATES, Continued**

**FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued**

**Business Data Services\*\***

**Monthly Charge**

|                                                    |          |
|----------------------------------------------------|----------|
| B-Voice - CSD, per line                            | \$326.31 |
| Circuit Switched Data – B Data Channel Activation  | \$4.12   |
| Clear Channel Capable, per SAL                     | \$36.05  |
| Single Line Extension Channel                      | \$5.15   |
| Special Access Line Two Wire                       | \$22.01  |
| Special Access Line Two Wire/Four Wire (voiceband) | \$15.40  |
| Special Transport IntraLATA, per mile              | \$3.05   |

\*\*Grandfathered services - unavailable for new subscription.



**SERVICE RATES, Continued**

**FRONTIER CALIFORNIA, INC. SERVICE AREA - SERVICE CHARGES, Continued**

Local Usage Charges

Local

|                     | <b><u>First<br/>Minute</u></b> | <b><u>Each Additional<br/>Minute</u></b> |
|---------------------|--------------------------------|------------------------------------------|
| Zone 1 <sup>1</sup> | \$0.033                        | \$0.033                                  |
| Zone 2              | \$0.033                        | \$0.033                                  |
| Zone 3              | \$0.10                         | \$0.10                                   |
| IntraLATA Toll      |                                |                                          |
| All Zones           | \$0.19                         | \$0.19                                   |

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<sup>1</sup> Company incorporates herein by reference the local calling zones set forth in [Frontier California, Inc. Product Guide](#) Section 5.



## **SERVICE RATES, Continued**

### **FRONTIER SERVICE AREA - SERVICE CHARGES**

The following rates apply in the base rate areas of all exchanges as shown and defined in Citizens Telecom of California dba Frontier Communications of California, Citizens Telecom dba Frontier Communications of Toulumne, and Citizens Telecom dba Frontier Communications Golden State current and effective tariffs on file with the California Public Utilities Commission or Service Guides.

#### **Service Charges**

##### **Non-Recurring Charges**

*See Telecommunications Price List Non-Recurring Charges*



## SERVICE RATES, Continued

### FRONTIER SERVICE AREA - SERVICE CHARGES, Continued

#### Local Exchange Service

##### Local Exchange Lines

##### Monthly Charge

|                                                  |         |
|--------------------------------------------------|---------|
| Business One Party Zone A                        | \$96.89 |
| Business One Party Zone B                        | \$96.89 |
| Business One Party Flat Rate                     | \$96.89 |
| Business Key Line Measured                       |         |
| Rate Group C                                     | \$79.19 |
| Rate Group G                                     | \$88.49 |
| Rate Group T                                     | \$62.99 |
| Business Measured Rate Service                   |         |
| Rate Group C                                     | \$79.19 |
| Rate Group G                                     | \$88.49 |
| Rate Group T                                     | \$62.99 |
| Business One Party Local Calling Plan - Measured |         |
| Rate Group C                                     | \$79.19 |
| Rate Group G                                     | \$88.49 |
| Rate Group T                                     | \$62.99 |

##### Extended Area Service

##### Monthly Charge

|                                          |        |
|------------------------------------------|--------|
| Delta Extended Area Service              | \$6.35 |
| Extended Area Service Unlimited Plan     | \$5.00 |
| Extended Area Service – Basic            | \$0.00 |
| Unlimited Extended Area Service Business | \$0.00 |

##### Remote Call Forwarding

##### Monthly Charge

|                                            |         |
|--------------------------------------------|---------|
| Remote Call Forwarding                     | \$26.00 |
| Remote Call Forwarding First Path Business | \$26.00 |

##### Mileage Charges\*\*

##### Monthly Charge

|                                                                   |        |
|-------------------------------------------------------------------|--------|
| Mileage One Party Band 3                                          | \$0.00 |
| Off premise extension non-contiguous, per initial quarter mile    | \$9.75 |
| Off premise extension non-contiguous, per additional quarter mile | \$9.75 |
| Outside Base Rate Area Mileage                                    | \$0.00 |

