

COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)

2.2 FORMS

2.2.1 LIST OF FORMS

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(Continued)

Advice Letter No. <u>840-CLEC</u>	<u>Issued By</u> Brian H. Strom	Date Filed <u>SEP 10 2003</u>
Decision No. _____	<u>President - CEO</u>	Effective <u>OCT 24 2003</u>
		Resolution No. _____


COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)

2.2. FORMS - (Cont'd)

2.2.2 SAMPLE FORMS

(A) COLLECT AND THIRD NUMBER BLOCKING AUTHORIZATION



This authorizes **SureWest Broadband Services** to restrict billing of **Third Number Calls** and/or **Collect Calls** to the telephone numbers listed below.

The blocking was added per your recent request. It is necessary to return this form, signed and dated, for the blocking to remain in effect.

Checked below is the type of blocking that has been arranged. If there are any questions, please call our office at 916.780.8000 or 877.655.7563.

Collect Call Blocking - disallows billing of collect calls to above listed telephone number(s)

Third Number Call Blocking - disallows third number billing to above listed telephone number(s)

Company Name

Customer Signature

Date

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(Continued)

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Decision No. _____ President - CEO Effective OCT 24 2003
Resolution No. _____

COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)

2.2. FORMS - (Cont'd)

2.2.2 SAMPLE FORMS - (Cont'd)

(B) EXCHANGE SERVICE BILL - DISCONNECT NOTICE

SUREWEST
P.O. BOX 969 ROSEVILLE, CA 95678

REMINDER NOTICE

CUSTOMER NAME	ACCOUNT ID: <NUMBER>
CUSTOMER ADDRESS	DATE MAILED: <DATE>
	TOTAL AMOUNT DUE: <AMOUNT>

Payment for your account has not been received up to the time of mailing this notice. Please disregard this notice if full payment has been made subsequent to the date mailed on this notice.

You are responsible for the payment of all charges on your bill and payment is now past due.

It is important to know that failure to pay the amount designated as Basic Service and Related Charges as stated on your bill by <DATE> may result in the disconnection of telephone service. If we disconnect your service for non-payment, you must pay the past due amount and a reconnection fee for each line. You may also be required to pay a deposit.

If your basic phone service is interrupted due to non-payment, you will be able to dial 9-1-1 for emergency situations for fifteen (15) days. Do not call 9-1-1 regarding your bill or services.

Other services, such as Calling Features and/or the ability to make Long Distance calls, may be cancelled or restricted if not paid. We may also take other action to collect unpaid accounts.

To discuss payments please contact us at 786-1137 or 1-800-232-4020 Monday through Friday, 8 AM to 6 PM. For your convenience, we accept Visa and MasterCard. Additionally we can take personal checks by phone for payment on your account.

Caution: If your service is temporarily disconnected, you will continue to access 9-1-1 for 15 days from date of interruption. After that, your service will be permanently disconnected unless we agree to special arrangements made by you. If payment and deposit are not made within 15 days from date of temporary interruption, you may no longer be able to access 9-1-1. Also, please note installation charges for new service are more than the restoral charge.

PLEASE DETACH AND RETURN WITH YOUR PAYMENT

Please make check or money order payable to SureWest and put your account number on the check.	Mailed Date <DATE> Account ID <NUMBER> TOTAL DUE :<AMOUNT>
<input type="checkbox"/> Check for change of address (see reverse)	Amount Enclosed: _____

SureWest P.O. Box 30697 Los Angeles, CA 90030-0697	<NAME> <ADDRESS>
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00001230400005000000000678998

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	<u>Issued By</u>	Date Filed <u>JAN 31 2008</u>
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COMPETITIVE LOCAL CARRIER

- 2. GENERAL REGULATIONS - (Cont'd)
- 2.2. FORMS - (Cont'd)
- 2.2.2 SAMPLE FORMS - (Cont'd)
- (C) GUARANTEE



GUARANTY
IN CONNECTION WITH APPLICATION FOR TELEPHONE SERVICE

In consideration of SureWest Broadband Services furnishing telephone service to the applicant at the address shown below or at any other address to which the applicant's telephone service may be moved within the same exchange, I, the undersigned guarantor, hereby guarantee the payment of all amounts due on account.

I hereby agree to pay to SureWest Broadband Services the full amount of any sum, up to the guaranteed deposit amount, due on account of or in connection with telephone service so furnished the applicant in the event the applicant fails to do so in accordance with the Company's Rules.

I hereby agree to guarantee account for a minimum of one year from the date the service is established.

I understand that the length of the guarantee may exceed one year if the applicant's service is temporarily disconnected for any reason within one year of the service being established.

I agree to guarantee service until the applicant's service has gone one consecutive year without a temporary disconnect.

I reserve the right to discontinue as guarantor at any time, with full liability for any sum left owing up to the date of my discontinuing as guarantor, not to exceed guaranteed deposit amount.

I also hereby waive any notice of default or demand and agree that any extension of time, not to exceed 60 days from date account becomes delinquent, granted to the debtor by SureWest Broadband Services in no way dissolve my liability under this guarantee.

\$ _____

GUARANTEED DEPOSIT

(Name of Applicant)	(Address of Applicant)	(Telephone No.)
(Name of Guarantor)	(Address of Guarantor)	(Telephone No. of Guarantor)
(Signature of Guarantor)	(Date)	(Effective Date)

Witness _____

guar.doc - Rev 11/98

P.O. Box 969, Roseville, CA 95678 (916) 786-6141

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COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)

2.2. FORMS - (Cont'd)

2.2.2 SAMPLE FORMS - (Cont'd)

(D) MONTHLY BILL AND TOLL STATEMENT*

Page 1

	<<Customer Name>>	Account ID	
		Bill Date	
Account Summary	PREVIOUS CHARGES Unpaid Balance Past Due – Please Pay (If payment made, please disregard)	<AMOUNT> <AMOUNT>	
	CURRENT CHARGES SureWest	<AMOUNT>	
	CURRENT CHARGES DUE BY <<Date>>	<AMOUNT>	
	TOTAL DUE	<AMOUNT>	
<i>Late Payment charges may apply. See Pages 2 and 3 for details.</i>			
<p>Questions about this bill or your account? Go to www.surewest.com/support/ and access information about understanding your bill from the Accounts and Billing section.</p> <p>For Assistance Please Contact Us At</p> <ul style="list-style-type: none"> · Customer Care: (916) 786-6181 or 1-866-SUREWEST · Technical Support: 611 or (888) 639-1611 · Online Support: www.surewest.com/support/ 			
<p>See reverse to learn how to sign up for Automatic Payments</p> <p>----- PLEASE DETACH AND RETURN WITH YOUR PAYMENT</p>			
<p>Please make check or money order payable to SureWest and put your account number on the check.</p> <p><input type="checkbox"/> Check here and see reverse for address correction</p>	<p>Due Date: Account ID: TOTAL DUE: <AMOUNT></p> <p style="text-align: right;">Amount Enclosed: _____</p>		
<p>SureWest P.O. Box 30697 Los Angeles, CA 90030-0697</p> <p style="text-align: center;">0000001023000400000000567899</p>	<p style="text-align: right;"><<Customer Name>> <<Customer Address>></p>		

*Description: Double sided, 8 1/2 x 11.


(Continued)

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COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)
2.2. FORMS - (Cont'd)
2.2.2 SAMPLE FORMS - (Cont'd)

(D) MONTHLY BILL AND TOLL STATEMENT - (Cont'd)

	<p>When to Pay Your Bill Your payment is due when you receive your bill. If we do not receive your payment by the "Current Charges Due By" date shown, your account will become past due. If your payment is not received, a Reminder Notice is mailed indicating the payment must be received within seven (7) days to avoid collection action on your account. It is important to know that failure to pay the amount identified as Basic Service Amount by the due date may result in the disconnection of telephone services. Other services such as calling features and/or the ability to make Long Distance Calls may also be canceled or restricted if not paid. We may also take other action to collect unpaid accounts. If your service is disconnected for non-payment, you must pay the delinquent amount and a charge for reconnecting your service. You may also be required to pay a deposit.</p>	<p>Network Access Charges If you have questions about charges for "Network Access for Interstate Calling," imposed by the Federal Communications Commission, or charges for calls to another state that you are unable to resolve with your long distance carrier, you should:</p>
<p>Important Information About Your Bill</p>	<p>Late Payment Charges If we do not receive your payment by your next bill date, a 1.5% SureWest late payment charge will be applied to the entire unpaid balance (less Digital TV charges), when the unpaid balance is \$20.00 or more. A SureWest Broadband flat fee of \$4.75, not to exceed a maximum monthly charge of \$14.25, will be applied to Digital TV charges greater than \$20.00 and over 60 days past due.</p>	<p>> WRITE TO: FCC Common Carrier Bureau, Consumer Complaints, Mail Stop 1600A2, Washington, DC 20554 or > TELEPHONE: 1-888-225-5322 (Please note: This is a toll free number.)</p>
<p>Call Type and Rate Information</p> <p>P = Rate Period</p> <p>D - DAY E - EVENING W - WEEKEND N - NIGHT L - LATE NIGHT S - OVERSEAS STANDARD T - OVERSEAS DISCOUNT Y - OVERSEAS ECONOMY M - MULTIPLE RATE PERIODS I - SPECIAL INTRASTATE</p>	<p>You can make a payment by:</p> <ul style="list-style-type: none"> > Mailing a check or money order to: SureWest, P. O. Box 30697, Los Angeles, CA 90030-0697. > Visiting our web site at www.surewest.com/billpay/ for instructions on how to sign up for one time or automatic payment options. Both options are provided at no charge to the customer and credit cards and checking accounts are accepted. > Calling our automated system to make a credit card payment at 916-786-8297 or 1-800-640-9549. > Paying in person at one of our customer service centers. For your convenience, payments made after regular business hours may be left in a deposit box at select customer service centers. See the telephone directory or visit www.surewest.com/support/ for address information. To ensure proper credit, please enclose the remittance form and write your account number on the check. 	<p>900/976 Information Service Charges - Consumer Rights For 900/976 billing disputes or inquiries, please call 1-866-SUREWEST or 1-866-787-3937. You have 60 days from the date of this bill to dispute a 900/976 billing error. You have the right to withhold payment of the disputed 900/976 charges during the billing error review. No collection activity for disputed 900/976 charges will occur while the charges are under investigation. After the investigation, if it is determined that the disputed 900/976 charges are legitimate, the long distance carrier or the information provider may proceed with outside collections against your account for non-payment of those charges. Your local and long distance service cannot be disconnected for non-payment of 900/976 charges. Failure to pay legitimate 900/976 charges may result in involuntary blocking of your access to 900/976 services. Voluntary blocking or access to 900/976 service is available upon request from your local exchange carrier.</p>
<p>C = Type of Call</p> <p>C - CALLING CARD D - DIRECT DIAL P - PERSON TO PERSON S - OPERATOR</p>	<p>Questions About Your Bill If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.cca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846. If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov or call 1-888-225-5322 or TTY 1-888-835-5322. Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online at www.cpuc.ca.gov.</p>	<p>Please mail all correspondence, excluding payments, to</p> <p>SureWest P. O. Box 969 Roseville, CA 95661-0969</p> <p>In order to learn about payment options, please refer to the section of this page titled "You can make a payment by:"</p>
<p>Taxes and Surcharges</p> <p>Federal Tax Assessed by the Federal Government.</p> <p>Local Tax - Assessed on a local level, City or County</p> <p>911 State Tax California State Tax, funds Emergency 911 services</p> <p>CPUC Funding Surcharge Assists in funding the California Public Utilities Commission, which regulates utilities.</p> <p>Surcharge to Fund California Relay Service and Communications Devices Funds a special trust account which provides certified blind, deaf and disabled persons in California with special telecommunications equipment at no charge.</p> <p>Surcharge to Fund Universal Service Funds a program that enables low-income households to have basic telephone service.</p> <p>California High Cost Fund/California Advanced Service Fund Surcharges Provides funding which allows for provision of telephone and advanced service at reasonable rates to customers in outlying areas.</p> <p>California Teleconnect Fund Surcharge To fund telecommunications services for qualifying schools, libraries, hospitals, health clinics, and community based organizations at reduced rates.</p> <p>Federal Universal Service Surcharge Provides funding to help keep local telephone service rates affordable for all customers.</p>		
<p>PLEASE INDICATE MAILING ADDRESS CHANGE BELOW:</p>		
<p>New Street/Post Office Box _____</p>		<p>Apt/Suite _____</p>
<p>New City _____</p>	<p>New State _____</p>	<p>Zip Code _____</p>
<p>() _____</p>		
<p>Telephone Number _____</p>		

