

Tariff Schedule
Applicable to

California Intrastate InterLATA and IntraLATA

Interexchange and Competitive Local Exchange
Telecommunications Services

(T)
(T)

of

Network Billing Systems, L.L.C.

U-6067-C

This Tariff contains the descriptions, regulations and rates applicable to the furnishing of competitive local exchange and interexchange telecommunications services provided by Network Billing Systems, LLC in the State of California. This tariff is on file with the California Public Utilities Commission. Copies may be inspected during normal business hours at the Company's principal place of business: Network Billing Systems, LLC, 155 Willowbrook Boulevard, Wayne, New Jersey 07470 or alternatively at <http://www.nbsvoice.com/tbs/>.

Advice Letter No.: 6

Issued By
Mr. Jonathan Kaufman
Name
Managing Member
Title

Date Filed: February 22, 2012
Effective: February 23, 2012
Resolution No.:

Decision No: 11-09-005

CHECK SHEET

The Title Sheet and Sheets 1 through 24 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s).

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
Title	Second Revised	25-T	Original
1-T	Seventh Revised*	26-T	Original
2-T	Second Revised	27-T	Original
2.1-T	Third Revised*	28-T	Original
3-T	First Revised	29-T	Original
4-T	First Revised	30-T	Original
5-T	Third Revised	31-T	Original
6-T	First Revised	32-T	Original*
6.1-T	Original	33-T	Original*
7-T	Original	34-T	Original*
8-T	First Revised	35-T	Original*
9-T	First Revised	36-T	Original*
9.1-T	Original	37-T	Original*
9.2-T	Original	38-T	Original*
10-T	First Revised	39-T	Original*
11-T	Second Revised	40-T	Original*
12-T	Original	41-T	Original*
13-T	Original	42-T	Original*
14-T	Original	43-T	Original*
14.1-T	First Revised	44-T	Original*
15-T	First Revised		
16-T	Second Revised		
17-T	First Revised		
18-T	First Revised		
18.1-T	Original		
19-T	Second Revised		
20-T	Original		
21-T	Original		
22-T	First Revised		
23-T	First Revised		
24-T	First Revised		

*Indicates tariff sheets included with this filing.

Advice Letter No.: 7	<i>Issued By</i> Mr. Jonathan Kaufman	Date Filed: April 28, 2014
Decision No:	<i>Name</i> Managing Member	Effective: April 29, 2014
	<i>Title</i>	Resolution No.:

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PRELIMINARY STATEMENT

This tariff contains all effective rates and rules together with information relating, and applicable to Network Billing Systems, L.L.C. (“Company”).

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Company is a non-facilities-based competitive local and interexchange common carrier providing 24-hour local exchange, and interLATA and intraLATA intrastate long distance message toll telecommunications service to Customers for direct transmission and reception of voice and other types of communications between points in California.

(T)
(T)

Company has been granted authority by the California Public Utilities Commission (CPUC) to provide competitive local exchange and interLATA and intraLATA service within the State of California.

(T)

EXPLANATION OF SYMBOLS

- (C) To signify **changed** listing, rule or condition which may affect rates or charges.
- (D) To signify **deleted or discontinued** rate, regulation or condition.
- (I) To signify a change resulting in an **increase** to a Customer's bill.
- (L) To signify that material has been **relocated to** another tariff location.
- (N) To signify a **new** rate, regulation condition or sheet.
- (R) To signify a change resulting in a **reduction** to a Customer's bill.
- (T) To signify a change in **text** but no change to rate or charge.

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SERVICE AREA MAP

Company has been granted authority by the CPUC to provide local exchange telecommunications services in exchanges served by AT&T California, Verizon, Citizens, and SureWest, and interLATA and intraLATA service within the State of California.

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APPLICABILITY

This tariff contains the rates applicable to the provision of specialized local exchange and interexchange telecommunications services by Network Billing Systems, L.L.C. between various locations within the State of California.

(T)

TERRITORY

Interexchange telecommunications services are available for calls originating at any service location within the State and terminating within the State. Local exchange Services are provided within the local operating territories of AT&T, Verizon, Citizens, and SureWest in California.

(T)

NOTES

- (1) Usage is billed in six (6) second increments unless otherwise specified. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to minimum length.
- (2) There are no charges for uncompleted calls.

STATEMENT REGARDING SERVICES, RATES, TERMS AND CONDITIONS PURSUANT TO COMMISSION DECISION NO. 01-07-026

The local exchange, intraLATA and interLATA long distance services offered in this tariff are all optional. Customers may elect the long distance company of their choice and may terminate the Company's service at any time by choosing another long-distance carrier. The Company does not offer basic access line service or functional equivalents. The Company offers switched access service, direct and dedicated access 800 service, dedicated dial access service, and travel card service. Rates are offered for each service based on the customer's rate group. Rate groups are determined by monthly billing volume. All Customers may make service selections or change services by calling the Company's Customer Service Department at (888) 301-1721. Specific service descriptions, rates, and service charges are contained in the Rates and Charges section of this tariff, which is listed in the Table of Contents. Specific terms and conditions of service are located in the Rules section of this tariff. The name and location of each Rule is set forth in the Table of Contents. In addition to the Company's tariffed service rates, Customers must pay certain Taxes and Surcharges.

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RATES AND CHARGES

A. Description of Services

1. Interexchange Services

(T)

Company provides switched access, inbound and outbound, telecommunications services which allow Customers to establish a communications path between two stations by using uniform dialing plans.

Dial Access Service is a switched or dedicated access service, offering users outbound “1 plus” long distance telecommunications services from points originating and terminating in the State of California.

800 Service is a switched or dedicated access service, offering users inbound, toll free “800” number, long distance telecommunications services from points originating and terminating in the State of California. This service enables the caller to contact the Customer without incurring toll charges, through the use of an assigned “800” number. The Customer pays for the call.

Calling Card Service permits the caller to charge the principal presubscribed location for a call while the caller is away from the principal location. The Customer may place calls from any touch tone phone in the U.S. by dialing a toll free “800” number and entering a personal identification code, followed by the desired telephone number. Calling card calls are billed at the Applicant's tariffed rates and appear on the Customer's monthly long-distance bill.

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RATES AND CHARGES, Continued

A. Description of Services, Continued

2. Local Exchange Services

Commercial Dedicated Local Exchange Service

Company provides specialized, discretionary dedicated non-switched, point-to-point local exchange service over fully dedicated lines at a fixed monthly rate exclusively to commercial subscribers. These Circuits are dedicated to the Customer for the Customer's exclusive use twenty-four (24) hours per day. Company's Commercial Dedicated Local Exchange Services is subject to facility availability.