\*\*Grandfathered services - unavailable for new subscription



## SERVICE RATES, Continued

### FRONTIER SERVICE AREA - SERVICE CHARGES, Continued

#### Local Exchange Service, Continued

##### Custom Calling Features

##### Monthly Charge

|                                    |         |
|------------------------------------|---------|
| *69 Auto Call Return               | \$0.00  |
| *69 Auto Call Return, pay per use  | \$6.00  |
| 3rd Party Verification I/I         | \$0.00  |
| 3-Way Call                         | \$9.00  |
| 900 Blocking Fee                   | \$0.00  |
| Anonymous Call Rejection           | \$6.50  |
| Auto Busy Redial                   | \$6.00  |
| Auto Call Return - Feature5 Pack   | \$0.00  |
| Billed Number Screening            | \$3.50  |
| Block All Service Providers        | \$0.00  |
| Block Collect or Third Party Calls | \$3.50  |
| Bus Call Forward Fixed             | \$7.75  |
| Busy Number Redial *66             | \$6.00  |
| Call Forward Busy                  | \$7.75  |
| Call Forward No Answer             | \$7.75  |
| Call Forwarding Busy/No Answer     | \$7.75  |
| Call Forwarding Variable           | \$7.75  |
| Call Waiting / Cancel Call Waiting | \$24.25 |
| Call Waiting/Caller ID             | \$0.50  |
| Caller ID Block Per Line           | \$0.00  |
| Caller ID Name & Number            | \$27.00 |
| Circular Hunting                   | \$1.00  |
| Directory Number Hunting           | \$1.00  |
| Distinctive Ring                   | \$6.25  |
| Hunting Multi-Line                 | \$1.00  |
| International Blocking             | \$0.00  |
| International Toll Blocking        | \$0.00  |
| No Collect Billing                 | \$3.50  |
| No Third-Party Billing             | \$3.50  |
| NPA Block 900 Calls                | \$0.00  |
| Ring Plus                          | \$6.25  |
| Rotary Hunt Line Service – POTS    | \$1.00  |
| Rotary Service - PBX               | \$1.50  |
| Selective Call Rejection           | \$5.50  |
| Three Way Calling                  | \$9.00  |
| Toll Restriction                   | \$3.00  |
| Toll/Call Restriction              | \$3.00  |



**SERVICE RATES, Continued**

**FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

Local Exchange Service, Continued

Directory Listings

Monthly Charge

|                                          |         |
|------------------------------------------|---------|
| Additional Line of Directory Information | \$33.25 |
| Business Additional Listing              | \$33.50 |
| Business Line of Information             | \$33.25 |
| Foreign Listing Monthly Bill             | \$11.50 |
| Non-Published Number                     | \$5.75  |
| Non-Listing                              | \$6.50  |

Directory Assistance

Monthly Charge

|                                      |        |
|--------------------------------------|--------|
| Local                                | \$6.99 |
| Regional                             | \$6.99 |
| Call Completion, excluding usage     | \$1.50 |
| Operator Assistance, excluding usage | \$6.99 |



**SERVICE RATES, Continued**

**FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

**CENTREX Service**

**CENTREX Service**

**Monthly Charge**

Centrex Access Line, 2 to 100 Lines

Centrex Line Business

Centrex Service Line

Rate Group C

\$79.19

Rate Group G

\$88.49

Rate Group T

\$62.99

**CENTREX Features**

**Monthly Charge**

Anonymous Call Rejection

\$0.00

B-3 Way Conference w/UTF

\$0.00

B-Busy Transfer-All

\$0.00

Call Forwarding Variable

\$0.00

Centrex - Basic Feature Package, 2 - 100 lines

\$3.75

Centrex Basic Service

\$2.65

Centrex Intragroup/Small

\$8.95

PAL - Block 900/INTL

\$0.00

Selective Call Rejection

\$0.00

S-Intercom

\$0.00

Three Way Calling

\$0.00



## SERVICE RATES, Continued

### FRONTIER SERVICE AREA - SERVICE CHARGES, Continued

#### Private Branch Exchange Service

##### Private Branch Exchange Service Services

##### Monthly Charge

|                                                        |            |
|--------------------------------------------------------|------------|
| Business Message Unit Fex A                            | \$83.03    |
| Business PBX Trunk Measured                            |            |
| Rate Group C                                           | \$133.19   |
| Rate Group G                                           | \$142.49   |
| Rate Group T                                           | \$62.99    |
| DCS Digital Transmission                               | \$220.00** |
| DCS Port                                               |            |
| Rate Group C                                           | \$602.99   |
| Rate Group G                                           | \$662.99   |
| Rate Group T                                           | \$530.99   |
| Direct Inward Dial Direct Group #50, Rate Group C only | \$40.00    |
| Direct Inward Dial Direct Group 100 Numbers            | \$209.50   |
| PBX Trunk Service                                      | \$150.93   |