(Continued)

COMPETITIVE LOCAL CARRIER


2. GENERAL REGULATIONS - (Cont'd)

2.2. FORMS - (Cont'd)

2.2.2 SAMPLE FORMS - (Cont'd)

(E) TOLL RESTRICTION AGREEMENT

(T)



Account Number

TOTAL TOLL RESTRICTION AGREEMENT

I fully understand that by subscribing to "Total Toll Restriction" for the above account, the following restrictions will apply:

- ◆ Dial "0" for Operator Assistance will not be allowed.
- ◆ "1+" dialing will not be allowed; this excludes toll free dialing (i.e., 1+800)
- ◆ Chargeable calls within the 916 Area Code will not be allowed
- ◆ Dialing to access interexchange carriers will not be allowed *
- ◆ Credit Card Calls "originating" from your line will not be allowed *
- ◆ Billing of Third Party Calls & Collect Calls to your line are restricted

"950" Number Dialing and Directory Assistance calls to 916-555-1212 are not restricted therefore; I assume responsibility for those calls in accordance with standard practices.

9-1-1 dialing for EMERGENCY situations will continue to be available.
*Exceptions may apply

I, the undersigned, understand the above conditions and agree to hold SureWest Broadband Services free and harmless of any loss, damage and/or liability which may result from my service having "Total Toll Restriction."

Customer Name (Please Print)

Customer Signature

«Date»

P.O. Box 969, Roseville, CA 95678 (916) 786-6141

(Continued)

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COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)

2.2. FORMS - (Cont'd)

2.2.2 SAMPLE FORMS - (Cont'd)

(F) RESERVED

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(Continued)

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Decision No. <u>D.05-12-013</u>	<u>President – CEO</u>	Resolution No. <u>T-16996</u>

COMPETITIVE LOCAL CARRIER

- 2. GENERAL REGULATIONS - (Cont'd)
 - 2.2. FORMS - (Cont'd)
 - 2.2.2 SAMPLE FORMS - (Cont'd)
 - (G) RESERVED

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(D)

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COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)

2.2. FORMS - (Cont'd)

2.2.2 SAMPLE FORMS - (Cont'd)

(I) SUPERTRUNK PRIVATE CONFIRMATION LETTER



Date _____ Account Number _____

Dear Valued Customer:

This letter is being sent to confirm your choice to set your SuperTrunk Calling ID option as **PRIVATE**. By choosing **PRIVATE**, your SuperTrunk telephone number will **not** be transmitted to the person or business you are calling. Please keep in mind that as a subscriber of SuperTrunk service you cannot selectively control the transmitting or blocking of your telephone number on a call-by-call basis.

Now that your Calling ID option is selected and SureWest Broadband has established your Calling ID option as **PRIVATE**, it can be changed to **DISPLAY** only when you contact SureWest Broadband to change the option.

If you decide to change your Caller ID option to **DISPLAY**, there is no charge, however, changing your option requires the processing of a service order. Service orders are typically completed within the same business day.

To change your Calling ID option, please call Customer Care at (916) 780-8000, or toll free (877) 255-0676.

Sincerely,

Customer Services
SureWest Broadband

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(Continued)

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Decision No. _____ President - CEO Effective OCT 24 2003
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COMPETITIVE LOCAL CARRIER

2. GENERAL REGULATIONS - (Cont'd)

2.2. FORMS - (Cont'd)

2.2.2 SAMPLE FORMS - (Cont'd)

(J) SUPERTRUNK DISPLAY CONFIRMATION LETTER



Date _____ Account Number _____

Dear Valued Customer:

This letter is being sent to confirm your choice to **DISPLAY 916 NXX-XXXX** as your SuperTrunk Calling ID number. The number you have selected will display when placing a call to any customer that subscribes to Caller ID service. Please keep in mind that as a subscriber of SuperTrunk service you cannot selectively control the transmitting or blocking of your telephone number on a call-by-call basis.

Now that your Calling ID option is selected and SureWest Broadband has established your Calling ID option as **DISPLAY**, it can be changed to **PRIVATE** only when you contact SureWest Broadband to change the option.

If you decide to change your Caller ID option to **PRIVATE**, there is no charge, however, changing your option requires the processing of a service order. Service orders are typically completed within the same business day.

To change your Calling ID option, please call Customer Care at (916) 780-8000, or toll free (877) 255-0676.

Sincerely,

Customer Services
SureWest Broadband

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(Continued)

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COMPETITIVE LOCAL CARRIER

3. LOCAL EXCHANGE SERVICE

3.1 GENERAL

Local Exchange Services consist of the services offered pursuant to this tariff, either individually or in combination. Each service is offered independently of the others and is offered via the Company's facilities for the transmission of one-way or two-way communications, unless otherwise noted. Each service is available only where equipment and operating conditions permit.

(N)
(N)

Local Exchange Services provide a Customer with a connection to the Company's switching network which enables the Customer to:

- Receive calls from other stations on the public switched telephone network;
- Access the Company's Local and IntraLATA Calling Services as set forth in this tariff;
- Access interstate and international calling services provided by other certified common carriers;
- Access (at no additional charge) the Company's operators and business office for service related assistance; access toll-free telecommunications services; and access 9-1-1 service for emergency calling.

The following Local Exchange Services are offered in this tariff:

- 9-1-1 Telecommunications Service
- California Teleconnect Fund
- Centrex Service
- Conference Connection
- Custom Calling Features
- DID Service
- Integrated Service
- Maintenance Visit Service
- Network Access Lines
- Number Portability
- Operator Services
- Primary Rate Interface Service
- Public Access Line (PAL) Service
- Remote Call Forwarding Service
- Super Trunk
- Telephone Directory Service
- Universal Lifeline Telephone Service
- Voice Mail

(Continued)

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COMPETITIVE LOCAL CARRIER

3. LOCAL EXCHANGE SERVICE - (Cont'd)
3.1 GENERAL - (Cont'd)

The following sections set forth the rules, regulations and rates governing the application of rates for Local Exchange Services.

Service is comprised of three components:

1. Non-recurring Connection Charges
2. Monthly Network Access Line Rates
3. Monthly Usage Charges

Service is furnished only for use by the Customer, the Customer's family, guests, household, employees and business associates.

(Continued)

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COMPETITIVE LOCAL CARRIER

3. LOCAL EXCHANGE SERVICE - (Cont'd)

(Continued)

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COMPETITIVE LOCAL CARRIER

3. LOCAL EXCHANGE SERVICE - (Cont'd)

(Continued)

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COMPETITIVE LOCAL CARRIER

3. LOCAL EXCHANGE SERVICE - (Cont'd)

3.2 NETWORK ACCESS LINES

The network access line is the connecting facility between a Customer's premises and a serving central office that provides Customer access to the switched network for placing and receiving calls.

(A) RATES

	MONTHLY MEASURED <u>RATE*</u>	MONTHLY FLAT <u>RATE</u>	
Individual Access Line - Each			
Monthly	\$15.00 (R)	\$25.00 (R)	
1 Year Plan	15.00	25.00	
2 Year Plan	13.00	23.00	
3 Year Plan	12.00	22.00	
DID Trunk - Each			
Monthly	--	15.00	(N)
1 Year Plan	--	15.00	
2 Year Plan	--	13.00	
3 Year Plan	--	12.00	
DOD Trunk - Each			
Monthly	15.00	25.00	(N)
1 Year Plan	15.00	25.00	
2 Year Plan	13.00	23.00	
3 Year Plan	12.00	22.00	

*See Special Condition (B)(1)(b).

(Continued)

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COMPETITIVE LOCAL CARRIER

3. LOCAL EXCHANGE SERVICE – (Cont'd)

3.2 NETWORK ACCESS LINES – (Cont'd)

(B) SPECIAL CONDITIONS

(1) SERVICE DESCRIPTION

(a) FLAT RATE SERVICE

The term “Flat Rate Service” denotes service where, for a stated monthly rate, unlimited calling is allowed to all other exchange service lines located within the Dialing Plan(s) as defined within Section 4 of this tariff.