Company's Local Dedicated Transport Service is individually designed for each Customer's unique application. A number of factors including, but not limited to, bandwidth, number of facilities, distances between connecting points, specialized equipment, and design characteristics necessitate development of individual case basis ("ICB") pricing for each Customer applicable to monthly facility recurring charges. Customers receive access local exchange voice services and 911 emergency calling capabilities. Company offers measured and flat rated local calling plans for each facility. Customers may access 911 emergency service at no charge.

(N)

(N)

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Managing Member

Title

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RATES AND CHARGES, Continued

B. Rate Groups

Rates are offered for each service based on rate group.

1. Group A

All switched access residential customers and switched access business customers with monthly billing volume of \$0 to \$500.

2. Group B

All switched access business customers with monthly billing volume of \$500 to \$1000 and dedicated access business customers with monthly billing volume less than \$5000.

3. Group C

All switched access business customers with monthly billing volume above \$1000 and dedicated access business customers with monthly billing volume over \$5000.

C. Service Charges

Service charges per account are based on the following schedules:

1. Switched Access Services

Dial Access Service

<u>Rate Group</u>	<u>Initial 18 seconds</u>	<u>Additional 6 seconds</u>
Group A	\$0.0201	\$0.0067
Group B	\$0.0186	\$0.0062
Group C	\$0.0174	\$0.0058

Advice Letter No.: 5

Issued By
Mr. Jonathan Kaufman
Name
Managing Member
Title

Date Filed: December 9, 2004

Effective:

Decision No: D.01-07-026

Resolution No.: T-16901

RATES AND CHARGES, Continued

C. Service Charges, Continued

1. Switched Access Services, Continued

Direct Access 800 Service

<u>Rate Group</u>	<u>Initial 18 seconds</u>	<u>Additional 6 seconds</u>
Group A	\$0.0201	\$0.0067
Group B	\$0.0186	\$0.0062
Group C	\$0.0174	\$0.0058

A recurring monthly charge of \$2.00 is billed for each inbound "800" number.

A \$.65 surcharge will apply to all calls initiated from a pay telephone.

(I)

2. Dedicated Access Services

Dedicated access services are designed for Customers with high traffic volumes, whose traffic volumes justify the additional costs of dedicated access facilities. Customers must experience a minimum of \$3,000.00 of monthly calling to qualify for dedicated access services. Dedicated facilities may be provided by the Customer or through the Company and are billed by the underlying local service provider under its access tariffs.

Dedicated Dial Access Service

<u>Rate Group</u>	<u>Initial 18 seconds</u>	<u>Additional 6 seconds</u>
Group A	N/A	N/A
Group B	\$0.0129	\$0.0043
Group C	\$0.0120	\$0.0040

Access coordination fee, if applicable -- \$450.00

Central Office connection fee, if applicable -- \$1,500 per exchange

Entrance facilities charge, if applicable -- \$175.00 per month

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Mr. Jonathan Kaufman

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Name
Manager
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Effective: February 23, 2012
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RATES AND CHARGES, Continued

C. Service Charges, Continued

2. Dedicated Access Services, Continued

Dedicated Access 800 Service

<u>Rate Group</u>	<u>Initial 18 seconds</u>	<u>Additional 6 seconds</u>
Group A	N/A	N/A
Group B	\$0.0129	\$0.0043
Group C	\$0.0120	\$0.0040

3. Travel Card Service

Calling card charges are billed in six (6) second increments with a thirty (30) second minimum charge per call.

<u>Rate Group</u>	<u>Initial 30 seconds</u>	<u>Additional 6 seconds</u>
Group A	\$.125	\$.025
Group B	\$.095	\$.019
Group C	\$.085	\$.017

A \$.65 surcharge will apply to all calls initiated from a pay telephone. (I)

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Mr. Jonathan Kaufman

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Name
Manager
Title

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RATES AND CHARGES, Continued

C. Service Charges, Continued

4. Commercial Dedicated Local Exchange Service

Non-recurring and monthly recurring charges.

Non-recurring and monthly recurring charges are developed on a case-by-case basis in response to a *bona fide* request from a Customer or prospective Customer for service which vary from tariffed arrangements. Rates quoted in response to such requests are Customer-specific. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

Each ICB contract pricing arrangement offered pursuant to this paragraph will contain at a minimum, the following information:

- 1) LATA and type of switch
- 2) The V&H distance from the central office to the customer's premises
- 3) Service description
- 4) Rates and charges
- 5) Quantity of circuits
- 6) Length of the agreement.

Local Calling Plans

Company offers optional measured and flat rated local calling plans:

Measured Service Plan. Customers may place local exchange calls on a measured basis.

Local Measured Service Plan, per minute \$0.015

Flat-Rate Calling Plan. Customers may also elect to subscribe to an unlimited monthly flat-rate calling plan under a single monthly recurring fee within the Customer's local calling area.

Local Flat-Rate Calling Plan, per month \$50.00

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(N)

(N)

RATES AND CHARGES, Continued

C. Service Charges, Continued

4. Commercial Dedicated Local Exchange Service, Continued

Directory Listings; Distribution of Directories

The Company does not publish a directory or provide other similar listings of its Subscribers. The Company will arrange for Subscribers, other than Subscribers requesting non-published service, to be listed in the directories and directory assistance records of the ILEC serving the area where the Customer's premises is located. Except as provided below, such listings will be charged in accordance with the ILEC's listing service tariff schedule, subject to availability of such listing services to Company's Subscribers. The Company hereby concurs in such schedules on file with the Commission that are current and effective as of the effective date of this tariff sheet. Except as provided below, subscribers are responsible for payment of all rates and compliance with all terms and conditions set forth in such schedules.

Listing Fee

Per initial listing (per month)	\$2.99
Per additional listing (per month)	\$3.95

Non-Published Service

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

Nonpublished Service Charge (per month, per line)	\$0.99
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Directory Assistance.

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

Directory Assistance, per call	\$0.99
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(N)

(N)

Network Billing Systems, L.L.C.
155 Willowbrook Boulevard
Wayne, New Jersey 07470

Schedule Cal. P.U.C. 1-T (C)

Original Sheet No. 9.2-T

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2012

Issued By
Mr. Jonathan Kaufman

Date Filed: February 22,

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Name
Manager
Title

Effective: February 23, 2012
Resolution No:

RATES AND CHARGES, Continued

C. Service Charges, Continued

5. Access Surcharge (T)

An Access Surcharge will apply to each presubscribed line on a Customer's account.

