

T A R I F F S C H E D U L E S

Applicable To

T E L E P H O N E S E R V I C E

Of

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyLink
(formerly Telephone Utilities of Eastern Oregon)

(C)

P.O. Box 9901
VANCOUVER, WASHINGTON 98668-8701

Operating In The Vicinity Of

NEW PINE CREEK, CALIFORNIA
(in Modoc County)

ADOPTION NOTICE

(N)

Effective July 28, 2009, CenturyTel of Eastern Oregon, Inc. registered the fictitious name CenturyLink. Effective October 19, 2009, CenturyTel of Eastern Oregon, Inc. began operating under the name CenturyLink. As such, CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs, schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the California Public Utilities Commission, State of California, by or adopted by CenturyTel of Eastern Oregon, Inc..

By this notice, CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which CenturyTel of Eastern Oregon, Inc. has heretofore filed with said Commission.

(N)

PRELIMINARY STATEMENT

LIST OF EFFECTIVE SHEETS

Sheets 1 through 9 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the Original Schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	
1	8th *	(T)
2	First	
3	Second	
4	Original	
5	Original	
6	14th *	(T)
7	13th *	
8	1st	(T)
9	Original	

* Sheet Issued

(N)

Advice Letter No.: 73
Decision No.:

Issued by:
Darlene N. Terry
Government Affairs Director

Issued: February 18, 2020
Effective: March 18, 2020
Resolution No.: N/A

PRELIMINARY STATEMENT

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(N)
(N)

PRELIMINARY STATEMENT

SYMBOLS

The following symbols are applicable to all Tariff Schedules and Rules of the Telephone Utilities of Eastern Oregon, Inc.:

- (C) To signify changed listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule, or condition.
- (I) To signify increase.
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule, or condition.
- (N) To signify new material including listing, rate, rule, or condition.
- (R) To signify reduction.
- (T) To signify change in wording of text but not change in rate, rule, or condition.

TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

The following list of trade names, trademarks and/or service marks which may be used for services offered in this tariff are owned by CenturyLink **Communications, LLC** and are used by CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink **with permission**. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks are applicable.

Trade names, trademarks and service marks that are owned by CenturyLink **Communications, LLC** **cannot** be used by another party without authorization.

Service Mark/Trademark:
CenturyLink®
Lumen®
Lumen Technologies®

Trade Name:
CenturyLink

PRELIMINARY STATEMENT

A. FILING OF RATES AND RULES

The schedules of rates and rules have been regularly filed with the Public Utilities Commission of the State of California, and are the effective rates and rules of this Utility.

No officer, employee, or agent of the Utility has any authority to waive, alter or amend in any respect these rates and rules, or any part thereof, or to make any agreements inconsistent therewith.

The rates and rules set forth in the schedules are subject at all times to addition, change, or abolition after proceedings duly had by the Public Utilities Commission of the State of California, and changes in the rates and rules herein set forth must first be approved or accepted by the Public Utilities Commission of the State of California.

B. TERRITORY SERVED

The Beaver State Telephone Company renders telephone service as shown in its schedules, which include a description of the service furnished and maps of the territory served.

The procedure which will be followed by the Utility in rendering service is set forth in the rules in which are included definitions explaining phrases and terms used.

Each sheet of each section bears a designating California P.U.C. number, also the date issued and the date upon which it became effective.

Advice Letter No. 1

Roy A. Peterson

Date Filed _____

Decision No. _____

Vice President

Effective _____

Resolution No. _____

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a/ PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. A

Original Cal. P.U.C. Sheet No. 5

Canceling _____ Cal. P.U.C. Sheet No.

PRELIMINARY STATEMENT - Continued

C. SERVICES FURNISHED

1. Exchange Service:

The types and classes of service furnished are described in the Rules and as may be further limited or amplified in the section of each rate schedule designated "Applicability".

2. Toll Service:

Message toll telephone service is furnished in accordance with Schedule G.

D. PROCEDURE TO OBTAIN SERVICE

Services as described herein will be furnished to any individual, firm or corporation in the Utility's service area when an application is made as set forth in Rules.

Advice Letter No. 1

Roy A. Peterson

Date Filed _____

Decision No. _____

Vice President

Effective _____

Resolution No. _____

PRELIMINARY STATEMENT

NUMERICAL LIST OF SCHEDULES

Schedule Cal.
P.U.C. No.

A	Preliminary Statement	
B	Exchange Area Maps	
C	Forms	
D	Rules	
E	Rate Schedules	
E-1	Local Exchange Access Service	
E-2	Non-Recurring Charges	
E-3	Directory Listings	
E-4	Employees Service	
E-5	Supplemental Equipment	
E-6	Mileage Rates	
E-7	Interexchange Receiving Service	
E-8	Joint User Service	
E-9	Local Directory Assistance	
E-10	Line Extension Charges	
E-11	Custom Calling Service	
E-12	Toll Restriction Service	
E-13	Lifeline Assistance Programs	
E-14	Inside Wire Maintenance Service	
E-15	Intrabuilding Network Cable	
E-16	Information Services Call Blocking	
E-18	IntraLATA Presubscription	
E-19	Surcharges	
E-20	Residence Customer Referral Program	
E-21	Satisfaction Guarantee Program	
E-22	Simply Unlimited Business	
E-23	Simply Unlimited Phone for Residence	(N)
F	Classified Telephone Directory Advertising Service	
G	Message Toll Telephone Service	

Advice Letter No.: 85-B
Decision No.:

Issued by:
Chantel Bosworth
Government Affairs Director

Issued: August 18, 2021
Effective: December 10, 2021
Resolution No.: N/A

CA2021-08b

PRELIMINARY STATEMENT

ALPHABETICAL LIST OF SCHEDULES

Schedule Cal.

P.U.C. No.

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(N)

Advice Letter No.: 85-B

Decision No.:

Issued by:
Chantel Bosworth
Government Affairs Director

Issued: August 18, 2021

Effective: December 10, 2021

Resolution No.: N/A

CA2021-08b

PRELIMINARY STATEMENT

RULES

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(N)

Advice Letter No.: 88
Decision No.:

Issued by:
Robyn Crichton
Government Operations Director

Issued: April 26, 2023
Effective: June 1, 2023
Resolution No.: N/A

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. A
Original Cal. P.U.C. Sheet No. 9
Canceling____ Cal. P.U.C. Sheet No. 9

PRELIMINARY STATEMENT

EXCHANGES AND HOURS OF SERVICE

The Utility provides exchange and toll service in the New Pine Creek Exchange Area by means of circuits from the Lakeview Oregon dial central office. Hours of service are continuous.

Extended area service exists between the New Pine Creek Exchange in California and the Lakeview, Oregon Exchange.

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a/ PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. B

Original Cal. P.U.C. Sheet No. 1
Canceling _____ Cal. P.U.C. Sheet No. 1

SERVICE AREA MAPS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. B

Original Cal. P.U.C. Sheet No. 2
Canceling Cal. P.U.C. Sheet No. 2

SERVICE AREA MAPS

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Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. B

Original Cal. P.U.C. Sheet No. 3
Canceling _____ Cal. P.U.C. Sheet No. 3

NEW PINE CREEK EXCHANGE AREA

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective

Resolution No.

FORMS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 17 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

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1	Tenth Revision *
2	Fifth Revision *
3	First Revision
4	First Revision
5	First Revision
6	First Revision
7	First Revision
8	First Revision
9	First Revision
10	First Revision
11	First Revision
12	First Revision
13	First Revision
14	First Revision
15	Seventh Revision*
16	Original
17	Second Revision*

* Sheet Issued

Advice Letter No. 58

Anthony Prestarri

Date Filed August 5, 2011
Effective September 5, 2011
Resolution No.

Decision No. _____

Manager, Tariffs

FORMS

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Disconnect Notice	11
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(D)

CENTURYTEL OF EASTERN OREGON, INC.

SCHEDULE Cal. P.U.C. No. C
(T)

dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

First Revised Cal. P.U.C. Sheet No. 3T
Canceling Original Cal. P.U.C. Sheet No. 3T

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C
First Revised Cal. P.U.C. Sheet No. 4T
Canceling Original Cal. P.U.C. Sheet No. 4T

(T)

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

FORMS

DELINQUENT BILL INSERT - To comply with California rules.

(T)

This bill is due and payable upon presentation and becomes delinquent 22 days thereafter at which time service may, upon notice, be discontinued, in which event restoration will not be made until this bill has been paid.

(C)

Should you question this bill please request an explanation from the Utility. If you thereafter believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, State Building, San Francisco, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings.

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C (T)
First Revised Cal. P.U.C. Sheet No. 6T
Canceling Original Cal. P.U.C. Sheet No. 6T

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C
First Revised Cal. P.U.C. Sheet No. 7T
Canceling Original Cal. P.U.C. Sheet No. 7T

(T)

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C
First Revised Cal. P.U.C. Sheet No. 8T
Canceling Original Cal. P.U.C. Sheet No. 8T

(T)

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C (T)
First Revised Cal. P.U.C. Sheet No. 9T
Canceling Original Cal. P.U.C. Sheet No. 9T

FORMS

DEPOSIT REFUND - Mailed to notify customer return of deposit. (T)

DEPOSIT REFUND

Thank you

We appreciate the prompt attention, which our statements have received and wish to advise you that your deposit of _____ is being returned this month as a credit to your account.

Your Telephone Company

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C
First Revised Cal. P.U.C. Sheet No. 10T
Canceling Original Cal. P.U.C. Sheet No. 10T

(T)

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C (T)
First Revised Cal. P.U.C. Sheet No. 12T
Canceling Original Cal. P.U.C. Sheet No. 12T

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C
First Revised Cal. P.U.C. Sheet No. 13T
Canceling Original Cal. P.U.C. Sheet No. 13T

(T)

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C
First Revised Cal. P.U.C. Sheet No. 14T
Canceling Original Cal. P.U.C. Sheet No. 14T

(T)

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No.

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyLink (T)
P.O. Box 4065 (T)
Monroe, LA 71211 (T)

SCHEDULE Cal. P.U.C. No. C
Seventh Revised Cal. P.U.C. Sheet No. 15T
Canceling Sixth Revised Cal. P.U.C. Sheet No. 15T

FORMS

(D)

(D)

Advice Letter No. 58 Anthony Prestarri
Decision No. _____ Manager, Tariffs
CA 11-03

Date Filed August 5, 2011
Effective September 5, 2011
Resolution No.

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. C
Original Cal. P.U.C. Sheet No. 16

FORMS

Multi-Lingual Form

FRONT SIDE

BACK SIDE

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyLink (T)
P.O. Box 4065 (T)
Monroe, LA 71211 (T)

SCHEDULE Cal. P.U.C. No. C
Second Revised Cal. P.U.C. Sheet No. 17T
Canceling First Revised Cal. P.U.C. Sheet No. 17T

FORMS

(D)

(D)

Advice Letter No. 58 Anthony Prestarri

Decision No. _____ Manager, Tariffs
CA 11-03

Date Filed August 5, 2011
Effective September 5, 2011
Resolution No.

RULES
LIST OF EFFECTIVE SHEETS

Sheets 1 through 93 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

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1	9th Revision*	27	First Revision	(T)
2	6th Revision*	27.1	Original	(T)
3	First Revision	28	First Revision	
4	2nd Revision*	29	1st Revision*	(T)
5	5th Revision*	30	2nd Revision*	
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7.1	Original	33.1	Original	
7.2	1st Revision*	33.2	Original	(T)
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8	First Revision	34	3rd Revision*	(T)
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23	Second Revision	52	Original	
24	First Revision	53	Original	
25	2nd Revision*	54	Original	(T)
26	Second Revision			

* Sheets issued

RULES

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Sheets 1 through **94** of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the Original Schedule that are in effect on the date hereof. (T)

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69	Original		
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71	Original		
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75	Original		
76	Original		
77	First Revision		
78	Original		

(T)

* Sheet issued

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(N)

Advice Letter No.: 88
Decision No.:

Issued by:
Robyn Crichton
Government Operations Director

Issued: April 26, 2023
Effective: June 1, 2023
Resolution No.: N/A

Rule No. 1

DEFINITIONS

ALPHABETICAL LIST OF DEFINITIONS

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(D)

(T)

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Rule No. 1

DEFINITIONS

Certain terms and phrases used in the Rules that follow have the meaning as given in the definitions as set forth below:

ACCESSORIES

Devices which are mechanically attached to, or used with the facilities furnished by the Utility and which are independent of, and not electrically, acoustically or inductively connected to the communications path in the telephone system.

APPLICANT

An individual or concern making application to the Utility for telephone service or installation of facilities.

ATTACHMENTS

Attachments are foreign equipment, space for the support of which is provided on Utility poles.

AUTHORIZED REPRESENTATIVE (AGENT)

An individual or concern designated in writing by the applicant/ customer that represents such applicant/customer regarding telephone services, including intrabuilding network cable. The written notice received by the Utility must set forth the extent of representation authorized by the applicant/customer. This accommodation does not remove the responsibility of the applicant/customer for the payment of service, usage, or adherence to other Rules set forth in the tariff. (See Property Owner/Landlord/Agent.)

(N)
|
(N)

AUTOMATIC ANSWERING AND RECURRING SERVICE

Service furnished by means of special apparatus located on the customer's premises which automatically answers incoming calls with a recorded announcement. Also, certain of the units provided for recording of a message by the calling party.

BASE RATE AREA

That section of an exchange area within which base rates apply without mileage charges and which usually contains the more compact continuous development.

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

BRIDGED LINES

See combination Main Service.

BUILDING OWNER

(See Property Owner/Landlord/Agent)

BUILDING TYPES

1. Single story: A building with one floor or level, excluding basement and garages or other parking facilities, if any.
2. Multi-story: A building with more than one floor or level.
3. Multi-unit: A building that has multiple tenants.

BUILDING USAGE

1. Residential
 - a. Single Family: A multi-story or single story, but not multi-unit, building entirely occupied by one family or individuals functioning as one domestic household. Private garages, caretaker's quarters, and other locations such as private laundries, patios, garden houses, and private-swimming pools that are part of the family's domestic establishment and used as part of the premises where located on the same continuous property.
 - b. Multi-Family: A multi-unit, multi-story, or single story building occupied by more than one family or by more than one individual functioning as one domestic household: e.g., apartments, condominiums, townhouses, and duplexes.

Continued

(N)

(N)

Rule No.1

DEFINITIONS

DEFINITIONS - Continued

BUILDING USAGE - Continued

2. Commercial

- a. Single Tenant: A multi-story or single story, but not multi-unit, building entirely occupied by one business customer.
- b. Multi-Tenant: A multi-unit, multi-story, or single story building occupied by more than one business customer.

3. Mixed Residential and Commercial

- a. A multi-unit and multi-story or single story building occupied by both residential and business customers.

4. Mobilehome Parks

Mobilehome Parks, as defined below, shall not be considered continuous property. Instead, the Utility shall provide service to mobilehome parks in a manner consistent with the provision of service to residential subdivisions containing detached, single-family homes.

A mobilehome park is any area or tract of land where two or more mobilehome lots accommodate manufactured homes or mobilehomes and:

- (1) which is subject to the permit to operate requirements under the Mobilehome Parks Act. (Health and Safety Code Section 18200, et.seq.) or
- (2) that (a) is owned, operated, and maintained by a government entity, (b) is for residential occupancy by the public, and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of Health and Safety Code Section 17008, regardless of the number of employees does not constitute a "mobilehome park," unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act.

Continued

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

BURIED WIRE

A cable designed for use in underground construction and utilized in extending the Utility's telephone plant.

BUSINESS SERVICE

Business service is exchange service, furnished customers engaged in a business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, hotels receiving **individual line** service, and individuals conducting any business or practicing a profession or those (D)
having no other office than their residence, where the actual or obvious use is for business purposes.

CAMPUS ARRANGEMENT

See Continuous Property

Continued

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

CENTRAL OFFICE

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

CHANNEL

The term "Channel" denotes a path (or paths) for electrical communication, between two or more stations or Utility offices. A channel may be furnished in such manner as the Utility may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

CLASS OF SERVICE

The various categories of service generally available to the customer: business, residence.

(C)

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(D)

COMBINATION MAIN SERVICE

This service provides for serving separate business and residence locations from the same one-party line with separate rings for each location.

COMMUNICATING DEVICE

A device furnished by the Utility consisting of a transmitter, receiver, network control signaling unit, and associated apparatus and so connected as to permit the sending and receiving of telephone communication messages.

Continued

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Pamela Donovan

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Resolution No.

Rule No.1

DEFINITIONS

DEFINITIONS - Continued

COMMUNICATIONS SYSTEMS

Denotes channels or other facilities which are capable, when not connected to telephone service and WATS, of communications between customer-provided terminal equipment or Utility stations.

COMPANION SERVICE

See Combination Main Service.

COMPANY

The Public Utility named herein (See Utility).

COMPLEX INSIDE WIRE

Complex Inside Wire, also known as Intrasystem Wire, connects station components to each other or to common equipment, such as a PBX or key system. Connection of complex inside wire to the telephone network is governed by Part 68 of FCC Rules and Regulations.

CONNECTING ARRANGEMENT

The equipment provided by the Utility to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Utility.

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONTIGUOUS EXCHANGES

Two exchanges whose boundaries adjoin.

Continued

(L) Material formerly shown on Sheet 9.

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Robert N. Brown

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Manager, Tariffs

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Resolution No.

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Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

CONTINUOUS PROPERTY

1. Continuous Property is land which is :
 - (a) wholly owned by a single individual or entity, regardless of whether the owner leases 1 all or a portion(s) of the property to another and
 - (b) which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.
2. There are three basic types of Continuous Property:
 - (a) Single-tenant commercial in which one owner or tenant occupies all buildings.
 - (b) Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exist.
 - (c) Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common do not constitute Continuous Property. This includes townhomes and homes in gated communities.

The property retains its character as Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g. apartment buildings or complexes. Condominiums also are continuous property.

Continued

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(C)

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

CONTINUOUS PROPERTY – Continued

A "public thoroughfare" is a street, road, or other means of passage across property which is not subject to restrictions on ingress, egress, or boundaries.

Such as townhomes and homes in gated communities

CUSTOMER

Refers to the person, firm, or corporation responsible for ordering telecommunications services, paying charges, and complying with the rules and regulations of the Utility. A customer may be an individual, partnership, association, joint stock company, trust corporation, authorized representative, government entity, or any other entity that subscribes to the services offered under this tariff.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telephone system, are so connected either electrically, acoustically or inductively.

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in this tariff.

Continued

(L) Material formerly shown on Sheet 9.

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Manager, Tariffs

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Resolution No.

(C) (L)

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(C)

(L)

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

DATE OF PRESENTATION

The date of presentation of a bill or notice from the Utility to any party is the date upon which that bill or notice is properly addressed and mailed, postage prepaid, in a sealed envelope to that party, or when delivered in person, the date upon which that bill or notice is given to that party.

DEMARCATIION POINT

See Rule No. 22.

DIAL TELEPHONE SERVICE

Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's station telephone is equipped with a dial for use in originating calls therefrom.

(L)

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(N)

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Continued

(L) Material formerly shown on Sheet 10.

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Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING

The publication in the Utility's directory, of information relative to a customer's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

- (a) Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
- (b) Foreign Exchange Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.
- (c) Free Listing: A directory listing for which no specific charge is made.
- (d) Indented Listing: A directory listing indented under another listing.
- (e) Non-Listed: Non-Listed numbers are not listed in the directory but may be obtained from Directory Assistance (Information).
- (f) Non-Published: Non-Published numbers are neither listed in the directory nor given out by the Directory Assistance (Information). (L)
- (g) Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing. (L)

Continued

(L) Material formerly shown on Sheet 11.

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Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

DISTRIBUTION CABLE FACILITIES

Cable and associated structures and appurtenances, located in/on efts or easements, extending from the serving central office up to and including the Utility's local loop demarcation point.

(C)

(C)

EMERGENCY

An emergency exists in connection with an applicant for service in case of serious sickness or where public safety or public need is involved.

EQUIPMENT

Relays, apparatus, mechanical equipment and other associated devices, other than telephone instruments, used as a part of or in connection with telephone service.

EXCHANGE

An exchange consists of telephone facilities in an area forming a local system providing local service between the customers in said area at rates established for that area.

EXCHANGE AREA

The exchange area for any particular exchange is the total area within which the Utility holds itself out to furnish exchange telephone service from central offices serving that area.

(L)

EXCHANGE LINE

Any line directly or indirectly connecting an exchange station with a central office. Exchange lines are subdivided as follows:

- (a) Central Office Line or Trunk:

(L)

Continued

(L) Material formerly shown on Sheet 12.

Advice Letter No. 7

Robert N. Brown

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Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

EXCHANGE LINE - Continued

A circuit directly connecting an individual **line main** station or private branch exchange system or key telephone system with a central office. (D)

(b) Extension Lines:

A circuit connecting an extension station with a main station or with another private **branch** exchange station. (T)

(c) Trunk Line:

A trunk line for exchange rating purpose is classified as a trunk line on the basis of its use, whether the equipment or communication system used therewith is provided by the Utility or provided by the customer.

EXCHANGE SERVICE

The general telephone service rendered in accordance with individual Local Exchange Tariff and General Exchange Tariff provisions. Exchange service is a general term describing as a whole, the facilities including a Utility provided communicating device for local intercommunication, together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the Tariff.

(a) Flat Rate Service:

A classification of exchange service furnished a customer under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.

(b) Foreign Exchange Service:

A classification of exchange service furnished under tariff provisions by means of A circuit connecting a customer's main station or private branch exchange system with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

EXCHANGE SERVICE - Continued

(c) Individual Line Service:

A classification of exchange service furnished under tariff provisions, which provide that only one main station shall be served by the circuit connecting such station with the central office.

(d) Message Rate Service:

A classification on non-payphone box exchange service furnished under tariff provisions, which is charged for on the basis of amount of use.

(D)

(D)

Continued

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

EXTENDED AREA SERVICE

Interexchange telephone service furnished at flat or message rates between one or more exchanges.

EXTENSION STATION

An extension station is an additional station connected to a primary station, both of which use the same circuit to the central office, and in the case of the private branch exchange, the extensions to the primary stations.

FACILITIES

Instrumentalities, supplemental equipment, apparatus, wiring, poles, cables, and other materials and mechanisms to, or furnished in connection with telephone service.

FLAT RATE

See Exchange Service.

FOREIGN ATTACHMENT

Equipment attached or connected to Utility equipment not owned or authorized by the Utility for use with telephone service furnished.

FOREIGN EXCHANGE

In connection with foreign exchange service, that exchange which encompasses the central office from which the foreign exchange service is furnished.

FOREIGN EXCHANGE SERVICE

See Exchange Service.

Continued

(L) Material formerly shown on Sheet 15.

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Robert N. Brown

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Manager, Tariffs

Effective

Resolution No.

(L)

(L)

Rule No. 1

DEFINITIONS

DEFINITIONS - Continued

FULLY RENOVATED BUILDINGS

Are buildings in which internal wall coverings and existing telephone wiring and/or cable are removed in connection with renovations requiring a building permit. The effective date for determining fully renovated status is the date of the notice of occupancy issued by the appropriate local agencies.

(D)
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(D)

INDIVIDUAL LINE SERVICE

See Exchange Service

INSIDE WIRE

Also known as Simple Wire, refers to all nonsystem premises telephone wire. Inside wire includes the associated jacks on the customer's side of the Utility's local loop demarcation point. Inside wire does not include customer premises equipment.

INSIDE WIRE DEMARCATION POINT

The inside wire demarcation point designates the end of inside wire facilities, the beginning of CPE facilities, and separates the inside wire vendor's responsibility from that of the CPE vendor. It is located at the point where CPE is connected to inside wire.

INSTALLATION CHARGE

An initial non-recurring charge made to cover all or a portion of the cost associated with the installation of telephone facilities. The payment of an installation charge gives the customers no ownership, wholly or in part, to the property installed.

Continued

Rule No. 1

DEFINITIONS - Continued

INSTRUMENTALITIES

Instrumentalities are the telephone instruments located on a premises, excluding inside wiring, protective apparatus and drop wire. In case of a PBX, the instrumentalities include the switchboard and telephone instruments.

INTERCOMMUNICATING SERVICE

Intercommunicating service is exchange service furnished to a customer by means of intercommunicating equipment, which is so arranged that each station of that equipment may make connection with the various stations of its own system and also with the Utility's central office.

INTEREXCHANGE CHANNEL

As used in connection with private line services denotes that portion of a through channel which interconnects exchange (or locations outside of exchanges) in which stations or channel terminations in Utility offices are located.

INTEREXCHANGE RECEIVING SERVICE

A combination of exchange and toll service, whereby a business customer in one exchange may arrange to receive calls placed to a special number by customers from another exchange. The customer agrees to accept such calls on a prepaid station toll call basis. The special number may be published in the directory of the exchange where the call originates.

INTRABUILDING NETWORK CABLE (INC)

INC is located on the customer's side of the Utility's local loop demarcation point. INC connects the end of the Utility's local loop at the minimum point of entry to the INC demarcation point at the floor terminal(s) within a customer's building or to another building on a customer's continuous property. The purpose of INC is to provide the communications path from the Utility's service entrance facility to the end-user's service location.

Continued

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(N)

(L) Material formerly shown on Sheet 17.

Advice Letter No. 7

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Manager, Tariffs

Effective

Resolution No.

Rule No. 1

DEFINITIONS - Continued

INTRABUILDING NETWORK CABLE (INC) DEMARCATION POINT:

The Intrabuilding Network Cable (INC) demarcation point separates the building owner's responsibility to provide INC from the end-user's and/or building owners responsibility to provide inside wire, standard jacks, and customer premises equipment. This demarcation point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the end-user and/or building owner.

(N)
—
(N)

INTRAEXCHANGE CHANNEL

A channel (which directly connects) between stations within an exchange and is not connected to an interexchange or location channel or to a channel terminal or to channel terminations in the Utility office.

JOINT USER

An individual or business occupying quarters and using telephone service jointly with a customer, is a joint user.

LANDLORD

See Property Owner/Landlord/Agent.

(N)
—
(N)

LATERAL CABLE

See Intrabuilding Network Cable.

LINE EXTENSION

A line extension is the outside plant required in addition to existing facilities to render telephone service, and excludes instrumentalities, inside wiring, protective apparatus and drop wire.

LOCAL EXCHANGE

In connection with foreign exchange service, that exchange in which the primary station is located.

Continued

Rule No. 1

DEFINITIONS - Continued

LOCAL LOOP DEMARCATION POINT

The physical location that separates the responsibility for installation and repair of telecommunications facilities between the Utility and the property owner/landlord/agent or the end-user customer. The local loop demarcation point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Utility is responsible for the installation and maintenance of its facilities up to and including those located at the Utility's local loop demarcation point. This point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence (MPOP).

Installation and maintenance of facilities and equipment beyond the Utility's local loop demarcation point is the responsibility of the property owner/landlord/agent, or end-user customer.

Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

LOCAL MESSAGE

A communication between a calling station and any other exchange station within the local service area of the calling station.

LOCAL PRIVATE LINE

A line located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

LOCAL SERVICE

Telephone service furnished between customer's stations located within the same local service area.

LOCAL SERVICE AREA

The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charge.

(L) Material formerly shown on Sheet 17.

(N)

(N)

(L)

(L)

Rule No.1

DEFINITIONS - Continued

MEASURED SERVICE

Measured service is local service, the charge for which is determined by the number of outgoing local messages.

MEMBER OF A FIRM OR BUSINESS

Individuals, firms, companies or associations engaged in the same business or profession on one premises, receiving service from the same facilities, are considered as members of a firm or business if the individuals or members of the firm, company or association file a joint income tax return and also if any individual member of a firm, company or association substantially participates in the earnings of his fellow members of such firm, company or association.

MESSAGE

A completed customer telephone call.

MESSAGE RATE SERVICE

See Exchange Service.

MILEAGE

The distance measurement between points, the measurement of which is made to quote additional charges for the use of part or all of a circuit furnished by the Utility. Mileage is classified as follows:

- (a) Air line measurement: The shortest distance between two point
- (b) Route Mileage: The distance measured along the route of the circuit between any two or more given points on that circuit.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

Continued

(L) Material formerly shown on Sheet 18.