(b) MEASURED RATE SERVICE

The term “Measured Rate Service” denotes service where, for a stated monthly rate, a per-minute usage charge applies to all calls within or outside the Dialing Plan(s) as defined within Section 4 of this tariff.

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4. USAGE SERVICES

4.1 GENERAL

Connection charges and monthly rates for Network access lines as specified in this tariff are applicable in addition to the Dialing Plan and IntraLATA toll rates.

The Dialing Plan is based on calls placed within a specified radius of the Customer's rate center as shown in 4.3 below.

Flat Rate Service - One monthly fee applies to all calls placed within the Dialing Plan rate center. Calls placed outside of the Dialing Plan rate center will be billed on a per-minute basis.

Measured Rate Service – All calls placed within or outside of the Dialing Plan rate center will be billed on a per-minute basis.

Where the Customer requests operator assistance or places a call charged to a calling card, the appropriate surcharges within Section 8 of this tariff are applicable and are in addition to the charges shown below.

4.2 RATES

(A) DIALING PLAN RATES

- Per Minute \$.03

(B) INTRALATA TOLL RATES

- Per Minute \$.05

4.3 LOCAL CALLING AREAS

(T)

(A) SACRAMENTO MAIN

Citrus Heights	Rio Linda
Elk Grove	Roseville Main
Fair Oaks	Sacramento Main
Folsom	Sacramento North
Meadowview	

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Material omitted now located on 3rd Revised Sheet 78.1.

(Continued)

	<u>Issued By</u>	Date Filed <u>MAR 04 2005</u>
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COMPETITIVE LOCAL CARRIER

4. USAGE SERVICES - (Cont'd)
4.3 LOCAL CALLING AREAS - (Cont'd)

(B) SACRAMENTO NORTH

Citrus Heights	Meadowview	Sacramento Main
Elk Grove	Pleasant Grove	Sacramento North
Fair Oaks	Rio Linda	South Placer
Folsom	Roseville Main	

(C) SOUTH PLACER

Auburn Main	Grass Valley South	Robbins
Auburn North	Lincoln	Roseville Main
Citrus Heights	Nicolas	Sacramento Main
Colfax	Placerville/Kyburz	Sacramento North
Colfax/Weimar	Placerville South	Shingle Springs
Fair Oaks	Placerville West	South Placer
Folsom	Pleasant Grove	Wheatland
Georgetown	Rio Linda	

(D) DAVIS

Davis	Roseville Main	Winters
Dixon	Sacramento Main	Woodland
Meadowview		

(E) LINCOLN

Auburn – Main	Grass Valley – South	Robbins
Auburn – North	Knights Landing	Roseville
Citrus Heights	Lincoln	Sacramento – Main
Colfax/Weimar	Marysville	Sacramento – North
Fair Oaks	Nicholas	Smartsville
Folsom	Pleasant Grove	South Placer
Georgetown	Rio Linda	Wheatland

(F) ELK GROVE

Courtland	Meadow View	Sacramento – North	(N)
Elk Grove	Sacramento – Main		(N)

(Continued)

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COMPETITIVE LOCAL CARRIER

4. USAGE SERVICES - (Cont'd)

4.3 LOCAL CALLING AREAS - (Cont'd)

(G) FAIR OAKS

(T)

Auburn – Main	Lincoln	Roseville
Auburn – North	Meadowview	Sacramento – Main
Citrus Heights	Michigan Bar	Sacramento – North
Elk Grove	Placerville	Shingle Springs
Fair Oaks	Pleasant Grove	South Placer
Folsom	Rio Linda	

(H) FOLSOM

(T)

Auburn – Main	Meadowview	Rio Linda
Auburn – North	Michigan Bar	Roseville
Citrus Heights	Placerville – Kyburz	Sacramento – Main
Elk Grove	Placerville – South	Sacramento – North
Fair Oaks	Placerville – West	Shingle Springs
Folsom	Pleasant Grove	South Placer
Lincoln		

(I) WOODLAND

(T)

Davis	Knights Landing	Robbins
Dixon	Meadowview	Sacramento – Main
Dunnigan	Nicolaus	Sacramento – North
Esparto	Pleasant Grove	Winters
Guinda	Rio Linda	Woodland

(J) AUBURN – MAIN

(N)

Alta	Grass Valley – Main	Pleasant Grove
Auburn - Main	Grass Valley – South	Rio Linda
Auburn - North	Shingle Springs	Robbins
Citrus Heights	Lincoln	Roseville
Colfax	Michigan Bar	Sacramento – Main
Colfax / Weimar	Nevada City	Sacramento – North
Fair Oaks	Nicolaus	Smartsville
Folsom	Placerville	South Placer
Foresthill	Placerville – East	Wheatland
Georgetown	Placerville – West	

(N)

(Continued)

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COMPETITIVE LOCAL CARRIER

4. USAGE SERVICES - (Cont'd)
4.3 LOCAL CALLING AREAS - (Cont'd)

(K) AUBURN – NORTH

Alta	Grass Valley – Main	Rio Linda
Auburn - Main	Grass Valley – South	Robbins
Auburn - North	Lincoln	Roseville
Citrus Heights	Michigan Bar	Sacramento – Main
Colfax	Nevada City	Sacramento – North
Colfax / Weimar	Nicolaus	Shingle Springs
Fair Oaks	Placerville	Smartsville
Folsom	Placerville – East	South Placer
Foresthill	Placerville – West	Wheatland
Georgetown	Pleasant Grove	

(L) PLEASANT GROVE

Auburn - Main	Grass Valley – South	Robbins
Auburn - North	Knights Landing	Roseville
Citrus Heights	Lincoln	Sacramento – Main
Colfax	Marysville	Sacramento – North
Colfax / Weimar	Nicolaus	Smartsville
Fair Oaks	Pleasant Grove	South Placer
Folsom	Rio Linda	Wheatland
Georgetown		

(M) RIO LINDA

Auburn - Main	Grass Valley – South	Robbins
Auburn - North	Knights Landing	Roseville
Citrus Heights	Lincoln	Sacramento – Main
Colfax	Marysville	Sacramento – North
Colfax / Weimar	Nicolaus	Smartsville
Fair Oaks	Pleasant Grove	South Placer
Folsom	Rio Linda	Wheatland
Georgetown		

(N)

(N)

(Continued)

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES

5.1 GENERAL

Custom Calling Features are optional central office services furnished to individual line business and residence customers. Custom Calling Features are available where facilities and operating conditions permit.

5.2 RATES

	<u>MONTHLY RATE</u>	<u>NON - RECURRING CHARGE</u>
(A) BASIC FEATURES		
- Each Line, includes all stations		
[For non-recurring charges, see Special Condition (B)(2)]		
(1) Anonymous Call Rejection	- -	
(2) Call Forwarding (Variable, Fixed, Busy, No Answer)	\$3.75	
(3) Call Hold	3.25	
(4) Call Pick Up	2.25	
(5) Call Return	4.00	
(6) Call Transfer	2.50	
(7) Call Waiting/Cancel	4.00	
(8) Caller ID (Number Only)	4.50 (R)	(T)
(9) Caller ID With Name	6.50	(N)
(10) Conference Calling - 6-way	5.00	(T)
(11) Priority Ringing	4.00	(T)
(12) Repeat Dialing	1.90	(T)
(13) Selective Call Acceptances	4.50	(T)

Material omitted now located on 3rd Revised Sheet 79.1.

(Continued)

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.2 RATES - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON - RECURRING CHARGE</u>	
(A) BASIC FEATURES – (Cont'd) - Each Line, includes all stations [For non-recurring charges, see Special Condition (B)(2)]			(L)
(14) Selective Call Rejection	4.50		(T)
(15) Selective Call Forwarding	4.50		(T)
(16) Speed Calling			(T)
• 8 code capacity	3.50		
• 30 code capacity	3.75		
(17) Three-way Calling	4.00		(T) (L)
(B) ENHANCED FEATURES - Each Line, includes all stations			
(1) Blocking		See Special Condition (C)(5)	
• Complete			
• Selective			
(2) Call Trace [See Special Condition (A)(9)]	--		
(3) Direct Connect	\$ 4.50		
(4) Directory Assistance Call Completion Blocking	--	\$5.00	
(5) Do Not Disturb	3.75		

(L) Material formerly located on 2nd Revised Sheet 79.

Material omitted now located on Original Sheet 79.1.1.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.2 RATES - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON - RECURRING CHARGE</u>	
(B) ENHANCED FEATURES - Each Line, includes all stations			(L)
(6) Hunting (Multi-line)			
• Pilot	.40		
• Regular	.40		
• Circular	.40		
• Multiple Position	.40		
• Uniform Distribution	.40		
(7) Multiple Directory Numbers	5.00		
(8) Queued Uniform Call Distribution (QUCD) [See Special Condition (A)(4)]			
• QUCD With Announcement:			
• C.O. Based, Single Generic Announcement*	34.40	125.00	
• Hunting:			
• Each Group		35.00	
• Each Line:			
• Uniform Call Distribution	.50	5.00	
• Circular	.50	5.00	(L)

* Includes all stations.

(L) Material formerly located on 2nd Revised Sheet 79.1.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.2 RATES - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON - RECURRING CHARGE</u>
(B) ENHANCED FEATURES - (Cont'd)		
(8) Queued Uniform Call Distribution (QUCD) - (Cont'd)		
• QUCD With Announcement: - (Cont'd)		
• Customer-Premises Each Announcement* (4 Maximum)	\$45.15	\$325.00
• Hunting:		
• Each Group		35.00
• Each Line:		
• Uniform Call Distribution	.50	5.00
• Circular	.50	5.00
• Music-On-Que		
• C.O. Based	50.40	120.00
• Customer-Premise**	57.00	325.00
(9) Toll Restriction		
• Total Toll	5.00	
• InterLATA	5.00	
• Interstate	5.00	
(10) Remote Activation of Call Forwarding	1.75	

(C) BASIC FEATURE DISCOUNTS

The following discounts will be applied to the monthly rates of the Basic Features listed in 5.2(A) above when two, three, four or more Basic features are selected.

Monthly Discounts:

- | | |
|-------------------------------|-----|
| • Two Basic features | 25% |
| • Three Basic features | 30% |
| • Four or more Basic features | 35% |

* Includes all stations.