#### Integrated Services Digital Network Service

##### Integrated Services Digital Network Service Services\*\*

##### Monthly Charge

|                                              |         |
|----------------------------------------------|---------|
| Business Foreign Exchange Access Line Zone B | \$96.23 |
| ISDN BRI Service                             | \$56.99 |
| ISDN Extension Service                       | \$0.00  |

#### Business Data Services\*\*

|                                    |         |
|------------------------------------|---------|
| Local Private Line First Terminal  | \$9.75  |
| Local Private Line Mileage         |         |
| First ¼ mile                       | \$8.25  |
| Each additional ¼ mile             | \$2.70  |
| Voice Grade Channel Term Four Wire | \$38.69 |

\*\*Grandfathered services - unavailable for new subscription.



**SERVICE RATES, Continued**

**FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

**Local Usage Charges**

**Local**

| Initial<br>Minute | Additional<br>Minute |
|-------------------|----------------------|
| \$0.0383          | \$0. 0383            |
| \$0.0383          | \$0. 0383            |
| \$0.11            | \$0.11               |

|        |
|--------|
| Zone 1 |
| Zone 2 |
| Zone 3 |

**IntraLATA**

| Initial<br>Minute | Additional<br>Minute |
|-------------------|----------------------|
| \$0.119           | \$0.075              |
| \$0.141           | \$0.119              |
| \$0.152           | \$0.13               |
| \$0.152           | \$0.141              |

|                   |
|-------------------|
| 0 to 20 miles     |
| 21 to 40 miles    |
| 41 to 70 miles    |
| 71 and more miles |



## SERVICE RATES, Continued

### CONSOLIDATED COMMUNICATIONS OF CALIFORNIA COMPANY SERVICE AREA – SERVICE CHARGES

The following rates apply in the base rate areas of all exchanges as shown and defined in Consolidated Communications of California Company. current and effective tariffs on file with the California Public Utilities Commission or Service Guides.

#### Service Charges

##### Non-Recurring Charges

*See Telecommunications Price List Non-Recurring Charges*

##### Local Exchange Lines

##### Monthly Charge

|                                                |          |
|------------------------------------------------|----------|
| Access Line                                    | \$158.44 |
| Access Line Additional – Measured              | \$152.44 |
| Access Line Additional – Flat                  | \$158.44 |
| Foreign Exchange Increment 96                  | \$34.88  |
| Local Measured Access                          | \$152.44 |
| Public Access Line, per individual access line | \$152.44 |

##### Remote Call Forwarding

##### Monthly Charge

|                                     |         |
|-------------------------------------|---------|
| Remote Call Forward                 | \$34.00 |
| Remote Call Forward Additional Path | \$9.00  |

##### Mileage Charges

##### Monthly Charge

|                                       |          |
|---------------------------------------|----------|
| Foreign Exchange 969 Access, per mile | \$6.00** |
|---------------------------------------|----------|

\*\*Grandfathered services - unavailable for new subscription.



**SERVICE RATES, Continued**

**CONSOLIDATED COMMUNICATIONS OF CALIFORNIA COMPANY SERVICE AREA –  
SERVICE CHARGES, Continued**

Local Exchange Service

Custom Calling Features

Monthly Charge

|                                            |         |
|--------------------------------------------|---------|
| 1010 Blocking                              | \$0.00  |
| 900 Restriction                            | \$0.00  |
| Access Type – Alarm Line                   | \$14.99 |
| Anonymous Call Rejection                   | \$2.00  |
| Auto Redial                                | \$4.00  |
| Auto Route Selection, First                | \$0.75  |
| Auto Rout Selection Additional             | \$0.30  |
| Blocking 900 Service                       | \$0.00  |
| Call Blocker                               | \$4.50  |
| Call Forward Busy                          | \$3.75  |
| Call Forward Busy Fixed                    | \$3.75  |
| Call Forward Busy No Answer                | \$3.75  |
| Call Forwarding                            | \$3.75  |
| Call Forwarding Busy/No Answer             | \$3.75  |
| Call Hold                                  | \$3.75  |
| Call Pick-Up                               | \$2.25  |
| Call Return                                | \$4.00  |
| Call Transfer                              | \$3.75  |
| Call Waiting                               | \$6.25  |
| Call Waiting ID                            | \$3.75  |
| Call Waiting/Cancel                        | \$6.25  |
| Caller ID Name                             | \$6.50  |
| Caller ID Number                           | \$4.50  |
| Calling Feature                            | \$4.13  |
| Directory Assistance Call Completion Block | \$5.00  |
| Deny Restrict International                | \$0.00  |
| Distinctive Ring                           | \$0.00  |