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Effective

Resolution No.

(L)

(L)

Rule No. 1

DEFINITIONS - Continued

MINIMUM POINT OF ENTRY/PRESENCE (MPOE/MPOP)

(N)

See local loop demarcation point.

(N)

MISCELLANEOUS EQUIPMENT

Equipment not regularly furnished with the various classes of exchange service.

MOBILEHOME PARK

(N)

See Building Usage

(N)

MOBILE TELEPHONE SERVICE

(L)

A communication service through a land radiotelephone station between a wire telephone and a mobile unit, or between two mobile units.

MOVE AND CHANGE CHARGES

Initial non-recurring charges made to cover in whole or part the cost of changes in location or type of instrumentalities or in wiring on a customer premises at the request of the customer where there is no interruption of service, other than that incident to the work involved, and where such charges are not required for the proper maintenance of the equipment or service.

(L)

MULTI-LINE TELEPHONE SYSTEMS

(L1)

An arrangement of equipment in combination with telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchange, PBX, inter-communicating or private lines. Line indicating, signaling, holding features, etc., are, or may be, incorporated.

(L1)

Continued

(L) Material formerly shown on Sheet 19.

(L1) Material formerly shown on Sheet 20.

Advice Letter No. 7

Robert N. Brown

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Resolution No.

Rule No.1

DEFINITIONS - Continued

NETWORK CONTROL SIGNALING

The transmission of signals into the telephone system which perform functions such as supervision (control, status and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Utility for the provision of network control signaling.

NETWORK INTERFACE (NI)

See Standard Network Interface.

NETWORK TERMINATING WIRE (NTW)

The wire between the Utility's protected terminal and the Utility placed network access termination. This wire connection is called a cross- connect.

NON-CONTIGUOUS EXCHANGES

Two exchanges whose boundaries do not adjoin.

OFF-PREMISES STATIONS AND EXTENSIONS

Off-Premises stations are primary appearances of private branch exchange station lines in premises other than that in which is located the switch-board or switching equipment.

Off-Premises extensions are additional appearances of a private branch exchange station line, or an additional appearance of a one **party line** main station, at a location outside the premises in which is housed the primary station. (D)

Continued

Rule No. 1

DEFINITIONS - Continued

OWNERSHIP OF PREMISES

Ownership of a premises will be established after a certificate is submitted to the effect that the premises is owned by the customer.

(D)

(D)

PERMANENT DISCONNECTION

A service is permanently disconnected when both incoming and outgoing service is denied by the Utility, either through removal of telephone instrument or when the use of the facilities is made available for another customer.

PREMISES

A premises is that portion of an individual house or building entirely occupied by one family, one flat or apartment occupied by one family or any room of an office building, or two or more adjoining floors of a building, providing all rooms on those floors are occupied by the same applicant or customer.

PRIMARY STATION

A primary station is the main telephone station (excluding extension stations) of a customer's service.

PRIVATE BRANCH EXCHANGE SERVICE

Private Branch Exchange (PBX) service is that exchange service furnished by means of trunk lines from the Utility's central office, and branch switch-board, primary and extension stations located on the customer's premises.

Continued

Rule No. 1

DEFINITIONS - Continued

- (a) Hotel PBX service is service furnished to hotels, rooming and apartment houses, or to such portions of buildings letting rooms to the public for living quarters. Clubs letting rooms to members or guests of members only are not considered as being customers entitled to hotel service.
- (b) Commercial PBX service is commercial service furnished to a business (except hotels) as referred to in the definition of Business Service.

PRIVATE LINE

The term "Private Line" denotes the channels, channel terminal, service terminals, channel arrangements and equipment furnished to a customer as a unit, that is, without intermediate interexchange channel-switching arrangements.

PRIVATE LINE TELEPHONE SERVICE

Private line telephone service enables the customer and authorized users to communicate orally between specified locations over facilities that have no connection with any other line or exchange service.

PROPERTY OWNER/LANDLORD/AGENT

The owner of real property who occupies, leases, or rents property for residential or commercial purposes, or the owner's authorized representative (Agent). The Property Owner/Land/Agent shall be wholly responsible for Intrabuilding Network Cable (INC) within multi-story buildings in a single location and between buildings on continuous property as of August 8, 1993. For purpose of providing INC, there is distinction between residential and commercial properties. A property owner is responsible for the installation and maintenance of INC on the customer's side of the Utility's local loop demarcation point. A property owner may designate an authorized representative (Agent).

PUBLIC UTILITIES COMMISSION

The Public Utilities Commission of the State of California, sometimes referred to as the Commission.

(D)
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(D)

Advice Letter No. 18

Pamela Donovan

Date Filed

Decision No. _____

Supervisor, Tariffs

Effective

Resolution No.

Rule No. 1

DEFINITIONS - Continued

RESIDENCE SERVICE

Residence Service is exchange service furnished customers at their residences or places of dwelling, where the actual or obvious use is for domestic purposes.

RIGHT OF WAY

Denotes the legal permission granted to the Utility by the property owner to allow the Utility to install, maintain, and repair intrabuilding network cable and any associated plant facilities on a property. This permission is usually in writing and is recorded as an easement against the property.

SERVICE CONNECTION CHARGE

See Installation Charge.

SERVICE CONNECTION FACILITY

Drop and block wiring or cable, including protective conduit where used from the point of connection with the Utility's distribution facilities to the point of connection with the inside wiring at the premises served. A service connection is intended to serve one continuous property and, except for any incidental segment to the property, is located in the property served.

SERVICE POINT

The term "Service Point" when used in connection with customer-provided communication channels denotes the point on the customer's premises where channels provided by or furnished to the customer are terminated in switching equipment used at least in part for communications with stations or customer-provided terminal equipment.

Continued

(D)
|
(D)

Rule No. 1

DEFINITIONS - Continued

SIMPLE WIRE

See Inside Wire.

SPECIAL BILL

A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the re-establishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

SPECULATIVE PROJECT

Speculative projects are projects involving oil wells, mining projects, or other enterprises of speculative or hazardous nature.

STANDARD NETWORK INTERFACE (SNI)

This is a type of Utility-owned network interfaces (isolation device) at which customer-owned facilities are connected to the telephone network. It also serves as the official demarcation point between the customer's responsibility and the Utility's responsibility.

START OF INSTALLATION OR REPAIR

When establishing an installation or repair appointment for which the subscriber must be present, the Company shall offer the subscriber a four-hour or shorter period during which it will arrive to commence work. If the installation or repair is not commenced within that period, the Company shall provide a \$25.00 minimum credit to the subscriber unless the appointment was missed because (1) the Company was denied access to the premises, (2) force majeure, or (3) the Company cancelled or rescheduled the appointment no later than 5:00 p.m. two business days prior to the appointment.

An installation of service or arrangement applied for by an applicant or customer, is considered to have started when the Utility performs any work or incurs any expense in connection therewith, or in preparation therefore, which would not otherwise have been performed or incurred, provided:

- (a) The applicant or customer has advised the Utility to proceed with the installation, and
- (b) The Utility has advised the applicant or customer that, in accordance with his/her, it is commencing the installation and,
- (c) The Utility has advised the applicant or customer by written notice at the time the order was taken that charges will be applicable in the event of a cancelled, modified, or delayed order, and

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Supervisor, Tariffs

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(C)
(N)
|
(N)

Rule No. 1

DEFINITIONS - Continued

START OF INSTALLATION – Continued

- (d) That a copy of such written notice, signed by the Utility and the applicant/customer, is on file with the Utility at the time of the cancellation, modification, or delay.

STATION

The term "station" denotes the network control signaling unit, data set or other equipment provided by the Utility at the customer's premises which enables the customer to establish the communications connection and to effect communications through such connections.

SUBDIVISION

Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more main telephones at a density of at least one per acre.

SUBSCRIBER

See Customer.

SUBURBAN AREA

The suburban area is that portion of the exchange area located outside or beyond the boundary of the primary rate area.

(D)

(D)

SUPERSEDURE

The transfer of a customer's complete service, including the telephone number, from one party to another with no change in type or location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.

Continued

Rule No. 1

DEFINITIONS - Continued

SUPPLEMENT EQUIPMENT

Supplemental equipment is equipment furnished to meet the special needs or convenience of permanent customers.

TARIFF

The rates, charges, rules and regulations adopted and filed by the Utility and approved by the California Public Utilities Commission.

TELECOMMUNICATION SERVICE

The services offered by the Utility accessing the exchange-switching network, including, but not limited to those services covered by the General Exchange, Local Exchange, Message Toll, Wide Area Telephone Service, and Mobile Telephone Service Tariffs.

TELEPHONE SERVICE

The service is service including both exchange and toll service.

TELETYPEWRITER

An electrically controlled form of a typewriter upon which typewritten messages may be sent and received between similar teletypewriters when connected by wire circuit.

TEMPORARY DISCONNECTION

A service is temporarily disconnected when either incoming or outgoing service, or both, are denied by the Utility for any reason, but the telephone facilities of that service are held available for the customer.

TEMPORARY SERVICE

Temporary service is service definitely known to be required for a short period (in general, less than twelve consecutive months) such as service to contractors for use during construction of a building, service to a circus, etc., of a temporary nature.

Continued

(L) Material formerly shown on Sheet 24.

(L1) Material formerly shown on Sheet 25.

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Robert N. Brown

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Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

(L)

(L)

(L1)

(L1)

Rule No. 1

DEFINITIONS - Continued

TENANT

A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

(N)
|
(N)

TERMINAL HUNTING

A general designation for a group of individual lines or PBX trunks, in a dial system office, so arranged that the switching equipment will search over the group to find an idle line or trunk.

(L)

TERMINAL LOOP

The wire facility used in providing off-premise station.

TERMINATION CHARGE

The charge applicable when an agreement for service is terminated by the customer before the expiration of the minimum agreement period.

TOLL LINE

A toll line is a line between two or more exchanges, or toll stations, over which service is furnished on a message rate basis.

TOLL MESSAGE

A completed call between two exchange stations located in different local service areas, between two toll stations, or between a toll station and an exchange station.

TOLL RATE

The initial period charge prescribed for toll messages based upon the duration of the initial period and distance between exchanges.

(L)

Continued

(L) Material formerly shown on Sheet 26.

Advice Letter No. 7

Robert N. Brown

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Manager, Tariffs

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Rule No. 1

DEFINITIONS - Continued

TOLL RESTRICTION SERVICE

A feature restricting service to local calling, 800 services, 950 access and EAS service only. When customers dial 0+, 0-, 01, 011 or 1+ from a restricted line, the call will be diverted to a Company provided tone or intercept announcement.

TOLL SERVICE

Toll service is telephone service from one exchange or toll station to another exchange or toll station.

TRADE NAME

The name or style under which a concern conducts its business and by which it is generally known to the public.

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.

TRUNK LINE

A telephone circuit between two central office units or between a private branch exchange or other receiving equipment system and a Utility central office.

TYPE OF SERVICE

Refers to flat rate service, message rate service or semi-public service.

UTILITY

Telephone Utilities of Eastern Oregon, Inc. d/b/a PTI Communications Communications.

Continued

(L)

(L)

(L1)

(C) (L1)

(L) Material formerly shown on Sheet 26.

(L1) Material formerly shown on Sheet 27.

Advice Letter No. 7

Robert N. Brown

Date Filed

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Manager, Tariffs

Effective

Resolution No.

Rule No .2

DESCRIPTION OF SERVICE

A. General

Exchange service is available by means of facilities owned and maintained by the Utility, and in multi-office exchanges is operated from the central office designated by the Utility. In certain exchanges extended service is furnished with availability of exchange service to other exchange areas, central office districts or zones of the Utility or of a connecting utility. Foreign exchange service from other exchanges of the Utility or connecting utilities is furnished in designated areas.

Toll Service is furnished either by means of the Utility's toll lines or lines of a connecting utility or both.

The Utility furnishes dial telephone service. The Utility may change the type of telephone after installation if the requirement of the general service so necessitates.

B. Service

The Utility furnishes exchange service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

1. Classes of Service Furnished

- (a) Business Service
- (b) Residence Service

2. Types of Service Furnished

- (a) Flat Rate Service

Continued

(D)

Advice Letter No. 18

Pamela Donovan

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Supervisor, Tariffs

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Resolution No.

Rule No. 2

DESCRIPTION OF SERVICE (Continued)

B. Service (Continued)

2. Types of Service Furnished (Continued)

(T)

(D)

(D)

Miscellaneous service, private lines and supplemental equipment are furnished by the Utility in accordance with the tariff schedules.

Extension station services are furnished at the base rates shown in the tariff schedules where the stations are on the premises in which the primary station is located.

C. Extension and Private Branch Exchange Stations and Multiple Line Key Cabinets

1. Extension and Private Branch Stations

The Utility may limit the number of extension stations or extension bells if necessary for technical reasons.

Continued

Rule No. 2

DESCRIPTION OF SERVICE (Continued)

D. Off-Premises Extension and Private Branch Exchange Stations

Extension stations or private branch exchange stations, except those of subsidiary dial private branch exchanges, will be installed from the demarcation point at the main service location to the Utility's demarcation point at the off-premises location in accordance with the following:

1. Same Customer

An off-premises extension station or private branch exchange station will be installed on a premises of the customer, except that a residence extension or residence private branch exchange station will not be installed on a business premises.

2. Different Customers

An off-premises extension station or private branch exchange station will be installed on a premises of a party other than the customer to the off-premises station service only when the occupant of the premises on which the station is to be installed is a customer to individual **line** or private branch exchange system service, except that a residence extension station or residence private branch exchange station will not be installed on a business premises.

(D)

Stations of subsidiary dial private branch exchanges will be installed off the premises on which the subsidiary private branch exchange is located, in accordance with 1 and 2 above, provided equipment and operating conditions will permit, either with or without special assemblies of equipment. Where special assemblies of equipment are ordered and installed, charges as shown in the Supplemental Equipment Schedule will apply therefor.

Continued

Rule No. 2

DESCRIPTION OF SERVICE (Continued)

E. **Reserved**

(C)
(D)
(D)

F. Local Private Line Telephone Service

Local private line telephone service will be provided solely for communication between stations thereon, and will not be connected with the Utility's exchange service lines or to a private branch exchange switchboard.

Continued

Rule No. 3

APPLICATION FOR SERVICE

A. Application for Service

Each applicant for telephone service may be required to sign an application for the service desired, on a form provided by the Company, as a condition precedent to the initial establishment of service.

For services offered from this tariff, the Company shall provide the subscriber a written confirmation of the order at the point of sale for in person transactions, and, for any other transactions, not later than seven days after it is accepted, or seven days after the Company is notified of the order originated through another carrier. The confirmation shall be in a minimum of 10-point type and shall include the key rates, terms and conditions for each service ordered. The confirmation shall be unambiguous and clearly state key rates, terms, and conditions. It shall be a separate document from any solicitation materials and may not constitute entry forms for any contest or program offering prizes or gifts.

(N)

Applicant(s) will be required to provide their legal surname(s), or initial(s), and first name(s). This information may be verified by the Company. The application will be considered complete (unless otherwise specified in RULE 3) when at least one of the following valid identification items has been provided by the applicant(s):

(N)

- a. California Driver's License number
- b. California Identification Card number
- c. Social Security Card number
- d. Immigration and Naturalization Service Identification number
- e. United States passport number
- f. Other item of identification acceptable to the Company

The Company may request the applicant(s) to voluntarily provide their Social Security number for identification purposes. Refusal to provide this will not result in denial of service. Prior to the request for identification information, the utility will inform each applicant that (1) provision of their Social Security number (SSN) is strictly voluntary; (2) if another acceptable item of identification is provided, their application cannot be denied because they choose not to provide their SSN; and (3) no record will be made of their choice not to provide their SSN.

The Company may accept an oral or written application from a customer for additions to or changes in the present service of the customer.

Any application is merely a request for service and does not in itself bind the Company to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to take service.

Advice Letter No. 42

Pamela Donovan
Supervisor Tariffs

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Rule No. 3

APPLICATION FOR SERVICE - Continued

Customers shall notify the Utility when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Utility will update the customer's directory listing. The Move and Change Charge as set forth in Schedule E-2 shall apply. If the customer chooses to utilize the retermination service offered by the Utility

(N)
(N)

B. Cancelled, Modified, or Deferred Applications

(C)

When an applicant/customer cancels, modifies, or defers an order for service or facilities before the service is connected, a charge applies to allow the Utility to recover the non-recoverable costs of engineering, labor, material, and other related expenses. The applicant/customer must be notified in writing at the time the initial order is taken that should the applicant/customer cancel, modify, or delay the order, charges will apply.

Unless otherwise provided, the following conditions apply to applications for exchange and intrastate private line, except service and facilities as set forth in Rule Nos. 13, 15 and E10. These conditions apply to installation of new or additional service, or facilities and/or moves, charges, or rearrangements of existing service, or facilities.

1. Cancellation or modification by an applicant/customer of an applications for new or additional service, or facilities.

(a) Prior to "start of installation" (as defined in Rule No. 1):

No Charge.

(b) Between start and completion of installation :

Charge the estimated cost incurred less the estimated net salvage value, not to exceed the total regular nonrecurring charges, including termination charges, applicable to the entire service, and facilities ordered.

(C)

Continued

Rule No. 3

APPLICATION FOR SERVICE - Continued

B. Cancelled, Modified, or Deferred Applications - Continued

1. Continued

(c) After completion of installation, but prior to connection for service:

Charge the sum of the charges applicable as if the items involved were actually connected for service and immediately ordered disconnected, including:

- (1) all regularly applicable service connected and nonrecurring charges, and
- (2) all regularly applicable basic termination in full, and
- (3) all regularly applicable minimum service charges, and
- (4) such other amounts as may be specified in the schedules covering the items involved, and
- (5) such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification, or deferral at the applicant/customer's request.

(d) In the case of modification, charges for the subsequent order are in addition to the charges for costs incurred before the applicant/customer changed the original order.

2. Cancellation or modification by an applicant/customer of an application for a move, change, or rearrangement of existing service:

(a) Prior to "start of installation" (as defined in Rule No. 1):

No charge

Continued

(C)

(C)

Rule No. 3

APPLICATION FOR SERVICE - Continued

B. Cancelled, Modified, or Deferred Applications - Continued

2. Continued

(b) Between start and completion of installation:

Charge the estimated cost of the partially completed move, change, or rearrangement ordered by the applicant/customer, not to exceed the charges applicable in 1.(b) above.

(c) After completion of installation, but prior to connection for service:

See 1.(c) above for conditions and charges that are applicable.

(d) In the case of modification, charges for the subsequent order are in addition to the charges for the subsequent order are in addition to the charges for costs incurred before the applicant/customer changed the original order.

3. Deferral by an applicant/customer of an application for new or additional service, or facilities; or an application for a move, change, or rearrangement of existing service, or facilities: An application may be deferred for one or more periods totaling, in all, not more than six months beyond the in-service date last established prior to start of installation, after which time it shall be either completed for service and regular rates and charges applied, or considered as cancelled and treated in accordance with items 1. and 2. above:

For deferments of up to six months beyond the in-service date last established upon prior to "start of installation," the following applies:

(a) Prior to "start of installation:"

No charge.

Continued

(C)

(C)

Rule No. 3

APPLICATION FOR SERVICE - Continued

B. Cancelled, Modified, or Deferred Applications - Continued

3. Continued

(b) Between start and completion of installation:

- (1) For deferments totaling, in all, not more than 120 days, no charge shall apply.
- (2) For deferments totaling, in all, more than 120 days, charge all estimated costs incurred due to the deferment, not to exceed the total of the charges and rates applicable in 1. (b) above.

(c) After completion of installation, but prior to connection for service:

- (1) For deferments totaling, in all not more than 120 days, no charge shall apply.
- (2) For deferments totaling, in all, more than 120 days, apply charges according to 1.(c) above.

NOTE: An extension of time beyond the six-month period when requested by the applicant/customer may be allowed at the discretion of the Utility in writing.

C. Charges Based on Estimated or Actual Cost

For purpose of applying this rule, charges based on estimated or actual costs of labor, engineering, nonreusable materials, interest, transportation, storage, manufacturer's cancellation charges, expedited orders, and any other costs incurred by the Utility following the "start of installation" (as defined in Rule No. 1) in compliance with an application or request by an applicant or customer. If an advance payment has been collected and held, it will be refunded subject to the applicable charges noted above.

D. Special Construction of Facilities

Where special (or in some cases, regular) construction of facilities is required to provide the requested services, construction charges may apply. The regulations under which changes are applicable are specified in Rule No. 13, Temporary Service, Rule No. 15, Line Extensions, Service Connections and Facilities on Premises of Customer, Rule No. 23, Special Construction of Exchange Facilities.

Rule No. 3

APPLICATION FOR SERVICE - Continued

2. Cancelled by the Utility
 - (a) If applicant refuses to comply with the requirements set forth in the Utility's tariff schedules prior to the establishment of service, the Utility may cancel the application, in which case any amounts collected from the application will be refunded.
 - (b) When the Company denies an application for a telecommunications service subject to Commission jurisdiction, the Company shall inform the applicant of the reasons within 10 days thereafter. The Company's reasons shall be provided in writing unless the applicant agrees to accept a different form of notice.

Rule No. 4

CONTRACTS

Contracts will not be required as a condition precedent to service except:

1. Where required by provisions contained in a filed rate schedule, in which case the term of the contract will be that specified in the schedule;
2. Where the building of a line extension will be necessary, in which case the term of the contract will be three years;
3. Where temporary service is to be furnished under the provision of Rule No. 13, in which case the term of the contract will be of sufficient length to cover the period of contemplated operations but not more than three years.

Continued

Advice Letter No. 1

Robert N. Brown

Date Filed

Decision No. _____

Manager, Tariffs

Effective
Resolution No.

(T)
(T)
(T)

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for telephone service will contain substantially the following provision:

"This contract shall at all times be subject to such changes or modifications by the California Public Utilities Commission as said Commission may, from time to time, direct in the exercise of its jurisdiction."

B. Customers' Bills

1. Regular Bills

Each regular billing for telephone service, except special bills and bills rendered on an annual basis, will contain the following statements:

a. Prevent Disconnection

"In order to keep your account current, all charges should be paid each month. Failure to pay for services other than your Local Phone Service, may result in restriction of long distance calls, removal of those other services, or collection activities. These services could include feature packages, Long Distance, High Speed Internet, Wireless, or Television services, and certain surcharges. To avoid disconnection of your Local Phone Service, you must pay the charges associated with that service as well as certain taxes and surcharges. That amount is \$xx.xx. On the first page of your bill, there is a line called Total Amount Due. If that amount is less than \$xx.xx, please pay the Total Amount Due amount. CenturyLink service bundles, and the amounts shown on the bill's first page, may include charges for both Local Phone Service and other charges. CenturyLink should receive your payment on or before the due date on your bill. If you are unable to pay by the due date, please contact us immediately."

(T)

(T)

b. Billing Questions

If you have questions or concerns about your service or charges, please call a CenturyLink representative at the telephone number on this billing statement. If you are unable to resolve a billing dispute, and to avoid having service turned off while you wait for the outcome of a complaint you may submit a complaint to the California Public Utilities Commission (CPUC) by contacting us them Online at <http://www.cpuc.ca.gov/complaints/> or by Telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday), or by Mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

(N)

If you have limitations hearing or speaking, dial 711 or dial one of the following toll-free language-specific numbers below to be routed to the California Relay Service provider: For TTY/VCO/HCO to Voice calls in English dial 1-800-735-2929 or TTY/VCO/HCO to Voice calls or Voice to TTY/VCO/HCO calls in Spanish dial 1-800-855-3000. For Voice to TTY/VCO/HCO calls in English dial 1-800-735-2922. From or to Speech to Speech call in either English or Spanish call 1-800-854-7784.

(N)

(M)

Continued

(M)

(M) Material previously appearing on this page now appears on Sheet No. 37.

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS - Continued

B. Customers' Bills – Continued

(M)

2. Annual Bills

Each regular annual billing for telephone service will contain the following statement:

"If this bill is not paid within 30 days from date of presentation service may be discontinued, in which event restoration will not be made until this bill has been paid."

(M)

3. Special Bills

Each special billing for telephone service will contain the following statement:

"If this bill is not paid within 5 days from date of presentation service may be discontinued, in which event restoration will not be made until this bill has been paid."

4. Disputed Bills

Each monthly or annual billing for telephone service will contain the following statement:

If you have questions or concerns about your service or charges, please call a Customer Care Representative at the telephone number on this billing statement. If you are unable to resolve a billing dispute, and to avoid having service turned off while you wait for the outcome of a complaint to the CPUC you may submit a complaint to the California Public Utilities Commission (CPUC) by contacting them Online at <http://www.cpuc.ca.gov/complaints/>, or by Telephone at 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday), or by Mail at California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102."

(T)

(T)

Continued

(M) Material previously appeared on Sheet No. 36T.

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS - Continued

B. Customers' Bills - Continued

5. Deposit Receipts

Each receipt for a deposit collected for the establishment of credit will contain the following provision:

This deposit may be applied, insofar as necessary, in payment of all charges for the telephone service which it guarantees, when such charges remain unpaid after notice in accordance with the Utility's Rules on file with the Public Utilities Commission of the State of California that they are due and payable.

This deposit, less the amount of any unpaid bills for telephone service will be refunded together with any interest due at ~ per cent per month, upon discontinuance of service or after the deposit has been held for twelve consecutive months, provided service has been continuous and all bills for such service have been paid in accordance with the Rules as approved by the Public Utilities Commission of the State of California.

Continued

Advice Letter No. 1

Robert N. Brown

Date Filed

Decision No. _____

Manager, Tariffs

Effective
Resolution No.

Rule No. 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

A. Establishment of Credit

Each applicant will be required to furnish a complete application as specified in Rule 3, "APPLICATION FOR SERVICE", and establish credit in one of the following ways: (C)
(C)

1. Applicant is a customer of the utility or any other telephone utility in California, for a similar class of service and has paid all bills for service without having been temporarily or permanently discontinued for nonpayment thereof, for a period twelve consecutive months immediately prior to the date of the present application. The applicant will provide the Company with the verification telephone number of their other service. (T)
(N)
(N)
2. Applicant has been a customer of the Company any other telephone utility in California in the last two years and during the last twelve consecutive months that service was provided has paid all bills for such service, without having been temporarily or permanently discontinued for nonpayment thereof. The applicant will provide the Company with the verifiable telephone number and disconnection date of their previous service. (T)
(N)
(N)
3. Applicant is the owner of the premises upon which the Company is requested to furnish service, or is the owner of other local real estate; in the case of business service, real estate must be business property. (T)
4. Applicant for residence service has been continuously employed by his present employer (including military) for a period of one years or more, or is retired on pension. (C)
5. Applicant furnishes a guarantor satisfactory to the Company to secure payment of bills of applicant for telephone service requested in the application. (T)
6. Applicant's credit is otherwise established to the satisfaction of the Company. (T)
7. Applicant pays the deposit prescribed in Rule No. 7, "DEPOSITS".

Advice Letter No. 3

Robert N. Brown

Date Filed

Decision No. 91-05-018

Manager, Tariffs

Effective

Resolution No.

Rule No. 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT - Continued

B. Re-establishment of Credit

1. A customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility for the premises for which service is to be restored and may be required to pay a reconnection charge as prescribed in Rule No. 11 under "Restoration Reconnection Charge" and to re-establish credit by making the deposit prescribed in Rule No. 7, before service is restored.
2. An applicant who previously has been a customer of the utility and during the last twelve months of that prior service has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility, and will be required to re-establish credit by making the deposit prescribed in Rule No. 7.

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
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Resolution No.

Decision No. _____

Rule No. 7

DEPOSITS

A. Amount of Deposit

A deposit will only be required if an applicant for service is unable to demonstrate acceptable credit to the satisfaction of the Company. Failure to provide a social security number shall not be cause for requiring a deposit. The Company will not require a deposit for services provided by others or refuse a deposit in lieu of demonstrating satisfactory credit.