** For the provisioning of customer-premises announcements and music, one channel termination as defined in Section 19, "Centrex Service," is required.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS

(A) LIMITATIONS

- (1) Custom Calling Features may be provided to customers with either rotary dial telephones or touch calling telephones.
- (2) The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
- (3) Only one type of Speed Calling may be provided on each line, either 8 Code capacity or 30 Code capacity.
- (4) Queued Uniform Call Distribution is only offered to business exchange telephone service types. Description and provisioning will be in accordance with Section 19, "Centrex Service."
- (5) Custom Calling Service requires special central office equipment and will be provided only where facilities are available.
- (6) For Residence service, only seven (7) and ten (10) digit telephone numbers are allowed on Basic Features that require pre-selection of numbers. (i.e. Priority Ringing, Selective Call Acceptance, Selective Call Rejection and Selective Call Forwarding). In addition to programming seven (7) and ten (10) digit numbers, business customers are allowed to enter one (1) to seven (7) digit extension numbers, provided the customer has extension dialing.
- (7) Selective Call Acceptance and Selective Call Rejection are mutually exclusive. Only one can be activated at a time.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(A) LIMITATIONS - (Cont'd)

- (8) Custom Calling Features will work only within compatible offices.
- (9) Call Trace is billed on a per activation basis. A maximum of five traces to the same number during a billing period will be charged. A maximum of ten traces to any number during a billing period will be charged.
- (10) Call Forwarding and Selective Call Forwarding are mutually exclusive. Only one can be activated at a time.
- (11) The following features will only work outside the Dialing Plan if the called number or calling number is served from a capable switch that is interconnected by SS7 technology: Repeat Dialing, Call Return, Priority Ringing, Selective Call Acceptance, Selective Call Rejection, Selective Call Forwarding and Call Trace, Caller ID Selective Blocking and Complete Blocking.
- (12) Customers must subscribe to Call Forwarding in order to subscribe to Remote Activation of Call Forwarding. Remote Activation of Call Forwarding is *not* available on Fixed Call Forwarding Services and Selective Call Forwarding.
- (13) Caller ID (Number Only) and Caller ID With Name service requires customer premise equipment that will display the number and/or name calling. (T)
- (14) Directory Assistance Call Completion Blocking is associated with the telephone number of the line making the call. If a DOD or Centrex is using a common number for the group in the switch, the blocking will be placed on the one number and will affect the entire group.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS

- (1) The Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge, local, message unit or dial station toll, applies to all forwarded calls that are answered at the number to which the calls are forwarded.

Charges between the originating station and the call forwarding equipped station are applicable in accordance with regularly filed tariffs, local, message unit, dial station, operator station or person toll.

It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. SureWest Telephone's Schedule Cal. P.U.C. No. A2.1.11 prohibits interference of telephone service of another customer. (T)

- (2) The applicable Multi-element Charges as set forth in Section 13 will apply to additions, deletions, or changes of any Custom Calling Features when requested by the customer.
- (3) Remote Activation of Call Forwarding requires a pre-assigned ten digit telephone number per switch capable of provisioning the service. The customer is also required to have a Personal Identification Number (PIN) of four digits. The PIN is fixed by the customer service order.
- (4) All members of a pick-up group are required to subscribe to Call Pick-up. A pick-up group consists of two or more members.
- (5) A customer may change from Selective Blocking to Complete Blocking or Complete Blocking to Selective Blocking at no charge.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(C) BASIC FEATURE DESCRIPTIONS

(1) Anonymous Call Rejection (ACR)

Allows a customer to reject calls from callers who have activated a Caller ID blocking option in order to prevent the display of their telephone number. Callers whose numbers have been blocked by ACR will hear a recorded message and no usage charges will apply. The calling party will be requested to hang up and place the call again without the Caller ID blocking feature activated.

(2) Call Forwarding

Call Forwarding permits the customer to arrange this service to automatically forward (transfer) incoming calls to another telephone number. There are four types of Call Forwarding as follows:

(a) Variable

Permits the customer to program, change and cancel the "forwarding to" number at their convenience.

(b) Fixed

Is pre-programmed by the Utility and is not changeable by the customer. The customer can, however, invoke and cancel Call Forwarding-fixed at their convenience. Multi-element Charges as set forth in Section 13 will apply to changing the pre-programmed number.

(c) Busy

Permits a customer to have their calls forwarded to another telephone number when their line is busy. Call Forwarding-Busy is programmable, changeable and can be invoked or cancelled at the customer's convenience.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(C) BASIC FEATURE DESCRIPTIONS - (Cont'd)

(2) Call Forwarding - (Cont'd)

(d) No Answer

Permits the customer to have their calls forwarded to another telephone number when their number is unanswered after four (4) rings. Call Forwarding-No Answer is programmable, changeable and can be invoked or cancelled at the customer's convenience.

(3) Call Hold

Permits the customer to put any call in progress on hold by momentarily depressing the switchhook, then dialing the call hold code. This frees the line to originate another call, answer a waiting call, or return to the held call.

(4) Call Pick-up

Permits the customer to answer a call that has been directed to another party within the same pick-up group.

(5) Call Return

Permits the customer to automatically call back the last incoming call, whether the call was answered or not. Once this feature is activated, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes, or until the line is free. The customer is alerted by a distinctive ringing pattern when the busy line becomes idle. The call is completed when the customer answers the ring. The calling party's number will not be delivered or announced to the call recipient via any means under any circumstances including billing.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(C) BASIC FEATURE DESCRIPTIONS - (Cont'd)

(6) Call Transfer

Permits the customer to transfer a call between extensions. Anyone picking up the extension will be automatically connected to incoming call.

(7) Call Waiting/Cancel

Permits the customer engaged in a call, to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established. The cancel option allows the customer to inhibit the application of receiving a tone signal for the duration of one call.

(8) Caller ID

Transmits the calling party number to the call recipient. If the call recipient subscribes to the Caller ID feature and has a specially designed phone or device that displays numbers attached to the phone, then the calling party's number will be displayed. If the calling party subscribes to complete blocking or invokes selective blocking, the call recipient will receive a "Private Number" message on the display device.

(9) Caller ID With Name

Transmits the calling party name and number to the call recipient. If the call recipient subscribes to the Caller ID With Name feature and has a specially designed telephone or device that displays the name and number, then the name and number will be displayed. If the calling party does not have a name associated with the number, only the number will be displayed. If the party subscribes to Complete Blocking or invokes Selective Blocking, the call recipient will receive a "Private Number" or "Not Available" message on the display device.

(N)

(N)

Material omitted now located on 2nd Revised Sheet 79.9.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(C) BASIC FEATURE DESCRIPTIONS - (Cont'd)

- (10) Conference Calling 6 Way (L) (T)
Permits the customer to establish a conference call involving up to five (5) other parties to be connected together on the same call. (L)
- (11) Priority Ringing (T)
Permits the customer to pre-select certain incoming calls to have a distinctive ring. The pre-selected numbers can be entered directly or the last incoming call may be automatically added to the list of pre-selected numbers. If the customer also subscribes to Call Waiting, distinctive waiting tones, corresponding to Priority Ringing, will be provided.
- (12) Repeat Dialing (T)
Permits the customer to automatically redial the telephone number of the last outgoing call. The line is checked every 45 seconds for up to 30 minutes and alerts the customer with a distinctive ringing pattern when the busy number and the customer's line are free. The customer can make and receive calls while the feature is activated.
- (13) Selective Call Acceptance (T)
Permits the customer to pre-select up to ten telephone numbers they wish to accept calls from, thereby eliminating all other incoming calls. Callers, whose numbers are not accepted, will hear a recorded announcement stating that their call is not being accepted, or unaccepted callers can be forwarded to another selected number. The calling party's number will not be delivered or announced to the call recipient via any means under any circumstances, including billing.
- (14) Selective Call Forwarding (T)
Permits the customer to automatically forward calls from up to ten customers pre-selected numbers to another telephone number and restore it to normal operation at their discretion.

(L) Material formerly located on 1st Revised Sheet 79.8.

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5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(C) BASIC FEATURE DESCRIPTIONS - (Cont'd)

(15) Selective Call Rejection (T)

Permits the customer to automatically block incoming calls from up to ten customer pre-selected telephone numbers (including numbers from which a customer has just received a call.) Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient via any means under any circumstances, including billing.

(16) Speed Calling (T)

Permits the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an 8 Code list or 30 Code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one or two digit code (for the 8 Code and 30 Code lists, respectively) plus the telephone number.

(17) Three-Way Calling (T)

Permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to re-establish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

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5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(D) ENHANCED FEATURES DESCRIPTION

(1) Blocking

(a) Complete*

(T)

A customer may request to have their telephone number labeled as private on all calls they place without having to dial a privacy code. This feature is offered at no charge to the customer and may be ordered in lieu of selective blocking. If the customer wishes to have their number delivered to the called telephone number, they may unblock their line on a per call basis by dialing a special code before placing their call.

(b) Selective*

(T)

This feature allows the customer to temporarily label their telephone number as private and thus restrict its availability to the called party. The customer dials a privacy code to prevent their number from being forwarded to the number they are calling. This feature is automatically available to all customers served from an SS7 capable switch.

(2) Call Trace

Permits the customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the customer initiated trace. The information is stored by the Company and disclosed only to a law enforcement agency. The customer does not receive any information from the Company regarding the origination of the calls.

(3) Direct Connect

Automatically places a call to a pre-selected called number when a station goes off-hook. This feature can be used for intra-office and inter-office calls and does not affect termination to a line.

* Selective or Complete Blocking may not work on interstate calls. Also, transmission of the name and telephone number for calls to 9-1-1, 800, 855, 866, 877, 888, or 900 services regardless of which blocking option is used, cannot be blocked. (N)
|
(N)

(Continued)

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5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(D) ENHANCED FEATURES DESCRIPTION - (Cont'd)

(4) Do Not Disturb

Permits customer to temporarily refuse incoming calls by dialing the Do Not Disturb code. When this feature is activated, all incoming calls are directed to a recorded announcement. To restore normal service the customer must dial the deactivation code.

(5) Hunting (Multi-line)

For hunting services associated with Queuing, Announcements and Music-On-Que, refer to "Queued Uniform Call Distribution" service Section 19.

(a) Circular

Regardless of the point of entry, hunting begins at the dialed number and continues sequentially through the hunt group until the last number is checked. Busy tone is returned if all numbers in the hunt group are busy.