PICC – Business Customers	\$2.75
PICC – Residential Customers	\$0.53

6. Service Line Charge (T)

On gross total billed charges	3.91%
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7. Directory Assistance (T)

The Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "1", the area code of the desired number and "555-1212".

Directory Assistance, per call	\$0.85
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8. Individual Case Basis (ICB) Arrangements (T)

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such Services in this Tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

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TAXES AND SURCHARGES

Applicable Taxes

In addition to the charges specifically pertaining to company's services, certain federal, state and local surcharges, taxes and fees will be applied.

Pursuant to Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Program surcharge rates (excluding a. Universal Lifeline Telephone Service (ULTS) billings; b. charges to other certificated carriers for services that are to be resold; c. coin sent paid telephone calls (coin in box) and debit card calls; d. customer-specific contracts effective before 9/15/94; e. usage charges for coin-operated pay telephones; f. directory advertising; and g. one-way radio paging) and the CPUC Reimbursement Fee rate (excluding a. directory advertising and sales; b. terminal equipment sales; c. inter-utility sales) to intrastate services. For a list of the Public Program surcharges and Reimbursement Fee, and the amounts, please refer to the Pacific Bell (d.b.a. SBC California) tariffs.

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Advice Letter No.: 5

Decision No. D. 01-07-026

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: December 9, 2004

Effective:

Resolution No.: T-16901

Rule 1 – Definitions

Account Code:

A numerical code, one or more of which are available to a Customer to enable identification of individual users or groups of users on an account and to allocate costs of service accordingly.

Called Station:

The terminating point of a call (i.e., the called number).

Calling Card:

A card issued by Company containing such account numbers assigned to its Customer which enables the charges for calls made to be properly billed on a pre-arranged basis.

Commission:

California Public Utilities Commission

Company:

Network Billing Systems, L.L.C.

Credit Card:

A valid bank or financial organization card, representing and account to which the costs of products and services purchased by the card holder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

Advice Letter No.:
1998

Decision No

Issued By
Mr. Jonathan Kaufman
Name

Manager
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Date Filed: October 16, 1998
Effective: October 19,

Resolution No.:

Rule 1 – Definitions, Continued

Customer:

The person, firm, corporation or other entity which orders or uses service and is responsible for payment of charges and compliance with tariff regulation.

Dedicated Access:

Non-switched access between a Customer's premises and the point of presence of the Company's underlying carrier.

Disconnect or Disconnection:

The termination of a circuit connection between the originating station and the called station or the Company's operator.

Subscriber:

See "Customer" definition.

"800" Number:

An interexchange service offered pursuant to this tariff for which the called party is assigned a unique 800-NXX-XXXX or 888-NXX-XXXX or 887-NXX-XXXX number, or any other NPA, and is billed for calls terminating at that number.

Advice Letter No.:

1998

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Issued By

Mr. Jonathan Kaufman
Name

Manager
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Date Filed: October 16, 1998
Effective: October 19,

Resolution No.:

Rule 2 – Undertaking of Company

Company's services are furnished for interLATA and intraLATA telecommunications originating and/or terminating in any area within the State of California.

Company is a non-facilities-based provider of resold interexchange telecommunications to Customers for the direct transmission and reception of voice, data, and other types of communications.

Company resells access, switching, transport, and termination services provided by interexchange carriers.

Subject to availability, the Customer may use account codes to identify the users or user groups on an account. The numerical composition of the codes shall be set by Company to assure compatibility with the Company's accounting and billing systems and to avoid the duplication of codes.

The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

Request for service under this Tariff will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse service on the basis of credit history, and to refuse further service due to late payment or nonpayment by the Customer.

Rule 3 – Contract or Agreements

(Reserved for Future Use)

Advice Letter No.:

1998

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Issued By

Mr. Jonathan Kaufman
Name

Manager
Title

Date Filed: October 16, 1998
Effective: October 19,

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Rule 3A – Service Initiation and Changes

Customers may initiate or change service orally or in writing.

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Company will comply with applicable Commission rules and regulations regarding confirmation of service initiation or changes.

Company does provide local exchange service to residential subscribers. Pursuant to Decision 95-07-054, Appendix B, Rule 2, local Service may be initiated based on a written or oral agreement between the Company and the Customer. In either case, prior to the agreement, the Customer shall be informed of all rates and charges for the Services the Customer desires and any other rates or charges which will appear on the Customer's first bill.

For the purposes of the Consumer Protection Rules adopted in D.04-05-057, any Individual or Small Business may cancel service for any new tariffed service or any new contract or promotion for tariffed service within 30 calendar days after the new service is initiated. However, the customer will be responsible for all costs and charges incurred as follows unless otherwise stated:

For new tariffed service the customer shall pay:

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

If the agreement is oral, within ten (10) days of initiating the service order, the Company will provide a confirmation letter setting forth a brief description of the Services ordered and itemizing all charges which will appear on the Customer's bill. The letter will be in a language other than English if the sale was in another language.

Within ten (10) days of initiating local service, the Company shall state in writing for all new Customers all material terms and conditions that could affect what the Customer pays for telecommunications Services provided by the Company.

Potential Customers who are denied services for failure to establish credit or pay deposits, if required, will be given a reason for the denial within ten (10) days of Service denial.

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Rule 4 – Prepaid Subscriber Responsibilities

The Subscriber is responsible for the payment of all charges for services furnished to the Customer and for all additional charges for calls the Customer elects to continue making, after notification that the initial amount of calling has been depleted. Charges are based on actual usage.

The Subscriber is responsible for compliance with applicable regulations set forth in this tariff.

The Subscriber is responsible for establishing his/her identity as often as necessary during the course of the call or when seeking credits from the Company.

Rule 5 – Deposits

The carrier reserves the right to require a deposit or usage prepayment equal to one month's estimated usage if and only if an applicant for service is unable to demonstrate acceptable credit to the Company's satisfaction. (N)
(N)

In the event of cancellation, the deposit will be applied toward the subscriber's final bill and any remainder will be returned within 30 days after the service is discontinued. Deposits will be returned after one (1) year if bills were paid on a timely basis.