(N)

(N)

The amount of deposit required to establish or re-establish credit will not exceed twice the average estimated monthly bill for recurring and usage charges for basic service. An additional deposit may be required for service other than basic service.

(C)

(C)

B. Return on Deposits

The Utility will refund the deposit in accordance with the following:

1. When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.
2. When the customer's credit may be otherwise established in accordance with Rule No. 6 , and upon the customer's request for return of deposit with interest.
3. Upon discontinuance of telephone service, the utility will refund, with interest the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.

Rule No. 7

DEPOSITS - Continued

B. Return on Deposits - Continued

4. After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for non-payment of bills, the utility will refund the deposit with interest.
5. The Company will refund deposits amounts associated with basic service, with interest, after one continuous year of timely payments for basic service, and not later than 30 days after basic service is discontinued. The Company will refund deposits associated with other services not later than 120 days after service is discontinued.

(N)
|
(N)

C. Interest on Deposits

1. 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 30th of the prior year. Such interest will be paid at the time the deposit is returned.
2. No interest will be paid if service is temporarily or permanently discontinued for non-payment of bills, or if deposit is held less than full month increments.

(C)
|
(C)

Rule No. 8

NOTICES

A. Notices to Customers

Notices from the Utility to a customer normally will be given in writing, either delivered to him or mailed to his address.

In emergencies, where delay may result in impaired service or in hazards to the customer, the public, or the Utility's facilities, the Utility may resort to verbal notices given by telephone or by personal contact.

B. Notices from Customers

Notices from a customer to the Utility may be given verbally by him or his authorized agent at the Utility's office, or by written communications mailed thereto.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

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Resolution No.

Decision No. _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

1. Flat Rate Exchange Service

Bills for flat rate exchange service for the period specified in the rate schedule may be rendered in advance and are payable in advance.

2. Toll Statements

Due to cycle billing, bills for toll service rendered will cover a monthly period ending 15 days prior to billing date.

B. Payment of Bills

Payment of bills for telephone service shall be made by mail or at the office of the Utility or to a duly authorized collector of the Utility.

Removal Bills, Special Bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing exchange service, will be payable upon presentation. The Utility may require that bills for service connection or restoration of service, and pre-payments for the establishment or re-establishment of credit be paid before service will be installed or restored. All charges for exchange and toll service are payable from United States or checks preprinted in U.S. dollars from Canadian Banks, authorized credit card, debt card, or authorized Gift Certificates.

A Returned Check Charge, as set forth in Schedule Cal. P.U.C. No. E is applicable to each check, which is dishonored for any reason when used as a payment, deposit or advance payment.

A Late Payment Charge as set forth in Schedule Cal. P.U.C. No. E is applicable if payment is not received by the Company or one of its authorized payment locations by the late payment date printed on the bill. (1) The late payment charge will not be less than twenty-two (22) days from the date of mailing. When a customer claims that late payment charge date was less than twenty-two (22) days from the date of mailing, the Company will research and determine the actual date of mailing from its internal records. If the late payment charge date printed on the bill is less than twenty-two (22) days from the date of mailing, the customer will be allowed at least twenty-two (22) days from the date of actual mailing in which to make payment before a late payment charge is imposed. Any authorized late-payment penalty may not exceed 1.5% per month on the over due balance. Subscribers shall not be liable for late payment charges on disputed amounts that are resolved in the subscribers favor.

(C)
(C)
(N)
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(N)

Note (1) See Next Page

Advice Letter No. 42
Decision No. _____

Pamela Donovan
Supervisor Tariffs

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Resolution No.

Rule No. 9

RENDERING AND PAYMENT OF BILLS - Continued

B. Payment of Bills (Continued)

Upon notification of disputed charges on the bill, the Utility may temporarily suspend the application of the late payment charge to the disputed portions of the bill that are unpaid. If the Utility resolves the billing dispute in favor of the customer, no late payment charge will apply to the disputed amount. If the Utility resolves the billing dispute in favor of the Utility and payment of the disputed amount has been withheld, the Utility will notify the customer and payment of the disputed amount is due by the date of the next rendered bill. Failure to pay the disputed amount will result in a late payment charge being assessed as set forth in this tariff.

(N)

In the event the Utility determines that the customer's billing claim was made in bad faith, the Utility reserves the right to reinstate any appropriate late payment charge from the original late payment charge date.

(N)

C. Adjustment of Bills

Opening, closing and monthly bills for telephone service rendered for periods in excess of or less than a calendar month, will be prorated on basis of the number of days in the period in question to the total number of days of that month or of an average month of thirty days, when the period in question involves a portion of more than one calendar month, providing, however, that when the total period for which service is taken is less than one month, the total charge for that service will not be less than the monthly minimum charge.

(L)

(L)

D. Rates applicable during temporary disconnection of service for non-payment.

When the Utility has the right to temporarily or permanently discontinue exchange service as provided by these Rules, it may do either at its option.

Service temporarily disconnected will be charged for in accordance with the regular rates for a period not to exceed fifteen (15) days subsequent to the date of temporary disconnection.

Note #: If a late payment charge appears on a customer's bill even though the payment was received by the Utility or an authorized payment location prior to or on the late payment date, the charge will be reversed and a credit will appear on the customer's next bill. This provision may be applicable to payments that are received but cannot be processed in a timely manner due to the lack of customer information being submitted with the payment.

(N)

(N)

(L) Material moved from Sheet D 44.

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Rule No. 10

DISPUTED BILLS

When a customer and the Utility fail to agree on a bill for telephone service and the disputed bill is not paid within 15 days after presentation, the Utility will notify the customer in writing:

1. That in lieu of paying the disputed bill he may deposit with the California Public Utilities Commission, State Building, San Francisco, the amount claimed by the Utility to be due.
2. That checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission.
3. That upon receipt of the deposit the Commission will notify the Utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
4. That Basic service as defined in Decision D96-10-066, appendix B, page 5 will not be discontinued for non-payment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review. (C)
5. That failure of the customer to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of his service without further notice.
6. That, if before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the Utility to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.
7. The Company will not disconnect the customer's local exchange service, as defined in D96-10-066, appendix B, page 5, for nonpayment of interexchange toll service. (N)
(N)

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Pamela Donovan

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Supervisor, Tariffs

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Resolution No.

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A. Reasons for Discontinuance of Service

1. Customer's Request for Service Discontinuance

A customer may have his telephone service discontinued by giving notice of his desire on or before its effective date. The utility will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

The utility will hold a customer about to vacate premises responsible for all service rendered up to and including the date service is to be discontinued, or the date the utility discovered the removal.

2. Nonpayment of Bills

Monthly bills shall be considered past due if they are not paid within 22 days after date of presentation. (C)

a. All classes, types and grades of exchange and toll service

Service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided the bill therefore has not been paid within the period specified below and the utility informs the customer with a written 7 calendar days notice: (C)

Thirty calendar days after presentation when bills are rendered yearly;

7 calendar days after presentation of special bills; (C)

22 calendar days after presentation of all other bills. (C)

b. The Company will provide written notice to subscribers whose payments are overdue not less than 7 calendar days prior to terminating service for nonpayment. Each termination notice shall include all of the following: (1) the Company name, (2) the name and address of the subscriber, (3) information sufficient to determine what services are to be terminated. The notice will state the minimum amount due if basic service is terminated. (4) The time or date by which payment, or arrangement for payment, must be made to avoid termination. (5) A toll-free number to reach the Company representative. (6) The telephone number of the Commission's Consumer Affairs Branch. (N)

c. Application of unused portion of prepayments or deposits for telephone service. (T)

Telephone service will be temporarily or permanently discontinued and the amount of the charges therefore will be charged against the deposits on hand, any amount of unused deposit will be returned to the customer but in no case in less than the above prescribed number of days after the first day of presentation of that bill.

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Pamela Donovan

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Supervisor, Tariffs

Resolution No.

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE - Continued

A. Reasons for Discontinuance of Service - Continued

2. Nonpayment of Bills - Continued

c. Former Service

A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the utility, provided said bill is not paid within 15 days after the date of presentation at the location of the new or existing service. The written five-day notice required under 2.a. above, is applicable prior to discontinuance of a customer's telephone service.

d. Joint-user Service

The utility may refuse to establish joint-user service or it may discontinue an existing joint-user service where the joint user or person or concern desiring joint-user service is indebted to the utility for business telephone service previously furnished.

e. Residential service will not be discontinued because of nonpayment of bills for other classes of service.

f. Under no circumstances may service be discontinued for nonpayment of a bill to correct for previously billed incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

g. Disputed Bills

(1) In case of a dispute between the customer and the utility as to the correct amount of a bill rendered by the utility for service furnished to the customer, which cannot be adjusted with mutual satisfaction, the customer may deposit with the Public Utilities Commission of the State of California at its office in the State Building at San Francisco, California 94102, the amount claimed by the utility to be due. Deposit checks, money orders, etc., must be made payable to the "Public Utilities Commission, State of California". Upon receipt of said deposit, the Commission will investigate the complaint and communicate its findings to the parties.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
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Resolution No.

Decision No. _____

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE - Continued

A. Reasons for Discontinuance of Service - Continued

2. Nonpayment of Bills - Continued

g. Disputed Bills - Continued

- (2) Failure on the part of the customer to make such deposit with the Public Utilities Commission within fifteen days after notice by the utility that such deposit must be made or service may be discontinued, shall warrant the utility in discontinuing the service without further notice.

3. Unsafe or Prohibited facilities, appliances or apparatus

The utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances, or apparatus on such premises are found to be unsafe and may refuse to furnish telephone service on such premises until the applicant or customer shall have remedied the unsafe condition.

4. Service Detrimental to other customers

The utility will not establish service, which will be detrimental to the service of its other customers, and will discontinue telephone service to any customer utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the utility to cease so doing.

5. Fraud

The utility shall have the right to refuse or discontinue telephone service if the acts of the customer, including furnishing false credit information, or the conditions upon his premises are such as to indicate intention to defraud the utility.

6. Failure to establish or to re-establish credit

If, for any applicant's convenience, the utility provides telephone service before credit is established, or continues service to a customer pending re-establishment of credit in accordance with Rule No. 6 and he fails, upon written notice, to establish his credit, the utility may discontinue service but not sooner than 5 days after giving such notice.

Advice Letter No. 1

Roy A. Peterson
Vice President

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Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE - Continued

A. Reasons for Discontinuance of Service - Continued

7. Non-compliance with the Utility's rules

The utility may discontinue service if a customer fails to comply with any of the rules herein, provided such failure is not remedied within a reasonable time, after written notice has been given, except as otherwise provided in the rules.

Except as provided by these rules, the utility will not temporarily or permanently discontinue telephone service to any customer for violation of any rule except upon written notice of at least five days, advising the customer in what particular such rule has been violated for which telephone service will be discontinued if the violation is not remedied. This notice may be waived in cases of an emergency or in the event of the discovery of a dangerous condition on the customer's premises or in the case of the customer's utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

8. Revocation of permission to use property

If the utility's service facilities to the customer are installed on property other than the customer's property and the owner of such property revokes his permission to use it, the utility shall have the right to discontinue service upon 10 days written notice, without obligation or liability to the customer. If service is discontinued under these conditions, the customer may have service re-established under the provisions of this tariff.

9. Service not to be immediately used

The utility may refuse the installation of service that is not to be used within a reasonable period after installation.

10. Abusive Language by customers

The utility may discontinue the telephone service of any customer who uses vile, abusive or profane language, or impersonates any other individual with fraudulent intent, over any line connected to the utility's system, after the customer has been advised of that fact.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

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Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE - Continued

A. Reasons for Discontinuance of Service - Continued

11. Directory advertising charges

A customer's telephone service will not be temporarily or permanently discontinued for failure of that customer to pay charges for advertising in the telephone directory.

12. Impairment of service

a. If a customer uses his service or equipment in connection with a plan, which causes an unusually large volume of calls to be made to such customer at or about the same time with the result that he service to others is interfered with, the utility will notify in writing said customer of the problem and the customer shall then take action to modify such plan so that the problem will be eliminated, or the customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the customer's right to submit the matter to the Public Utilities Commission for review. Should the customer not take remedial action, within five (5) days, and a second impaired service condition arises, the utility may discontinue the service without further notice.

b. The utility has the right to refuse telephone service to any premises and at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against abuse. Abuse of service includes, without limiting the generality of the foregoing, the use of service or facilities of the utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge.

13. **Customer Denied Access**

The Company may either temporarily suspend service or terminate the service to any person, firm or corporation who fails to respond or who otherwise denies the Company access to the premises when such access is deemed necessary by the Company to maintain, transfer or otherwise modify service. The Company shall notify the customer at least 30 days prior to service suspension or termination. The Company shall waive any associated reconnection charges if such reconnection is made within 30 days, except that the Company does not guarantee the same phone number will be available if reconnection is requested.

(N)
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(N)

Continued

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE - Continued

B. Restoration - Reconnection Charge

The Utility may collect a reconnection charge with restoring telephone service, which has been discontinued for non-payment. This reconnect charge will be in accordance with Schedule E-2, "Non-recurring Charges." Service connection charges as set forth in Schedule E-2 will apply when restoring service, which has been permanently discontinued in accordance with the provisions of this rule.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

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Decision No. _____

Rule No. 12

OPTIONAL RATES AND INFORMATION TO BE PROVIDED THE PUBLIC

A. Effective Rates

The rates to be charged by and paid to the Utility for telephone service will be the rates legally in effect and on file with the Public Utilities Commission of the State of California. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a location where they will be available for public inspection. Notices indicating the place where such schedules are available will be posted in conspicuous places in the Utility's business offices.

B. Optional Rates

Where two or more rate schedules are applicable to any class of service, each will be called to an applicant's attention and he will designate the schedule under which he then desires service.

C. New Rates

When new schedules of rates are established, the Utility will use such means as may be practicable to bring them to the attention of those of its customers who may be affected thereby.

D. Change of Schedule by Customer

When a customer applies for service under a schedule different from that applicable to his present service, the rates for the new service will be applied on the effective date of the change.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

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Rule No. 13

TEMPORARY SERVICE

A. Establishment of Temporary Service

The Utility will, if no undue service impairment to its existing customers will result there from, furnish temporary service or service to speculative projects under the following conditions:

1. The applicant shall pay, in advance or otherwise as required by the Utility, the estimated cost installed plus the estimated cost of removal, less the estimated salvage of the facilities necessary for furnishing service.
2. The applicant shall establish credit as required by Rule No. 6, except that the amount of deposit prescribed in Rule No. 7 shall not exceed the estimated bill for duration of service.

B. Change of Permanent Status

1. If temporary telephone service is provided to a customer on a continuous, intermittent or seasonal basis for a period of 36 consecutive months from the date telephone service was first provided under this rule the service shall be classified as permanent and the payment made in excess of that required for permanent service or under the line extension schedule for permanent service shall be refunded.
2. If at any time the character of a customer's operation changes so that in the opinion of the utility the customer's service may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded to the customer immediately.

Continued

Advice Letter No. 1

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Rule No. 13

TEMPORARY SERVICE - Continued

C. Refunds

1. The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the line extensions schedule in effect at the time temporary service was first rendered to the customer, or the present line extension schedule whichever is less restrictive to the customer.
2. Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced, except for the amount of deposit made in accordance with Rule No. 7, to establish credit.

Continued

Advice Letter No. 1

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Rule No. 14

CONTINUITY OF SERVICE

A. Credit Allowance for Interruption of Service

Upon request of the customer, the Utility will allow credit in all cases where telephones are "out of service", except when the "out of service" is due to the fault of the customer, for periods of one day or more from the time the fact is reported by the customer or detected by the Utility, of an amount equal to the total monthly fixed charges for exchange service multiplied by the ratio of the number of days of "out of service" to thirty days.

A day of "out of service" will be considered to exist when out-going service is not available for a period of 24 hours. When any "out of service" period continues for a period in excess of an even multiple of 24 hours, the total period upon which to determine the credit allowance will be taken to the next higher even 24-hour multiple.

In no case will the credit allowance for any period exceed the total fixed charges for exchange service for that period.

B. Temporary Suspension for Repairs

The Utility 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 necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the Utility will give the customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the customers.

When the Utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service.

Continued

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Decision No. _____

Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

A Line Extensions and Service Connections

1. General

- a. Except as otherwise provided in these Rules, the Utility will, at its own expense, furnish, install and maintain all facilities up to and including the Utility's local loop demarcation point, necessary to serve applicants in accordance with its lawful rates, rules and current construction standards, provided public ways or acceptable easements, which can be obtained without charge, are available.
- b. Where an applicant requests a route or type of construction which is feasible but differs from that determined by the Utility, he will be required to pay the estimated additional cost involved.
- c. In lieu of all or part of such payment, the applicant may furnish such materials or perform such work as may be mutually agreed between the Utility and the applicant. Upon acceptance by the Utility, ownership of any materials so furnished shall vest in the Utility.
- d. Charges for line extensions are set forth in Schedule No.E-10, Line Extension Charges.
- e. Provisions regarding temporary or speculative service are set forth in Rule No. 13 , Temporary Service.
- f. Where its own operating conditions warrant, the Utility will extend and maintain its facilities underground at its expense.
- g. If the applicant can and does elect not to have underground electrical facilities, the Utility is not obligated to construct underground.
- h. Only underground line extensions will be constructed within a new single-family and/or multi-family residential real estate development of five or more lots and in a new residential development consisting of five or more dwelling units in two or more buildings located on a single parcel of land unless a

(C)

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Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

A. Line Extensions and Service Connections - Continued

1. General - Continued

h. Continued

master plan, preliminary map or tentative map has been filed for the real estate development with the appropriate local authorities pursuant to the Subdivision Map Act on or prior to May 5, 1970, and an agreement has been entered into with the electric utility for service prior to May 5, 1972.

i. In exceptional circumstances, when the application of these rules appears impracticable or unjust, the Utility or the applicant may refer the matter to the Public Utilities Commission for special ruling or for approval of mutually agreed upon special conditions, prior to commencing construction.

j. The Utility will determine serving arrangements for properties under development according to the intended use of the property immediately following completion of construction. Under this condition, parcelized Continuous Property may be served as if the parcels were individually-owned properties. Where the immediate intended use of parcelized Continuous Property is not clear, the Utility may provision each parcel under special construction arrangements. If within three years after the special construction billing date, the subdivided properties have been sold or held under separate ownership, the Utility will reimburse any special construction charges previously paid in connection with such properties. If the subdivided properties have not been sold or held under separate ownership within such three-year period, the Utility will not reimburse any special construction charges previously paid in connection with such properties.

(N)

(N)

k. Where a local loop demarcation point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

(N)

(N)

(N)

2. Aerial Line Extensions

Aerial line extensions will be constructed at the Utility's expense subject to the general provisions in A.I. above, except as stated in the Schedule entitled "Line Extension Charges".

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Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

A. Line Extensions and Service Connections - Continued

3. Underground Line Extensions

a. For residential subdivisions

- (1) Within residential subdivisions, the Utility will construct underground line extensions along dedicated streets and utility easements to the service connections at its expense, subject to the Utility being able to occupy trenches jointly, where economy dictates, upon payment by the Utility of its pro-rata cost thereof.
- (2) That portion of the line extension which may extend from the boundary of the subdivision to the Utility's distribution facilities will be constructed underground for a maximum of 200 feet at the Utility's expense, except that the applicant will perform or pay for any pavement cutting and repaving required.

- b. In all other cases, if the applicant requests underground construction he will be required to pay in advance the difference between the cost of providing underground facilities and the estimated cost of constructing equivalent aerial facilities.

4. Aerial Service Connections

- a. Aerial service connections from aerial distribution facilities are furnished at the Utility's expense except as set forth in A.1. above.
- b. Aerial service connections from underground distribution facilities are not provided inside a Base Rate Area or Special Rate Area, unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant must pay in advance the estimated total cost thereof as a non-refundable charge.

Continued

(L) Material formerly shown on Sheet 58.

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(L)

(L)

Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

A. Line Extensions and Service Connections - Continued

5. Underground Service Connections

When applicant either requests or is lawfully required to provide underground facilities, the Utility will furnish underground service connections under the following conditions.

a. To Property of applicant.

(1) Subdivisions

The Utility will construct underground service connections without charge where right-of-way can be obtained without charge and where soil conditions and topography are such that trenching costs will not materially exceed the Utility's average trenching costs. Where right-of-way or trenching costs are materially excessive, the applicant will pay the difference between that cost and average right-of-way and/or trenching costs.

(2) All Other Cases

In all cases other than those included in A.5.a.(1), if the applicant requests underground construction he will be required to pay the difference between the cost of providing underground service connection and the estimated cost of constructing the aerial equivalent.

b. On Property of applicant

(1) Where the Utility determines that conduit is to be used for the service connection, the applicant will furnish, install and maintain at his expense the required underground supporting structure in accordance with the Utility's specifications, or

Continued

(L) Material formerly shown on Sheet 59.

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Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

A. Line Extensions and Service Connections - Continued

b. On Property of applicant – Continued

- (2) Where the Utility determines that buried wire or buried cable is to be used for the service connection, the applicant will provide or pay the cost of the underground supporting structure, and

(L)

(L)

(D)

(D)

(D)

(D)

B. Ownership and Use of Facilities on Customer's Premises (L)

(L)

1. The Utility shall furnish, own and maintain all facilities, including instrumentalities, protective apparatus, and other equipment necessary to provide telephone service, except as may be specified otherwise in Paragraph C below and in the tariff schedules. All installations provided shall conform to the established construction standards of the Utility.

(L)

Continued

(L) Material formerly shown on Sheet 60.

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Rule No. 15

**LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER**

B. Ownership and Use of Facilities on Customer's Premises – Continued

2. All instrumentalities and equipment furnished by the Utility in connection with a customer's service shall be carefully used and only authorized employees of the Utility shall be allowed to connect, disconnect, move, change or alter in any manner any or all of such instrumentalities and equipment.
3. The customer will be held responsible for loss or damage to any equipment or apparatus furnished by the Utility on his premises, unless such loss or damage is due to causes beyond his control.
4. No apparatus or device not provided or authorized by the Utility shall be attached to or used in connection with telephone equipment and facilities provided by the Utility, except as stated in Paragraph C. below. The Utility shall have the right to disconnect the service during the continuance of such attachment or connection.

C. Connection with Certain Customer-owned Facilities

1. General

- A.** Facilities owned by the customer may be connected with the facilities of the Utility to the extent and in accordance with the provisions of Paragraphs 2,3 and 4 below, when such connection is required by military necessity or public safety or when the customer-owned facilities are in locations so hazardous, remote, or inaccessible that the Utility considers it undesirable to install and maintain its own facilities in such locations, or when otherwise provided for herein. All such connections of customer-owned facilities shall be made under and in accordance with the provisions of contracts made by and between the Utility and the customer.

(T)

Continued

Rule No. 15

**LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER**

C. Connection with Certain Customer-owned Facilities

1. General (Cont'd)

B. Multi-Line Telephone Systems

Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems connected to the Company's network which were manufactured, imported, sold, leased or installed after February 16, 2020 must be configured to:

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and
- provide MLTS notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

MLTS notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section A.5. of Rule No. 21.

Continued

Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

C. Connection with Certain Customer-owned Facilities - Continued

2. The United States Government

a. The Department of Defense

Telephone facilities owned and maintained by the Department of Defense, serving establishments such as are used as military posts, navy yards, naval operating bases, air bases, training centers, munitions plants, arsenals, supply bases, military hospitals, navy hospitals, etc., operated and administered by the Department of Defense and commanded by Air Force, Army or Naval authorities, may be connected with the exchange and toll facilities of the Utility.

b. United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to national forests, and operated and administered by the Forest Service, may be connected with exchange and toll facilities of the Utility.

3. Powder Manufacturing Plants, State and Federal Prisons and Other Locations of an Inaccessible or Hazardous Nature or Where National Security is Involved.

Telephone circuits owned and maintained by a customer, located on is property in inaccessible or hazardous locations such as powder manufacturing plants, state and federal prisons, etc., or where national security is involved, may be connected with a private branch exchange furnished the customer by the Utility.

Continued

(L) Material formerly shown on Sheet 62.

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

(L)

(L)

Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

C. Connection with Certain Customer-owned Facilities - Continued

4. Electric Light, Power, Natural Gas, Water, Pipe Line and Oil Companies

Telephone circuits owned and maintained by an electric light, power, natural gas, water, pipe line or oil company and not located wholly within an exchange area may be connected with a private branch exchange furnished to said company by the Utility.

Stations of a private telephone system owned and maintained by such company may be connected with stations on a private branch exchange furnished to said company by the Utility. Such connection may not be used for exchange or toll service except in case of public emergency.

D. Right of Access

1. The Utility's authorized employees may enter a customer's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by the tariff schedules.
2. The Utility may remove any or all of its property located on the customer's premises at the termination of service as provided by the tariff schedules.

E. Ownership and Use of Facilities

1. The Utility shall own, furnish, and maintain all facilities, up to and including the Utility's local loop demarcation point, except as may be specified otherwise in the tariff. All installations provided shall conform to the established construction standards of the Utility.
2. All facilities and equipment furnished by the Utility in connection with a customer's service shall be carefully used and only authorized employees of the Utility shall be allowed to connect, disconnect, move, change, or alter in any manner, any or all such facilities and equipment.

(L) Material formerly shown on Sheet 63.

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

(L)

(L)

(N)

(N)

Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

E. Ownership and Use of Facilities – Continued

3. The customer will be held responsible for loss or damage to any facilities furnished by the Utility, unless such loss or damage is due to cause beyond his control.
4. No equipment, apparatus, circuit, or device not authorized by the Utility shall be attached to or connected with the facilities furnished by the Utility, whether physically, by induction, or otherwise, except as authorized by F.C.C Part 68. In case any such unauthorized attachment or connection is made, the Utility shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.
5. Nonutility installation are not permitted to install demarcation devices without an agreement with the Utility, in accordance with Decision 90-06-069 dated June 20, 1990.
6. Customer are responsible for the installation and maintenance of inside wire and jack(s).The cost of maintenance of inside wire and jack(s) is not included in the basic service rate. Customers requesting Utility-provided maintenance will be charged on a time and material basis (unless the customer subscribes to the Utility's maintenance plan).
7. The customer or an applicant (contractor) shall provide a large enough covered enclosure, with outside access from the ground floor in a location mutually agreeable to the customer or an applicant (contractor) and the Utility, to house the Utility Standard Network Interface (SNI).
8. Also see Rule No. 22.

(N)

(N)

Continued

Advice Letter No. 7

Robert N. Brown

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Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

Rule No. 15

LINE EXTENSIONS, SERVICE CONNECTIONS
AND FACILITIES ON PREMISES OF CUSTOMER

E. Ownership and Use of Facilities – Continued

9. In hazardous or inaccessible locations, the owner, applicant/customer, or his/her contractor will furnish, install, and maintain cable that conforms to the specifications of the Utility and the Utility may use such cable in the provision of the Utility's service.
10. Network Terminating Wire (NTW)
- a. Network Terminating Wire (NTW) will be furnished, installed, and maintained by the Utility. The Utility will connect its facilities at the local loop demarcation point with inside wire or intrabuilding network cable furnished and installed by others as set forth in Schedule No. A-14 and FCC Regulations and Rules, Part 68.
 - b. The Utility will determine the type of NTW and the location of protective apparatus and other associated equipment at the demarcation point within a building. The Utility will determine the method of installation of the NTW.
 - c. The applicant/customer shall provide or arrange for the following items where determined necessary by the Utility for the installation, maintenance, and removal of NTW. These items shall be without cost to the Utility and in accordance with the Utility's standards and applicable laws, ordinances, rules, and regulations of public authorities.
 - (1) Suitable and adequate space for NTW and associated equipment;
 - (2) Penetrations of firewalls: drilling holes in concrete, masonry or metal walls or floors; and any structural work necessary for housing and NTW and associated equipment, fire stopping and sealing of all pathways through floors and walls to comply with building and electrical codes;
 - (3) Movement of furniture, equipment, floor coverings or goods as may be required to facilitate the Utility's work operation; and
 - (4) Safe working conditions for the Utility's employees.