(b) Multiple Position

Provides the ability to distribute calls over a group of console positions, each of which can handle several types of calls (e.g., dial "0" LDN). Each position has dedicated terminals (in lieu of call indicator lamps) for receiving the different types of incoming calls. If an idle terminal of the incoming call is not available, the incoming call is queued and given audible ringing tone and/or delay announcement until an appropriate terminal becomes available.

(c) Pilot

Hunting is activated only if the "pilot" directory number is dialed. Dialing any other number within the hunt group will not activate hunting.

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(D) ENHANCED FEATURES DESCRIPTION - (Cont'd)

(5) Hunting (Multi-line) - (Cont'd)

(d) Regular

Hunting begins at the directory number dialed and continues sequentially through the group until an idle number is found or to the last number in the group. Unless the first number is dialed in the group, only a portion of the group is hunted.

(e) Uniform Call Distribution

A type of line hunting that provides an even distribution of incoming calls among the available numbers of a hunt group.

(6) Multiple Directory Numbers with Distinctive Ringing

Provides the customer benefit of up to four (4) directory numbers on one line, each with a unique (distinctive) ringing pattern, without additional line terminations or additional equipment.

If the customer also subscribes to Call Waiting, distinctive call waiting tones, corresponding in cadence to the distinctive ringing patterns, will be provided for each additional Directory Numbers.

This feature will not be available to foreign exchange service.

(7) Queued Uniform Call Distribution

Queued Uniform Call Distribution (QUCD) is a hunting arrangement providing uniform terminating call distribution or circular hunting to members of a "Non-Digital Business Service" multi-line hunt group associated with announcement service.

(Continued)

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COMPETITIVE LOCAL CARRIER

5. CUSTOM CALLING FEATURES - (Cont'd)

5.3 SPECIAL CONDITIONS - (Cont'd)

(D) ENHANCED FEATURES DESCRIPTION - (Cont'd)

(8) Remote Activation of Call Forwarding

Allows the customer to activate/deactivate their Call Forwarding feature and to change their forwarded to number from a location other than where their service is located.

(9) Toll Restriction

Provides the customer the capability of restricting originating calls to certain toll points. There are three types available:

- (a) Total Toll Restriction - Permits local calling only.
- (b) InterLATA Restriction - Permits IntraLATA calling only.
- (c) Interstate Restriction - Permits Intrastate calling only.

(10) Directory Assistance Call Completion Blocking

The ability to restrict the Directory Assistance Call Completion prompt on a per line basis. [See Limitations (A)(14)].

(Continued)

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS)

6.1 GENERAL (T)

6.1.1 APPLICABILITY (T)

Universal Lifeline Telephone Service (ULTS), also known as California LifeLine Telephone Program, California LifeLine, or simply as LifeLine, is a California Universal Service Public Policy Program that provides discounts on basic telephone service to eligible low-income households pursuant to the Moore Universal Telephone Service Act and General Order 153. (T)

ULTS discounts are available to eligible customers ordering new, or currently subscribing to, the following basic services: flat rate individual service or measured rate individual service.

6.1.2 TERRITORY (T)

Within the exchange areas of all exchanges served by the Company, for Customers whom the Company is required to provide service.

6.1.3 RATES (T)

	<u>Measured</u>	<u>Flat</u>
(A) SERVICE CONNECTION CHARGES		
- Installation of Access Line Service Initial Order	\$10.00	\$10.00
- Conversion: changes in class, type or grade of service	10.00	10.00
(B) NETWORK ACCESS LINE RATES		
- Individual Line	2.85	5.34
- Toll Restriction	0.00	0.00
(C) FCC ACCESS CHARGE ALLOWANCE		

A credit in the amount equal to the applicable FCC End User Common Line (EUCL) charge.

(Continued)

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.1 GENERAL – (Cont'd) (T)

6.1.4 USAGE RATES (T)

Usage charges for measured residential service allows for 60 untimed free calls followed by a per call charge of \$.08.

6.1.5 ACCESS CHARGE ALLOWANCE (T)

ULTS customers receive an allowance equal to the current FCC End User Common Line (EUCL) charge.

6.1.6 SERVICE ELEMENTS AVAILABLE UNDER ULTS (C)

Service elements available under ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.1.3 (C)

(Continued)

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) – (Cont'd)

6.2 **SPECIAL CONDITIONS**

(A) **ELIGIBILITY**

Eligibility for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (A).

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.2 **SPECIAL CONDITIONS** – (Cont'd)

(T)

(A) **ELIGIBILITY** (Cont'd)

Eligibility for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (A).

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.2 **SPECIAL CONDITIONS** – (Cont'd)

(T)

(A) **ELIGIBILITY** (Cont'd)

Eligibility for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (A).

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.2 **SPECIAL CONDITIONS** – (Cont'd)

(B) **LIMITATIONS**

Limitations for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (B).

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.2 **SPECIAL CONDITIONS** – (Cont'd)

(B) **LIMITATIONS** – (Cont'd)

Limitations for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (B).

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.2 **SPECIAL CONDITIONS** – (Cont'd)

(B) **LIMITATIONS** – (Cont'd)

Limitations for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (B).

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.2 **SPECIAL CONDITIONS** – (Cont'd)

(B) **LIMITATIONS** – (Cont'd)

Limitations for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (B).

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COMPETITIVE LOCAL CARRIER

6. UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS) - (Cont'd)

6.2 **SPECIAL CONDITIONS** – (Cont'd)

(C) RATE REGULATIONS

Rate regulations for ULTS shall be consistent with the specification in SureWest Telephone's tariff Schedule Cal. P.U.C. A32.3 (C).

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE

7.1 GENERAL

SuperTrunk Service provides Customers who have PBX or PBX-like equipment with access to the SureWest Broadband Service switching center and switch-resident calling services. Customers can purchase this capability for both primary service (listed directory number) and diversity purposes. Customers require capacity on their PBX to terminate either the DS1/T1 or analog trunk facilities.

The Customer may opt to utilize SuperTrunk Service for outgoing calls only, or for outgoing and incoming calls. In the latter case, direct inward dial numbers must be purchased from the Company.

7.2 RATES

(A) BASIC SERVICES

High Capacity Service

Will be provided in accordance with SureWest Telephone's Schedule Cal. P.U.C. No. 1, Section 17.2

	<u>MONTHLY MEASURED (T) RATE*</u>	<u>MONTHLY (N) FLAT RATE* (N)</u>	<u>NON- RECURRING CHARGE</u>	
SuperTrunk Termination, each				(T)
• Month-to-Month	\$210.00	\$510.00	(N)	\$650.00 (T)
• 1-Year Plan	210.00	505.00		650.00
• 2-Year Plan	190.00	485.00		325.00
• 3-Year Plan	180.00	450.00	(N)	- - (T)

(D)
(D)

* See Section 4, Usage Services, for measured and flat rate conditions.

(N)

Material omitted now located on Original Sheet 85.1.

(Continued)

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE – (Cont’d)

7.2 RATES – (Cont’d)

(A) BASIC SERVICES – (Cont’d)

Trunk Group Type*		(T)	(L)
(In-Only, Out-Only, 2-Way, Switch 56)			
	<u>Monthly Rate</u>	(N)	
• Month-to-Month	10.00	(T)	
• 1-Year Plan	10.00		
• 2-Year Plan	10.00		
• 3-Year Plan	10.00	(T)	(L)

* Dialing Plan and IntraLATA toll rates apply as set forth in Section 4, “Usage Services.” (T)

(L) Material formerly located on 4th Revised Sheet 85.

(Continued)

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE - (Cont'd)

7.2 RATES - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE</u>	
(B) OPTIONAL FEATURES			
• Alternate Route, Each	\$13.70	\$45.00*	
• Enhanced Alternate Route, Each	40.00	80.00*	
• Dialing Arrangement, Each Termination	55.00	155.00*	
• SuperTrunk Routing Directory Number, Each			(N)
- Monthly	3.00	2.00	
- 1-Year Plan	1.50	2.00	
- 2-Year Plan	1.50	1.00	
- 3-Year Plan	1.00	--	(N)
(C) CHANGE CHARGES			
Miscellaneous Change Charge		135.00	

7.3 SPECIAL CONDITIONS

(A) AVAILABILITY

This service is available only where equipment and operating conditions permit.

* When the customer chooses a 3 Year Plan option, the non-recurring charges shown above will not apply.

Material omitted now located on 3rd Sheet 86.1.

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE - (Cont'd)

7.3 SPECIAL CONDITIONS – (Cont'd)

(B) LIMITATIONS

- (1) Customers are responsible for providing compatible digital equipment and determining the compatibility of each basic and associated service used in conjunction with their application and equipment.

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

All signals generated by customer-provided terminal equipment must meet signal and format standard as described in Bellcore's Technical Reference TR-NPL-00275.

- (2) The /*/ and #/ are not available on call set up.
- (3) Account Codes are not available as "non-forced."
- (4) Centrex Service stations in a SuperTrunk serving arrangement will not display the calling number from SuperTrunk station users and visa versa.

Material omitted now located on Original Sheet 86.1.1.

(L) Material formerly located on 4th Revised Sheet 86.

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE - (Cont'd)

7.3 SPECIAL CONDITIONS - (Cont'd)

(B) LIMITATIONS - (Cont'd)

- (5) All customer provided equipment used to interface with SuperTrunk is required to conform with the Technical Reference Specifications as used by the Company and found in the Switch Vendor's Technical Reference and their subsequent revisions:

<u>Vendor</u>	<u>Contact Number</u>
Lucent	1-800-432-6600

- (6) All channels of a single SuperTrunk are serviced from a single switch entity.
- (7) SuperTrunk service customers cannot selectively control the transmitting or blocking of the Calling ID number on a call-by-call basis. A SuperTrunk Calling ID option of either Complete Calling ID Blocking (Private) or Complete Calling ID Transmit (Display) will be established, defaulting to Private if no customer choice is specified. The Calling ID display option will be changed by the Utility at the request of the customer. There is no charge to change their Calling ID option.

(C) RATE REGULATION

- (1) A minimum installation requires one (1) High Capacity Service, one (1) SuperTrunk Termination, and one (1) Trunk Group Type.

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(L) Material formerly located on 2nd Revised Sheet 86.1.