Deposits shall earn on the monthly unused balance not less than simple annual interest based on the three-month financial commercial paper rate published by the Federal Reserve Board, on November 30, of the prior year. Such interest will be paid at the time that the deposit is returned. (N)

Rule 6 – Notices

Except for cancellation of service or as otherwise provided by these rules, any notice from any Customer may be given by the Customer or any authorized representative to the Carrier's business office orally or by written notice mailed to the Carrier's business office. (N)

Rule 7 – Rendering and Payment of Bills

- (a) Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Subscriber. Service continues to be provided until canceled by the Customer.
- (b) The Customer is responsible for the payment of all charges for services furnished to the Customer. Charges are based on actual usage, and are billed monthly in arrears.
- (c) Billing is payable upon receipt and past due thirty (30) days after issuance and posting of invoice. Company will credit payments effective the business day payments are received by the Company or its agent. Bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance. Customers will not be liable for late payment charges on disputed amounts resolved in the Customer’s favor.
- (d) The name(s) of the Customer(s) desiring to use service must be set forth in the application for service.
- (e) Company will comply with all applicable provisions of Commission Rule 6 with respect to billing content and format.
- (f) Any prorated bill shall use a 30-day month to calculate the pro-rated amount. Prorating shall apply only to recurring charges. All non-recurring and usage charges incurred during the billing period shall be billed in addition to prorated amounts.

(N)
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(N)

Rule 8 – Disputed Bills

Billing disputes should be addressed to Company's customer service organization via telephone to 888.301.1721 Customer service representatives are available from 8:30 AM to 5:59 PM Eastern Time. Messages may be left for Customer Services from 6:00 PM to 8:29 AM Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens customer service, in which case Customer Service Staff may be paged.

In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

Advice Letter No: 6 2012	<i>Issued By</i> Mr. Jonathan Kaufman	Date Filed: February 22,
Decision No: 11-09-005	<i>Name</i> Manager <i>Title</i>	Effective: February 23, 2012 Resolution No.:

Rule 8 – Disputed Bills, Continued

- (a) First, the Customer may request, and the Company will perform an in-depth review of the disputed amount. The Company will reach a determination and communicate it to the Customer within thirty (30) days. During the time the investigation is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the Customer prevails, then no late charge or penalty will be imposed on the Customer. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection. (T)
- (b) The Company will not disconnect service to a Customer before seven (7) calendar days after the date the Company notifies the Customer in writing of the results of the investigation. In no event will the Company disconnect service prior to the due date shown on the bill. (N)
- (c) Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the CPUC’s Consumer Affairs Branch (“CAB”) for its investigation and decision. During the time any CAB review is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. (N)
- (d) To avoid disconnection of service, the subscriber must submit the claim and, if the bill has not been paid, deposit the amount in dispute with the CPUC. The disputed amount must be made payable to the CPUC. No late payment charge or penalty may be imposed on the amount in dispute deposited with the Commission. (T)
- (e) The CPUC will review the claim of the disputed amount, communicate the results of this review to the Customer and the carrier, and make disbursement of the deposited amount. (T)

The address and telephone numbers of the CPUC’s Consumer Affairs Branch are:

Consumer Affairs Branch (T)
505 Van Ness Avenue
San Francisco, CA 94102
(800) 649-7570 (toll free)
(415) 703-1170
(415) 703-2032 (TDD) (T)

Advice Letter No: 4
2004

Decision No: D. 01-07-026

Issued By
Mr. Jonathan Kaufman

Name
Manager
Title

Date Filed: August __, _____

Effective:
Resolution No.:

Rule 9 – Cancellation of Service by Company

Company reserves the right to immediately discontinue furnishing service to Customers without notice and without incurring liability under the following circumstances:

(T)
(T)

A. Where the Customer's acts or omissions demonstrate an intention to defraud the Company; and

(N)

B. Where the Customer's acts or omissions threaten the integrity or security of the Company's operations or facilities. Company will comply with the rules adopted by the Commission in D.91188 regarding service denial or disconnection for use of telecommunications service in violation of the law.

(N)

Company may discontinue service according to the following conditions, providing ten (10) days written notice, which notice will comply with the provisions of Commission Rule 9:

(T)
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(T)

A. For violation of Company's filed tariffs; or

B. For the non-payment of any proper charge as provided by Company's tariff; or

C. For Customer's breach of the contract for service between the utility and Customer; or

D. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

(T)

Advice Letter No: 4
2004

Issued By
Mr. Jonathan Kaufman

Date Filed: August __,

Decision No: D. 01-07-026

Name
Manager
Title

Effective:
Resolution No.:

Rule 9 – Cancellation of Service by Company, Continued

Written notice of disconnection shall include all of the following:

- (1) Company's name.
- (2) The name and address of the Customer, and the telephone No.(s) associated with the delinquent account.
- (3) Information sufficient for the Customer to identify what service(s) are to be terminated, and the delinquent amount(s). If basic service is to be disconnected, the notice shall state the minimum amount that must be paid to retain basic service.
- (4) The date by which payment, or arrangement for payment, must be made to avoid termination.
- (5) A toll-free telephone No. to reach a Company customer service representative who can provide Customer assistance.
- (6) The telephone No. of the Commission's Consumer Affairs Branch where the subscriber may direct inquiries.
- (7) The procedure the Customer may use to request amortization of unpaid charges.

Written notice of disconnection will not be provided where the Customer's acts or omissions demonstrate to the Company an intention to defraud the Company or threaten the integrity or security of the Company's operations or facilities.

(N)

(N)

Advice Letter No: 6
2012

Decision No: 11-09-005

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: February 22,

Effective: February 23, 2012

Resolution No.:

Rule 10 – Cancellation of Service By Customer

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within 30 days after the new service is initiated.

(D)
(N)
(N)

Customer is responsible for usage charges while still connected to the Company's service and the payment of associated local exchange company charges, if any, for service charges.

Any non-recoverable cost of Company expenditures shall be borne by the Customer if:

- A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some period mutually agreed with the Customer for the non-recoverable portions of expenditures; or
- B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
- C. Based on an order for service and construction has either begun or has been completed, but no service provided.

Rule 11 – Information to Be Provided to the Public

Company will comply with all applicable provisions of Commission Rule 1 with respect to disclosure of information to Customers, former Customers and potential Customers, responsiveness to Customer requests, and contents of service agreements or contracts.

(N)
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(N)

A copy of this tariff schedule and advice letters will be available for public inspection in the Carrier's business office during regular business hours.

Customers may contact the Company's Customer Service Department at (888) 301-1721 to obtain a copy of this tariff. Copies of the Company's tariff schedules and advice letters are available to Customers free of charge and to the general public at \$0.20 per page to recover photocopying, postage and/or transmission expenses.

Advice Letter No: 4
2004

Issued By
Mr. Jonathan Kaufman

Date Filed: August __,

Decision No: D. 01-07-026

Name
Manager
Title

Effective:
Resolution No.:

Rule 12 – Continuity of Service

Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the general liability provisions set forth in Rule 15, herein. It shall be the obligation of the Customer to notify Company of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.

No credit allowances will be allowed for an interruption of services for a continuous duration of less than two (2) hours.