Continued

(N)

(N)

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

Rule No. 16

DIRECTORY LISTINGS

Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying customers as an aid to the use of telephone service. Telephone directories are furnished customers to facilitate the use of the service, and remain the property of the Utility and may be collected upon issuance of new directories. Customers are entitled, without charge, to listings in the alphabetical section of the directory as follows:

Individual Line Service ,	
Each Primary Station	1 Listing
Joint User Service	1 Listing

(D)

Business listings consist of a name, the address of the premises in which the primary station, switchboard or receiving station is located, and the telephone number. A designation descriptive of the business will be included if the name does not indicate the nature of the business.

Business listings may be those of individuals engaged in a business, names of firms or members thereof, the names of corporations or the officers there-of, and the names of employees. A trade name may be made up by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service.

All additional listings in connection with a customer's service, except night service must bear the same address and telephone number as the primary listing, except that additional listings in connection with private branch exchange stations, and extension stations not located on the same premises as the primary station, may show the address at which the station is located, but will be accepted only in the name of customer.

Residence -listings consist of a name, the address of the premises to which service is furnished and the telephone number.

Residence listings may be those of the customer or members of the customer's domestic establishment residing on-the premises in which the customer's service is provided.

Continued

Rule No. 16

DIRECTORY LISTINGS - Continued

Residence listings of physicians, surgeons, dentists, veterinary surgeons or other medical practitioners, osteopaths, chiropractors, Christian Science Practitioners, etc., may indicate the same distinctive designations as their business service listings. Residence listings of clergymen, professors, military and naval officers may, if necessary and desirable for the purpose of identification, include abbreviated designations of title.

The charges for additional listings begin with the day they are included in the information records and may not be discontinued until the end of the directory period, unless the customer's service is discontinued.

The Utility reserves the right to make such changes in directory listings as may be necessary to bring them into conformity with its standard form.

The assignment of a telephone number to a customer's telephone service will be made at the discretion of the Utility. The customer has no proprietary right in the number and the Utility will make such reasonable changes in telephone numbers and central office designations as the requirements of the service demand. The Utility will give the customers who may be affected by such changes in telephone numbers as reasonable notice thereof as circumstances will permit.

The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Utility harmless of and from any claims, loss, damage, or liability, which may result from the use of such listing. The Utility does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Utility.

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

Rule No. 17

CUSTOMER'S PRIVATE SERVICE NOT FOR PUBLIC USE

Telephone service, other than "payphone" service, is furnished for the use of the customer, his family and persons residing in his home, or his employees or representatives, except as service may be extended to "joint users". (C)

Flat rate and message rate services are not installed on premises of a payphone character in a location where the telephone would be accessible for use by the patrons of the customer or the public in general. (C)

If it is found that the customer is sharing the use of his business service with an individual or concern, other than an employee, member or officer of the customer's concern or of a "joint user", the Utility will thereafter require the customer to take "joint user" service therefore except where the customer permits no further joint use of the service after the matter has been called to his attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

Advice Letter No. 18

Pamela Donovan

Date Filed

Decision No. _____

Supervisor, Tariffs

Effective
Resolution No.

Rule No. 18

BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual and obvious use made of the service. The use, which is to be made of the service, will be ascertained from the applicant at the time of application for service.

A. Business Rates Apply at the Following Locations

1. In offices, stores, factories, and all other places of a strictly business nature.
2. In boarding houses and rooming houses with more than five rooms available for rent (except as noted in Paragraph B below), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals, and private and public institutions.
3. At any location when the listing of "office" is provided, or when any title indicating a trade, occupation, or profession is listed (except as modified under the directory listing schedule) and at any location classified under Paragraph B below, regardless of the form of listing, when extension service is provided to a place not a part of a domestic establishment.
4. At a residence location when the customer has no regular business telephone service and the use of the service by himself, members of his household, or his guests is more of a business than residential nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.
5. In general in any place where the substantial use of the service is occupational rather than domestic.

B. Residence Rates Apply at the Following Locations

1. In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of a domestic establishment.
2. In the homes of nurses.

Continued

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

Rule No. 18

BUSINESS AND RESIDENCE SERVICE - Continued

C. Change from Residence to Business Service

If it is found that a customer is using residence service for business purposes, the Utility will thereafter require the customer to take business service, except in cases where the customer thereafter uses the service for residence and domestic purposes only.

D. Joint User Service

Permission must be given by the bonafide customer to the Utility authorizing the granting of joint user privilege. One bill will be issued and the original customer will be held responsible for all charges for joint user service. It is the responsibility of joint users to personally segregate the bill between them.

The joint user will be given a full directory listing as provided for in the filed tariff and Rules of the Utility.

Continued

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

Rule No. 19

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

A. Priority of Service Application

Applications for service will be completed in accordance with the chronological order of their receipt as practicable and in accordance with economical administration except in the following cases in which deviation may be made in the following order in accordance with the facilities available:

1. Application for service in case of real emergency will be given priority over all other applications included under Sections 2, 3, and 4 below.
2. Applications where the instrumentalities are in place on the premises to which the application applies, and where service to these instrumentalities has not yet been permanently discontinued and assigned to another customer, will be given priority over all other applications referred to under Sections 3 and 4 below.
3. Application of a party who has been a customer of the Utility within a one-month period immediately prior to the date of the application will be given priority over other applications referred to under Section 4 below.
4. Application for business service will be given priority over applications for residence service which have been held for a period of less than two months.

B. Supersedure

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Supersedure.

(N)
(N)

An applicant may supersede to the service of a customer discontinuing that service when the applicant is to take service on the premises where that service has been furnished and notice to that effect from both the customer and the applicant is presented to the Utility and where an arrangement acceptable to the Utility is made to pay any outstanding charges against the service.

A supersedure will be made only when the transfer includes the telephone number and no change in the type, location, or amount of the facilities is made.

Continued

Rule No. 20

LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

California Public Utilities Commission's Decision No. 71797 in Case No. 4930, requires that each communications utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix "A" of that decision as a part of the rules in the utility's tariff schedules. Accordingly, Appendix "A" of Decision No. 71797, Case No. 4930, is quoted herein:

"APPENDIX 'A'

- "1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a customer, upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law.
- "2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The remedy provided by this rule shall be exclusive. No other action at law or in equity shall accrue against any communications utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this rule.
- "3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the communications utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the customer the communications utility shall promptly restore such service.

Continued

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

Rule No. 20

LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE - Continued

- "4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both (1) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law, and (2) the burden of persuading the Commission that the service should be refused or should not be restored.
- "5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule, shall notify the applicant or customer in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or customer may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.
- "6. At the expiration of fifteen days after refusal or disconnection of service pursuant to paragraph 1 of this rule, the utility, upon written request of the applicant or customer, shall provide or restore such service unless the law enforcement agency concerned shall have notified the utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a complaint proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or customer. Nothing in this paragraph shall be construed to preclude the granting of interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.

Continued

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

Rule No. 20

LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE - Continued

- "7. Each contract for communications service, by operation of law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to be a part of and application for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as a consideration for the furnishing of such service.
- "8. The term 'person', as used herein, includes a customer to communications service, an applicant for such service, a corporation, a company, a copartnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.
- "9. The term 'communications utility' as used herein, includes a 'telephone corporation' and a 'telegraph corporation', as defined in Division 1 of the California Public Utilities Code'."

For the information of our customers, the address of the Commission's office is as follows:

For Northern California: State Building
 455 Golden Gate Avenue
 San Francisco, California 94102

Continued

Advice Letter No. 1

Roy A. Peterson

Date Filed

Decision No. _____

Vice President

Effective
Resolution No.

Rule No. 21

LIMITATION OF LIABILITY

A. Liability of the Utility

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
2. In the event an error or omission is caused by the gross negligence of the Utility, the liability of the Utility shall be limited to and in no event exceed the sum of \$2,000.00.
3. Except as provided in Sections A.1. and A.2. of this rule, the liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the Utility, including exchange, toll, private line, supplemental equipment, alphabetical directory listings (excluding bold face type) and all other services, shall in no event exceed an amount equal to the pro rata charges to the customer 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 customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect.
4. Unauthorized Access and Hacking - Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.
5. **Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States.**

(N)(L)
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(N)
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(L)

Continued

(L) Material moved to Sheet No. 74.

Rule No. 21

LIMITATION OF LIABILITY - Continued

B. Credit Allowance for Interruptions in Service - Continued

The following allowances are provided for interruptions in service, as specified for particular services furnished by the Utility:

(L)

1. The Utility shall allow, for interruptions in service of 24 hours or more not due to conduct of the customer, an amount equal to the pro rata charges for each 24-hour period, or major fraction thereof after the initial period, of interruption in the following services:

a. Mobile Telephone Service

b. Private Line Services and Channels, as follows:

(L)
(D)

(1) Private line telephone service.

(2) Private line teletypewriter and Morse services.

(3) Channels for data transmission.

(4) Channels for remote metering, supervisory control and miscellaneous signaling purposes.

(5) Channels for telephotograph transmission.

(6) Speaker microphone service.

(7) Channels for one-way speech networks in connection with loud speakers.

(8) Channels for one-way program transmission networks in connection with loudspeakers.

The allowance on items B.I.b.(1) through B.I.b.(6) above applies only to service within the same exchange area. The allowance on items B.I.b.(7) and B.I.b.(8) above applies only to station facilities.

c. Wide Area Telephone Service.

Where credit is allowed against initial charges, the initial period shall be reduced in the same proportion, and additional hourly rates shall apply to each hour or major fraction thereof for Wide Area Telephone Service furnished in excess of the initial period as so reduced.

Continued

(L) Material formally shown on Sheet 73.

Rule No. 21

LIMITATION OF LIABILITY - Continued

b. Credit Allowance for Interruptions in Service - Continued

2. The Utility shall allow, for interruptions in exchange telephone service of 24 hours or more not due to conduct of the 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.
3. The Utility shall allow, for interruptions in TELPAK channels and services of two consecutive hours or more not due to conduct of the customer or failure of facilities provided by the customer, an amount determined as follows:
 - a. For items other than TELPAK base capacity, an amount equal to 1/720 of the fixed monthly charge for such item for each hour or major fraction thereof of interruption.
 - b. For TELPAK base capacity furnished for use as a single capacity, an amount computed as in B.3.a. above.
 - c. For TELPAK base capacity furnished for use as various channels of lesser capacity, (a) if the interrupted channels are less than 50 percent of the equivalent telephone grade channels in the section, no amount allowed, or (b) if the interrupted channels are 50 percent or more of the equivalent telephone grade channels in the section, an amount computed as in B.3.a. above.

For each classification of TELPAK base capacity, credit is computed separately for each two-point section affected.

4. The Utility shall allow, for interruptions of 30 minutes or more not due to conduct of the customer (including authorized users), an amount equal to the pro rata charges in half-hour multiples for each 30-minute period, or major fraction thereof after the initial period, of interruption in the following private line services and channels:

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective.....
Resolution No.

Decision No. _____

Rule No. 21

LIMITATION OF LIABILITY - Continued

B. Credit Allowance for Interruptions in Service - Continued

- a. Private line telephone service.
- b. Private line teletypewriter and Morse services.
- c. Channels for data transmission.
- d. Channels for remote metering, supervisory control and miscellaneous signaling purposes.
- e. Speaker microphone service.
- f. Channels for one-way speech networks in connection with loudspeakers.
- g. Channels for one-way program transmission networks in connection with loudspeakers.
- h. Special assembly services and channels for miscellaneous experimental purposes.

The allowance on item B.4.a. above applies only to full period service. The allowance on items B.4.a. through B.4.e. above applies only to service between separate exchange areas. The allowance on items B.4.f. and B.4.g. above applies only to interexchange and interdistrict channels.

- 5. The Utility shall allow, for interruptions of 30 seconds or more not due to conduct of the customer or failure of facilities provided by the customer, an amount equal to the pro rata charges in five-minute multiples for each five minute period or major fraction thereof of interruption in the following private line services and channels:
 - a. Channels for program transmission in connection with loudspeakers sound reproduction or sound recording.
 - b. Channels for video transmission in connection with television viewers.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective.....
Resolution No.

Decision No. _____

Rule No. 21

LIMITATION OF LIABILITY - Continued

B. Credit Allowance for Interruptions in Service - Continued

6. The Utility shall allow, for interruptions of short period private line telephone service which aggregate one-sixth or more of the daily contract service not due to conduct of the customer (including authorized users), an amount equal to the pro rata charges for the period of interruption (excluding lost time made up later in the same day at the customer's request).
7. The Utility shall allow, for interruptions of two consecutive hours or more not due to conduct of the customer (including failure of facilities provided by the customer), an amount equal to 1/720 of the fixed monthly charge for each hour or major fraction thereof of interruption in private line channels for television transmission for use in educational television systems.

For purposes of these regulations, an interruption is deemed to exist from the time it is reported to or detected by the Utility.

C. Credit Allowance for Errors or Omissions in Telephone Directories

Subject to the provisions of Section A.3. of this rule the Utility shall allow, for errors or omission in alphabetical telephone directories (excluding the use of bold face type), an amount within the following limits:

1. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the effective life of the directory in which the error or omission occurred. (C)
2. For listings and lines of information in alphabetical telephone directories furnished at additional charge as set forth in Schedule No. E-3, Director Listings, an amount not in excess of the charge for that listing or line of information during the effective life of the directory in which the error or omission occurred. (C)

Continued (D)

Advice Letter No. 3

Vern K. Dunham
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

Rule No. 21

LIMITATION OF LIABILITY - Continued

C. Credit Allowance for Errors or Omissions in Telephone Directories

- 4 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.
- 5 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.
- 6 For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and filed charges for the service during the effective life of the directory in which the error or omission occurred.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective.....
Resolution No.

Decision No. _____

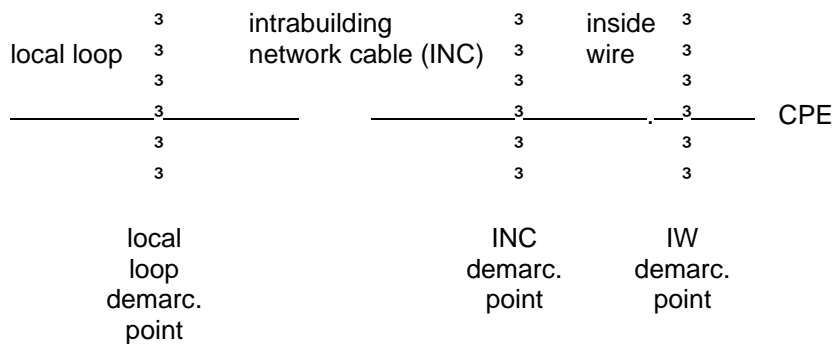
Rule No. 22

DEMARICATION POINTS

A. Responsibilities

1. The Utility is responsible for the provisioning and maintenance of its facilities, equipment, and service to the local loop demarcation point (LLDP), including those located at that point.
2. The property owner/landlord/agent, and/or end-user customer is responsible for the completion of services beyond the Utility's LLDP.
3. Service requested beyond the LLDP may be provided by the Utility at the customer's expense.
4. There are three different demarcation points:
 - a. local loop demarcation point
 - b. intrabuilding network cable (INC) demarcation point
 - c. inside wire (IW) demarcation point

The demarcation point is located at the end nearest the customer premises equipment (CPE) of the facility being considered. The following diagram generally illustrates the location of all three-demarcation points.



Continued

(N)

(N)

Rule No. 22

DEMARCATIION POINTS
(Continued)

B. Local Loop Demarcation Point (LLDP)

1. The Utility's LLDP separates the Utility's network responsibility for its facilities, equipment, and services from that of the property owner/landlord/agent, or end-user customer. This demarcation point designates the end of the Utility's network facilities (local loop) and the beginning of the INC, if any, and/or inside wire. (if no INC is present).

INC cable infrastructure located on the customer's side of the Utility's LLDP is the responsibility of the building or property owner/landlord/agent as of August 8, 1993.

Where an LLDP lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

2. The LLDP may also be referred to as the Minimum Point of Entry (MPOE) or Minimum Point of Presence (MPOP) for the purpose of defining the end of the Utility's network facilities.
3. The LLDP is located at the MPOE/MPOP to any single or multi-story building, and includes the Utility's entrance facility, except as set forth in 7. following. The Utility will not be required to place its demarcation point on more than one floor of a multi-story building.
4. In the case of mobilehome parks, the LLDP is one or more Standard Network Interface (SNI) mounted on one or more poles, stubs, or mobilehome pedestals located within 18 inches of the mobilehome. If the mobilehome is located over 18 inches from the SNI, the inside wire or INC must be buried in flexible duct between the SNI and the structure.
5. The LLDP shall be accessible to the Utility at all times (24 hours a day).
6. Only Utility authorized personnel are allowed to install or repair LLDP facilities.

(N)

(N)

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

Rule No. 22

DEMARCATIION POINTS
(Continued)

B. Local Loop Demarcation Point (LLDP) - (Continued)

7. Exceptions:

- a. Emergency Reporting Services (E911/911): The demarcation point is at the Utility-provided terminal equipment, including the equipment that has been provided by the Utility.
- b. Non-Modular Disabled Services: Where non-modular customer provided equipment is provided by the Utility in accordance with FCC/CPUC rules, the LLDP is located at the CPE.
- c. Utility-provided Payphone Services: The demarcation point is at the equipment at the location requested by the end-user customer or property owner, and includes the equipment. (C)
- d. Direct Feed Cable: If a property owner desires an additional LLDP(s) at a specified location on a customer's premises for purposes of providing service assurance, safety, security, and privacy of data communications over the cable (generally known as direct feed), the owner will be required to pay for the additional network cable and network facilities through special construction agreements. Additional LLDP'S cannot be used to extend any cable pairs from one building to another building.
- e. Fiber Optic Cable: The demarcation point is at the Utility provided Fiber Optic Terminal (FOT) equipment. The Utility's responsibility includes the FOT equipment where the equipment has been provided by the Utility.
- f. Carrier Points of Presence ("POP"): LLDP guidelines are not applicable for access services provisioned to common carriers, including access services provided to interexchange carriers, local exchange carriers, and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission regulations) Point of Presence location. However, LLDP rules do apply to all Utility provided service(s) when the Utilities, including Interexchange carriers, are acting in the capacity of end users of the services.

Continued

Advice Letter No. 18

Pamela Donovan

Date Filed

Decision No. _____

Supervisor, Tariffs

Effective

Resolution No.

Rule No. 22

DEMARICATION POINTS
(Continued)

C. Intrabuilding Network Cable (INC) Demarcation Point

1. The INC demarcation point separates the property owner's responsibility to provide INC from the end-user customer's responsibility to provide inside wire, a standard jack, and customer-provided equipment (CPE). This demarcation point designates the end of the INC provided by the property owner and the beginning of simple or complex inside wire provided by the end-user customer or residential landlord.
2. The INC demarcation point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth in 3. following and B. 7. preceding.
3. Where there is no INC, or it is in a single story building, the demarcation point is the Utility's local loop demarcation point.

D. Inside-Wire Demarcation Point

1. The inside wire demarcation point is located where CPE is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of CPE facilities.
2. The inside wire demarcation point separates the inside wire vendor's responsibility from that of the CPE vendor. This demarcation point, where the Utility is the vendor of choice for inside wire repair and CPE trouble isolation, begins where the customer's inside wire connects to the INC. Where there is no INC, the inside wire begins at LLDP.

E. Continuous Property

1. Demarcation Points on Existing Continuous Property (As of August 8, 1993)
 - a. For existing continuous property the Utility will designate the main distribution terminal which is the local loop demarcation point for each local loop serving the property for purposes of the unbundling of INC in each building.

Continued

Rule No. 22

DEMARCATIION POINTS
(Continued)

E. Continuous Property - (Continued)

1. Demarcation Points on Existing Continuous Property (As of August 8, 1993) - (Continued)

a. Continued)

Where there is not a main distribution terminal on existing continuous property, the current serving arrangements will not change unless and until such time as a arrangements or reinforcement of serving arrangement and/or additional plant is required after August 8, 1993. At that time the Utility will treat such property as new continuous property as described in Rule No. 1.

b. The Utility will assist building owners, at no charge, to designate the primary demarcation point until August 31, 1998. The Utility will designate the primary demarcation point for new or renovated buildings or properties upon completion of construction.

c. INC within buildings (riser and lateral) that was in place prior to August 8, 1993, will be the responsibility of the continuous property owner after that date. All rearrangements and/or maintenance will be the responsibility of the continuous property owner.

(1) Utility owned plant facilities between buildings on existing continuous property may be purchased by the property owner upon mutual agreement between the continuous property owner and the Utility.

(2) The Utility is responsible for the investment and its maintenance where the Utility retains ownership of plant facilities between buildings on an existing continuous property. The Utility's responsibility applies to all investments, excluding INC.

Continued

(N)

(N)

Rule No. 22

DEMARCATIION POINTS
(Continued)

E. Continuous Property - (Continued)

2. Demarcation Points on New Continuous Property (As of August 8, 1993)

- a. For new continuous property, regardless of use, the Utility's local loop demarcation point will be at the appropriate main distribution terminal as determined by negotiations between the property owner and the Utility. Where an agreement cannot be reached, the Utility will designate the local loop demarcation point location.
- b. It is the property owner's responsibility to provide and maintain INC within and between buildings on a continuous property. The Utility may, at the customer's request and expense, provide intrabuilding network cable.

3. Additional local loop demarcation point (LLDP):

- a. Where an owner of continuous property requests additional LLDP or changes an existing LLDP, the owner will be requested to pay for any additional network cable and facilities required through special construction agreements except as provided in B. 7 preceding.
- b. Additional LLDPs cannot be used to extend any cable pairs served from a LLDP at one location to any other location (from one building to another building) on continuous property.

4. Termination Facilities:

The building owner must provide adequate termination facilities in accordance with INC regulations and standards detailed in Schedule No. A-14.

Continued

(N)

(N)

Rule No. 22

DEMARCATIION POINTS
(Continued)

E. Continuous Property - (Continued)

5. Mobilehome Parks:

Although mobilehome parks may be located on continuous property, mobilehome parks shall not be considered continuous property as defined in Rule No. 1. Instead, service to mobilehome parks shall be provided consistent with service to residential single-family detached home subdivisions.

6. Waiver of Single Local Loop Demarcation Point

At the request of a property owner, the Utility may waive the designation of a single Local Loop Demarcation Point for a Continuous Property if, due to the unique characteristics of the property, a hardship would be created for the property owner and/or the Utility. Examples of such Continuous Property include

- (a) National, state, and local parks, beaches, highways, harbors and similar publicly-owned property and
- (b) Railroad rights-of-way and extensive privately owned tracts of land with developed communities and similar privately owned property. The Utility will treat land within the boundaries of private property under (b) above that has the characteristics of Continuous Property, e.g., (a) it is wholly leased by a single individual or entity and (b) it contains multiple buildings, as Continuous Property.

This waiver is not intended to waive the unbundling of Intra-building Network Cable and Network Terminating Wire in each building as provided elsewhere in this tariff section.

Continued

(N)

(N)

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES

A. GENERAL

1. Normal Provision of Facilities and Service:

- a. Facilities to provide exchange service to applicant/customers are furnished in accordance with the Utility's standards, up to and including its local loop demarcation point. It contemplated that facilities are available or will be made available as part of a telephone plant designed and constructed to meet the service requirements usually encountered in the localities or areas served.

2. Special Provision of Facilities and Service:

- a. Line extensions and service connections for new facilities to provide exchange telephone service to applicants/customers will be furnished up to and including the Utility's local loop demarcation point as set forth in Rule No. 15. Where the new facilities are in suburban areas, charges for line extensions and service connection facilities are set forth in Schedule No. E-10.
- b. Applicants/customers may, for reasons relating to the nature of their business or because of a requirement for continuity of service, desire service arrangements or facilities in the provision of their service which is beyond that normally provided by the Utility. When such an applicant/customer requirement exists, the Utility may furnish where operating conditions permit, up to and including its local loop demarcation point, such other arrangements as the applicant/customer request, at charges based on the costs of providing such additional service or facility arrangements, see C. charges following.

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(N)

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Robert N. Brown

Date Filed

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Manager, Tariffs

Effective

Resolution No.

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES
(Continued)

B. Application of Special Provision of Facilities and Service:

1. Facilities and services provided under special construction will be provided as set forth in 2a., preceding and the following:
 - a. At the request of the applicant/customer, the Utility may construct additional facilities, including additional entrance facilities to their building on continuous property, of a type or in a location other than that which the Utility would otherwise utilize in order to provide service for the applicant/customer.
 - b. In order to comply with requirements specified by the applicant/customer, construction by the Utility involves a routing of facilities other than that which the Utility would normally utilize in order to provide services for the applicant/customer, see 2.b. following.
 - c. At the request of the applicant/customer, the Utility constructs a greater quantity of facilities that that which the Utility would otherwise construct in order to fulfill the applicant's/customer's, initial requirements for services, see 2.c. following
 - d. Except as covered in Rule No. 15, the facilities to provide services are not available and at the request of the applicant/customer, the Utility constructs temporary facilities to provide services for the period during which the permanent facilities are under construction.
 - e. The provision of any of the above listed special construction shall be entirely at the option of the Utility.

Continued

(N)

(N)

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES
(Continued)

B. Application of Special Provision of Facilities and Service: (Continued)

2. Alternate Routing or Standby Facilities for Exchange Service

Normally, facility arrangements between a serving central office and a customer's premises are furnished over the most economical route as determined by the Utility, up to and including its local loop demarcation point. Where an applicant/customer requests a serving arrangement furnished in a manner other than the most economical route as determined by the Utility, the arrangements requested are generally one of the following:

- a. Furnish facilities over the same physical route but in two or more different cables. Generally, the cables would be separated but share common poles, manholes, or duct runs.
- b. Facilities furnished over two or more separate routes. This would be alternate routing, i.e. facilities would be furnished in separate cables, separate routes and not share common pole line, ducts, or manholes in any part of the route. The facilities could be used to separate services between the central office and the Utility's local loop demarcation point on the customer's premises over the two or more routes, possibly providing a better opportunity for continuity of service of the communications services provided.
- c. Standby facilities are those furnished to provide redundancy for all or a portion of the services furnished between a central office and a customer's premises. Such redundancy could be provided over an alternate route or in the same route via a different cable. In addition, equipment, that is under the operational control of the customer located at the customer's premises is the customer's responsibility. The Utility is responsible only up to and including its local loop demarcation point for the provision of such service

Continued

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Robert N. Brown

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Manager, Tariffs

Effective

Resolution No.

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES
(Continued)

C. Charges for Special Provision of Facilities and Service:

1. Charges based on costs are applicable to special provision of facilities and service. An advance payment of 100% of estimated cost will be required by the Utility to protect its investment. The amount of the advance payment will be credited to the customer's account upon completion of the construction and the billing for the service arrangement.
2. Charges may be quoted based on the material used and labor required that the Utility any provide in connection with the outside plant and central office facilities to provide the arrangement requested.
3. Application of Charges
 - a. Additional cable may be required, which may not be reusable in place when the customer disconnects such a service arrangement. This could include portions of cable facilities along existing rights-of-way or dedicated streets where such cable was furnished for the use of one customer. Charges applicable to the facilities furnished are reflective of the material furnished. In addition, labor is required to place and terminate the facilities placed. Additional labor may be required to rearrange existing facilities to accommodate the additional facilities placed. Service connections may also be affected and may require additions and rearrangements to which charges would apply.
 - b. Furnishing facilities over the same route, but in two or more different cables.
 - (1) Where distribution facilities are installed with possibility of reuse, the charges for the additional cable will be based on the facilities furnished.