**SERVICE RATES**, Continued

**CONSOLIDATED COMMUNICATIONS OF CALIFORNIA COMPANY SERVICE AREA –  
SERVICE CHARGES**, Continued

Local Exchange Service

Custom Calling Features

Monthly Charge

|                                                     |         |
|-----------------------------------------------------|---------|
| Do Not Disturb                                      | \$3.75  |
| FCC BNA Restriction                                 | \$0.00  |
| Hunting Circular                                    | \$0.60  |
| Hunting Pilot                                       | \$0.60  |
| Hunting Regular                                     | \$0.60  |
| Hunting Uniform Distribution                        | \$0.50  |
| International Call Block                            | \$0.00  |
| Music On Hold CO                                    | \$0.60  |
| Music On Hold Customer                              | \$15.95 |
| Off Premise Different Wire Center                   | \$59.58 |
| Off Premise Same Wire Center                        | \$24.85 |
| Off Premise Same Exchange Area                      | \$8.47  |
| Other Carrier Cramming Block                        | \$7.00  |
| Priority Ringing                                    | \$4.00  |
| Remote Access Call Forward                          | \$1.50  |
| Restrict Intern                                     | \$0.00  |
| Selective Call                                      | \$4.50  |
| Selective Call Acceptance                           | \$4.50  |
| Selective Call Forwarding                           | \$4.50  |
| Selective Call Rejection                            | \$4.50  |
| Six-Way Conference Calling (deregulated service)    | \$7.00  |
| Speed Calling: 8 code capacity                      | \$3.75  |
| Speed Calling: 30 code capacity                     | \$6.25  |
| Switched Alternative Route 1-10                     | \$2.40  |
| Three-Way Calling                                   | \$6.25  |
| Toll Restriction Inter Ltd Op                       | \$7.00  |
| Toll Restriction: total toll, InterLATA, interstate | \$7.00  |
| USD Queuing with Announcement                       | \$34.00 |



**SERVICE RATES, Continued**

**CONSOLIDATED COMMUNICATIONS OF CALIFORNIA COMPANY SERVICE AREA –  
SERVICE CHARGES, Continued**

Directory Listings

Monthly Charge

|                           |        |
|---------------------------|--------|
| Additional Listing        | \$3.50 |
| Directory Additional Line | \$0.75 |
| Extra Listing             | \$1.75 |
| Non-published service     | \$1.99 |

Directory Assistance

Monthly Charge

|                                      |        |
|--------------------------------------|--------|
| Local                                | \$6.99 |
| Regional                             | \$6.99 |
| Call Completion, excluding usage     | \$1.50 |
| Operator Assistance, excluding usage | \$6.99 |



**SERVICE RATES, Continued**

**CONSOLIDATED COMMUNICATIONS OF CALIFORNIA COMPANY SERVICE AREA –  
SERVICE CHARGES, Continued**

**Centrex Service**

**Centrex Service Services**

**Monthly Charge**

|                                      |          |
|--------------------------------------|----------|
| Centrex Asys Access Line             | \$188.44 |
| Centrex Asys Access Line Measured    | \$188.44 |
| Centrex Asys Access Line Unmeasured  | \$188.44 |
| Centrex Net Access Termination 2-Way |          |
| USOC CXNA                            | \$82.66  |
| USOC CXNT                            | \$11.85  |
| Centrex Net Access Termination Out   | \$82.66  |

**Centrex Service Features**

**Monthly Charge**

|                             |        |
|-----------------------------|--------|
| Centrex Feature Package I   | \$5.00 |
| Centrex Feature Package II  | \$3.60 |
| Centrex Feature Package III | \$1.65 |