The Subscriber shall be credited for an interruption of two hours or more at the rate of 1/160th for each hour over two (2) such hours of interruption p to a maximum of 6/160th multiplied by the average monthly usage bill of the Customer. If service is activated for less than one (1) month, the monthly usage amount shall be determined by extending the actual usage for the days of service to thirty (30) days.

In the event of foreknowledge of an interruption of service for a period exceeding two (2) hours, the subscribers will be notified in writing, by mail, at least one (1) week in advance.

The use and restoration of service in emergencies shall be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

Advice Letter No: 3

Decision No: D.01-07-026

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: January 14, 2002

Effective:

Resolution No.:

Rule 13 – Use of Service

Service may be used for the transmission of communications by the Customer.

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

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

Rule 14 – Limitations of Service

Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff. Company reserves the right not to provide service to or from a location where the necessary facilities or equipment are not available.

Company reserves the right to discontinue furnishing the service upon its written notice, when necessitated by conditions beyond its control or when Customer is using the service in violation of the provisions of this tariff, or in violation of the law, pursuant to Rule 12.

Title to all facilities provided by Company under these regulations remains in Company's name.

Advice Letter No: 3

Decision No: D.01-07-026

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: January 12, 2002

Effective:

Resolution No.:

Rule 15 – Interconnection

Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.

Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way and other such arrangements necessary for interconnection.

Rule 16 – Liability of the Company

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

In the event an error or omission is caused by the gross negligence of the Company, the liability of the Company shall be limited to and in no event exceed the sum of \$10,000.

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

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

(T)

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Advice Letter No: 6	<i>Issued By</i> Mr. Jonathan Kaufman	Date Filed: February 22, 2012
Decision No: 11-09-005	<i>Name</i> Manager	Effective: February 23, 2012
	<i>Title</i>	Resolution No.:

Rule 16 – Liabilities of Company, Continued

The Company concurs in the provisions set forth in Pacific Bell's tariff regarding allowances for interruptions for of services furnished solely by the Company, including, without limitation, the allowances shown below:

The Company shall allow for interruptions in exchange telephone service of 24 hours or more not due to conduct of Customer an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples.

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

- a. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the effective life of the directory in which the error occurred.
- b. For listings and lines of information in alphabetical telephone directories furnished at additional charge, an amount not in excess of the charge to the Customer for exchange service during the period the error or omission occurred.
- c. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the period the error or omission continued.
- d. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.

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

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

Advice Letter No: 6

Decision No: 11-09-005

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: February 22, 2012

Effective: February 23, 2012

Resolution No.:

(T)

(T)

Rule 16 – Liabilities of Company, Continued

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

The Company shall allow a credit for errors in telephone numbers or other information furnished by the Company's directory assistance operators in an amount not in excess of the charge for a call to directory assistance, dialed direct or placed through another Company operator (i.e. "0" operator) as appropriate to the call on which error occurred. For direct dialed calls, the credit will only apply if the Subscriber has exceeded the Subscriber's allowance and incurred a charge.

Company has no liability for damages arising from errors, mistakes in or omissions of Directory Listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof.

1. Cost and Time - Company's liability arising from errors or omissions in Directory Listings shall be limited to the actual cost to the Customer for the Directory Listing during a given period of time. There is no liability to Company and there will be no recovery by a Customer for loss of business to a Customer for errors or omissions in Directory Listings.
2. Private and Semi-Private Listings - In conjunction with private and semi-private listing Services, Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number. Company will try to prevent the disclosure of the number of such telephone, but will not be liable in any manner should such number be divulged.
3. Non-Published Listings and Emergency Calls - When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental Commission responsible for the Emergency 911 Service upon request of such government Commission. By subscribing to Service under this Tariff, the Customer acknowledges and agrees with the release of information under the provisions as described above.

Advice Letter No: 6

Decision No: 11-09-005

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: February 22, 2012

Effective: February 23, 2012

Resolution No.:

(T)

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Rule 17 - Demarcation

The Company does not undertake, by this tariff, to provide, maintain, repair, or operate any wiring, equipment, facilities, or service on the Subscriber's side of the point of demarcation as specified in the demarcation tariff schedules of AT&T (fka Pacific Bell Telephone Company).¹ In the event that Subscriber reports a service problem that is determined to be due to one or more causes on Subscriber's side of the point of demarcation, Subscriber shall pay the Company its prevailing minimum charge for premises visits, plus its charges (also at its prevailing rates) for any labor and materials expended in repairing the problem.

Rule 18 – Privacy

The Company is restricted from releasing nonpublic Customer information in accordance with PU Code Sections 2881, 2891.1, and 2893. For each new Customer, and on an annual basis, for Continuing Customers, Company shall provide in writing a description of how the Company handles the Customer's private information and a disclosure of any ways that such information might be used or transferred that would not be obvious to the Customer. Company is subject to credit information and calling record privacy rules set forth in Appendix B of Decision Nos. 92860 and 93361 except as modified by Decision Nos. 83-06-066, 83-06-073, and 83-09-061. Company will further comply with all applicable Commission rules, regulations and Orders regarding the collection and appropriate handling of confidential Customer information, including the following:

- (a) When collecting confidential subscriber information and obtaining customer consent to use it for a purpose other than the provision of, or billing for, service requested by the customer, the Company will clearly identify the purpose(s) for which that information is collected, and shall note and retain that information in their records for each subscriber for as long as the carrier-subscriber relationship continues.
- (b) If the Company wishes to use confidential Customer information for a purpose other than the provision of, or billing for service, (e.g., to market a different type of service or other products unrelated to the type of service the Company already provides that Customer), the Company will obtain the customer's consent, in writing. Provided that Company may use a Customer's confidential information to market to that Customer additional products related to the type(s) of service the Company is providing to that Customer, without the subscriber's express consent, unless the Customer has indicated that he or she does not wish to receive solicitations about additional products.