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7. SUPERTRUNK SERVICE - (Cont'd)

7.3 SPECIAL CONDITIONS - (Cont'd)

(C) RATE REGULATION - (Cont'd)

- (2) When this service arrangement is configured as a "Network Access Line," the use of this service will comply with all other services' tariff regulations.
- (3) This service may be combined with the following services and/or other SuperTrunk services of the same customer with a service appearance in the same switching entity to create a SuperTrunk Serving Arrangement.
 - Direct Inward Dialing, Section 23.
 - Centrex, Section 19.
 - Primary Rate Interface (PRI), Section 21.
- (4) The rates and charges for other combined services are found in the Company's Schedules as set forth above and are in addition to the SuperTrunk charges.
- (5) When a customer has existing In-only Trunks and wants to convert this service to a SuperTrunk, the existing trunk services must be disconnected. SuperTrunk installation charges shall apply.
- (6) The non-recurring charge will not apply when converting existing blocks of Direct Inward Dialing Station numbers to a SuperTrunk service.
- (7) The customer may request any number of channels up to a maximum of 24 channels in the SuperTrunk Termination arrangement.
- (8) Installation and/or Change Charges as set forth in Section 13, "Multi-Element Charges," do not apply.
- (9) The customer must provide information regarding the intended use of the service sufficient to allow the Company to furnish and maintain the requested service, and to ensure that the use of the service complies with all tariff regulations.
- (10) The Company shall not be responsible for the manner in which the use of the service will be allocated. Service requests that involve the establishment, rearrangement, release or discontinuance of service will be accepted by the Company only from the customer.

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE - (Cont'd)

7.3 SPECIAL CONDITIONS - (Cont'd)

(C) RATE REGULATION - (Cont'd)

- (11) The service furnished under this schedule shall not be used for any purpose or in any manner, directly or indirectly, in violation of the law or in aid of any unlawful act or undertaking.
- (12) The Miscellaneous Change Charges will apply for each addition, removal, or rearrangement of any trunk group(s), standard feature or combined services that impact the SuperTrunk service.

(D) STANDARD FEATURES

Standard features, with the exception of the Trunk Group charge, are included in the SuperTrunk termination recurring and installation charges. SuperTrunk's standard features include the following:

24 Digital Channels: Each SuperTrunk provides 24 digital channels between the Company's switch and the user's suitably equipped premises equipment.

Answer Supervision on Outbound Calls: The Company's switch will electronically signal the originating premise equipment when an outbound call is answered and when the called party disconnects. The customer shall provide Answer Supervision on inbound calls.

Automatic Channel Selection: Automatic Channel Selection selects an idle channel for inbound call completion from a preset pattern within a trunk group.

Call Transfer: Incoming calls may be transferred to another telephone number. After the transfer is complete, the trunk becomes available to make, receive or transfer other calls. Applicable usage charges apply from the transferring trunk to the called party and to transferred calls.

Calling ID Blocking Options: SuperTrunk service customers may choose to transmit any one telephone number assigned to their SuperTrunk account to called parties outside of their business group; or, the customer may choose to completely prevent their SuperTrunk service from transmitting a telephone number. SuperTrunk service customers cannot selectively control the transmitting or blocking of the Calling ID number on a call-by-call basis. A SuperTrunk Calling ID option of either Complete Calling ID Blocking (Private) or Complete Calling ID Transmit (Display) will be established, defaulting to Private if no customer choice is specified. The Calling ID display option will be changed by the Utility at the request of the customer. There is no charge to change their Calling ID option.

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE - (Cont'd)

7.3 SPECIAL CONDITIONS - (Cont'd)

(D) STANDARD FEATURES - (Cont'd)

Trunk Groups: A minimum of one trunk group is required for use with SuperTrunk service, more may be selected. Trunk group charges are in addition to SuperTrunk termination charges. Trunk groups are identified as: (One (1) common telephone number will be provided per trunk group.)

- In-only - Capable of incoming voice grade communication
- Out-only - Capable of outgoing voice grade communication
- Two-way - Capable of two-way voice grade communication
- Switch 56 - Capable of data grade communication

Trunk Group Calling Restrictions: For outbound call restriction, refer to Section 5. for calling toll restriction descriptions. Restrictions are assigned to individual trunk groups.

(E) OPTIONAL FEATURES

Alternate Route: Allows customer to specify an alternate trunk group where an incoming SuperTrunk call may be directed when all channels are busy, or when there is a loss of continuity with the premises equipment.

Subject to technical capabilities and operating conditions, this feature may be assigned to a SuperTrunk arrangement, Primary Rate Interface (PRI) or DID trunk group residing in the same central office switch. Only one Alternate Route may be selected per SuperTrunk arrangement.

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

- Centrex Service
- Primary Rate Interface (PRI)
- SuperTrunk Termination

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COMPETITIVE LOCAL CARRIER

7. SUPERTRUNK SERVICE - (Cont'd)

7.3 SPECIAL CONDITIONS - (Cont'd)

(E) OPTIONAL FEATURES - (Cont'd)

This Dialing Arrangement feature is required any time two or more entities are connected to create a SuperTrunk serving arrangement as defined in 11.3.3(C) preceding.

Enhanced Alternate Routing: Automatically routes incoming calls to a predetermined telephone number in the Public Switched Network when the SuperTrunk or SuperTrunk group is busy or when continuity is lost between the central office and the customer provided equipment. Enhanced Alternate Routing is available where technical capabilities and operating conditions permit.

Incoming calls that have been rerouted will be billed to the SuperTrunk billing responsibility. All charges for local, message units, zone calling and toll are applicable in accordance with the regularly filed tariff schedules.

SuperTrunk Routing Directory Number: An assigned, individual, and (N)
terminating-only directory number that will route to the SuperTrunk group. (N)

(Continued)

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COMPETITIVE LOCAL CARRIER

8. OPERATOR SERVICES

8.1 GENERAL

Operator Services are provided to Customers and Users of the Company's Local and Extended Area Service calling services. In addition to charges which would otherwise apply pursuant to other Sections of this tariff, each operator call will be assessed a charge(s) as specified in SureWest Telephone's tariff Schedule Cal. P.U.C. No. A34.

8.2 DIRECTORY ASSISTANCE

Directory Assistance shall be consistent with the specifications in SureWest TeleVideo (C)
tariff Schedule Cal. P.U.C. No. 1-T, Sections 4.4. and 4.5. (C)

8.3 DIRECTORY ASSISTANCE CALL COMPLETION BLOCKING

Directory Assistance Call Completion Blocking will be offered in compliance with the Rates and charges as set forth in Section 5.2(B)(4).

8.4 BUSY LINE VERIFY AND LINE INTERRUPT SERVICE

Busy Line Verify and Line Interrupt Service shall be consistent with the specifications in SureWest Telephone's tariff Schedule Cal. P.U.C. No. A28.2.1(E).

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SureWest Telephone
P. O. Box 969
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COMPETITIVE LOCAL CARRIER

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COMPETITIVE LOCAL CARRIER

9. DIRECTORY SERVICES

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COMPETITIVE LOCAL CARRIER

(Continued)

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SureWest Telephone
P. O. Box 969
Roseville, California 95678

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COMPETITIVE LOCAL CARRIER

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COMPETITIVE LOCAL CARRIER

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COMPETITIVE LOCAL CARRIER

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COMPETITIVE LOCAL CARRIER

9. DIRECTORY SERVICES - (Cont'd)

9.3 TELEPHONE DIRECTORY SERVICE

Telephone Directory Service shall be consistent with the specifications in SureWest Telephone's tariff Schedule Cal. P.U.C. No. A19.(C).

(T)
(T)

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COMPETITIVE LOCAL CARRIER

9. DIRECTORY SERVICES - (Cont'd)

9.4 DIRECTORY LISTINGS

Directory Listings shall be consistent with the specifications in SureWest Telephone's (T)
tariff Schedule Cal. P.U.C. No. A15.1.

(Continued)

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10. CALIFORNIA TELECONNECT FUND

10.1 GENERAL

The California Teleconnect Fund (CTF) provides discounted advanced telecommunications technology to qualifying schools, libraries, health care institutions, California community colleges, and community based organizations. The discounted services listed below may not be resold to or shared with any other non-qualifying entity or person. (T)

The California Teleconnect Fund discount applies to services provided within the local tariff and intrastate tariff, as well as non-tariffed Internet services, where available, as defined by the Federal Communications Commission – Universal Service Administrative Company Schools and Libraries Division’s E-Rate eligible services. This definition may be viewed at:
<http://www.universalservice.org/sl/tools/eligible-services-list.aspx>.

10.2 FUNDING

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Company for its claims against the California Teleconnect Fund, the CPUC will promptly inform the Company concerning this condition and direct the Company to suspend the offering of applicable discounted rates to qualifying schools, libraries, government owned hospitals, government owned health clinics, California community colleges, and community based taxed exempt organizations on a schedule consistent with fund balances and Company claims and with appropriate prior notice to customers.

10.3 SCHOOLS AND LIBRARIES

Only public or nonprofit schools providing elementary or secondary education, and which do not have endowments of more than \$50 million, shall qualify for the discounted rates for schools.

Only those libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act (20 USC 335c et seq.), shall qualify for the discounted rates for libraries.

There is no limit to the number of subsidized lines provided to a qualified school or library.

Qualifying schools and libraries shall be entitled to a 50% discount on the monthly recurring charges for CTF-eligible services, including the following services or their equivalency after the appropriate federal E-Rate discount is applied: (T)
(T)

(Continued)

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COMPETITIVE LOCAL CARRIER

10. CALIFORNIA TELECONNECT FUND – (Cont'd)

10.3 SCHOOLS AND LIBRARIES – (Cont'd)

<u>SERVICE</u>	<u>SECTION</u>	(L)
Measured Business Access Line	3	
DSO aka Switched 56	17	
Integrated Services Digital Network (ISDN)	20	
High Capacity – DS1	17	
High Capacity – DS3	17	
High Capacity – DS3x3	17	
<p>Pursuant to California Teleconnect Fund (CTF) Administrative Letter No. 10, the 50% CTF discount shall be applied after applying the appropriate federal E-rate discount. The 50% CTF discount shall be calculated as follows:</p>		
10.3.1	If the customer has not been approved to receive E-rate discounts, whether or not its application is pending, the 50% discount will be applied to the CTF-eligible services after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.	(T) (L)
10.3.2	If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the CTF-eligible services after deducting the actual E-rate discounts from the billed amount.	(T)
10.3.3	The statewide average discount is deducted from the customer's services solely for the purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.	(T)
10.3.4	If the customer's application with the federal E-rate has been denied, the 50% CTF discount shall apply to the full rate of the CTF-eligible services.	(T)
10.3.5	If the customer is a necessary small school, the 50% CTF discount applies to the full rate of the CTF-eligible services, unless the customer presents the federal E-rate discount, at which point the federal E-rate discount shall apply before applying the CTF discount.	(T)

(L) Material formerly located on 4th Revised Sheet 91.
Material omitted now located on Original Sheet 91.1.1.