Continued

(N)

(N)

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES
(Continued)

C. Charges for Special Provision of Facilities and Service: (Continued)

3. Application of Charges (Continued)

b. Furnishing facilities over the same route, but in two or more different cables. (Continued)

- (2) If rearrangement of existing outside plant facilities may accommodate the applicant/customer's request without the addition of new plant, such costs will be the applicable charges to the applicant/customer for the furnishing of separate outside plant facilities.
- (3) Facilities requiring the reinforcement of an existing route and which would not be constructed by the Utility except to provide the facility arrangement requested by the customer will be charged to the customer based on cost to provide the reinforcement.
- (4) New exchange facilities will be furnished, up to and including the Utility's local loop demarcation point, over either the normal or alternate route. Service connection or nonrecurring charges applicable to the service furnished will apply.
- (5) Rearrangement of exchange facilities to utilize two routes will be furnished by the Utility, not to exceed the charges of furnishing of new service as set forth in the applicable tariffs.

Continued

(N)

(N)

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Date Filed

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Manager, Tariffs

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Resolution No.

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES
(Continued)

C. Charges for Special Provision of Facilities and Service: (Continued)

3. Application of Charges (Continued)

c. Facilities furnished over two or more separate routes

- (1) Where existing outside plant facilities are capable of providing the arrangements requested by the applicant/customer, but rearrangement is required, the applicant/customer will pay charges equal to the costs of furnishing such rearrangements of distribution or of service connection.
- (2) Where a line extension of an existing facility route is required to provide an alternate serving arrangement, the applicant/customer will pay charges based on the additional costs involved in furnishing the line extension on the alternate route which are in addition to the costs involved in furnishing service over the normal route.
- (3) New exchange facilities will be furnished, up to and including the Utility's local loop demarcation point, over either the normal or alternate route. Service connection or nonrecurring charges applicable to the services furnished will apply.
- (4) Rearrangement of existing exchange facilities over either the normal or the alternate route to accommodate the request of the applicant/customer as to the route requested for use, will be provided at costs not to exceed the service connection or nonrecurring charges applicable to the service furnished.

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(N)

Advice Letter No. 7

Robert N. Brown

Date Filed

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Manager, Tariffs

Effective

Resolution No.

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES
(Continued)

C. Charges for Special Provision of Facilities and Service: (Continued)

(N)

3. Application of Charges (Continued)

d. Facilities furnished on a standby or redundant basis.

(1) Charges for furnishing facilities will be the same as that set forth in c. (1), (2),(3), and (4) preceding.

(2) In addition to the nonrecurring charges for establishing the standby route, the monthly rate for each pair furnished in the redundant route will be the monthly rate associated with the normal service.

D. Application Cancelled, Modified or Deferred by Customer or Applicant

1. Cancellation of Application

a. Prior to the start of installation as defined in Rule No. 1; No charge.

b. Where installation of equipment of facilities, other than those provided by special construction, has been started prior to the cancellation, the charges and regulations as set forth under Rule No. 3, paragraph B apply.

c. Where special construction of exchange facilities has been started prior to the cancellation, a charge is applicable which is equal to the costs incurred in the special construction, less net salvage of facilities removed and/or credit for facilities for which there is another requirement. Where partially cancelled (one or more services of facilities, but not all), charges for such cancelled service or facilities shall apply. Charges are determined as set forth in Rule No. 3. and paragraph 4. following.

2. Change or Modification of an Application

Changes and regulations as set forth in Rule No. 3. are applicable and 4. following.

(N)

Continued

Rule No. 23

SPECIAL CONSTRUCTION OF EXCHANGE FACILITIES
(Continued)

D. Application Cancelled, Modified or Deferred by Customer or Applicant (Continued)

3. Deferment of an Application

Charges and regulations as set Forth in Rule No. 3 are applicable and 4. following.

4. Determination of charges

- a. In determining the charge for 1., 2., and 3. preceding, each application of cancelled, modified or deferred service is treated as discontinued as of the date on which facilities were to have been placed in service.
- b. Such charges apply provided the applicant/customer received written notice (signed by the customer and Utility) at the time the order for such service was taken stating that charges would apply should the applicant/customer request the cancellation, modification or deferment of the application for service.
- c. Installation of special construction of facilities is considered to have started as defined by "Start of Installation" in Rule No. 1.

Continued

(N)

(N)

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective

Resolution No.

Rule No. 24

NATURAL DISASTER RELIEF FOR CUSTOMERS

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

Rule No. 25

OBSOLETE/GRANDFATHERED SERVICES

Changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

(N)

(N)

Advice Letter No.: 88
Decision No.:

Issued by:
Robyn Crichton
Government Operations Director

Issued: April 26, 2023
Effective: June 1, 2023
Resolution No.: N/A

CA2023-06

RATES

ALPHABETICAL LIST OF RATE SCHEDULES

	Schedule Cal. <u>P.U.C. No.</u>
Custom Calling Service	E-11
Directory Listings	E-3
Employee Service	E-4
Inside Wiring Maintenance Service	E-14
Interexchange Receiving Service	E-7
Intrabuilding Network Cable	E-15
IntraLATA Presubscription	E-18
Joint User Service	E-8
Lifeline Assistance Programs	E-13
Line Extension Charges	E-10
Local Exchange Access Service	E-1
Mileage Rates	E-6
Non-Recurring Charges	E-2
Supplemental Equipment	E-5
Surcharges	E-18
Toll Restriction	E-12

(N)

(D)

Advice Letter No.: 73
Decision No.:

Issued by:
Darlene N. Terry
Government Affairs Director

Issued: February 18, 2020
Effective: March 18, 2020
Resolution No.: N/A

LOCAL EXCHANGE ACCESS SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	
1	4th Revised*	(T)
2	First Revised	
3	2nd Revised	
4	1st Revised*	(T)
5	1st Revised*	
6	1st Revised*	
7	1st Revised*	
8	1st Revised*	
9	1st Revised*	
10	1st Revised*	(T)

Advice Letter No.: 87
Decision No.:

Issued by:
Darlene N. Terry
Government Affairs Director

Issued: September 14, 2022
Effective: October 19, 2022
Resolution No.: N/A

LOCAL EXCHANGE ACCESS SERVICE

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Conditions	3	
Rates	3	
CenturyLink Line Volume Plan	4	
Economy Pack Bundle	11	(N)

LOCAL EXCHANGE ACCESS SERVICE

GENERAL

Applicable to local exchange service in the New Pine Creek Exchange

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

	<u>Rate Per Month</u>	
	<u>Business Service</u>	<u>Residence Service</u>
One-Party Service	\$ 16.01	\$ 8.75

(D)

(D)

CONDITIONS

1. Service under this schedule is furnished within the Exchange Area.
2. No mileage charges are applicable for Local Exchange Service.
3. The above rates do not include a telephone instrument or inside wire.
4. Touch-Call dialing is available at no charge.
5. Extended Area Service (EAS) is available to the Lakeview, Oregon Exchange.

(D)

(D)

LOCAL EXCHANGE ACCESS SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP)

1. General

- a. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC) ^[1]. Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.
- b. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.
- c. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

(C)

2. Regulations

- a. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:
 - Flat rate business individual lines – local exchange service terminating into a single line instrument.
 - Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).

^[1] **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this tariff, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.**

(N)
|
(N)

LOCAL EXCHANGE ACCESS SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

2. Regulations (Continued)

- b. CLVP Feature Package consisting of Customer's choice of any of the following features ^[1], (where offered), is available in conjunction with any qualifying service:

Caller ID (includes Anonymous Call Rejection, where available)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward-Remote Access
Call Waiting/Cancel Call Waiting
Three-Way Calling
Three-Way Calling with Transfer (Not currently available)
Call Return
Distinctive Ring
Message Waiting Indicator ^[2]
Voicemail ^[1]

- c. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.

- d. CLVP rates are based on line volume and a term commitment period of **two years**.^[3]^[4] Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in e. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines. (C)

- e. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer's request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in j. following, in which instance a new tier will be established and will apply for all service locations.

^[1] This tariff concurs with CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink P.U. C. OR No. 5 for pricing of features when provided individually.

^[2] This service is not regulated under this tariff.

^[3] Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this tariff, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.

^[4] **Effective July 1, 2023, 3, 4, and 5 year terms are no longer available to new customers. Customers under an existing 3, 4 or 5 year term commitment are grandfathered until the expiration date of their current term plan, after which they may enroll in a two-year term agreement at the tariffed rates then in effect. Otherwise, rates previously discounted under the grandfathered term plan will revert to month-to-month rates in effect for the services provided.**

(N)
|
(N)

LOCAL EXCHANGE ACCESS SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

2. Regulations (Continued)

- f. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer's name, mark, or commercial symbol. When, at the Company's discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.
- g. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in 2.a. preceding are both contributory to and eligible for the CLVP rates herein. ^[1] However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement. (C)
- h. Customers may select a CLVP tier lower than their actual quantity of contributory services.
- i. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.
- j. Additional business lines may be added at any time during Customer's term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.
- k. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.

^[1] **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this tariff, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.** (N)
|
(N)

LOCAL EXCHANGE ACCESS SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

3. Early Termination Liability

- a. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $\$15.00 \times 50 \times 3 = \$2,250.00$.
- b. If during an annual review of Customer's account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement. ^[1]
- c. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.
- d. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.

(C)

^[1] **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this tariff, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.**

(N)
|
(N)

LOCAL EXCHANGE ACCESS SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

4. Application of Rates

- a. Touch calling service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.
- b. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.
- c. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.
- d. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.
- e. **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this tariff, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.** If, at the end of the **CLVP term commitment** period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink's tariffs, guidebooks, schedules, and/or other local terms of service documents.

(C)
—
(C)

LOCAL EXCHANGE ACCESS SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

4. Application of Rates

- f. If, at any time during **the term commitment period**, Customer's total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period. (C)
- g. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer's bill.

LOCAL EXCHANGE ACCESS SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

5. Rates

a. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month ^[1]

Number of Lines (Tier)/Minimum Line Requirement ^[2]	Two Year Term	Three - Five Year Terms ^[3]
10 - 49	\$16.01	\$16.01
50 - 499	16.01	16.01
500 - 999	16.01	16.01
1000 - 3000	16.01	16.01

(C)

b. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement ^[2]	Two Year Term	Three - Five Year Terms ^[3]
10 - 49	\$11.98	\$11.98
50 - 499	11.98	11.98
500 - 999	11.98	11.98
1000 - 3000	11.98	11.98

(C)

^[1] Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.

^[2] Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this tariff, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.

(T)

^[3] **Effective July 1, 2023, 3, 4, and 5 year terms are no longer available to new customers. Customers under an existing 3, 4 or 5 year term commitment are grandfathered until the expiration date of their current term plan, after which they may enroll in a two-year term agreement at the tariffed rates then in effect. Otherwise, rates previously discounted under the grandfathered term plan will revert to month-to-month rates in effect for the services provided.**

(N)

(N)

LOCAL EXCHANGE ACCESS SERVICE

ECONOMY PACK BUNDLE

Economy Pack is an optional residential enrollment plan that includes an access line, Caller ID with Name, Enhanced Call Waiting and the subscriber line charge. Beginning **November 1, 2019** through **April 30, 2020**, customers who commit to a 12-month term will receive a \$5.00 reduction in the monthly charge for the first twelve months of service.

(C)
(C)

Monthly Rate

\$24.95 ^[1]

^[1] Rate includes local services, features and the subscriber line charge. The monthly rate for optional Economy Pack Long Distance plan provided by CenturyLink Communications, LLC is not included in this rate; however, the monthly rates for both services will appear as a single line item on the customer's bill.

CENTURYTEL OF EASTERN OREGON, INC.
d/b/a CenturyLink
P.O. Box **4065**
Monroe, LA 71211

SCHEDULE Cal. P.U.C. No. E-2
3rd Revised Cal. P.U.C. Sheet No. 1T
Canceling 2nd Revised Cal. P.U.C. Sheet No. 1T

(T)
|
(T)

NON-RECURRING CHARGES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 8 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	
1	3rd Revised *	(T)
2	Original	
3	Original	
4	4th Revised *	(T)
5	1st Revised*	
6	1st Revised*	
7	1st Revised*	(T)
8	Original	

* Sheets issued

Issued: March 22, 2019
Effective: May 2, 2019
Advice Letter No. 70
File No. CA 19-04

Issued By: Darlene N. Terry
Manager, Tariffs

NON-RECURRING CHARGES

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Move and Change Charges	4	
Maintenance Visit Due to Customer Provided Equipment (a.k.a. Trouble Isolation Charge)	4	(T)
Conditions	5-8	

NON-RECURRING CHARGES

APPLICABILITY

Applicable to non-recurring charges.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

CHARGES

Business

Residence

1. Service Connection Charges

Installation of primary station

Instrumentalities in place and
no change in location or type
of instrumentalities

\$20.00

\$15.00

All other

25.00

20.00

Installation of extension station

On premises

10.00

10.00 (Note 1)

Off premises

15.00 (Note 2)

15.00 (Note 2)

Note 1: The installation charge for a residence extension telephone applies only once for one or more extension telephones installed at the same time. The charge does not apply to extension telephones installed at the same time the main station is installed.

Note 2: The installation charge for off-premises extensions applies to normal installations within 500 feet. Other installations are subject to a charge equal to the actual cost of installation.

Restoration of temporarily
discontinued service

10.00

10.00

Supersedure of service

5.00

5.00

NON-RECURRING CHARGES

CHARGES- Continued

2.	<u>Move and Change Charges</u>	Business and <u>Residence</u>	
	Change of single line station location, same premises	\$15.00	
	Change of single line telephone, not required by change in class or type	15.00	
	Change in telephone number, at subscriber's request	15.00	
	Other changes	15.00	(M)
			(M)
3.	<u>Late Payment Charges</u> (Each Account)		(T)
	1.5 percent, calculated monthly, on an unpaid live balance of \$20.00 or more. The unpaid balance shall include all charges appearing on the bill except as stated in D 44-45.		
4.	<u>Returned Check Charge</u> - Each	\$6.65	(T)
			(M)
			(M)

(M) Material moved to Page 4.1T of this section.

NON-RECURRING CHARGES

CHARGES- Continued

5. Maintenance Service Visit Due to Customer Provided Equipment
(a.k.a. Trouble Isolation Charge)

(M)
(M1)(T)
(M1)(D)

The Trouble isolation Charge is applicable when the Company dispatches a technician to investigate a customer-reported trouble and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions, and the customer does not have the Company repair the premises wire trouble.

(M)(T)
|
(M)(T)

The Trouble Isolation Charge also applies when a customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.

(N)
|
(N)

This charge is waived for customers who have inside wire protection, unless the Company determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has inside wire protection.

(T)
|
(T)

(M) Material moved to Page 4.2T of this section.

(M1) Material moved from Page 4T of this section.

NON-RECURRING CHARGES

CHARGES- Continued

5. Maintenance Service Visit Due to Customer Provided Equipment (Cont'd)
(a.k.a. Trouble Isolation Charge) ^[1]

The Trouble Isolation Charge will not apply when:

- Customer is subscribed to an Inside Wire Maintenance Plan before a Company technician is dispatched.
- A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device).
- The service difficulty or trouble is in Company-maintained equipment or wiring
- No trouble is found after customer allows the necessary access to in-home wiring and/or equipment.
- Customer authorizes company repair of inside wiring and/or customer-provided equipment.

The customer shall be responsible for payment to the Company of a charge based on actual costs incurred by the Company for visits by Company personnel to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.

Minimum charge per maintenance service call \$30.00

6. Reserved for Future Use

^[1] Maintenance Service Visit charge (a.k.a. Trouble Isolation Charge) for individual business and residence lines/trunks will not exceed **\$99.00** per service call.

(C)

NON-RECURRING CHARGES

CONDITIONS

1. Service connection charges are intended to cover, in part, certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system. Service connection charges are payable at the time application for the particular service is made, and are in addition to the charges under other schedules of rates.
2. A change in location and type of facilities made at the customer's request at the time service is established, when instrumentalities are in place, will be made at the service connection charge applicable to instrumentalities in place plus the Move and Change charge applicable to the service item of in-place instrumentalities moved or changed, or at the service connection charge applicable for new service, whichever is the lower.
3. Service connection charges apply where there is a complete change in ownership or management of a business concern, or where a responsibility for payment of the telephone bill is changed.
4. Service connection charges do not apply under the following conditions:
 - (a) Business Service:
 1. When the service is assumed by a receiver or trustee, executor or administrator of an estate.
 2. When the name of a business concern is changed without a change in responsibility for the payment of the telephone bills.
 3. To a station or stations remaining in place when another station connected to the same individual **line** or private branch exchange station line is moved from one premises to another.

(D)

NON-RECURRING CHARGES

CONDITIONS - Continued

4. Continued

(b) Residence Service

1. When the service is assumed by a member of the former customer's family located in the same premises.
2. When there is no change in the individuality of the recipient.
3. When the customer's name has been changed by marriage or court order.
4. When an employer has arranged for service in the residence of an employee and the latter assumes the responsibility for payment for the service personally or when the responsibility for payment of the charges for the service of the employee is assumed by the employer.
5. When the service is assumed by a receiver or trustee, executor or administrator of the estate of the former customer.
6. To a station or stations remaining in place when another station connected to the same individual **line or** private branch exchange station line service is moved from one premises to another. (D)
7. When an **individual line** extension station is ordered to be installed at the same time as the associated residence primary station. (D)

NON-RECURRING CHARGES

CONDITIONS - Continued

5. Charges for moves and changes are intended to cover in part the expense incurred by the Utility in meeting the requirements of customers relative to inside moves, rearrangements or changes of telephone equipment, apparatus or wiring on the same premises.
6. A change of location from one premises to another will not be treated as a move but as a disconnect and a new installation.
7. Charges for moves and changes will apply when equipment or apparatus is transferred from one location to another on the same premises where there is no interruption of service other than that incident to the work performed.
8. A temporary disconnection or rearrangement of a customer's telephone facilities or equipment to permit redecorating or remodeling of the premises will be considered as a move and the Move and Change charges will apply.
9. Move and Change charges do not apply under the following conditions:
 - (a) When moves, rearrangements or changes are initiated by the Utility; when a replacement of a customer's telephone set is required in connection with such moves, rearrangements or changes; a change at the request of the customer from desk to wall or hand set, wall set to desk or handset, or hand set to wall or desk set will be made without additional charges.
 - (b) When a move, rearrangement or change is required on account of a change in class **or type**, or on account of a change between manual and dial service. When a replacement of a customer's telephone set is required in connection with such moves, rearrangements or changes, a change at the request of the customer from desk to wall or hand set, wall set to desk or hand set, or hand set to wall or desk set, will be made without additional charges. (D)
 - (c) When a change of instrument is made at the time of an inside move, only one Move and Change charge is applicable.

Continued

NON-RECURRING CHARGES

CONDITIONS - Continued

10. Move and Change charges do not apply under the following conditions: - Continued
 - (d) To public (non-guarantee) telephone installed on the initiative of the Utility.
11. Charges for moves and changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities.
12. Charges for moving or changing of equipment or wiring other than that included under charges above, will be an amount equal to the actual cost of labor and material involved.
13. **For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.**

(N)
—
(N)

Continued

Advice Letter No. 52

Chantel Mosby

Date Filed 3/3/10

Decision No. _____

Director, Tariffs

Effective 4/5/10

Resolution No.

DIRECTORY LISTINGS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 9 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	
1	4th Revision *	(T)
2	Original	
3	2nd Revision*	(T)
4	First Revision	
5	Original	
6	Original	
6A	Original	
7	Original	
8	Original	
9	Original	

* Sheets issued

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
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SCHEDULE Cal. P.U.C. No. E-3
Original Cal. P.U.C. Sheet No. 2
Canceling Cal. P.U.C. Sheet No. 2

DIRECTORY LISTINGS

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Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

DIRECTORY LISTINGS

APPLICABILITY

Applicable to listings in the alphabetical section of the telephone directory.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

(1) Primary Service Listings:

Customers are entitled, without additional charge, to listings in the alphabetical section of the directory as follows:

Individual line primary station.....	One Listing*
Private branch exchange system.....	One Listing

(2) Additional Listings and Lines of Information ^[1] Rate Per Month (C)

Per business listing.....	\$.60
Reference to service of same customer or another customer, per listing.....	.60
Other information in addition to a listing, per line.....	.60
Per residence listing.....	.45
Guest of hotel, per listing.....	.45

(3) Foreign Exchange Directory Listings in Alphabetical Section ^[1] (C)

Residence Listing.....	.45
Business Listing.....	.60
Reference and information - Residence - per line.	.40
Reference and information - Business - per line	.60

* Residence primary listing service under (1) above is for one line listings which may include a single given name; or dual (joint) listings for subscribers who share the same surname and reside at the same address, for women whose husbands are deceased providing the surname is the same, and for persons who are known by more than one given name.

^[1] **Effective June 1, 2023, this service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.** (N)
 (N)

DIRECTORY LISTINGS

RATES – Continued

Rate Per Month

(4) Non-Published or Non-Listed telephone numbers

Non-Published: Number neither listed in
directory nor given out by Directory

Assistance (Information).....

\$ -0-

(C) (R)

Non-Listed: Number not listed in directory
but may be obtained from Directory

Assistance (Information).....

-0-

(C) (R)

Advice Letter No. 49

Robert Brown

Date Filed April 17, 2008

Decision No. _____

Supervisor, Tariffs

Effective

Resolution No.

DIRECTORY LISTINGS

CONDITIONS

(1) Business Service Listings:

- (a) Business listings consist of a name, the address of the premises on which the primary station, private branch exchange switchboard, receiving station, or other receiving equipment not operated as auxiliary to a private branch exchange, is located, and the telephone number. A designation descriptive of the business or profession will be included if the name does not indicate the nature of the business.
- (b) Business primary listings of individuals, firms, companies, corporations, or associations must be the names under which the customers are conducting the business.
- (c) Business listings may be those of an individual engaged in a business or profession, the names of firms or members thereof, the names of corporations and the officers thereof, or the names of employees or departments or branches of the business.
- (d) An additional listing involving the name of a member of a firm, or an officer of a corporation, or the name of an employee, or a department or branch of the same business, or a trade name, shall include a reference to the name of the firm, company, or corporation subscribing to the telephone service and may include the same business designation as the primary service listing or a designation descriptive of connection with the firm.
- (e) Except as otherwise provided, all additional listings in connection with a customer's service, except night service, shall bear the same address and telephone number as the primary listing, except that additional listings, in connection with private branch exchange stations and extension stations not located on the same premises as the primary station, may show the address at which the station is located.

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

DIRECTORY LISTINGS

CONDITIONS - Continued

(1) Business Service Listings - Continued

- (f) A trade name may be used as a listing when the business of an individual, firm, company, corporation, or association is conducted under that name. A fictitious name made up by adding a term, such as company, agency, shop, works, etc., to the name of a commodity will not be accepted as a listing unless the customer is conducting the business under that name. Listings are not accepted which appear to be designed primarily to give publicity to a commodity or service.
- (g) Business listings, other than names of individuals, may be arranged under a caption when, in the judgment of the Utility, the employment of that caption will facilitate the use of the directory. Bona fide departments or divisions of a customer's business may be listed under a caption, provided that such departments or divisions show either addresses or telephone numbers differing from the caption or from one another where the caption shows no address or telephone number.

Where the department or division of the customer's business is served over private branch exchange facilities terminating in order receiving equipment or another private branch exchange switchboard, the customer may arrange for a separate group of trunks, in which case a listing of that department or division may contain the telephone number of the separate trunk group.

- (h) Business customers may, for the additional listings and lines of information rates, arrange for listings of trunks, other than those included in an underlined group, to be used after business hours.
- (i) Foreign listings, acceptable to the Utility, may be arranged for at the additional listing rate, to show a customer's business listing in a different alphabetical section of the same directory or in a separate directory.

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

DIRECTORY LISTINGS

CONDITIONS - Continued

(1) Business Service Listings - Continued

- (j) Each primary business service listing and each joint user business service listing may receive, at the option of the applicant and without additional charge, a regular type listing in the classified section of the directory under headings generally descriptive of the business as prescribed by the Utility. Each such classified listing shall contain the same name, address and telephone number as the corresponding listing provided in the alphabetical section except that business or professional designations or titles will not be included.

(L)
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(L)

Continued

(L) Material formerly shown in Schedule F, Sheet No. 5 (Schedule F has been cancelled).

Advice Letter No. 3

Vern K. Dunham
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

DIRECTORY LISTINGS

CONDITIONS - Continued

(2) Residence Service Listings:

- (a) Residence listings consist of a name, an abbreviation indicating "residence", the address of the premises at which service is furnished, and the telephone number.
- (b) Residence listings may be those of the customer or members of the customer's domestic establishment residing on the premises on which the customer's service is provided.
- (c) Residence listings of professional customers may indicate the same designations of title or profession as their business service listings. When professional customers, other than those practicing the healing art, are not customers to business service, and are not practicing a profession on the premises where residence service is installed, the listings may include designations of title. Residence listings of clergymen, professors, military or naval officers, and nurses may, for the purpose of identification, include designations of title.
- (d) Residence listings, other than names of individuals, may be arranged under a caption when, in the judgment of the Utility, the employment of that caption will facilitate the use of the directory. Separate services or off-premises station services of the customer may be listed under a caption, provided that such services show either addresses or telephone numbers differing from the caption or from one another when the caption shows no address or telephone number.
- (e) Foreign listings, acceptable to the Utility, may be arranged for at the additional listing rate, to show a customer's residence listing in a different alphabetical section of the same directory or in a separate directory.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

DIRECTORY LISTINGS

CONDITIONS - Continued

(3) Reference Listings:

Reference listings, acceptable to the Utility, may be arranged for at the rate shown in the schedule, to include additional telephone numbers to be called in the event there is no answer from the customer's station.

The reference listing telephone number may be the telephone number of a service of the same customer or of a service of another customer. In case that the reference listing telephone number is that of the service of another customer, the application for the listing shall be made by both customers.

(4) Informational Lines:

(a) Lines of information, acceptable to the Utility, may be arranged for at the rate for other information in addition to a listing, to appear in addition to a regular listing for the purpose of facilitating the use of the service

(b) Customers may, for the reference listings and lines of information rates, arrange to include informational lines with a listing of the telephone number of a service of the same customer or of a service of another customer.

In case that the reference listing telephone number is that of another customer, the application for the listing shall be made by both customers.

(5) Duplicate Listings:

Customers may arrange for duplicate listings, at the additional listing rate, of abbreviated names, of names which are commonly spelled in more than one way, of rearrangements of names, and of nicknames by which they are commonly known, to be included in their proper alphabetical order if they are not for the purpose of securing a preferential position in the alphabetical list or for the purpose of giving preference to a commodity or service.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

DIRECTORY LISTINGS

CONDITIONS - Continued

- (6) Where additional listings are provided in conjunction with initial or subsequent installations of exchange service facilities, the charges begin with the day on which charges for the associated service are effective. Where additional listings are provided other than in conjunction with exchange service facilities, the charges begin with the day following their entry in the information records. When additional listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes for service of the same class as furnished the customer; unless the customer's service is discontinued; or, in the case of a guest listing, the listed party vacates the customer's premises or becomes a customer to residence service in his own name in the same exchange.
- (7) All applications for additional listings and lines of information shall be made by the customer or authorized agent.
- (8) Non-Listed and Non-Published Numbers:
- (a) Non-Listed numbers are not listed in the directory but may be obtained from Directory Assistance (Information).
- (b) Non-Published numbers are neither listed in the directory nor given out by Directory Assistance (Information).
- (c) Utilization of Call Line Identifier - Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.
- (d) When a call is placed from a non-listed or non-published telephone number, the calling name and number may be disclosed, subject to technical limitations, if the called party has the necessary equipment for receiving and/or disclosing names and numbers associated with incoming calls. The calling name and number will not be disclosed if the calling party blocks delivery of the calling name and number via per-call blocking or if the calling line is equipped with per-line blocking.**

(N)
|
(N)

EMPLOYEES SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	First
2	Original
3	First

Continued

Advice Letter No. 54

Chantel Mosby
Director

Date Filed September 28, 2010
Effective
Resolution No.

Decision No. _____

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-4
Original Cal. P.U.C. Sheet No. 2T

EMPLOYEES SERVICE

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Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

EMPLOYEES SERVICE

GENERAL

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

(C)
|
(C)

Continued

Advice Letter No. 54

Chantel Mosby
2010
Director

Date Filed September 28,

Decision No. _____

Effective
Resolution No.