¹ See: Pacific Bell Cal. P.U.C. Schedule No. A2.2.1.20

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(N)

(N)

Rule 18 – Privacy, Continued

(N)

- (c) *Release to Third Parties:* Except as provided in subsection (c)(1), the Company will collect, use, and disclose to third parties confidential Company information only with the knowledge and prior affirmative written consent of the Customer, and only for the purpose(s) agreed to by the Customer. “Third party” includes any person not employed by the carrier and any other corporation, including an affiliate of the Company.
- (1) *Information necessary to provide service:* The Company may disclose Customers’ confidential information to affiliates or to other third parties without the affirmative consent of the Customer, to the extent necessary to initiate, render, bill and collect for the type(s) of service that the Company is providing to that Customer.
- (2) Whenever the Company discloses confidential Customer information to a third party pursuant to subsection (c), it will clearly identify the purpose of the disclosure and require the recipient of the confidential information not to use it for any other purpose, not to retain it any longer than necessary to accomplish that purpose, and to take appropriate precautions to prevent unauthorized use or disclosure. The Company is responsible for monitoring the recipient’s compliance with these requirements, and for taking appropriate corrective action promptly if the Company learns that such a recipient has failed to safeguard that information as required by this Rule 18.
- (d) The written consent requirement does not apply to the following categories of Information: information provided by residential subscribers for inclusion in a subscriber directory; information customarily provided through directory assistance services; postal ZIP Code information; information provided under the supervision of the Commission to a collection agency by a telephone corporation exclusively for the collection of unpaid debts; information provided to an emergency service agency responding to a 911 telephone call or any other call communicating an imminent threat to life or property; information provided to a law enforcement agency in response to lawful process; information required by the Commission pursuant to its jurisdiction over telephone corporations; information transmitted between telephone corporations in order to provide telephone service between service areas; information required to be provided pursuant to rules and orders of the Commission or the FCC regarding the provision of services over the telephone lines by parties other than the telephone corporation; and the name and address of lifeline customers provided for the sole purpose of low-income ratepayer assistance outreach efforts. See Public Utilities Code § 2891(d).

(N)

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	<i>Title</i>	Resolution No.:

Rule 18 – Privacy, Continued

- (e) *Required Notice of Privacy Rights:* Whenever the Company seeks to collect confidential Customer information or to obtain a Customer’s consent to use or disclose that information, the Company will first provide the Customer, in a clear, accurate, and non-misleading manner, sufficient information to enable the Customer to make an informed decision about whether to provide the information requested and/or whether to give consent to its use or disclosure. This information will be provided in writing, although the Company may communicate this information and obtain consent orally, at the time of service initiation by telephone, in addition to the required written notice.

Written confirmations of orders for service offered on a tariffed basis and contracts for non-tariffed services will include a privacy notice.

Written notices of privacy rights will be clear and conspicuous. If accompanied by a solicitation for the Customer’s consent, the notice of rights will be clearly and conspicuously placed so that it is noticeable to a person reading the consent form.

- (1) The privacy notice shall include:
- (A) A clear explanation of the purpose(s) for which the subscriber’s confidential subscriber information may be used and to whom it may be disclosed.
 - (B) Notice that the subscriber has a right, and the carrier a duty, under federal and state law, to protect the confidentiality of subscriber information, including calling patterns, choice of services, credit history, and financial and demographic information as defined in California Public Utilities Code § 2891
 - (C) A clear explanation of the subscriber’s right to access the confidential subscriber information under the carrier’s control, pursuant to these rules, and to request that the carrier update and correct that information.
 - (D) Notice that the Company must obtain the Customer’s affirmative written consent to use the information for any purpose other than to provide, or bill for, the service requested by the customers and marketing related products or services by the carrier. The notice will inform the Customer of The right to opt-in to use of confidential subscriber information for marketing related services.

Rule 18 – Privacy, Continued

- (E) Notice that the Customer may deny or withdraw such consent to allow the Company to use or disclose the subscriber’s confidential information at any time.
- (F) An explanation of what steps, if any, the subscriber must take in order to exercise these rights.

Rule 19 – Change of Service Provider

- A. Solicitation of customer authorization for service termination and transfer.

Solicitation by LECs, CLCs, or their agents of Customer authorization for termination of service with an existing carrier and the subsequent transfer to a new carrier must include current rate information on the new carrier and information regarding the terms and conditions of service with the new carrier. Solicitation by LECs, CLCs, or their agents must conform with Commission Code Section 2998.5. All solicitations sent by Solicitation by LECs, CLCs, or their agents to Customers must be legible and printed in a minimum point size type of at least 10 points. A penalty or fine of up to \$500 may apply for each violation of this Rule.

- B. Unauthorized service termination and transfer (“Slamming”)

A LEC or CLEC will be held liable for both the unauthorized termination of service with an existing carrier and the CLCs are responsible for the actions of their agents that solicit unauthorized service termination and transfers. A carrier who engages in such unauthorized activity shall restore the Customer’s service to the original carrier without charge to the Customer. All billings during the unauthorized service period shall be refunded to the applicant or customer. A penalty or fine of up to \$500 payable to the Commission may apply to each violation of this rule. As prescribed under PU Code Section 2108, each day of continuing violation shall constitute a separate and distinct offense. The LEC or CLC responsible for the unauthorized transfer will reimburse the original carrier for reestablishing service at the tariff rate of the original carrier.

(N)

(N)

Rule 20 – Blocking Access to 900 and 976 Information Services

At the request of a customer, Company shall block that Customer's access to 900 and 976 pay-per call telephone information services. Company shall inform its Customers of the availability of this service at the time local service is ordered. This blocking service shall be made available free of charge to residential Customers, although Company may impose a charge if the Customer asks for deactivation of blocking.

(N)
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(N)

Advice Letter No: 6

Decision No: 11-09-005

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: February 22, 2012

Effective: February 23, 2012

Resolution No.:

FORMS

Denial of Service

SAMPLE

DENIAL OF SERVICE FOR FAILURE TO ESTABLISH CREDIT

{Date}
{Customer Name}
{Customer Address}

re: {Customer Account Number}

Dear {Customer}:

Thank you for your recent application for local telephone service. Based on the credit information that you supplied in your application, we regret to inform you that you fail to meet the Company's credit standards for the establishment of service.

You may still establish local telephone service by paying a deposit. Please call our customer service department at 888-301-1721 to obtain information on the amount of the deposit that will be required.

If you have any questions regarding our application and credit approval process, please feel free to call our customer service department at the above number.

Sincerely,

Network Billing Systems, L.L.C.

(N)

(N)

Advice Letter No: 6

Decision No: 11-09-005

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: February 22, 2012

Effective: February 23, 2012

Resolution No.:

FORMS

Notice of Discontinuance

SAMPLE

DISCONTINUANCE OF SERVICE FOR NON-PAYMENT

{Date}
{Customer Name}
{Customer Address}

re: {Customer Account Number}

Dear {Customer}:

Our records indicate that your account is past due. In order to avoid any interruption in your local exchange telephone service and toll service, payment in the amount of \$ {amount} must be received by us no later than {date}. If payment in full is not received on or before that date, your service will be disconnected. In order to reconnect your service, you will be required to pay a deposit equal to two (2) month's usage, plus reconnection charges. Basic residential service will not be disconnected for nonpayment of Category III or other unregulated competitive services.