(Continued)

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COMPETITIVE LOCAL CARRIER

10. CALIFORNIA TELECONNECT FUND – (Cont'd)

10.3 SCHOOLS AND LIBRARIES – (Cont'd)

10.3.6 If the customer subscribes to CTF-eligible services that are ineligible for E-rate discounts, the 50% discount applies to the full rate of the CTF-eligible services.

10.4 HEALTH CARE INSTITUTIONS

Only municipal and county government owned and operated hospitals and health clinics, and district owned and operated hospitals and health clinics qualify for the discounted rates for health care institutions.

(D)
|
(D)

There will be no limit to the number of subsidized lines provided to qualified health care institutions.

Qualifying health care institutions shall be entitled to a 50% discount on the monthly recurring charges for CTF-eligible services, including the following services or their equivalency:

(T)

<u>SERVICE</u>	<u>SECTION</u>
Measured Business Access Line	3
DSO aka Switched 56	17
Integrated Services Digital Network (ISDN)	20
High Capacity – DS1	17
High Capacity – DS3	17
High Capacity – DS3x3	17

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10. CALIFORNIA TELECONNECT FUND – (Cont'd)

10.5 COMMUNITY BASED ORGANIZATIONS

Community Based Organization (CBOs) and non-profit CBOs operating community technology centers engaged in diffusing technology into local communities and training local communities that have limited or no access to the internet and other technologies qualify for the discounted rates for CBOs.

Non-profit CBOs that provide 2-1-1 information and referral services that have been approved by the Commission through a resolution process are eligible to receive discounts.

Tax exempt organizations offering health care, job training, job placement or educational instruction, shall qualify for the discounted rates for CBOs. The CBO must provide proof of tax exemption at the time of application.

There will be no limit to the number of subsidized lines provided to a qualifying CBO.

Qualifying CBO's shall be entitled to a 50% discount on the monthly recurring charges for CTF-eligible services, including the following services or their equivalency: (T)

<u>SERVICE</u>	<u>SECTION</u>
Measured Business Access Line	3
DSO aka Switched 56	17
Integrated Services Digital Network (ISDN)	20
High Capacity – DS1	17
High Capacity – DS3	17
High Capacity – DS3x3	17

10.6 CALIFORNIA COMMUNITY COLLEGES

California Community Colleges are eligible to receive discounts on qualifying services. The Commission has set an annual limit of \$7.2 million (based on 2007 dollars and adjusted annually based on the Western CPI rate), and discounts will be given to the extent funds are available. (T)

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE

(C)

11.1 ENHANCED 9-1-1 (E9-1-1)

11.1.1 DESCRIPTION

(A) E9-1-1 SERVICE

9-1-1 is a single three-digit telephone number that connects the calling party with a Public Safety Answering Point (PSAP) where any kind of emergency response can be obtained. Enhanced 9-1-1 (E9-1-1) is the most sophisticated of the 9-1-1 systems. It provides Selective Routing (SR) which routes the 9-1-1 call to the proper jurisdiction regardless of PSAP and central office boundary mismatches, Automatic Number Identification (ANI) and Automatic Location Identification (ALI), the calling party's address.

(B) DEFINITION OF TERMS

Automatic Location Identification (ALI): A feature by which the listed name and address associated with the calling party's telephone number (identified by ANI as defined below and stored in the Utility's customer records) is forwarded to the PSAP for display. Additional telephones with the same number (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): A feature by which the calling party's ANI telephone number is forwarded to the Enhanced 9-1-1 (E9-1-1) Control Office and displayed on E9-1-1 Display and Transfer Units at PSAPs equipped with such Units.

Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features. For Northern California, the DMS is operated by AT&T (formerly SBC), who is provided updates to data from LEC's within the DMS coverage area.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

11.1.1 DESCRIPTION – (Cont'd)

(B) DEFINITION OF TERMS – (Cont'd)

E9-1-1 End Office Trunk: Provides connection of a local telephone company end office to an E9-1-1 control office.

E9-1-1 PSAP Circuit: A one-way circuit connecting the E9-1-1 control office and terminating at a PSAP. (Outgoing calls can be made on a transfer basis only.)

Enhanced 9-1-1 (E9-1-1) Control Office: The office providing tandem switching capability for E9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the SR (Selective Routing) feature, standard central office Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

E9-1-1 Mileage: Airline distance per mile between the E9-1-1 Control Office and the local serving central office for the PSAP or between the end office and the E9-1-1 Control Office.

Enhanced 9-1-1 Service Area: The geographic area in which the customer will respond to all E9-1-1 calls and dispatch appropriate emergency assistance.

End Office: A Central Office in the E9-1-1- System that serves calling parties originating 9-1-1 calls.

Public Safety Answering Point (PSAP): An answering location of 9-1-1 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer all calls first; Secondary PSAPs receive calls on a transfer basis only.

Selective Routing (SR): A feature that routes an E9-1-1 call from an E9-1-1 Control Office to the designated primary PSAP based upon the identified number of the calling party.

Serving Central Office: The local Central Office from which a PSAP, either Primary or Secondary, is served.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

11.1.1 DESCRIPTION – (Cont'd)

(B) DEFINITION OF TERMS – (Cont'd)

E9-1-1 SS7 End Office Trunk: Provides connection of a local telephone company end office (or wireless switch office for wireless 9-1-1) to an E9-1-1 control office using SS7 (SUP) signaling.

(C) AVAILABLE SERVICE ARRANGEMENTS

- (1) Automatic Number Identification (ANI) and Automatic Location Identification (ALI).
- (2) Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Selective Routing (SR).

11.1.2 REGULATIONS

(A) GENERAL

- (1) E9-1-1 exchange lines are arranged for incoming service only. Outgoing calls can only be made on a transfer basis.
- (2) 9-1-1 calls from PBX and Centrex on-premises and off-premises stations, and other services with off-premises locations, will be forwarded to the PSAP serving the pilot number location of the PBX, Centrex and other off-premises services. ANI and ALI information received from such off-premises stations may not be the actual telephone number and address for those off-premises stations.
- (3) Charges for local and/or toll messages transferred over exchange facilities will be billed according to rates applicable from the E9-1-1 Control Office serving the PSAP originating the transfer.
- (4) Features and network arrangements will be based upon the operating limitations of the Utility's facilities and equipment.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

11.1.2 REGULATIONS – (Cont'd)

(A) GENERAL – (Cont'd)

- (5) If customer-provided terminal equipment is used, it will be subject to terms and conditions set forth in Schedule Cal. P.U.C. 1-T, 2.1.4(E).
- (6) Any terminal equipment used by the customer in conjunction with E9-1-1 service, whether such equipment is provided by the Utility or customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI capability as the source of an in-progress call.
- (7) The rates charged for E9-1-1 service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the E9-1-1 service, and the Utility does not undertake such responsibility.
- (8) Customer must be a “public agency” as defined in Section 53101 of the Warren 9-1-1-Emergency Assistance Act.
- (9) The Utility’s liability to E9-1-1 customers and third parties utilizing the E9-1-1 service is set forth in Schedule Cal. P.U.C. 1-T, 2.1.6.

(B) CUSTOMER RESPONSIBILITIES

- (1) The customer must adhere to the guidelines as set forth in the State of California 9-1-1 Guidelines Manual.
- (2) The customer must arrange to have all 9-1-1 calls answered 24 hours a day, 7 days a week.
- (3) The customer must subscribe to local exchange service at each PSAP location for emergency use by any person who does not want his/her telephone number and/or address displayed, for use by telephone company operators in transferring emergency calls, for administrative purposes, and for placing and receiving non-emergency calls.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

11.1.2 REGULATIONS – (Cont'd)

(B) CUSTOMER RESPONSIBILITIES – (Cont'd)

- (4) The customer must make such operational tests as in the judgment of the customer are required to determine whether the E9-1-1 system is functioning properly for its use. Customer shall promptly notify the Company in the event that the system is not functioning properly.
- (5) The customer is responsible to supply the County Coordinator with all appropriate information required to define their jurisdictional boundaries for creation of the Master Street Address Guide (MSAG). The customer and the County Coordinator shall be responsible to resolve boundary discrepancies and to keep the MSAG current for the life of the system.
- (6) The County Coordinator must identify PSAP locations as well as the unique combinations of police, fire, emergency medical, and any other appropriate agencies responsible for providing emergency service in the E9-1-1 serving area. An Emergency Service Number (ESN) will be provided by the Utility for each unique combination. The County Coordinator will associate such ESN's with street address ranges or other routing criteria in the E9-1-1 serving area on forms supplied by the Utility for all agencies that are part of the system. Such ESNs will be carried in the Data Management System (DMS) to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the E9-1-1 serving area. The following terms define the County Coordinator's responsibility in providing this information:
 - (a) After establishment of the E9-1-1 service, it is the County Coordinator's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Utility of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

11.1.2 REGULATIONS – (Cont'd)

(B) CUSTOMER RESPONSIBILITIES – (Cont'd)

(6) (Cont'd)

(a) (Cont'd)

abandonment of streets, changes in police, fire, ambulance, or other approximate agencies' jurisdiction over any address, annexations and other changes in local jurisdictional boundaries, incorporation of new cities or any other matter that will affect the routing of E9-1-1 calls to the proper PSAP for all Agencies that are part of the system.

Note: The Utility will provide to the County Coordinator at no charge, annually on request, a complete copy of the MSAG to permit the County Coordinator to verify accuracy of police, fire, and emergency medical PSAP routing designations.

(b) Changes, deletions, and additions that the County Coordinator desires to have made in the MSAG should be submitted to the Utility on an "as occurred" basis. The Utility, in turn, will furnish the County Coordinator a copy of each change, deletion and addition for verification.

(c) The County Coordinator is responsible for acting as the single point of contact with the Utility in defining the MSAG and for being the interface between the Utility and all other agencies that are part of the system.

(7) Customers shall notify the Utility when they reterminate service that is on their side of the local loop demarcation point to another part of a building or to another building on continuous property.