**SERVICE RATES, Continued**

**CONSOLIDATED COMMUNICATIONS OF CALIFORNIA COMPANY SERVICE AREA –  
SERVICE CHARGES, Continued**

Private Branch Exchange Service

Private Branch Exchange Service Services

Monthly Charge

|                                      |          |
|--------------------------------------|----------|
| Access Type: Trunk Measured          | \$188.44 |
| Business Direct Inward Dialed Trunk  | \$188.44 |
| Business Direct Outward Dialed Trunk | \$188.44 |

Integrated Services Digital Network Service

ISDN Service Services

Monthly Charge

|                     |          |
|---------------------|----------|
| ISDN Basic Pak      | \$420.00 |
| ISDN Circuit Switch | \$2.30   |



**SERVICE RATES, Continued**

**CONSOLIDATED COMMUNICATIONS OF CALIFORNIA COMPANY SERVICE AREA –  
SERVICE CHARGES, Continued**

Local Usage Charges

Local

| Initial<br>Minute | Additional<br>Minute |
|-------------------|----------------------|
| \$0.045           | \$0.045              |
| \$0.0808          | \$0.0808             |

Zone 1

Zone 3

IntraLATA

| Initial<br>Minute | Additional<br>Minute |
|-------------------|----------------------|
| \$0.0767          | \$0.0471             |
| \$0.0916          | \$0.0767             |
| \$0.099           | \$0.0842             |
| \$0.099           | \$0.0916             |

0 to 20 miles

21 to 40 miles

41 to 70 miles

71 and more miles



## **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.



## SERVICE TERRITORY

### Pacific Bell Telephone Company dba AT&T California Service Area Rate Groups

Granite adopts the local exchange calling areas as set forth in the [AT&T California Guidebook, Part4, Section 1](#).

### Frontier California, Inc. 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.

### Frontier Area Rate Groups

#### **RATE GROUP**

#### **LOCALITY**

|   |                                                                                                                                                                                                                                                                                                                                    |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C | ADIN, ALTURAS, BELLA VIST, BIEBER, BURNEY, CEDARVILLE, CHESTER, CLARKSBURG, COURTLAND, EAGLE LAKE, ELK GROVE, FALLRVRMLS, FERNDAL, GREENVILLE, HERLONG, ISLETON, JANESVILLE, KEDDIE, MCCLOUD, MEADOWVIEW, MINERAL, MONTGOYCRK, PALO CEDRO, PAYNES CRK, PETROLIA, RAVENDALE, RIO VISTA, SCRM MAIN, STANDISH, SUSANVILLE, WALNUT GRV |
| G | ARBUCKLE, COLUSA, GRIMES, LK ALMANOR, MAXWELL, NEEDLES, PRINCETON, WESTWOOD, WILLIAMS                                                                                                                                                                                                                                              |
| T | OAK RUN, SHINGLETN, TUOLUMNE                                                                                                                                                                                                                                                                                                       |

### Consolidated Communications of California Company Rate Groups

Company 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.



## FEDERAL GOVERNMENT SERVICE AGREEMENTS

### General

The Company may enter into contracts for the use of all authorized Federal agencies; authorized federal contractors; agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local and tribal governments, and other organizations. All organizations listed in General Service Administration (GSA) Order ADM 4800.2E (as updated) are eligible.

### Enterprise Infrastructure Services (EIS) Services

In addition to services covered elsewhere in this Tariff, the Company may offer services pursuant to the EIS contractual agreement.

#### A. Terms and Conditions

1. EIS Services are only available pursuant to the EIS contractual agreement.
2. The Company reserves the right to limit the locations where services will be offered.

#### B. Rates and Charges

1. The nonrecurring charge below applies for the installing, connecting or moving of EIS Services.
2. If the Company continues to provide service after the expiration of the customer's term without a further agreement, the customer's monthly recurring term rate shall continue to apply until the customer enters into a new service agreement or the service is disconnected.
3. The following maximum rates and charges apply.

|                                           | <b>NONRECURRING<br/>CHARGE</b> | <b>MONTHLY RATE</b> |
|-------------------------------------------|--------------------------------|---------------------|
| • Commercial Analog Business Lines (POTS) | ICB                            | ICB                 |
| • Analog PBX Trunks                       | ICB                            | ICB                 |
| • Digital PBX Trunks                      | ICB                            | ICB                 |
| • ISDN Basic rate Interface (BRI)         | ICB                            | ICB                 |
| • ISDN Primary rate Interface (PRI)       | ICB                            | ICB                 |



## **EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY**

### General

The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede Service Guide language contained herein.