SUPPLEMENTAL EQUIPMENT

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	
1	1st Revision*	(T)
2	Original	
3	Original	
4	Original	
5	Original	
6	Original	
7	1st Revision*	(T)
8	Original	
9	Original	
10	1st Revision*	(T)

Continued

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-5
Original Cal. P.U.C. Sheet No. 2T

SUPPLEMENTAL EQUIPMENT

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Jack and Plug Installations	5
Keys	6
Signal Service	7,8
Special Equipment and Arrangements	9
Special Telephones	10

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

SUPPLEMENTAL EQUIPMENT

SPECIAL TYPE CORDS

APPLICABILITY

Applicable to special type telephone cords furnished by the Utility.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

	<u>Installation</u>
Special Extension Cords	
Straight Desk - 15 ft.	\$10.00
Straight Desk - 25 ft.	15.00
Retractable Desk - 15 ft.	13.00
Retractable Desk - 25 ft.	20.00

CONDITIONS

Special type telephone cords will be supplied under the following conditions:

1. Standard cords for desk telephones are approximately six feet long. Cords over six feet long are furnished at charges shown in this schedule.
2. The customer will be charged the same rate for all renewals of worn out or damaged long cord installations as for the original installation of the long cord.
3. The installation charge shown for extra-length cords substituted for standard cords applies to each installation and each replacement.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

SUPPLEMENTAL EQUIPMENT

CUSTOM TELEPHONE UNIT

1. General

- a. A Custom Telephone Unit is a combination of electrical and mechanical telephone parts assembled to function as a regular telephone instrument with operating characteristics, which conform to those established for telephone sets regularly furnished by the Utility, when associated with a customer-provided telephone enclosure.
- b. The Utility assumes no liability for the maintenance, repair or replacement of customer-provided telephone enclosures from Utility Custom Telephone Units.
- c. Customers may not remove, or permit others than the Utility to remove, customer-provided telephone enclosures from Utility Custom Telephone Units.

2. Rates and Charges

- a. The following charges are applicable to the installation of Custom Telephone Units in customer-provided telephone enclosures and are in addition to all other rates and charges applicable to the service with which Custom Telephone Units are used:

	<u>Non-Recurring Charge</u>
	Actual Cost
Installation of Custom Telephone Unit	

- b. At the request of the customer, a Custom Telephone Unit may be removed from a customer-provided telephone enclosure and reinstalled in the same or a different customer-provided telephone enclosure at the same address, in which case a charge equal to the appropriate non-recurring charge above is applicable.
- c. Where a customer with a Custom Telephone Unit changes his service location within an exchange, regular service connection, move or change charges apply, as appropriate.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

SUPPLEMENTAL EQUIPMENT

JACK AND PLUG INSTALLATIONS

APPLICABILITY

Applicable to Jack and Plug equipment furnished by the Utility.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

	<u>Installation</u>
Indoor Jack, each	\$15.00
Outdoor Weatherproof Jack, each	25.00

CONDITIONS

1. Each jack installation must have a telephone equipped with bell permanently connected to the line as the primary station. Jacks are installed only for stations.
2. Where flush-type jacks are furnished in connection with concealed wiring, the customer shall furnish, install and maintain the necessary outlet boxes and conduit.
3. Jack and plug installations subject to unusual conditions shall be made at the discretion of the Utility. Where special equipment or unusual construction is required, the customer will be billed for the actual cost of each installation.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

SUPPLEMENTAL EQUIPMENT

KEYS

APPLICABILITY

Applicable to keys, switches and cut off and hold type facilities furnished by the Utility.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

	<u>Per Month</u>	<u>Installation</u>
Key, cut off or transfer, hold	\$.50	\$5.00
Switch installed in lieu of station	#	#

Continued

When a switch is installed in lieu of a telephone instrument, the regular primary or extension station rate, including service connection charge, will apply, and no additional charge is made for the switch.

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

CENTURYTEL OF EASTERN OREGON, INC.
d/b/a CenturyLink
P.O. Box 4065
Monroe, LA 71211

SCHEDULE Cal. P.U.C. No. E-5 (T)
1st Revised Cal. P.U.C. Sheet No. 7T
Canceling Original Cal. P.U.C. Sheet No. 7T (T)

SUPPLEMENTAL EQUIPMENT

SIGNAL SERVICE

APPLICABILITY

Applicable to signal service equipment furnished by the Utility.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff-schedules.

RATES

	<u>Per Month</u>	<u>Installation</u>	
Extension Bell	\$.65	\$5.00	
Extension Bell with Switch	.90	6.00	
Chime (Musical Tone Bell)	2.00	10.00	
Extension Gong	.90	5.00	
Extension Gong with Switch	1.30	6.00	
Industrial Horn with Relay for One- Party (customer to supply power)	1.50	10.00	(D)
Buzzer Circuit Including one Push Button, One Buzzer, Power Supply Equipment, and 50 ft. or less of Circuit Wiring	.50	5.00	(D)
Each additional buzzer with or without push button	.40	2.50	(D)

Continued

Issued: March 22, 2019
Effective: May 2, 2019
Advice Letter No. 70
File No. CA 19-04

Issued By: Darlene N. Terry
Manager, Tariffs

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-5
Original Cal. P.U.C. Sheet No. 8T

SUPPLEMENTAL EQUIPMENT

SIGNAL SERVICE - Continued

CONDITIONS

1. The number of extension bells or loud ringing bells may be limited by the Utility for technical reasons.
2. The installation of chime signals will be furnished on individual line business or residence service only.
3. Where commercial power is required for any of the services listed in this schedule, the customer shall furnish such power and will provide a suitable power outlet.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

SUPPLEMENTAL EQUIPMENT

SPECIAL EQUIPMENT AND ARRANGEMENTS

For special equipment and arrangements requested by a customer, for which provision is not otherwise made, the appropriate installation, basic termination charges and monthly charges equivalent to the estimated cost of furnishing such equipment or arrangements apply.

Estimated cost consists of an estimate of the following items to the extent that they are applicable:

1. Cost of Maintenance
2. Cost of Operation
3. Depreciation on the estimated cost installed of and facilities provided, based on the useful service life of the facilities with an appropriate allowance for the estimated net salvage.
4. Administration, taxes and uncollectible revenue on the basis of reasonable average charge for these items.
5. Any other specific items of expense associated with the particular situation.
6. A reasonable amount computed on the estimated cost installed, or any facilities provided, for return and contingencies.

Estimated cost installed as mentioned in 3 and 6 above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing including engineering, labor, supervision, transportation, right of way and any other items which are chargeable to the capital account.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

SUPPLEMENTAL EQUIPMENT

APPLICABILITY

Applicable to Special Telephones furnished by the Utility.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

	<u>Per Month</u>	<u>Installation</u>	
Rates and charges in addition to those applicable to the class of service furnished			(D)
Compact Telephone (Power outlet within 15 feet of telephone location)	\$.50	O	
Dial-In-Handset (Power outlet within 15 feet of telephone location)	1.00	O	
Volume Control Handset	.50	\$10.00 *	
Conference (Speaker) Telephone	5.50	O	

* Does not apply if furnished at time of original installation.

CONDITIONS

1. Compact and dial-in-handset telephones will be furnished with internal bells only when the telephones can be so equipped. External bells will be furnished at the extension bell rate.

Continued

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-6
Original Cal. P.U.C. Sheet No. 1T

MILEAGE RATES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original
4	Original

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-6
Original Cal. P.U.C. Sheet No. 2T

MILEAGE RATES

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Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

MILEAGE RATES

APPLICABILITY

Applicable to service involving mileage charges.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

One-quarter Mile
or Fraction Thereof
Airline Measurement
Rate Per Month

Off Customer's Premises and Within the
Exchange Area:

Each extension station line or private
branch exchange station line:

- | | |
|--|--------|
| (a) Where the terminals are in different
buildings on the same continuous
property:
Each one-quarter mile or fraction thereof | \$1.00 |
| (b) Where the terminals are on non-continuous
property:
First one-quarter mile or fraction thereof | 2.00 |
| Each additional one-quarter mile or fraction thereof | 1.00 |

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

MILEAGE RATES

CONDITIONS

1. The mileage rates above are applicable in connection with extension stations and are applicable to the airline distance measured between the terminals of the line involved.
2. No mileage charge is applicable to an extension station from an off-premises extension station located in the same premises as its off-premises station or within 300 feet, airline measurement, therefrom.
3. An off-premises extension station will be installed on other premises of the customer to the primary service provided the station is for the use of the customer.
4. An off-premises extension station will be installed on other than the customer's premises provided the station is for the use of the customer.
5. A residence extension station will not be furnished on business premises.
6. In this Schedule, "terminals" mean the stations between which the off-premises line is connected.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-7
Original Cal. P.U.C. Sheet No. 1T

INTEREXCHANGE RECEIVING SERVICE

TABLE OF CONTENTS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-7
Original Cal. P.U.C. Sheet No. 2T

INTEREXCHANGE RECEIVING SERVICE

TABLE OF CONTENTS

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Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

INTEREXCHANGE RECEIVING SERVICE

APPLICABILITY

Applicable to Interexchange Receiving Service furnished throughout the territory served.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

Each exchange in which this service is subscribed for - \$5.00 per month.

CONDITIONS

1. Interexchange receiving service is available to customers to business individual line service, business private branch exchange service, telephone answering service, or order receiving equipment service located in the receiving exchange; except coin box service.
2. A customer to interexchange receiving service will be billed for all toll messages to him from those exchanges in which he subscribes for this service. Under this service the message toll telephone service station rates, except special collect rates, are applicable to each call.
3. A telephone number designation will be assigned to each service in each exchange in which interexchange receiving service is subscribed for. Only those calls to this number which originate in the exchange in which the service is subscribed for will come within the scope of this service.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

JOINT USER SERVICE ^[1]

(C)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	1st
2	1st
3	1st
4	1st
5	1st

(C)

(C)

Continued

^[1] **Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)

(N)

JOINT USER SERVICE ^[1]

(C)

TABLE OF CONTENTS

	<u>Sheet No.</u>
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Continued

^[1] **Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

JOINT USER SERVICE ^[1]

(C)

APPLICABILITY

Applicable to joint user service furnished in connection with local business service.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATE5

	<u>Rate Per Month</u>
Each joint user service in connection with:	
Business individual line or party line service	\$2.50
Private Branch Exchange Service or Multi-Line Telephone Service	4.50

CONDITIONS

1. The applicability of joint user service is determined by the obvious or actual use made of the service. The customer's facilities are not to be extended off the premises on which the primary service is located to furnish joint user service only.
2. The rate for joint user service includes a listing in the telephone directory and applies in addition to the rates and charges for the facilities and all other services furnished. Joint user service is applicable and is furnished upon application made by the customer as follows:
 - (a) Application for the use of the customer's service by any individual, firm, company or association occupying jointly or in part the premises on which the primary service is located, or the premises on which the customer's off-premises service is located. In the case of individuals, firms, companies and associations engaged in the same business or profession, utilizing a common reception room with offices opening thereon or adjoining thereto, one of the number may become the customer and the remainder joint users.

Continued

^[1] **Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

JOINT USER SERVICE ^[1]

(C)

CONDITIONS - Continued

2. Continued
 - (b) Application for the use of the customer's service for another business publicly conducted by the customer and differing in character or scope or in name from the business for which the facilities are furnished.
 - (c) Application for service to be furnished over the facilities utilized in furnishing service to the customer, in the name of another individual, firm, company, corporation, or association represented by the customer and the use of the name to be listed is authorized by the owner of the name.
3. If the individuals or members of a firm, company or association file a joint income tax return, that will be accepted as sufficient evidence of a single business and joint user service is not applicable.
4. Whenever any individual member of a firm, company or association does not substantially participate in the earnings of his fellow members of such firm, company or association, when that fact shall be conclusive evidence that he is a joint user and the joint user rate is applicable.
5. The minimum charge for joint user service shall be the monthly rate, provided that if the listing is included in the telephone directory the charge will continue until the end of the directory period, unless:
 - (a) The joint user vacates the customer's premises.
 - (b) The customer's service is discontinued.
 - (c) The business for which the joint user service is furnished is discontinued at the customer's premises.
 - (d) The joint user becomes a customer to business service in the same exchange.

Continued

^[1] **Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

JOINT USER SERVICE ^[1]

(C)

CONDITIONS - Continued

6. Joint user service is not furnished in connection with residence telephone service.
7. The Utility is liable for errors or omissions in the listings of its customers in the telephone directory in an amount not in excess of the charge for that exchange service during the effective life of that directory in which the error or omission is made.

(D)

^[1] **Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-9
Third Revised Cal. P.U.C. Sheet No. 1T
Canceling Second Revised Cal. P.U.C. Sheet No. 1T

DIRECTORY ASSISTANCE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 7 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Third Revised *
2	Second Revised *
3	Third Revised *
4	Original
5	Original
6	Original
7	Original

* Sheets issued

Advice Letter No. 37

Pamela Donovan

Date Filed March 4, 2004

Decision No. _____

Supervisor, Tariffs

Effective April 12, 2004
Resolution No.

(N)

(N)

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-9
Second Revised Cal. P.U.C. Sheet No. 2T
Canceling First Revised Cal. P.U.C. Sheet No. 2T

DIRECTORY ASSISTANCE SERVICE

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(N)

(N)

Advice Letter No. 37

Pamela Donovan

Date Filed March 4, 2004

Decision No. _____

Supervisor, Tariffs

Effective April 12, 2004

Resolution No.

DIRECTORY ASSISTANCE SERVICE

LOCAL DIRECTORY ASSISTANCE SERVICE

A. **APPLICABILITY**

1. Applicable to furnishing a calling party with telephone numbers or other information available from Directory Assistance records.

2. Territory

Within the exchange area as defined on the map filed as part of the tariff schedules and within Local Access and Transport Areas per D. 94-09-065.

3. Service Description

a. Directory Assistance Service provides the calling party with the following type of information from Directory Assistance records:

(1) The requested telephone number and address information associated with the requested telephone number.

(2) Information that the requested telephone number cannot be found.

b. The Directory

Assistance operator will furnish up to a maximum of three items of the type of information in (1) preceding, per call.

(N)

(N)

Advice Letter No. 37

Pamela Donovan

Date Filed March 4, 2004

Decision No. _____

Supervisor, Tariffs

Effective April 12, 2004

Resolution No.

DIRECTORY ASSISTANCE SERVICE

LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. CONDITIONS

1. Exemptions

- a. The following are exempt from the charges shown in C.1 and 2. following, subject to any specified regulations.

(1) Physically Impaired. A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to a visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment when these regulations are met:

- Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.
- An individual access line may be exempt when it is provided to a small business where all owner (s) and employees of the business on the premises have a certified visual or other physical impairment.
- A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.
- A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number or credit card. No charge will apply to this type of call.

Advice Letter No. 37

Pamela Donovan

Date Filed March 4, 2004

Decision No. _____

Supervisor, Tariffs

Effective April 12, 2004

Resolution No.

(N)

(N)

DIRECTORY ASSISTANCE SERVICE

LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. CONDITIONS (Cont'd)

1. Exemptions (Cont'd)
 - c. No exemption is applicable to direct dialed calls from pay telephones.
 - d. No exemption is applicable to Centrex or PBX services.
 - e. Manual Mobile Telephone service is exempt from the charges shown in C.1. and C.2.
2. Application of the Directory Assistance Service Call Allowance
 - a. A Directory Assistance Service call allowance not used in one billing period cannot be transferred to the customer's account for any other billing period or to any other account.
 - b. The Directory Assistance charge plan will apply to Foreign Exchange service provided to customers located in independent company territory served by Utility dial tone.
3. Alphabetical telephone directories published by the Utility will be provided upon request subject to availability, for exchanges located within the customer's home Area Code, at no charge when used for calling purposes.
4. Provisions concerning limitation of liability are set forth in Schedule Cal. P.U.C. No. D. Rule No 21. Except as otherwise provided in such regulation, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this service.

Advice Letter No. 37

Pamela Donovan

Date Filed March 4, 2004

Decision No. _____

Supervisor, Tariffs

Effective April 12, 2004

Resolution No.

(N)

(N)

DIRECTORY ASSISTANCE SERVICE

LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. RATES AND CHARGES

Call Allowances and Charges

InterLATA and interstate calls placed to Directory Assistance are covered by the tariffs of the Utility providing such service.

1. Direct dialed calls to Directory Assistance.

a. Allowance

The following allowances apply to direct dialed calls per month to Directory Assistance, at no charge for the service indicated:

Type of Service	Call Allowance
(1) Residence Service ⁽¹⁾	
- Individual, each line	5
- PBX service each trunk	5
(2) Business Service ⁽¹⁾	
- Individual line service each line	2
- PBX service each seven –digit working telephone number	2
- Centrex Service	
Dormitory service, each station line	2
All other Centrex service, each station line	1
(3) Other services, such as Toll Stations, Marine Telephone Service, etc.	2

NOTE ⁽¹⁾: See B.2.b. preceding

Advice Letter No. 37

Pamela Donovan

Date Filed March 4, 2004

Decision No. _____

Supervisor, Tariffs

Effective April 12, 2004
Resolution No.

(N)

(N)

DIRECTORY ASSISTANCE SERVICE

LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. RATES AND CHARGES

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

Charge

- Each call exceeding the Call Allowance \$.25

2. Operator assisted calls to Directory Assistance.

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance .25

Plus the amount of the service charge for an operator Assisted station message. This charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be Treated as direct dialed calls, the Call Allowance Applies as shown in 1.a. and b. preceding, no operator Assisted service charge applies.

- Each call exceeding the allowance .25

3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls

Advice Letter No. 37

Pamela Donovan

Date Filed March 4, 2004

Decision No. _____

Supervisor, Tariffs

Effective April 12, 2004

Resolution No.

(N)

(N)

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-10
Original Cal. P.U.C. Sheet No. 1T

LINE EXTENSION CHARGES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-10
Original Cal. P.U.C. Sheet No. 2T

LINE EXTENSION CHARGES
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Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

APPLICABILITY

Applicable to charges for line extensions.

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

	<u>Charge</u>
1. Line Extensions and Additions within the Base Rate Area or Special Rate Area:	
Extensions and additions to plant necessary to provide telephone service	No charge
2. Line Extensions and Additions in the Suburban Area:	
a. Overhead or underground additions to plant along existing exchange or toll telephone circuits of this Utility.	No charge
b. Overhead or underground extension to plant beyond existing exchange or toll circuits of this Utility along public roads or on private property:	
(1) Free Footage Allowance:	
The Utility will construct at its expense a maximum of 1,000 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property or along private roads.	No charge
(2) Extensions to plant exceeding free footage allowance:	
Each 100 feet or fraction thereof of line extension and/or service connection	\$10.00

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

SPECIAL CONDITIONS

1. General:
 - a. Charges under this schedule are for abnormally long plant extensions to prevent unreasonably burdening the general body of existing customers.
 - b. Charges in this schedule are:
 - (1) Applicable to aerial and underground facilities whether Utility or jointly owned or rented; all classes, types and grades of service; and bona fide applicants in real estate developments;
 - (2) Not applicable to real estate developments (Special Condition 9); farmer lines, toll station service and tree type construction;
 - (3) In addition to any charges or contributions applicable under Rule No. 15.
 - c. In lieu of the charges under this schedule for excess footage, applicant may, for that excess, clear the right-of-way, furnish and set the poles where aerial construction is employed, or furnish and install the underground supporting structure, all in accordance with the Utility's construction specifications; the Utility in that case will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities so provided by applicant shall be vested in the Utility, except that underground supporting structures for service connections on private property shall be owned and maintained by the customer (see Rule No. 15, A.5.b.(l)).
 - d. Charges under this schedule are payable in advance and, except as described in Special Conditions 6,9 and 10 below, are not refundable.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

SPECIAL CONDITIONS - Continued

2. Route, Type and Measurement of Line Extensions and Service Connections
 - a. General conditions governing the route and type of construction for line extensions and service connections are set forth in Rule No. 15.
 - b. The line extension and service connection distance (excluding the length of aerial drop wire, if any) for determining free footage and charge is measured from the end of the existing distribution facility to the point of connection with the inside wiring at the premises being served. The free footage portion on private property, 300 feet maximum, is deducted from the total free footage to determine the remaining free footage along public roads. (See Special Condition 4.b.(2))
 - c. Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the Utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads.
3. Collective Application and Grouping of Applicants
 - a. When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers making bona fide applications for service.
 - b. All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile. Two or more projects are combined, however, whenever this results in lower charges (or no increase in charges) for all of the applicants involved.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

SPECIAL CONDITIONS - Continued

3. Collective Application and Grouping of Applicants - Continued
 - c. An applicant at any premises receives only a single line extension allowance regardless of the number of services ordered at that premises.
 - d. Where an applicant orders service at more than one premises, he is treated as being a separate applicant at each premises for purposes of this schedule.
4. Apportionment of Charges to Group of Applicants
 - a. Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charge is made to such applicants. The second group includes all remaining applicants on the project. The over-all charge for the project is divided equally among all applicants in the second group.
 - b. Exceptions
 - (1) No applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group is absorbed by the Utility.
 - (2) Charges for extensions to plant on private property are assumed by applicants on whose property such extensions are made and these charges are not included in the over-all charges for the project. Likewise, the free footage allowance on private property is not included in the collective allowance for the project.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

SPECIAL CONDITIONS - Continued

5. Charges to Subsequent Applicants
 - a. When a new applicant is secured who can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate of the line extension charge based upon the number of months (a fraction of a month is counted as a full month) remaining in the original three-year term, the time to be computed from the date service is established for the new applicant.
 - b. Where additional construction is required for an applicant to be served from a project less than three years old, the charge for the project is recomputed as above if such recomputation does not increase the charges to those customers served from the existing project. Otherwise, a new project will be established.
6. Adjustment in Charges when Additional Applicants are Connected
 - a. When a project is recomputed as described in Condition 5. above, existing customers will be refunded a prorate of the difference between the original charges and the recomputed charges, based on the remainder of the three-year term. Recomputation of charges due to the addition of new applicants is made on the assumption that there have been no disconnects.
 - b. In the event the Utility attaches interexchange toll facilities to the extension to plant within the three-year period, the Utility will refund a prorated amount to cover the unexpired portion of the charges for that part of the line extension facilities so used.
 - c. Where construction on private property is subsequently treated as being on public roads, or where a private road is dedicated to the public use, within three years of completion of the original project, the charges shall be recomputed and refunds made to the initial applicants where applicable.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

SPECIAL CONDITIONS - Continued

7. Disconnects

When one or more customers on a project disconnect within the three-year term, no refund is made of the charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

8. Re-Use of Facilities

a. When a customer disconnects service or moves off the project and service is established for a new applicant at the same location, any adjustment in charges is a matter for negotiation between the original customer and the new applicant.

b. Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any charges under this schedule in addition to his total original obligation.

c. Where a customer has paid charges under this schedule for service at a premises on a given project and subsequently applies for service at a different premises on the same project, the customer will not be assessed additional charges greater than his original obligation unless additional construction is required.

9. Line Extensions and Service Connections - Real Estate Developments

a. Within subdivisions, qualifying as defined in Rule No. 1, the Utility will provide facilities to serve in accordance with Rule No. 15 with additional charges where applicable as required by this schedule.

b. In all other real estate developments, the Utility will provide facilities to serve provided the applicant pays in advance the estimated total cost thereof. Any substantial difference between the amount advanced and the actual cost shall be advanced, or refunded as the case may be, within 60 days after completion of the Utility's construction to serve.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

SPECIAL CONDITIONS - Continued

9. Line Extensions and Service Connections - Real Estate Developments - Continued
- c. Refunds, consisting of the first year's exchange revenue from each customer, will be paid to the applicant at the end of that customer's first 12 consecutive months of connection within the development. Such refunds, once for each customer added, will be paid during a five-year period from date of agreement, but not to exceed the total amount advanced.
 - d. Subject to Commission approval, refunding arrangements other than those as shown in 9.c. above may be applied when mutually agreed upon by the Utility and the applicant.
10. Temporary or Speculative Service (See also Rule No. 13)
- a. Line extensions to provide service to an applicant engaged in temporary or speculative business will be made on the condition that applicant pays to the Utility the total cost of the construction and removal of the line necessary in furnishing the service less the salvage value of the materials used.
 - b. If a customer maintains for 36 consecutive months a service installation which was originally established on a temporary or speculative basis, and if his business or operation at the end of that time has proven its permanency to the satisfaction of the Utility, there will be refunded to the customer an amount equal to the difference between the payment made pursuant to Special Condition IO.a. above and the normal line extension charge, which would have been applicable at the time, the customer's service was installed.
 - c. In no event shall service installation be classed as temporary or speculative for more than six years. Refund provisions of Special Condition IO.b. apply at the end of not more than six years.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

LINE EXTENSION CHARGES

SPECIAL CONDITIONS - Continued

11. Contracts

Contracts, covering periods of not to exceed three years of telephone service, may be required by the Utility as a condition precedent to establishment of the service when line extensions are necessary. Such contracts will not require advance or unusual payments in excess of those otherwise required by this schedule, and shall not interfere with the Utility's right to collect amounts as provided for elsewhere in its tariff schedules.

12. Saving Clause

Arrangements may be made, other than as provided for above in this schedule, in the following cases subject to prior authorization of the Public Utilities Commission of the State of California:

- a. Where the applicant requests a particular type of construction or a specific route for extensions to meet the applicant's special requirements and where the construction or route so requested differs from the normal standards of the Utility and is not required by law.
- b. Line extensions involving underground crossings of railroads, highways or power lines, submarine cable or long river crossings.
- c. Any other line extensions involving unusual or disproportionately large construction expenditures as compared to the usual line extension.

13. Disputes

In case of disagreement or dispute regarding the application of any provision of this schedule, or in circumstances where the application of this schedule appears impracticable or unjust to either party, the Utility, applicant or applicants may refer the matter to the Public Utilities Commission of the State of California for ruling.

Continued

Advice Letter No. 1

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

CENTURYTEL OF EASTERN OREGON, INC.
d/b/a CenturyLink
P.O. Box 4065
Monroe, LA 71211

SCHEDULE Cal. P.U.C. No. E-11 (T)
(T)
3rd Revised Cal. P.U.C. Sheet No. 1T (T)
Canceling 2nd Revised Cal. P.U.C. Sheet No. 1T (T)

CUSTOM CALLING SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Third Revision *
2	Original
3	First Revision*
4	Third Revision*
5	Original *
6	Original*

* Sheets issued

Issued: March 20, 2019
Effective: May 1, 2019
Advice Letter No. 68
File No. CA 19-02

Issued By: Darlene N. Terry
Manager, Tariffs

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-11

Original

Cal. P.U.C. Sheet No. 2T

CUSTOM CALLING SERVICE

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Advice Letter No. 4

Roy A. Peterson
Vice President

Date Filed
Effective
Resolution No.

Decision No. _____

CUSTOM CALLING SERVICE

APPLICABILITY

Applicable to local exchange service in the New Pine Creek Exchange

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

Applicable to business and residence one party line service.