If you have any questions regarding the amount due or wish to make arrangements for payment, please call our customer service department at 888-301-1721. In addition you may make direct any inquiries to the Consumer Affairs Branch of the California Public Utilities Commission at 880-649-7570.

Sincerely,

Network Billing Systems, L.L.C.

(N)

(N)

Advice Letter No: 6

Decision No: 11-09-005

Issued By

Mr. Jonathan Kaufman

Name

Manager

Title

Date Filed: February 22, 2012

Effective: February 23, 2012

Resolution No.:

Rule 21 – California Teleconnect Fund (CTF)

(N)

A. AVAILABILITY OF DISCOUNTS UNDER CTF

In Decision 96-10-066, and subsequent decisions, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund. CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services, to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges, approved by the CPUC, as described below.

Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for CTF eligible services shall first be taken into account prior to applying the CTF discount. If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company that the Commission does not fund.

1. Entities Qualified to Receive Discounts Under CTF

The following entities are qualified to receive CTF discounts upon approval by the CPUC:

- a. Schools. Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.
- b. Libraries. Libraries that are eligible for participation in state-based plans for funds under Title III of the Library Services and Construction Act.
- c. Hospitals and Health Clinics. Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.

(N)

Advice Letter No: 7

Issued By
Mr. Jonathan Kaufman
Name
Manager
Title

Issued: April 28, 2014
Effective: April 29, 2014
Resolution No.:

Decision No:

Rule 21 – California Teleconnect Fund (CTF), Continued

A. AVAILABILITY OF DISCOUNTS UNDER CTF, Continued

1. Entities Qualified to Receive Discounts Under CTF, Continued

- d. Community Based Organizations (CBOs). Tax exempt organizations offering Head Start programs, health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A “tax exempt organization” shall refer to an organization described in Section 501 (c)(3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code. These discounted rates may not be resold to, or shared with, any other non-qualifying entity or person.
- e. California Community Colleges. California community colleges and/or districts.

(N)

(N)

Advice Letter No: 7

Issued By
Mr. Jonathan Kaufman
Name
Manager
Title

Issued: April 28, 2014
Effective: April 29, 2014
Resolution No.:

Decision No:

Interexchange and Competitive Local Exchange
Telecommunications Services

Rule 21 – California Teleconnect Fund (CTF), Continued

(N)

A. AVAILABILITY OF DISCOUNTS UNDER CTF, Continued

2. Services Eligible for CTF Discounts

Customers that have been approved by the CPUC to participate in this program are eligible to receive discounts on the monthly recurring charges for the following services, or their functional equivalents:

- a. Measured Business Service
- b. Switched 56
- c. Integrated Services Digital Network (ISDN) Service
- d. Hicap DS1 Service²
- e. DS32
- f. Optical Carrier Network (OCN) Point to Point Service³

There is no limit on the number of subsidized lines that a participating entity may have. Eligible participants must notify the Company, as required by the CPUC, for which of these services they want discounts applied

(N)

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Rule 21 – California Teleconnect Fund (CTF), Continued

(N)

A. AVAILABILITY OF DISCOUNTS UNDER CTF, Continued

3. Discounts Applicable to Eligible Services

a. Hospitals and Health Clinics

Participating hospitals and health clinics shall be entitled to a 50% discount off the entire tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2, preceding.

(1) Rural Health Care Providers (RHCP) – beginning no later than September 21, 2011, Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% CTF discount shall be calculated as follows:

- (a) The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.
- (b) The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for fiscal year 2012-2013, and beyond. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received.
- (c) The CTF discounts received by RHCPs shall be trued up to take into account the amount of RHC funding received after June 24, 2011, for fiscal years 2010-11 and 2011-12.

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Interexchange and Competitive Local Exchange
Telecommunications Services

Rule 21 – California Teleconnect Fund (CTF), Continued

A. AVAILABILITY OF DISCOUNTS UNDER CTF, Continued

3. Discounts Applicable to Eligible Services, Continued

c. California Community Colleges

Participating California community colleges (CCCs) and/or districts shall be entitled to a 50% discount off posted or negotiated/contract rates, whichever are lower. The 50% discount is contingent on the availability of an annual funding amount (adjusted yearly based on Western Consumer Price Index) for CCCs as set forth in Decision 08-06-020. Company shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

(N)

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Rule 21 – California Teleconnect Fund (CTF), Continued

(N)

A. AVAILABILITY OF DISCOUNTS UNDER CTF, Continued

3. Discounts Applicable to Eligible Services, Continued

d. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2, preceding.

(1) CBOs offering Head Start - beginning no later than September 21, 2011, E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO, as follows:

(a) If the CBO has been approved to receive E-rate discounts, the E-rate discount received shall be deducted from CTF eligible service charges prior to applying the 50% discount.

(b) Effective July 1, 2012, if the CBO does not have an actual E-rate, a statewide average E-rate discount (set annually by the Commission) shall be deducted from CTF eligible service charges prior to applying the 50% discount.

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

(N)

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Rule 21 – California Teleconnect Fund (CTF), Continued

(N)

A. AVAILABILITY OF DISCOUNTS UNDER CTF, Continued

3. Discounts Applicable to Eligible Services, Continued

d. Community Based Organizations (CBOs)

Participating CBOs shall be entitled to a 50% discount off tariffed and/or Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in 2, preceding.

(1) CBOs offering Head Start - beginning no later than September 21, 2011, E-rate discounts received by a CBO offering Head Start programs shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the CBO, as follows:

(a) If the CBO has been approved to receive E-rate discounts, the E-rate discount received shall be deducted from CTF eligible service charges prior to applying the 50% discount.

(b) Effective July 1, 2012, if the CBO is not approved for E-rate discounts, a statewide average E-rate discount (set annually by the Commission) shall be deducted from CTF eligible service charges prior to applying the 50% discount, whether or not an application is pending.

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

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Rule 21 – California Teleconnect Fund (CTF), Continued

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B. FUNCTIONAL EQUIVALENTS

The following services have been determined to be functional equivalents:

PBX Trunk - Business Access Trunk Line Service is used for customer premise equipment such as multi-line key systems or a PBX equivalent. It provides the same access to the network as a 1MB.

CENTREX Line - This service provides local exchange telecommunications service with access to local calling, local toll calling and long distance carrier networks and can transport low speed analog data like a 1MB.

CENTREX ISDN - This service provides local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data utilizing an ISDN architecture.