### TSP Program Components

The TSP program has two components, restoration and provisioning.

1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.



## **EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### TSP Request Process – Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. determine that the user's telecommunications service supports an NS/EP function under one of the following TSP categories.
  - a. National Security Leadership
    1. National Security Posture and U.S. Population Attack Warning
    2. Public Health, Safety, and Maintenance of Law and Order
    3. Public Welfare and Maintenance of National Economic Posture.
2. identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as Customer Premises Equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.



## **EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### TSP Request Process – Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed above for restoration priority assignment except for the following differences. The user should:

1. certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. verify that the Company cannot meet the service due date without a TSP assignment.
3. obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.



## **EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### Responsibilities of the End User

End-users or entities acting on their behalf must perform the following:

1. Identify telecommunications services requiring priority.
2. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
3. Accept TSP services by the service due dates.
4. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
5. Pay the Company any authorized costs associated with priority services.
6. Report to the Company any failed or unusable services with priority levels.
7. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
8. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.



## **EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### Responsibilities of the Company

The Company will perform the following:

1. Provide TSP service only after receipt of a TSP authorization code.
2. Revoke TSP services at the direction of the end-user or OPT.
3. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
4. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
6. Confirm completion of TSP service order activity to the OPT.
7. Participate in reconciliation of TSP information at the request of the OPT.
8. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
9. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
10. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
11. Disclose content of the NS/EP TSP database only as may be required by law.
12. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.



## **EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted Customer of the action to be taken.

## **CRITICAL FACILITIES ADMINISTRATION SERVICE**

### Program Overview

Facilities-based carriers are responsible to provide data on the physical path of qualified circuits to customers who request such information. Such carriers are required to maintain facilities associated with qualified circuits in such a manner as to ensure that notification of a change in the physical routing of a qualifying circuit is communicated quickly to the affected customer, and the physical path data promptly updated. Such carriers will maintain the data and establish appropriate methods of identification and authentication to secure the data and restrict access by each customer to information relative to that customer's qualifying circuits.

Customers are required to demonstrate for each qualifying circuit that the circuit has been registered under the federal Telecommunications Service Priority program in order to participate.

### Customer Responsibilities

Customers participating under the Critical Facilities Administration program will be required to:

Identify critical facilities by enrolling circuits in the federal Telecommunications Service Priority program, and demonstrating the sponsorship of a federal agency supporting the designation of those circuits as qualifying under the federal Telecommunications Service Priority program. Such circuits will be referred to as "qualifying circuits."

Subscribe to the Critical Facilities Administration service offered by their carrier, and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."



## **CRITICAL FACILITIES ADMINISTRATION SERVICE, Continued**

### **Carrier Obligation**

Facilities-based carriers will be obligated to identify the physical path of each subscribed circuit as follows:

Physical path information will be provided by reference to the latitude and longitude coordinates of suitable points along the circuit's path (e.g., cable entrances to buildings, manholes, riser poles, cross boxes, carrier equipment cabinets, and other circuit access points in the outside plant of the carrier) so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.

Physical path information for newly provisioned subscribed circuits is to be available to the customer within 5 business days after the circuit has been installed, and within 15 business days for existing, in-place subscribed circuits.

Any planned moves, changes, or rearrangements that affect the physical path of a subscribed circuit are to be communicated at least 24 hours in advance to the customer, and information related to a move, change, or rearrangement that was as a result of unplanned activity is to be provided within 24 hours of the change.

Updated information regarding the revised physical path of subscribed circuits would be available to the customer within 5 business days for planned actions, and within 15 business days for unplanned activities.

Provision of the service would be suspended altogether in the instance of a major telephone outage. Once restored to service, current physical path information for a subscribed circuit would be developed and made available to the customer within ninety days of the restoration of service.

The carrier must establish a secure database or other means that would allow the customer to obtain information of the physical path for only its subscribed circuits, subject to appropriate authentication and authorization. Where practicable, the information should be made available on a 24 hour by seven day basis.

### **Rates**

Rates for CFA are based upon the time required to collect the circuit path data. The company will give the customer a good faith estimate of the time period needed to perform the requested service. The customer will be billed those charges, along with the charges established by any connecting carrier for the service.

Critical Facilities Administration, Per Hour

\$120.00