	Monthly Rate	
1. Call Forwarding, each line quipped	\$1.50	(D)
2. Speed Calling, each line equipped		
a. 1 or 8 number repertory	1.50	
b. 30 number repertory	2.50	
3. Three-Way Calling, each line equipped	1.50	
4. Call Waiting, each line equipped	1.50	
5. Enhanced Call Waiting (includes Call Waiting Cancel)	2.00	(T) (D)
6. Caller ID with Name (includes Anonymous Call Rejection)	8.00	(N)
7. Call Return *69 [1]	3.00	(N)
8. Two Feature Package, any two Custom Calling features except 30 number Repertory Speed Calling and Call Waiting and Call Waiting Cancel	2.50	(T) (D)
9. Four Feature Package, Call Forwarding, Three-Way Calling, Call Waiting and Call Waiting Cancel, plus 8 number Speed Calling, per line equipped	5.25	(T) (D)
[1] Customers may utilize *69 on a per-call basis for \$0.95 per activation.		(N)

No Non-Recurring Charge applies for the installation or change of Custom Calling Service Features

(T)
P.O. Box 4065
4T
Monroe, LA 71211
4T

3rd Revised Cal. P.U.C. Sheet No. (T)
Canceling 2nd Revised Cal. P.U.C. Sheet No. (T)

CUSTOM CALLING SERVICE

CONDITIONS

1. These rates are in addition to all other rates and charges for business and residence telephone service.
2. These features are furnished with one party line service only, excluding Payphone and Foreign Exchange Services. They are provided subject to the availability of suitable facilities.
3. Call Forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred. Any message toll charges applicable to the forwarding are assessed to the customer with the call forwarding feature. Call Forwarding Service may not be used in any manner in which the customer could evade payment of toll charges normally charged to the calling party.
4. Speed Calling permits a customer to place calls by dialing an abbreviated code instead of the normal directory number. The customer may change his speed call repertory of frequently called numbers.
5. Three-Way Calling provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature provides that only one of the three telephones may be outside the local service area of the telephone establishing the three-way call.
6. Call Waiting enables a customer to be aware of another incoming call while talking on a call. The called party hears a tone indicating that another caller is waiting. The existing call can be put on "hold," or disconnected, and the waiting call can be received. This feature is not available on central office lines arranged for trunk hunting. **Enhanced Call Waiting includes** Call Waiting Cancel, **which** eliminates Call Waiting during periods the customer does not want to have tone operative. (T)
7. **Caller ID with Name enables the customer to view on a display devices the calling party's name and telephone number on incoming telephone calls before answering. This feature delivers both the directory number of the line used by the calling party and the name (up to fifteen characters) associated with the directory listing unless delivery is blocked by the calling party.** (N)

Customers subscribing to Caller ID with Name will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. (N)

Effective: May 1, 2019
Advice Letter No. 68
File No. CA 19-02

Manager, Tariffs

CUSTOM CALLING SERVICE

CONDITIONS

7. Caller ID with Name (Cont'd)

CenturyLink will deliver all name and telephone numbers, unless blocked by the calling party, subject to technical limitations, including names and numbers associated with "Non-Published and Non-Listed Number Service" as described in Schedule No. E-3, Directory Listings, of this tariff.

If the incoming call is from a caller who subscribes to a signal ring or personal ring service, the name and number transmitted will always be those associated with the caller's main number. If the incoming call is from a caller served by a PBX, only the name and number associated with the main number of the PBX is transmitted and available for display. If the incoming call originates from a multi-line hunt group, the number or name and number transmitted will always be those associated with the main number of the hunt group unless, facilities permitting, each terminal has a unique telephone number associated with it within the group.

The calling name and number will not be delivered on operator handled calls or credit card calls. Names and numbers transmitted via Caller ID with Name are intended solely for the use of the Caller ID with Name subscriber. Resale of this information is prohibited by this Local Terms of Service.

Where facilities are available, Anonymous Call Rejection (ACR) is provided with Caller ID with Name at no additional charge. ACR allows subscribers to reject receipt of calls from callers who utilize Caller ID Blocking. The calling party who has chosen to block delivery of his name and number will hear a recorded announcement stating that the called party will not accept anonymous calls. The announcement will also state that the caller should hang up and call back with caller identification unblocked to complete the call.

Subscribers may deactivate Anonymous Call Rejection by dialing the deactivation code (*87 or 1187) and may receive calls from callers utilizing Caller ID Blocking. Subscribers must dial the reactivation code (*77 or 1177) to reactivate Anonymous Call Rejection. Confirmation announcements will confirm activation and deactivation of the feature. Calls routed to the Anonymous Call Rejection recorded announcement are not considered complete calls and will not be billed by the Company.

8. Call Return *69 allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

Advice Letter No. 68

File No. CA 19-02

CUSTOM CALLING SERVICE

CONDITIONS

9. Caller Identification Blocking Options (a.k.a. Caller ID Blocking)

- A. Per Call Blocking enables customers to prevent the transmission of their name and telephone number on a per-call basis, thus controlling delivery of the customer's name and number to a called party. This feature is available to all customers without presubscription, at no charge. Transmission of the customer's name and telephone number can be prevented on a per call basis by dialing a pre-assigned access code (*67 or 1167) prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the customer's name and telephone number to the called party. The Company's limits of liability are as specified in A.3. of Rule No. 21, Schedule D of this tariff.

When a customer utilizing Per Call Blocking calls an Anonymous Call Rejection subscriber, the call will not be completed. The calling party will receive a recorded announcement stating that the called party will not accept anonymous calls and instructing the caller to hang up and call back with caller identification unblocked.

Per Call Blocking will not prevent the transmission of the calling party's telephone number on services such as E911 and 800 Service that utilize Automatic Number Identification (ANI) for delivery of the calling number.

- B. Per Line Blocking – enables customers to prevent the transmission of their name and telephone number on all outgoing calls placed from the customer's line. Caller ID Blocking - Per Line is available, upon request of the customers, at no charge. Per Line Blocking is in operation on a continuous basis but can be deactivated by the customer on a per call basis by dialing the Per Line Blocking deactivation code (*82 or 1182). The Company's limits of liability are as specified in A.3. of Rule No. 21, Schedule D of this tariff.

Per Line Blocking will not prevent the transmission of the calling party's telephone number on services such as E911 and 800 Service that utilize Automatic Number Identification (ANI) for delivery of the calling number. When a customer utilizing Per Line Blocking calls an Anonymous Call Rejection subscriber, the call will not be completed. The calling party will receive a recorded announcement stating that the called party will not accept anonymous calls and instructing the caller to hang up and call back with caller identification unblocked.

(N)

(N)

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-12

Original Cal. P.U.C. Sheet No. 1T

TOLL RESTRICTION SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original
4	Original

(N)

(N)

Advice Letter No. 5

Robert Brown
Manager, Tariffs

Date Filed
Effective
Resolution No.

Decision No. _____

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-12

Original Cal. P.U.C. Sheet No. 2T

TOLL RESTRICTION SERVICE

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(N)

(N)

Advice Letter No. 5

Robert Brown
Manager, Tariffs

Date Filed
Effective
Resolution No.

Decision No. _____

TOLL RESTRICTION SERVICE

APPLICABILITY

Applicable to local exchange service in the New Pine Creek Exchange

TERRITORY

Within the exchange area as defined on the map filed as part of the tariff schedules.

RATES

Applicable to business and residence one party line service.

	<u>Service Code</u>	<u>Nonrecurring Charge</u>	<u>Service Code</u>	<u>Monthly Rate</u>
1. Toll Restriction Service, each individual line equipped	XAL	*	TRS	\$2.00

* A Non-Recurring Charge set forth in Schedule 2 for other network access line work applies.

Advice Letter No. 5

Robert Brown
Manager, Tariffs

Date Filed
Effective
Resolution No.

Decision No. _____

(N)

(N)

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-12

Original Cal. P.U.C. Sheet No. 4T

CONDITIONS

1. When Toll Restriction Service is furnished, the customer will be cautioned about its limitations and may be required to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the failure of the customer to place calls because of the Toll Restriction Service.

(N)
|
(N)

Advice Letter No. 5

Robert N. Brown
Manager, Tariffs

Date Filed
Effective
Resolution No.

Decision No. _____

LIFELINE ASSISTANCE PROGRAMS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 9.1 of this schedule are effective as of the date shown on each sheet.

Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

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2.2	Original	
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3	6th Revision	
4	18th Revision	
4.1	2nd Revision *	(C)
5	18th Revision	
5.1	Original	
6	4th Revision	
6.1	Original*	
7	5th Revision	
7.1	Original	
8	2nd Revision	
9	1st Revision	
9.1	Original	

* Sheets issued

Advice Letter No.: 79B
 Decision No.:

Issued by:
 Darlene N. Terry
 Government Affairs Director

Issued: November 12, 2020
 Effective: December 1, 2020
 Resolution No.: N/A

LIFELINE ASSISTANCE PROGRAMS

(T)

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Advice Letter No.: 73
Decision No.:

Issued by:
Darlene N. Terry
Government Affairs Director

Issued: February 18, 2020
Effective: March 18, 2020
Resolution No.: N/A

LIFELINE ASSISTANCE PROGRAMS

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

1. Federal Lifeline Program

A. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly Basic Exchange Access Service rate. The assistance applies to a single telephone line or broadband service, or a bundle of broadband and single telephone line service at the applicant's principal place of residence.

B. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household ^[1] in one of the following programs:

- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension benefit and Survivors Pension

C. Terms and Conditions

- (1) An applicant may request Lifeline assistance through completion and submission of a form provided by the Company or by an agent of the state or Federal Communications Commission. Upon

^[1] A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses.

Advice Letter No.: 73
Decision No.:

Issued by:
Darlene N. Terry
Government Affairs Director

Issued: February 18, 2020
Effective: March 18, 2020
Resolution No.: N/A

LIFELINE ASSISTANCE PROGRAMS

1. Federal Lifeline Program

C. Terms and Conditions (Cont'd)

- (2) The Federal Lifeline Program credit may be applied to any qualifying residential Basic Exchange Access Service provided by the Company (including Packaged Services).
- (3) Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, a qualifying broadband service or a qualifying bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.
- (4) The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- (5) Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- (6) Nonrecurring charges will not apply when establishing this program on existing service.
- (7) Partial payments made by Lifeline customers will be applied first towards local service charges.
- (8) The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.
- (9) At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.
- (10) All Lifeline recipients will be required to re-certify their eligibility every year.

Advice Letter No.: 73
Decision No.:

Issued by:
Darlene N. Terry
Government Affairs Director

Issued: February 18, 2020
Effective: March 18, 2020
Resolution No.: N/A

LIFELINE ASSISTANCE PROGRAMS

1. Federal Lifeline Program

C. Terms and Conditions (Cont'd)

- (11) Toll Restriction Service is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

d. Monthly Credit

Federal Lifeline Credit, per month

- Qualifying voice-only services
 - Prior to December 1, 2019 \$ 9.25
 - Effective December 1, 2019 \$ 7.25
 - Effective December 1, 2020 \$ 5.25^[1] (T)
- Qualifying Broadband or bundled service \$ 9.25

^[1] The company will issue an additional credit equal to the difference between the federal credit amount and the subscriber line charge. (N)
(N)

LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program (a.k.a. California Lifeline)

Applicable to eligible residence customers for **the California Universal Lifeline Telephone Service Program** is furnished pursuant to the Moore Universal Telephone Service Act and in accordance with General Order 153.

A. Description

California **Universal** Lifeline Telephone Service is a California Universal Service Public Policy Program that provides discounts on basic telephone service for customers with a household member currently enrolled in certain public assistance programs or customers with qualifying household income pursuant to the Moore Universal Telephone Service Act and General Order 153.

California Lifeline 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.

California Lifeline is composed of the following service elements:

1. Access to (a) single party local exchange service, or (b) service that is equivalent, in all substantial respects, to single party local exchange service.
2. Access to all interexchange carriers offering service in the California LifeLine customer's local exchange.
3. Ability to place calls.
4. Ability to receive free unlimited incoming calls.
5. Free touch-tone dialing.
6. Free unlimited access to 911/E-911.
7. Access to local directory assistance (DA). The Company shall offer to its California LifeLine customers the same number of free DA calls that the Company provides to its non- LifeLine residential customers.
8. Access to foreign Numbering Plan Areas.
9. LifeLine rates and charges.
10. Free provision of one directory listing per year as provided for in D.96-02-072.
11. Free white pages telephone directory.
12. Access to operator service.
13. Voice grade connection to the public switched telephone network.
14. Free access to 800 or 800-like toll-free services.
15. Access to telephone relay services as provided for in Pub. Util. Code §2881 et seq.

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LIFELINE ASSISTANCE PROGRAMS

(T)

2. California Universal Telephone Service Program

(T)

A. Description (Cont'd)

(T)

California Lifeline is composed of the following service elements: (Cont'd)

16. Toll-free access to customer service for information about LifeLine, service activation, service termination, service repair, and bill inquiries.
17. Toll-free access to customer service representatives fluent in the same language (English and non-English) in which LifeLine was originally sold.
18. Free access to toll-blocking service.
19. Free access to toll-control service, but only if (i) the Company is capable of offering toll-control service, and (ii) the LifeLine customer has no unpaid bill for toll service.
20. Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access LifeLine.
21. Free access to the California Relay Service via the 711 abbreviated dialing code.

California Lifeline is restricted to residential local exchange service including all applicable extended area service charges. California Lifeline does not provide discounts on Foreign Exchange, Farmer Lines and other non-Lifeline services. California Lifeline does not provide discounts on optional service and equipment. Optional services and equipment are available to customers participating in California Lifeline at applicable rates and charges.

B. Territory

(T)

Within the New Pine Creek Exchange area as defined on the map filed as part of the tariff schedules.

LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

C. Rates

(1) State Lifeline Support Credit

a. Pursuant to 8.1.4.2 of General Order 153, California Lifeline customers will pay no **less than \$5.00** for a single-party line rate. Accordingly, eligible lifeline participants will receive a California Lifeline credit not to exceed **\$14.85^[1]** per month, in addition to the **\$5.25** federal lifeline credit^[3]. (C)

b. The state credit of **\$3.75^[2]** is calculated as follows: (C)

(1) One-Party Service monthly rate		\$8.75	
(2) Plus: Federal Subscriber Line Charge (a.k.a. SLC)	+	<u>6.50</u>	
(3) Sub Total	=	15.25	
(4) Less Federal Lifeline Credit		(5.25)	(C)
(5) Less Company Issued Credit		(1.25)	
(5) Sub Total		8.75	
(6) Less State Lifeline Support Credit		(3.75)	
(7) Net Monthly rate for Lifeline Flat rate One-Party Service	=	\$5.00	(C)

* The Federal Subscriber Line Charge is set forth in the CenturyLink Operating Companies Tariff F.C.C. No. 8, Section 17.1.1(A).

^[1] **Effective January 1, 2019, the maximum California subsidy credit amount is \$14.85.** (N)

^[2] In the event customers who qualify for Lifeline under the California Lifeline Eligibility Criteria are not eligible for federal support, the **\$5.25** federal monthly credit will temporarily be awarded through the California Lifeline fund to make up for the loss of federal support. (T)
(C)

^[3] Pursuant to Public Utilities Commission of the State of California Order dated 02-06-2020 in Rulemaking 11-03-013, the California Universal Telephone Service Program is authorized to replace the \$2.00 reduction of monthly federal support for wireline Program service plans from December 1, 2019 through November 30, 2020. **Pursuant to Order dated 10-08-2020 in Rulemaking 20-02-008, the California Universal Telephone Service program will continue replacing the \$2.00 federal reduction. However, the December 1, 2020 reduction in the federal lifeline credit will not be replaced by an additional state credit. The calculated state credit is less than the maximum California Lifeline credit amount.** (T)
(N)
(N)

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Issued: November 12, 2020
 Effective: December 1, 2020
 Resolution No.: N/A

LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

C. Rates (Cont'd)

(2) Toll Blocking

No Charge

(3) Service Connection Charge:

Non-Recurring Charge

Installation 4T

\$7.50 4T

Each subsequent installation within the same 12-month period, at the same address as the first installation

\$7.50

The California Lifeline Service Connection Charge is applicable any time a qualifying household:

- Establishes California Lifeline.
- Re-establishes California Lifeline at the same residence at which California Lifeline was previously provided.
- Establishes California Lifeline at a new residence.
- Switches California Lifeline from another provider to the Company.

(4) Service Conversion Charge:

Changes in class or type of service after initial installation of California Lifeline service at a specific address.

\$7.50

The California Lifeline Service Conversion Charge will apply to requests from eligible customers for changes in class or type of service,

(5) Customers eligible for California Lifeline service are not required to pay the following surcharges: California High Cost Fund (CHCF-A) surcharge, California High Cost Fund B (CHCF-B) surcharge, California Teleconnect Fund (CTF) surcharge, California Relay Service and Communications Device Fund surcharge (DDTP), the California Lifeline (ULTS) surcharge, and the CPUC User fee.

(L) Certain material previously appearing on this Sheet now appears on Sheet No. 5.1T.

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Issued by:
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 Effective: March 18, 2020
 Resolution No.: N/A

LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

D. Conditions

(1) Eligibility Criteria for Participation in California Lifeline

California Lifeline discounts are available to all residential customers who meet the following eligibility requirements:

- a.** The residence at which the service is requested is the customer's principal place of residence.

The residence of the customer and the customer's household (dwelling unit) shall consist of that portion of a individual house or building or one flat or apartment occupied entirely by a single family or individuals functioning as one domestic establishment.

The room or portion of a residence occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate premises (dwelling unit) for the application of California Lifeline.

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(L) Material previously appeared on Seventh Revised Sheet No. 5T.

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LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

D. Conditions

(1) Eligibility Criteria for Participation in California Lifeline

- b.** The customer and members of the customer's household collectively have one, and only one, California Lifeline line, except as provided for elsewhere in this schedule. (T)
- c.** The customer is not claimed as a dependent on another person's income tax return. (T)
- d.** The customer meets either the Income-Based Criterion or the Program-Based Criterion. (T)

(1) Income-Based Criterion:

The customer's current total household income does not exceed the limitations determined by the Communications Division of the Public Utilities Commission of California.

Total household income is defined as all revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

(L) Certain material previously appearing on this sheet now appears on Sheet 6.1T.

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LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

D. Conditions

(1) Eligibility Criteria for Participation in California Lifeline

d. The customer meets ...

(1) Income-Based Criterion: (Cont'd)

Customers must also provide income documentation substantiating their total household income. Acceptable income documents are:

- (a) Prior year's state, federal, or tribal tax return,
- (b) Income statement or paycheck stubs for three consecutive months within the last 12 months,
- (c) Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation and/or workmen's compensation,
- (d) A divorce decree,
- (e) Child support document,
- (f) Other official documents

Borrowed money shall not be considered as income when determining eligibility for California Lifeline. Funds transferred from one account to another, such as from savings account to a checking account, shall not be considered as income when determining eligibility for California Lifeline, even if such funds are used for living expenses.

For self-employed applications, the "income from self-employment" shown on IRS Form 1040, Schedule C, line 29 shall be used to determine eligibility for California Lifeline.

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(L) Material previously appeared on Third Revised Sheet No. 6T.

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LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

D. Conditions

(1) Eligibility Criteria for Participation in California Lifeline

d. The customer meets ...(Cont'd)

(2) Program-Based Criterion:

Program-based criterion allows a customer to qualify for California Lifeline based on the customer's or a member of the customer household's participation in any of the means test programs approved by the Commission.

Please visit www.californialifeline.com for the list of qualifying programs and conditions.

(2) Eligibility Criteria for a Second California Lifeline Line

A household enrolled in California Lifeline shall be eligible to receive two California Lifeline lines if: (i) the household meets all California Lifeline eligibility criteria set forth above; (ii) the household has a disabled member who has immediate and continuous access within the household to a TTY; and (iii) the TTY is issued by DDTP or a medical certificate indicating the household member's need for a TTY is submitted.

All California Lifeline rules and regulations that apply to the first California Lifeline line shall apply equally to the second California Lifeline line provided to the household.

(L) Certain material previously appearing on this sheet now appears on Sheet 7.1T.

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LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

D. Conditions (Cont'd)

(4) California Lifeline Renewal

To remain eligible for California Lifeline after the first year of enrollment, the residential customer the customer's legal guardian, or a person operating pursuant to a power of attorney for such customer must complete a California Lifeline Renewal Form annually and attest, under penalty of perjury, that the information contained in the completed form and submitted documents, if any, are true and correct. .

The California Lifeline customer with a second California Lifeline line is also required to attest annually, under penalty of perjury, that the information contained in the completed form and submitted documents, if any, are true and correct.

The Renewal Form must be completed online or sent via regular mail to the California Lifeline Administrator for receipt no later than the due date indicated on the form. Any customer who fails to return the form or otherwise qualify for Lifeline as specified on the certification form by the deadline date will be removed from the Lifeline program. The California Lifeline Administrator determines the eligibility of the customer's ongoing enrollment and notifies him/her with a qualification or disqualification letter.

A customer who fails to verify his/her continued eligibility and is removed from the program, will be treated as a new customer and subject to the qualification process set forth above should he/she seek to enroll in California Lifeline again. A Lifeline Service Connection Charge will be applied. Once the California Lifeline Administrator certifies the customer's eligibility, California Lifeline discounts will commence as of the date the customer requested to be enrolled. The California Lifeline discount is not applied retroactively to the date of removal.

(L) Certain material previously appearing on this sheet now appears on Sheet 7.1T.

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LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

D. Conditions (Cont'd)

(5) Recipients of California Lifeline must notify the Company when they no longer qualify for California Lifeline or if the service no longer meets the household's needs. Upon receipt of the notification, the Company will change the service to the regular tariffed rates for the service furnished. No charge will be applicable for this change in service. The Company may require service deposits, if applicable.

If the Company discovers that conditions exist which cause the recipient not to qualify for California Lifeline, the customer will be notified that the service will be converted to regular tariffed rates. The Commission or the Commission's agent may bill the ineligible customer for any past California Lifeline discounts that the customer should not have received, plus interest determined in accordance with the three-month commercial paper rate.

(6) Unless otherwise stated herein, all rule provisions in this Tariff shall apply.

(7) Regulations not found herein are as set forth in other sections of this Tariff.

(8) Optional services and equipment, are not included in California Lifeline rates, but will be available to California Lifeline customers at applicable tariffed rates and charges.

(9) The Company shall not knowingly enroll a customer into the California Lifeline program who does not meet the California Lifeline eligibility criteria and the Utility shall not knowingly allow a customer to remain in the California Lifeline program who does not meet the California Lifeline eligibility criteria.

(L) Certain material previously appearing on this sheet now appears on Sheet 9.1T.

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LIFELINE ASSISTANCE PROGRAMS

2. California Universal Telephone Service Program

D. Conditions (Cont'd)

- (10) The Company shall not link the availability of discounted phone service under the California Lifeline program with the sale of non-California Lifeline services.
- (11) The Company must inform the customer that he or she may opt to receive the instructions for completing the certification form in Braille (English Only) or the instructions and the form in large print.
- (12) If a customer has previously been certified while participating in the program with another carrier and subsequently changes carriers, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of carriers occurs within the last 30 days. If a customer changes his or her principle place of residence, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of residence occurs within the last 30 days.

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(L) Material previously appeared on Original Sheet No. 9T.

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
d/b/a PTI Communications
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-14

Original Cal. P.U.C. Sheet No. 1T

INSIDE WIRING MAINTENANCE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original
4	Original

(N)

(N)

Advice Letter No. 7

Robert N. Brown

Date Filed

Decision No. 93-08022

Manager, Tariffs

Effective
Resolution No.

INSIDE WIRING MAINTENANCE SERVICE

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(N)

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INSIDE WIRING MAINTENANCE SERVICE

(N)

APPLICABILITY

Applicable to customer's requesting simple Inside Wiring Maintenance (IWM) on wire running between the demarcation point and the jack.

TERRITORY

Within the exchange areas, as defined on the map filed as part of the tariff schedules.

RATES

	<u>Service Code</u>	<u>Nonrecurring Charge</u>	<u>Service Code</u>	<u>Monthly Rate</u>
a. Per-Month Inside Wire Repair Plan (Business/Residence)			WRE	\$1.00
b. Per Visit Inside Wire Repair Service @				
(1) First 15 minutes or fraction thereof.			XIWM	\$ 30.00
(2) Each additional 15 minutes or fraction thereof.			XAIWM	15.00

NOTE @: The billing for Per Visit Wire Repair Service begins when the customer provides the Utility access to the inside wire.

(N)

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Resolution No.

INSIDE WIRING MAINTENANCE SERVICE

(Continued)

CONDITIONS

1. The Utility's employees will inform the Landlord or the Tenant, as applicable, that competitive alternatives for inside wire are available.
2. Customer's not subscribing to the Per Month Inside Wire Maintenance Program may pay for trouble isolation and repair of simple inside wire and/or jacks within their premises. Upon request the Utility will determine whether the trouble is caused by simple inside wire or customer provided equipment including telephone cords, telephone sets, answering devices, or any other customer provided hardware.
3. When the Utility is requested to visit a customer's premises to repair their inside wire, and there is a "no show" or the customer refuses to allow the Utility access to their premises, the customer may be subject to a minimum 3/4-hour labor charge.
4. The Utility will repair simple inside wire. However, if the inside wire is nonstandard wire and the repair requires replacement of such nonstandard wire, the Utility may perform repairs and advise the customer that the nonstandard wire must be replaced.
5. The Utility reserves the right not to repair or replace simple inside wire that is in nonworking condition due to obvious neglect or willful misuse.
6. Connection of wiring and terminal equipment to the telephone network may be made through a jack conforming to FCC Part 68, Subpart F or by direct attachment to simple inside wire beyond the local loop demarcation point.

Continued

(N)

(N)

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INTRABUILDING NETWORK CABLE

(N)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 7 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original

(N)

INTRABUILDING NETWORK CABLE

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(N)

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Advice Letter No. 7

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Resolution No.

INTRABUILDING NETWORK CABLE

(N)

APPLICABILITY

Applicable to the consultation, design, installation, rearrangement, repair, and maintenance of Intrabuilding Network Cable (INC).

TERRITORY

Within the exchange areas, as defined on the map filed as part of the tariff schedules.

RATES

	<u>Service Code</u>	<u>Nonrecurring * Charge</u>
(1) Intrabuilding Network Cable (INC):		
a. Initial premises work charges to dispatch employee, locate trouble, complete repair, install, or rearrange		
First 15 minutes or fraction thereof	XINC	\$30.00
b. Additional premises work to locate trouble, complete repair, install, or rearrange:		
Each additional quarter hour or fraction thereof	XAINC	15.00
c. Utility-Provided Material Prices	Included but not limited to cost of material, taxes, freight charges.	

The above labor charge begins upon arrival at or on the customer's premises.

* If a professional engineer is consulted, then the Utility will include those charges in addition to the labor and/or material charges.

(N)

INTRABUILDING NETWORK CABLE
(Continued)

(N)

SPECIAL CONDITIONS

A. GENERAL

1. Design, installation, and maintenance of Intrabuilding Network Cable (INC) is available for all types of buildings. The customer under this portion of the tariff would be the property owner/landlord/agent who is not necessarily the customer to any particular Utility network service.
2. The Utility shall charge for installing and rearranging intra-building riser and lateral cable. The Utility will provide estimates of charges to the applicants.
3. If the customer cancels the order after work has begun, the Utility will charge the customer for any costs or expenses incurred prior to the receipt of the cancellation notice, not to exceed the estimated charge.
4. Arranging for installation and repair of INC cable is the responsibility of the property owner. A property owner may choose a source for installation and repair other than the Utility.
5. The Utility shall charge for repair of Non-Utility-owned riser and lateral cable. The Utility is not responsible for the repair of any customer provided riser or lateral cables which do not meet industry standards as specified in Special Condition A.12 below.
6. Where the property owner chooses not to install or maintain INC the Utility will install INC as the "vendor of last resort," provided the property owner pays rates and charges specified in this tariff and such installation is in accordance with the tariff provisions.
7. The Utility guarantees INC cable and its associated facilities against defects for a period of one year. This warranty excludes any utility provided supporting structure which is part of and associated with such facilities. During the warranty period the Utility will replace defective parts and equipment at no additional charge.

(N)

Continued

Advice Letter No. 7

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Manager, Tariffs

Effective
Resolution No.