Once notified, the Utility will update the customer's 9-1-1 address identification records.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)

11.1.2 REGULATIONS – (Cont'd)

(C) DEMARCATION POINT

9-1-1 Emergency Service will terminate at the Utility's local loop demarcation point except where the Utility provides the terminal equipment. Where the Utility has provided terminal equipment, its local loop demarcation point will be extended to include the Utility's terminal equipment. The Utility will maintain service to that point.

Where the Utility provides the terminal equipment for 9-1-1 Emergency Service, the Utility will be responsible for the installation and maintenance of the 9-1-1 service and its terminal equipment only, not for the intrabuilding network cable (INC cable).

The Utility shall be given access to available pairs within the INC cable, at no charge to the Utility, to install and maintain 9-1-1 Emergency Service to the Utility-provided terminal equipment.

Where the Utility provides the terminal equipment and trouble is isolated to the INC cable, the Utility will be given access to spare pairs within the cable to maintain the 9-1-1 Emergency Service. The customer shall be responsible for repair of INC cable as set forth in Schedule Cal. P.U.C. 1-T, 2.1.28.

11.1.3 RATES AND CHARGES

(A) MESSAGES

- (1) The calling party is not charged for calls placed to 9-1-1.
- (2) Charges for local and/or toll messages transferred over exchange facilities will be billed according to rates applicable from the E9-1-1 Control Office serving the PSAP originating the transfer.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)
11.1 ENHANCED 9-1-1 (E9-1-1) – (Cont'd)
11.1.3 RATES AND CHARGES – (Cont'd)

(C)

(B) SERVICE ARRANGEMENTS

Monthly Rate

9-1-1 DMS Database updates
- per 1,000 lines served¹ \$11.84

(C) NETWORK COMPONENTS

	<u>Non-recurring Charges</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) E9-1-1 End Office Trunks, PSAP Circuits, ² and Mileage		Will be provided in accordance with Schedule Cal. P.U.C. 1-T, Section 17	
(2) E9-1-1 ALI Data Circuits		Will be provided in accordance with Schedule Cal. P.U.C. 1-T, Section 17	

¹ The quantity is rounded to the nearest 1,000 lines served by the customer's system. Every month, quantities will be adjusted for purposes of updating the customer's monthly billing.

² The number of circuits required to a PSAP will be determined by the Utility based upon expected call volumes, engineered to P01 grade of service. The customer may subscribe to additional E9-1-1 PSAP circuits.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

(C)

11.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION (PS/ALI)

11.2.1 DESCRIPTION

- (A) Private Switch Automatic Location Identification (PS/ALI) is a service offering that allows a Public Safety Answering Point (PSAP) to receive either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information on 9-1-1 calls originating from Direct Inward Dialing (DID) stations served by a private switch.
- (B) The Private Switch Providers referred to in this tariff might include such organizations as: schools, nursing homes, hospitals, planned communities, shared tenant service (STS) providers, and residential multi-tenant service (RMTS) providers.
- (C) The ANI-only option is available if the 9-1-1 customer's system is equipped with the ANI feature and if the private switch is equipped to send properly formatted ANI information to the Local Exchange Carrier (LEC) on 9-1-1 calls.
- (D) The option that provides ANI and ALI is available if (1) the Private Switch Provider (PSP) arranges to provide and update number, name, and location information for each DID station served by the private switch in the format required for the LEC's data base; (2) the private switch sends ANI to the LEC on 9-1-1 calls; and (3) the PSAP is equipped to provide 9-1-1 service with the ALI feature.
- (E) PS/ALI Trunk service requires a minimum of two PRI channels configured for E9-1-1 to transport such calls to the PSAP.
- (F) The PS/ALI customer must be a Private Switch Provider authorized by the 9-1-1 customer to subscribe to PS/ALI Service within the 9-1-1 customer's serving area.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION
(PS/ALI) – (Cont'd)

11.2.2 DEFINITION OF TERMS

Administrative Site: A location responsible for administration of private switch end user records associated with one or more private switches. This location has the computer hardware and software necessary to create and transmit private switch end user (PSEU) information to the LEC data base.

Automatic Location Identification (ALI): A feature by which the name and address associated with the calling party's telephone number (identified by the ANI feature) are forwarded to the PSAP for display.

Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP for display.

Central Office: A utility switching system where telephone exchange service customer lines are terminated for purposes of interconnection to each other and to trunks.

Control Office: The Utility central office providing tandem switching capabilities for 9-1-1 service calls from all end offices. It controls the switching of ANI information to a PSAP and also provides the Selective Routing service featured, Speed Calling features, Call Transfer services and certain maintenance functions for each PSAP.

Data Base: A system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing (SR) and ALI features.

Interexchange Facilities: The facilities used to connect a private switch to a Control Office or a PSAP located within a different exchange area.

Intraexchange Facilities: The facilities used to connect a private switch to a Control Office or a PSAP located within the same exchange area.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION
(PS/ALI) – (Cont'd)

11.2.2 DEFINITION OF TERMS – (Cont'd)

9-1-1 Customer: The local governmental agency, or its authorized agent, that is legally authorized to subscribe to 9-1-1 service.

Private Switch (PS): A switch, such as a Private Branch Exchange (PBX), that provides wireline basic telephone service, but is not owned and operated by a Utility.

Private Switch End User (PSEU): An individual or organization authorized to use the telephone services provided by the private switch.

Private Switch Provider (PSP): A private entity that provides telephone service to a group of residential or business end users served by the provider's private switch (e.g., Private Branch Exchange).

Public Safety Answering Point (PSAP): The location where 9-1-1- calls are answered.

Record: A telephone number and the 9-1-1 data base information associated with that number.

11.2.3 TECHNICAL SPECIFICATIONS

(A) Network Interface requirements for E9-1-1 Trunks for PS/ALI customer access are described in detail in the Generic Digital Switch Requirements in Support of Enhanced 9-1-1 (PUB LO780025-PB). A copy of the requirements can be obtained from the Pacific Bell Data Integrity Unit.

(B) Customers must order a minimum of two trunks for each PBX equipped.

(C) A separate E9-1-1 PBX trunk group is required for each Number Plan Area (NPA) served by a PBX customer.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION
(PS/ALI) – (Cont'd)

11.2.4 REGULATIONS

(A) APPLICATION FOR SERVICE

Requests for this service: (1) can only be initiated by a 9-1-1 customer or a PSP; (2) must be provided to the Utility in writing and (3) must identify service locations and arrangements.

(B) CUSTOMER OBLIGATIONS

- (1) The PSP must provide the full seven-digit Automatic Number Identification (ANI) according to the technical specifications established by the Utility. The private switch number information must be approved by the Utility prior to implementation to ensure that the service will function properly.

PS/ALI Service will not function properly if ANI is not in the proper format, if duplicate telephone numbers exist at the private switch, or if any telephone numbers assigned by the PSP are inconsistent with the Utility's numbering plan.

- (2) The PSP will create, maintain, and forward to the Utility current telephone number and address data according to the format and procedures specified by the Utility.
- (3) The PSP must develop and implement procedures to prevent the unauthorized or illegal use of PS/ALI Service facilities. These dedicated facilities may not be used for any purpose other than for 9-1-1 service.
- (4) The PSP must use computer hardware and software for ongoing Private Switch End User (PSEU) record update programs and processes, that conform to the specifications outlined by the Utility in the Training and Reference Guide.
- (5) PS/ALI Service information consisting of the name, address and telephone number of PSEUs is confidential. The 9-1-1 customer agrees to use such information only for the purpose of responding to emergency calls.

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11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION
(PS/ALI) – (Cont'd)

11.2.4 REGULATIONS – (Cont'd)

(B) CUSTOMER OBLIGATIONS – (Cont'd)

- (6) The PSEU forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Utility. The PSEU (published and non-published) consents to the storage and retention of PSEU name, telephone number, and address in the data base and also consents to access to this information by the PSAP for the sole purpose of responding to an emergency call.
- (7) Cancellation of the service in whole or in part by the 9-1-1 customer prior to establishment thereof, will require payment to the Utility of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Utility up to the time of cancellation resulting from the 9-1-1 customer's order for service, but not to exceed the total nonrecurring charges.
- (8) Temporary suspension of service at the request of the customer, either partial or complete, is not applicable.

(C) LIMITATION OF LIABILITY

- (1) PS/ALI service is provided solely for the benefit of the customer operating the PSAP. The provision of PS/ALI Service by the Utility shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Utility obligation toward any third person or legal entity other than the customer.

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COMPETITIVE LOCAL CARRIER

11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION

(PS/ALI) – (Cont'd)

11.2.4 REGULATIONS – (Cont'd)

(C) LIMITATION OF LIABILITY – (Cont'd)

- (2) The Utility's entire liability to any person for interruption or failures of PS/ALI Service shall be limited to the terms specified in this section and other sections of the tariffs. Provisions concerning limitation of liability and allowance for interruptions in service are specified in Schedule Cal. P.U.C. 1-T, 2.1.6.
- (3) Terminal equipment used in connection with PS/ALI Service, whether such equipment is provided by the Utility or the 9-1-1 customer, shall be configured so that it is unable to extract any information from the data base other than as it relates to an emergency call. Any PSEU information obtained from the data base in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PSEU's telephone number with his/her name or address shall be secured by the 9-1-1 customer and disposed of in a manner that will retain that security.
- (4) To the extent allowed by law, the PS/ALI customer agrees to release, indemnify, defend and hold harmless the Utility from any and all loss, claims, demand, suits or other action, for any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the PS/ALI customer or others, except those which arise out of the sole negligence or other wrongful act of the Utility.

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11. EMERGENCY REPORTING SERVICE – (Cont'd)

11.2 PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION

(PS/ALI) – (Cont'd)

11.2.4 REGULATIONS – (Cont'd)

(C) LIMITATION OF LIABILITY – (Cont'd)

(5) To the extent allowed by law, the PS/ALI customer also agrees to release, indemnify and hold harmless the Utility for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of PS/ALI Service features and the equipment associated therewith, including, but not limited to, the identification of the telephone party or parties accessing PS/ALI service hereunder, except those which arise out of the sole negligence or other wrongful act of the Utility.

(6) PS/ALI Service will be designed by the Utility to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 9-1-1 systems are equipped with the features required to provide PS/ALI Service.

11.2.5 RATES AND CHARGES

PS/ALI is provided at no additional charge for a private switch that is properly configured as described herein.

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