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

Synchronous Optical Network (SONET) Ring and Access Services provide for higher bandwidths (OC-3, OC-12, OC-48 and OC-192) communication paths on dedicated, fiber-based, self-healing rings or as point-to-point network configurations connecting customer premises. All traffic carried on SONET is carried synchronously see below for functional equivalents:

OC-3 is the functional equivalent to 84 DS-1 or 3 DS-3 Circuits or 155 Mbps

OC-12 is the functional equivalent to 336 DS-1 or 12 DS-3 Circuits or 622 Mbps

OC-48 is the functional equivalent to 1,344 DS-1 or 48 DS-3 Circuits or 2.4 Gbps

OC-192 is the functional equivalent to 5,376 DS-1 or 192 DS-3 Circuits or 9.6 Gbps

(N)

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Rule 21 – California Teleconnect Fund (CTF), Continued

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B. FUNCTIONAL EQUIVALENTS, Continued

The following services have been determined to be functional equivalents of Hicap DS-11 service:

IMA (Inverse Multiplexing ATM) - Provides multiple T1 (1.54M) bandwidth to be multiplexed into a single bandwidth. Provides a way for users to access ATM at rates between the traditional DS1 and DS3 levels. It allows multiple DS1s to act as a single, logical ATM connection. It allows multiple DS1s to act as a single, logical ATM connection at speeds 3 Mbps to 12 Mbps.

Super Trunk - Super Trunk is the high-capacity trunk for PBX or similar equipment, providing increments of 24 exchange channels via HiCap delivery. Super Trunk provides T1 capacity for voice traffic. Super Trunk is a natural capacity extension of individual lines and trunks and provides fundamentally the same voice grade functionality. It is used for making and receiving voice calls.

GigaMAN (Gigabit Ethernet Metropolitan Area Network) - Used to connect gigabit Ethernet switches from one customer location to another at 1 Gbps. The GigaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

The GigaMAN service is one of the higher speed offerings in the Transparent LAN family of services, which includes 10/100 Mbps Ethernet, 4/15 Mbps token ring, FDDI and ESCON. Industry term is "Transparent LAN Service". Transparent LAN Services provide LAN interconnection service between LANs with a native rate interface and typically connect customer locations in a Metropolitan Area Network (MAN).

DecaMAN (10 Gigabit Ethernet Metropolitan Area Network) - Used to connect 10 gigabit Ethernet switches from one customer location to another at 10 Gbps. The DecaMAN product provides the electronics on both ends of dedicated fiber facilities enabling the interconnection between sites to take place.

(N)

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B. FUNCTIONAL EQUIVALENTS, Continued

OPT-E-MAN (Optical Ethernet Metropolitan Area Network) – This service is an advanced service offering networking capabilities utilizing Optical Ethernet. Optical Ethernet is the use of Ethernet LAN packets running over optical fiber. OPT-E-MAN provides an integrated service consisting of fiber transport connected to the Ethernet device capable of switching and routing. OPT-E-MAN will provide bandwidth ranging from 2 Mbps to 1 Gbps.

CSME (Customized Switched Metro Ethernet) – This service is an advanced service offering networking capabilities utilizing Optical Ethernet. CSME provides an integrated service offering consisting of fiber transport connected to an Ethernet device capable of switching and routing. Customers will connect to the service using a router, bridge or switch. CSME Service provides bandwidths of 10 Mbps, 100Mbps or 1 Gbps.

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

ATM Cell Relay Service - Provides a high speed connection oriented transport service. SBC Advanced Solutions Inc. CRS is implemented using Asynchronous Transfer Mode (ATM) technology. It provides the equivalent service as DS1 (Hi-Cap), DS3 and OC-3c (equivalent to 84 DS-1s or 3 DS-3s) products.

(N)

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C. BILLING

Customers will receive the discounts described above, within two (2) billing periods of the eligible services being provided.

D. SPECIAL CONDITIONS

If the Executive Director of the California Public Utilities Commission (CPUC) determines that the approved CTF funding level will be insufficient to reimburse the Company for its CTF claims for the entire fiscal year, the CPUC will promptly inform the Company concerning this condition and direct the Company to suspend CTF discounts to qualifying Schools, Libraries, Government and District Owned Hospitals, Government and District Owned Health Clinics, Community Based Tax Exempt Organizations and California community colleges on a schedule consistent with fund balances and Company claims, and with appropriate prior notice to customers.

In the event of such a suspension, all services billed at CTF discounted rates will be converted to and billed at the regular tariffed or contracted rates.

(N)

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Rule 22 – California Teleconnect Fund (CTF) Surcharge

This surcharge provides the funding for the discounted advanced services provided to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges. (See Rule No. 21).

Pursuant to Resolution T-17375, a surcharge of 0.59% will be applied to all end user telecommunication intrastate services, both within a service area and between service areas. This percentage rate will take effect on December 1, 2012. This surcharge will appear on subscribers' bills as the California Teleconnect Fund Surcharge. This surcharge will remain in effect until otherwise ordered by the Commission.

The Utility shall not be liable for any and all penalties, losses or damages sustained by any carrier, or its customers, as a result of its use and concurrence of the Public Program surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall not be liable for any and all claims arising out of any act or omission by the Utility as a result of a carrier's use and concurrence of the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

The Utility shall be indemnified, defended and held harmless by all carriers against any claims, loss or damage arising from a carrier's use and concurrence in the Public Program Surcharge rates and the Commission Reimbursement Fee rate contained in the Utility's tariffs under Resolution T-16901.

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Rule 22 – California Teleconnect Fund (CTF) Surcharge, Continued

(N)

The surcharge applies to all monthly service billed in advance and for all usage billed on or after December 1, 2012, except as noted below. The surcharge applies to all recurring and nonrecurring rates and charges for services provided under the Company's Tariff and new or modified General Order 96-A contracts executed after September 15, 1994.

Exceptions:

- One-way Radio Paging Service
- California LifeLine (basic monthly exchange services)
- COPT Service - (Partial) Coin Sent Paid
- Semi-Public Coin Box Service - (Partial) Coin Sent Paid
- Public Telephone Service - (Partial) Coin Sent Paid
- IntraLATA Message Toll Telephone Service (Partial) Coin Sent Paid, Coin Station Service, and Coin Person Service
- General Order 96-A Contracts executed prior to September 15, 1994
- Access charges billed to carriers that have a Certificate of Public Convenience and Necessity

The following taxes and surcharges are not revenues and should not be included:

- Surcharge to Fund California Public Utilities Commission Reimbursement Fee
- California LifeLine Surcharge
- Deaf and Disabled Surcharge
- California High Cost Fund-A Surcharge
- California High Cost Fund-B Surcharge
- California Teleconnect Fund Surcharge
- FCC Federal Subscriber Line Charge

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