INTRABUILDING NETWORK CABLE

(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

A. GENERAL (Continued):

8. The property owner is responsible for placing all conduit for wire and cable placement.
9. Network access lines of the customers who receive installation, maintenance, or repair of intrabuilding network cable (INC) may be disconnected for nonpayment of applicable rates and charges. Property owners who are not also customers will be subject to all legal remedies for non-payment including reasonable attorney fees and court costs.
10. INC cable products shall be manufactured to, and used in accordance with, industry standards as identified in Special Condition A.12 below and shall be installed in accordance with local building codes and shall have the minimum industry rating or the application.
11. If a customer request, the Utility will, where possible, repair or replace substandard cable to meet the established standards and needs of the requested service. The charges for labor and material will be paid by the customer.
12. The Utility will not be required to provision its services over INC that does not meet national, state, and local industry minimum safety, transmission, installation and material quality standards. INC shall meet the technical specifications and standards outlined by the following industry groups:

American National Standards Institute (ANSI)
American Society for Testing and Materials (ASTM)
Building Industry Consulting Service International (BICSI)
Electronic Industries Association (EIA)/Telecommunications
Industries Association (TIA)
Institute of Electronics and Electrical Engineers (IEEE)
Insulated Cable Engineering Association (IECA)
National Electric Code (NEC)
National Electrical Manufacture's Association (NEMA)
National Electrical Safety Code (NESC)
National Recognized Testing Laboratories (NRTL)
Underwriters Laboratories (UL)

(N)

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INTRABUILDING NETWORK CABLE

(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

A. GENERAL (Continued):

13. The Utility is granted the right of access to the customer-owned/provided intrabuilding network cable (INC) and the right to use pairs in such cable without charge to enable the Utility to provide and maintain the Utility's network services. The Utility will provide verbal notice to property owner(s) to arrange for access to the facility.
14. If the property owner does not allow the Utility the right to use sufficient pairs in customer-owned/provided cable without charge, or does not request that the Utility install the necessary cable to serve the Utility's customers, the Utility is not required to provide network services to reach such customers.
15. Where a customer is so located that it is necessary to use private right of way to furnish a service on continuous property, the customer shall be required to pay the entire cost involved in securing and retaining such right of way.

B. IN PLACE INTRABUILDING NETWORK CABLE (INC)

1. In place INC installed prior to August 8, 1993.
2. As of August 8, 1993, the responsibility for maintenance of INC is transferred to the property owner together with its associated protective apparatus, terminal chambers, connecting blocks, and frames in "as is " condition without any representation as to quality or fitness. Further, the "as is" condition is without express or implied warranties as to merchantability; fitness for a particular purpose; permanence of right of way, easement or locations; or any other matter whatsoever. The Utility's liability will be as shown in Rule No. 24.
3. Ownership of facilities not detailed in the preceding paragraph, such as poles and conduit structure, shall remain with the Utility. Where no longer required by the Utility, these facilities may be priced for sale on an individual case basis.

(N)

Continued

Advice Letter No. 7

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INTRABUILDING NETWORK CABLE

(Continued)

SPECIAL CONDITIONS - (Continued)

B. IN PLACE INTRABUILDING NETWORK CABLE (INC) - (Continued)

4. All property owner requested rearrangements, changes and removals required to separate the relinquished facilities from the Utility's network shall be performed by the Utility. Charges for installation and rearrangement of INC are applicable and shall be paid by the customer.
5. The Utility may further recover any extraordinary costs incurred during any special removal procedures requested by the customer. Costs shall be recovered based on current labor and material prices.

Continued

(N)

(N)

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-16
Third Revised Cal. P.U.C. Sheet No. 1T
Canceling Second Revised Cal. P.U.C. Sheet No. 1T

INFORMATION SERVICES CALL BLOCKING

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

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1	Third *
2	Second
3	Third *
4	Third *
5	Second

* Sheets issued

Advice Letter No. 48

Robert Brown

Date Filed

Decision No. 05-01-032

Supervisor, Tariffs

Effective
Resolution No.

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-16
Second Revised Cal. P.U.C. Sheet No. 2T
Canceling First Revised Cal. P.U.C. Sheet No. 2T

INFORMATION SERVICES CALL BLOCKING

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(N)

(N)

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Pamela Donovan

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INFORMATION SERVICES CALL BLOCKING

A. GENERAL

Information Services Call Blocking (ISCB) is a Central Office call blocking service. ISCB allows the Utility's single-party residential and business customers the option to block directly dialed, Utility's operator-assisted and Utility's operator entered billing calls originating from their telephones to Pacific Bell Telephone Company (d.b.a. AT&T California) 976 and Pacific Bell Telephone Company (d.b.a. AT&T California) 900 numbers within California and to 900 Interexchange Carrier Service numbers (900 IEC). See Cal. P.U.C. Schedule E-12 for additional toll restriction service. (C)
(C)

B CONDITIONS

1. Information Services Call Blocking prevents access to all 900-type prefixes. When subscribers dial a 900 number, the call will be diverted to a Company-provided intercept announcement.
2. Information Services Call Blocking will be disconnected only if the customer makes a written request to the business office to cancel the service or if the customer disconnects their telephone service. The customer will be charged the applicable rate(s) as shown below.

If a customer with ISCB dials a Pacific Bell Telephone Company (d.b.a. AT&T California) 976, 900 or 900 IEC number, they will receive a recorded announcement that advises the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers. (C)

3. Information Services Call Blocking for 900-type service is offered only where central office facilities permit.
4. Blocking is available only for direct dialed calls.
5. The Utility shall make a one-time adjustment for Pacific Bell Telephone Company (d.b.a. AT&T California) 976, 900 or 900 IEC charges per customer account if it is established that ; 1) the calls were made by the customer's minor children without parental consent, 2) the calls were not authorized by the customer or 3) the customer was not aware that associated service charges applied. (C)
(C)
6. No charge applies if service is blocked at the volition of the Company.

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Effective
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INFORMATION SERVICES CALL BLOCKING

B. CONDITIONS (Continued)

7. A customer must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the availability of ISCB at the time of the adjustment. If the customer elects to have ISCB installed, contested Pacific Bell Telephone Company (d.b.a. AT&T California) 976, 900 or 900 IEC charges will be adjusted to the date blocking is placed on the customer's line. (C)
8. The Utility may block access to Pacific Bell Telephone Company (d.b.a. AT&T California) 976, 900 or 900 IEC services for customers who fail or refuse to pay for associated charges, except charges for which an adjustment has been granted. (C)
9. The Utility will not disconnect local service for non-payment of Pacific Bell Telephone Company (d.b.a. AT&T California) 976, 900 or 900 IEC charges. The Utility will inform the customer, by mail, of financial responsibility for Information Charges and that if they are not paid, the Utility will equip the customer's line(s) with Information Services Call Blocking (ISCB). (C)
10. The Utility will temporarily block access to Pacific Bell Telephone Company's (d.b.a. AT&T California) 976, 900 or 900 IEC if the customer exceeds \$150.00 in Pacific Bell Telephone Company's (d.b.a. AT&T California) 900 or 900 IEC charges and the Utility is unable to contact the customer. Once the Utility has contacted the customer, the blocking will be removed at the customer's request at no additional charge. (C)
(C)
(C)
11. Charges for Information Services Call Blocking are in addition to all other applicable charges.
12. Blocking access to Pacific Bell Telephone Company (d.b.a. AT&T California) 976, 900 or 900 IEC is offered to all subscribers at no charge at the time telephone service is established at a new number. (C)

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INFORMATION SERVICES CALL BLOCKING

(N)

C. RATES

The Utility shall, upon request from the customer, provide blocking pursuant to rates (A) or (B) below, with the exception listed in conditions B. 12 previous

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
(A) RESIDENCE:		
New Connect or transfer of Service, each line	None	None
Add to existing service each line	None	None
Company Initiated Call Blocking, each line	None	None
Remove Call Blocking, each line	None	\$ 5.00
(B) BUSINESS:		
New Connect or transfer of Service, each line	None	None
Add to existing service each line	None	\$15.00 *
Company Initiated Call Blocking, each line	None	None
Remove Call Blocking, each line	None	\$15.00 *

* For a period not to exceed 60 days from the approval date of this filing Business customers may request removal of Information Services Call Blocking at a non-recurring rate of \$ 1.00.

(N)

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-17
First Revised Cal. P.U.C. Sheet No. 1T
Canceling Original Cal. P.U.C. Sheet No. 1T

(D)

(D)

Advice Letter No. 18

Pamela Donovan

Date Filed

Decision No. _____

Supervisor, Tariffs

Effective

Resolution No.

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-17
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(D)

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CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-17
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CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
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Vancouver, WA 98668

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CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-17
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(D)

(D)

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Effective

Resolution No.

INTRALATA PRESUBSCRIPTION

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1	Original
2	Original
3	Original
4	Original

* New or revised page.

Advice Letter No. 20

Pamela Donovan

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Effective
Resolution No.

CENTURYTEL OF EASTERN OREGON, INC.
dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

SCHEDULE Cal. P.U.C. No. E-18

Original Cal. P.U.C. Sheet No. 2T

INTRALATA PRESUBSCRIPTION

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Advice Letter No. 20

Pamela Donovan

Date Filed

Decision No. _____

Supervisor, Tariffs

Effective
Resolution No.

INTRALATA PRESUBSCRIPTION

APPLICABILITY

1. Direct dialing, or intra-Local Access Transport Area (intraLATA) presubscription will be implemented by CenturyTel, in accordance with the requirements set forth in the Telecommunications Act of 1996, the applicable orders adopted by the Federal Communications Commission (FCC), and the rules set forth by the California Public Utilities Commission (Commission).
2. CenturyTel's amended implementation plan for offering intraLATA presubscription in California was filed with the Commission concurrently with Advice Letter No. 20. The Plan shall be subject to approval by the Commission's Telecommunications Division.
3. IntraLATA presubscription will be offered by CenturyTel without balloting of subscribers.
4. IntraLATA presubscription will be offered by CenturyTel pursuant to the so-called "full 2-PIC methodology," which permits customers to presubscribe to a telecommunications carrier for all inter-Local Access Transport Area (interLATA) calls and to presubscribe to another telecommunications carrier for all intraLATA toll calls. The acronym "PIC" designates "primary" or "preferred " interexchange carrier.
5. The non-recurring charge for interLATA changes shall be set equal to current rate of CenturyTel interLATA PIC changes.
6. If a customer changes both his/her interLATA and intraLATA PICs at the same time CenturyTel will bill the customer only the full nonrecurring interLATA PIC change charge. The full non-recurring intraLATA PIC change charge shall be levied when an intraLATA PIC change is ordered separately from an interLATA PIC change.
7. New customers who do not affirmatively select an intraLATA PIC will not be presubscribed to any carrier; instead, they will be required to place intraLATA toll calls on a 101XXXX basis until they select a carrier on a presubscribed basis. For the purpose of these rules, a new customer is a subscriber who establishes telecommunications services with CenturyTel after intraLATA presubscription has been implemented.

Advice Letter No. 20

Pamela Donovan

Date Filed

Decision No. _____

Supervisor, Tariffs

Effective

Resolution No.

INTRALATA PRESUBSCRIPTION

APPLICABILITY (Cont'd)

8. Calls to a local operator, designated as "0-calls," shall be routed to a customer's local exchange carrier, except in the case of pay telephones where payphone providers and location providers can agree to route calls differently through the use of smart sets, or some other functional equivalent.
9. Implementation of intraLATA presubscription shall apply to public pay telephones and semi-public pay telephones in the manner set forth in the FCC Report and Order adopted September 20, 1996, in CC Docket 96-128, FCC 96-388, and Order on Reconsideration adopted November 8, 1996, in CC Docket 96-128, FCC 96-439.
10. CenturyTel shall handle in-bound calls for a period of one-year following implementation of intraLATA presubscription in the following manner.
 - (a) In dealing with a carrier's service representative, both new and existing customers who raise the subject of intraLATA presubscription shall be advised that they have a choice of service providers for intraLATA services, including CenturyTel Long Distance.
 - (b) If a new customer has not yet decided upon a specific carrier, the service representative will provide the customer with a list of available carriers from a list that is randomly generated. The choices shall be read off the list in the order they appear on that list.

(L)
(D)
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(D)

(L) Material moved to Sheet No. 5T.

Advice Letter No. 45 B
Decision No. _____

Pamela Donovan
Supervisor, Tariffs

Date Filed
Effective February 10, 2006
Resolution No.

INTRALATA PRESUBSCRIPTION

RATES

	<u>Nonrecurring Charge</u>
1. Carrier Selection Charges - Manual	
Per Local Exchange Service line or trunk *	
a. IntraLATA Service	\$5.00
b. InterLATA Service	@
c. IntraLATA/InterLATA Service - single carrier, same transaction **	2.50
2. Carrier Selection Charges - Electronic	
Per Local Exchange Service line or trunk *	
a. IntraLATA Service	\$1.25
b. InterLATA Service	@
c. IntraLATA/InterLATA Service - single carrier, same transaction **	0.62

* In the event an end user is incorrectly prescribed due to misassignment on the part of the Utility no charge shall apply. In the event an end user is incorrectly prescribed due to a misassignment on the part of the carrier, and the carrier is unable to document such an assignment, the Utility will apply charges, as described preceding to the carrier responsible for the misassignment of the end user and assign the end user to a carrier of the end user's choice.

@ This PIC is charged in accordance with TELEPHONE UTILITIES EXCHANGE CARRIER ASSOCIATION (TUECA) Tariff F.C.C. No. 2. (can be viewed at www.centurytel.com)

** This rate is in addition to half the TUECA charge.

Advice Letter No. 45 B

Pamela Donovan

Date Filed
Effective February 10, 2006
Resolution No.

Decision No. _____

Supervisor, Tariffs

(N)

(N)

CENTURYTEL OF EASTERN OREGON, INC.
d/b/a CenturyLink
P.O. Box 4065
Monroe, LA 71211

SCHEDULE Cal. P.U.C. No. E-19
4th Revised Cal. P.U.C. Sheet No 1T
Canceling 3rd Revised Cal. P.U.C. Sheet No 1T

(T)
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(T)

SURCHARGES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

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1	4th Revision*
2	1st Revision*
3	4th Revision*
4	Original*

* New or revised page.

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Effective: April 1, 2019
Advice Letter No. 69
File No. CA 19-05

Issued By: Darlene N. Terry
Manager, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.
d/b/a CenturyLink
P.O. Box 4065
Monroe, LA 71211

SCHEDULE Cal. P.U.C. No. E-19
1st Revised Cal. P.U.C. Sheet No 2T
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(T)
(T)
(T)

SURCHARGES

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Issued: March 21, 2019
Effective: April 1, 2019
Advice Letter No. 69
File No. CA 19-05

Issued By: Darlene N. Terry
Manager, Tariffs

SURCHARGES

APPLICABILITY

Applicable to eligible residence customers for Universal Lifeline Telephone Service (ULTS) a.k.a. California Lifeline Service furnished pursuant to the Moore Universal Telephone Service Act and in accordance with General Order 153.

DESCRIPTION

The California Teleconnect Fund (CTF) provides discounts to qualifying schools, libraries, hospitals, health clinics and community based organizations. The CTF is funded by an All End User Surcharge on intrastate billings.

TERRITORY

Within the New Pine Creek Exchange area as defined on the map filed as part of the tariff schedules.

RATES

a. PUBLIC PROGRAM SURCHARGE and the REIMBURSEMENT

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
- g. one-way radio paging

All telecommunications carriers are also required to apply the CPUC Reimbursement Fee rate (to intrastate services) excluding: (T)

- a. directory advertising and sales
- b. terminal equipment sales
- c. inter-utility sales **to intrastate services** (T)

For a list of the Public Program surcharges and Reimbursement Fee, and the amounts, please refer to the Pacific **Bell (d.b.a. AT&T California)** tariffs. (T)

TAXES, FEES AND SURCHARGES

TAXES, FEES AND SURCHARGES

- A. Service may be subject to federal, state and/or local taxes at the prevailing rates. Such taxes are listed as separate line items on Customer's invoice, are not included in the rates and charges listed herein, and shall be paid by Customer in addition to the rates and charges stated in this Tariff.

- B. To the extent that a municipality, other political subdivision or agency of government, or the Commission imposes upon and collects from Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from Company within the territorial limits of such municipality, other political subdivision or agency of government.

RESIDENCE CUSTOMER REFERRAL PROGRAM

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

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Chantel Mosby

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Director, Tariffs

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RESIDENCE CUSTOMER REFERRAL PROGRAM

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Advice Letter No. 51

Chantel Mosby

Date Filed February 25, 2011

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Director, Tariffs

Effective March 28, 2011

Resolution No.

RESIDENCE CUSTOMER REFERRAL PROGRAM

(N)

TERMS AND CONDITIONS

- A. Existing residence customers may be eligible for a one-time \$50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time \$50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of \$600 in referral credits per calendar year.**
- B. New residence customers may be eligible for a \$10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the \$10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.**

(N)

SATISFACTION GUARANTEE PROGRAM

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
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SATISFACTION GUARANTEE PROGRAM

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SATISFACTION GUARANTEE PROGRAM

(N)

General

- A. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

Individual Business Line	Key Trunk
PBX Trunk	Centrex

- B. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.
- C. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.
- D. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.
- E. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).
- F. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

(N)

SATISFACTION GUARANTEE PROGRAM (Cont'd)

Limitations

- A. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's tariffed services required special construction or special configurations.
- B. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
- C. Each customer will be entitled to the credit one time per service.
- D. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and do not apply to services offered under a separately negotiated contract.
- E. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

(N)

(N)

CALL LINE IDENTIFIER

1. General
 - A. Call Line Identifier is used to attempt to trace and identify, at the request of a subscriber, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where subscribers require extended trace for a specified length of time on a per line basis.
2. Regulations
 - A. Subscribers must initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.
 - B. Requests for Call Line Identifier service will be evaluated by the Company's Annoyance Call Center. Call Line Identifier arrangements will be provided at the discretion of the Company, subject to the availability of facilities and line identification equipment.
 - C. Call Line Identifier will be provided on a per line basis for an initial 30-day period or 12-month period, and is renewable upon request.
 - D. The Company does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offending line subscriber will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended subscriber.
 - E. In the event a customer requested call trace is unsuccessful, the customer will be given the option of changing the telephone number at no charge.
 - F. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays, or errors by the Company in connection with Call Line Identifier service which were not caused by the Company's failure to maintain proper standards of maintenance and operation or by the Company's failure to exercise reasonable supervision (i.e., willful neglect).

CALL LINE IDENTIFIER

2. Regulations (Continued)

G. The regulations for Call Line Identifier do not apply to trap and trace arrangements ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agency within its legal powers.

H. Call Line Identifier will be provided without charge for up to three administrative lines associated with law enforcement and public safety organizations.

3. Rates and Charges

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	\$46.00	\$108.00
Renewal, Each	20.00	41.00

SIMPLY UNLIMITED BUSINESS

LIST OF EFFECTIVE SHEETS

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* New or revised page.

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SIMPLY UNLIMITED BUSINESS

A. Description

1. Simply Unlimited Business is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service an additional features and services for a flat monthly rate.
2. Simply Unlimited Business is available for a maximum of twenty business lines and/or key trunks at a given customer location, not to exceed twenty-five lines across all customer locations in territories served by a CenturyLink incumbent local exchange carrier.
3. Customers must also subscribe to companion long distance service provided by CenturyLink Communications, LLC for the initial and each additional bundle.
4. Customers may also subscribe to Company's 1.5 Mbps or greater High-Speed Internet provided by the Company or a CenturyLink affiliate: at each bundle location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. The qualifying High-Speed Internet service must be billed on the same invoice as the Simply Unlimited Business but may be provisioned on access lines or trunks other than Simply Unlimited Business.
5. Simply Unlimited Business includes a flat rate one-party business line or key trunk with Touch Tone, flat rate Extended Area Service, unlimited expanded local calling (where applicable) and the following services and features, where available:

- Rotary Line Service
- Busy Redial (aka Repeat Dial)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Activation
- Selective Call Forwarding
- Call Waiting/Cancel Call Waiting (a.k.a. Enhanced Call Waiting)
- Call Waiting ID
- Three-Way Calling or Three-Way Calling with Transfer
- Return Call (a.k.a. Call Return)
- Selective Call Rejection (a.k.a. Call Rejection)
- Message Waiting ^[1]
- Voicemail ^[1]

^[1] Deregulated service.

SIMPLY UNLIMITED BUSINESS

B. Regulations

1. Simply Unlimited Business lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
2. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. There is no minimum service period for the Local Exchange Service and features provided in Simply Unlimited Business. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.
4. If customers discontinue any of the required services or features, the remaining components of the Simply Unlimited Business selected by the customer will be converted to a la carte rates. If optional High-Speed Internet service is discontinued at any bundle location, the discounted monthly rate will no longer apply and all Simply Unlimited Business lines at that location will be converted to the applicable monthly rate.
5. Simply Unlimited Business is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.
6. Simply Unlimited Business cannot be combined with any other discounts unless otherwise specified.
7. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to Simply Unlimited Business, the following monthly rate will continue to apply until such time as customers are notified in advance of rate increases, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

SIMPLY UNLIMITED BUSINESS

C. Application of Rates and Charges

1. An Activation Fee will apply for the month-to-month option in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Activation Fee. The Activation Fee will be waived when:
 - customer migrates existing Local Exchange Service lines to Simply Unlimited Business, or
 - customer orders Simply Unlimited Business additional lines subsequent to establishment of the initial line, or
 - customer orders optional High-Speed Internet at each bundle location.
2. The normally applicable service charges will apply when Simply Unlimited Business customers request a change back to Local Exchange Service or another packaged service.
3. The monthly rate includes a flat rate one-party business line or key trunk with Touch tone, flat rate EAS, expanded local calling (where available), features, unlimited long distance provided by CenturyLink Communications, Inc., and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), and Access Recovery Charge.
4. Simply Unlimited Business includes a rate stability plan which allows customers to pay a fixed monthly rate that is not subject to rate changes over a fixed period. Customers will pay the tariffed rate in effect as of the service establishment date for the first twelve months after service is established. On the service establishment anniversary date, the customer's monthly rate will increase to the lesser of the then-prevailing tariffed rate or a rate that is \$5.00 higher than the rate in effect on the service establishment date. Thereafter, on each subsequent anniversary date, the monthly rate may increase by no more than \$5.00, not to exceed the then-prevailing tariffed rate.
5. Simply Unlimited Business lines subsequently added to the customer's account will be charged the monthly tariffed rate in effect as of the date the new Simply Unlimited Business line(s) is/are added to the account. The same rate stability provisions apply to subsequently added lines, based on the service establishment date for those lines.

SIMPLY UNLIMITED BUSINESS

C. Application of Rates and Charges (Cont'd)

6. Customers will be notified at least thirty days prior to any service anniversary date rate increase. Such notice will include the actual amount by which customer's Simply Unlimited Business will increase.
7. The following monthly rates do not include applicable charges for non-regulated High-Speed Internet provided by the Company. However, the charges listed in paragraph 3. preceding and the rate for High-Speed Internet will appear as a single line item on the customer's bill. Zone charges do not apply.

D. Rates and Charges

Option	Monthly Rate		Activation Fee
	Initial Bundle, Per Location	Each Additional Bundle, Per Location	
Simply Unlimited Business with Long Distance	\$50.00	\$50.00	\$50.00
Simply Unlimited Business with Long Distance and High-Speed Internet ⁽¹⁾	40.00	35.00	--

⁽¹⁾ This monthly rate and the applicable rate for HSI will appear on invoice as a single line item.

SIMPLY UNLIMITED PHONE FOR RESIDENCE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all material including changes from the original schedule that is in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>
1T	Original
2T	Original
3T	Original
4T	Original
5T	Original

* New or revised page.

SIMPLY UNLIMITED PHONE FOR RESIDENCE

TABLE OF CONTENTS

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List of Effective Sheets	1
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Description	3
Regulations	4
Application of Rates and Charges	4
Rates and Charges	5

SIMPLY UNLIMITED PHONE FOR RESIDENCE

A. Description

1. Simply Unlimited is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Customers must subscribe to the Simply Unlimited Phone calling plan provided by CenturyLink Communications, LLC for each package provided at a customer location.
3. Simply Unlimited Phone includes a flat rate one-party residence line with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:
 - Anonymous Call Rejection
 - Call Forward Busy – Fixed
 - Call Forward No Answer – Fixed
 - Call Forward Remote Access (where available)
 - Call Forwarding
 - Call Waiting ID
 - Caller ID with Name
 - Enhanced Call Waiting (includes Cancel Call Waiting)
 - Message Waiting
 - Repeat Dial
 - Return Call
 - Selective Call Acceptance
 - Selective Call Forwarding
 - Selective Call Rejection
 - Selective Call Ring
 - Speed Call 8
 - Three-Way Calling
 - Voicemail (Deregulated Service)

Advice Letter No.: 85-B
Decision No.:

Issued by:
Chantel Bosworth
Government Affairs Director

Issued: August 18, 2021
Effective: December 10, 2021
Resolution No.: N/A

SIMPLY UNLIMITED PHONE FOR RESIDENCE

B. Regulations

1. Components of the Simply Unlimited Phone will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
2. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
4. Simply Unlimited Phone cannot be combined with any other discounts unless otherwise specified.
5. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to residence exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.
6. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to Simply Unlimited Phone, the following monthly rate will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

C. Application of Rates and Charges

1. The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, and Facilities Relocation Charge.
2. Service Charges will not apply for new and additional package lines and moves of existing lines.
3. Service Charges do not apply when Simply Unlimited Phone replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

SIMPLY UNLIMITED PHONE FOR RESIDENCE

C. Application of Rates and Charges (Cont'd)

4. Simply Unlimited Phone includes a rate stability plan which allows customers to pay a fixed monthly rate that is not subject to rate changes over a fixed period. Customers will pay the tariffed rate in effect as of the service establishment date for the first twelve months after service is established. On the service establishment anniversary date, the customer's monthly rate will increase to the lesser of the then-prevailing tariffed rate or a rate that is \$5.00 higher than the rate in effect on the service establishment date. Thereafter, on each subsequent anniversary date, the monthly rate may increase by no more than \$5.00, not to exceed the then-prevailing tariffed rate.
5. Simply Unlimited Phone lines subsequently added to the customer's account will be charged the monthly tariffed rate in effect as of the date the new Simply Unlimited Phone line(s) is/are added to the account. The same rate stability provisions apply to subsequently added lines, based on the service establishment date for those lines.
6. Customers will be notified at least thirty days prior to any service anniversary date rate increase. Such notice will include the actual amount by which customer's Simply Unlimited Phone will increase.

D. Rates and Charges

The following monthly rates include local services, features, fees and surcharges described in C.1. preceding. Monthly rates for the Simply Unlimited Phone calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

Option	Monthly Rate ^[1] Per package, per location
Simply Unlimited Phone with Long Distance	\$45.00
Simply Unlimited Phone with Long Distance and deregulated HSI	\$35.00

^[1] Rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.

TELEPHONE UTILITIES OF EASTERN OREGON, INC.
P.O. Box E
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SCHEDULE Cal. P.U.C. No. F

First Revision 1
Cancelling Original 1

CLASSIFIED TELEPHONE DIRECTORY ADVERTISING SERVICE

This schedule has been cancelled in its entirety.

* Also Cancelling

Original Cal. P.U.C. Sheet No. 2
Original Cal. P.U.C. Sheet No. 3
Original Cal. P.U.C. Sheet No. 4
Original Cal. P.U.C. Sheet No. 5
Original Cal. P.U.C. Sheet No. 6

Advice Letter No. 3

Vern K. Dunham

Date Filed

Decision No. 91059

Vice President

Effective
Resolution No.

CENTURYTEL OF EASTERN OREGON, INC.

SCHEDULE Cal. P.U.C. No. G
(T)

dba CenturyTel
P.O. Box 9901
Vancouver, WA 98668

First Revised Cal. P.U.C. Sheet No. 1T
Canceling Original Cal. P.U.C. Sheet No. 1T

Reserved For Future Use

(D)

(D)

Advice Letter No. 40

Pamela Donovan

Date Filed
Effective August 24, 2004
Resolution No

Decision No. _____

Supervisor, Tariffs

CENTURYTEL OF EASTERN OREGON, INC.

SCHEDULE Cal. P.U.C. No. G
(T)

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First Revised Cal. P.U.C. Sheet No. 2T
Canceling Original Cal. P.U.C. Sheet No. 2T

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CENTURYTEL OF EASTERN OREGON, INC.

SCHEDULE Cal. P.U.C. No. G
(T)

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First Revised Cal. P.U.C. Sheet No. 3T
Canceling Original Cal. P.U.C. Sheet No. 3T

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