

Product Guide
Applicable to
California Local Exchange
Telephone Services
of
Metropolitan Telecommunications of California LLC

CHECK SHEET

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
1	Original	43	Original	85	4 th Revised	122	Original
2	59 th Revised*	44	Original	86	9 th Revised	123	Original
3	Original	45	Original	87	16 th Revised	124	Original
4	2 nd Revised	46	Original	88	Original	125	Original
5	Original	47	Original	89	Original	126	Original
6	Original	48	Original	90	6 th Revised	127	Original
7	Original	49	Original	91	13 th Revised	128	Original
8	Original	50	Original	92	9 th Revised	129	Original
9	1 st Revised	51	Original	93	9 th Revised	130	Original
10	11 th Revised	52	Original	94	Original	131	Original
11	2 nd Revised	53	Original	95	Original	132	Original
12	17 th Revised	54	Original	96	Original	133	Original
13	17 th Revised	55	Original	97	7 th Revised	134	Original
14	17 th Revised	56	Original	98	Original	135	Original
15	17 th Revised	57	Original	99	Original	136	Original
16	17 th Revised	58	Original	100	Original	137	Original
17	17 th Revised	59	Original	101	Original	138	Original
18	17 th Revised	60	Original	102	Original	139	Original
19	17 th Revised	61	Original	103	Original	140	Original
20	17 th Revised	62	Original	104	Original	141	Original
21	17 th Revised	63	Original	105	Original	142	Original
22	17 th Revised	64	Original	106	21 st Revised	143	Original
23	17 th Revised	65	Original	106.1	4 th Revised	144	Original
24	17 th Revised	66	Original	107	10 th Revised*	145	Original
25	17 th Revised	67	4 th Revised	108	24 th Revised*	146	Original
26	17 th Revised	68	4 th Revised	109	5 th Revised	147	Original
27	17 th Revised	69	2 nd Revised	110	Original	148	Original
28	17 th Revised	70	1 st Revised	111	Original	149	Original
29	17 th Revised	71	11 th Revised	112	6 th Revised	150	Original
30	17 th Revised	72	Original	112.1	Original	151	Original
31	4 th Revised	73	1 st Revised	112.2	Original	152	Original
32	11 th Revised	74	5 th Revised	112.2	Original	153	Original
33	Original	75	1 st Revised	112.4	Original	154	Original
34	Original	76	6 th Revised	113	Original	155	Original
35	Original	77	7 th Revised	114	Original	156	Original
36	Original	78	9 th Revised	115	Original	157	Original
37	Original	79	8 th Revised	116	Original	158	Original
38	Original	80	1 st Revised	117	Original	159	Original
39	Original	81	1 st Revised	118	Original	160	Original
40	Original	82	7 th Revised	119	Original	161	Original
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PRELIMINARY STATEMENT

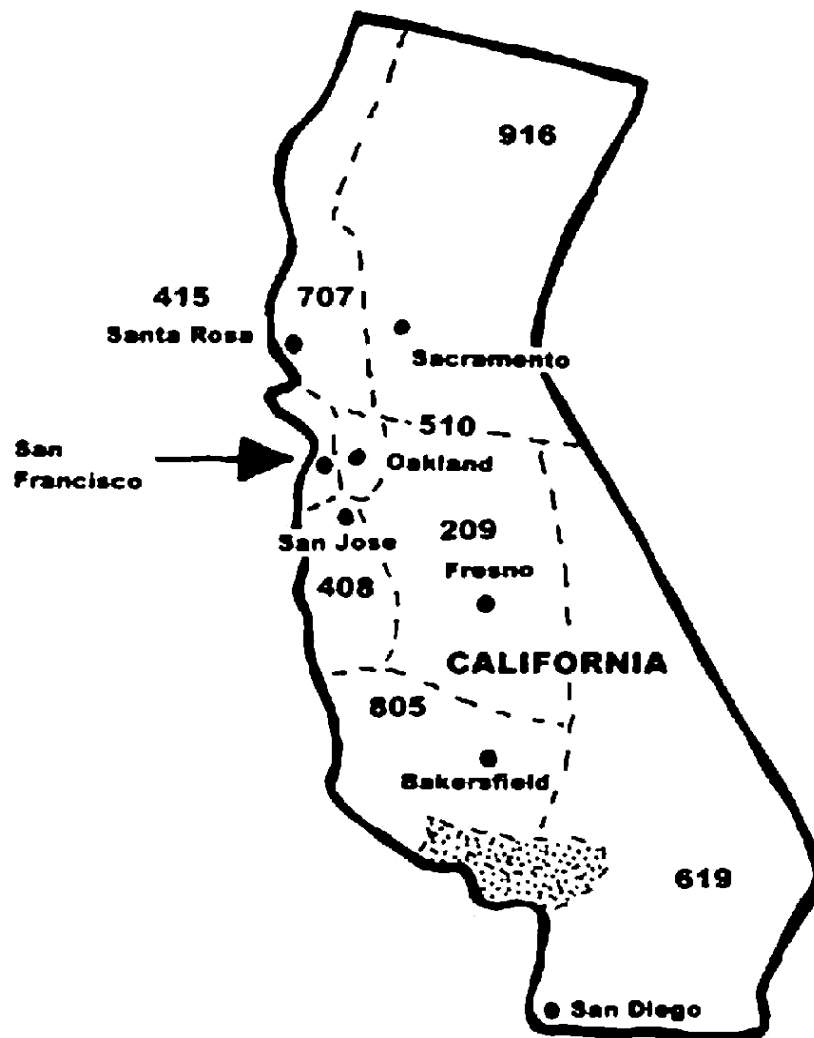
Metropolitan Telecommunications of California LLC has been granted authority by the California Public Utilities Commission to provide local exchange, interLATA, and non-local exchange intraLATA services within the State of California. This Product Guide contains effective rates and rules together with the information relating to and applicable to intrastate local exchange services provided by the Company in California, including service area descriptions.

EXPLANATION OF SYMBOLS

- (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 an increase.
- (M) To signify material relocated from or to another part of Product Guide 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.

SERVICE AREA MAP

The Company provides local exchange service in California within the service territories of AT&T and Frontier. The Company concurs in and hereby incorporates by this reference all current and effective service territory and local exchange boundary maps filed with the California Public Utilities Commission by AT&T and Frontier.



RATES AND CHARGES

I. Basic Business Service - AT&T Service Area

A. Applicability

These rates are applicable to measured single line local exchange business service.

B. Territory

Within the base rate areas of all exchanges as shown and defined in AT&T's current and effective tariffs on file with the California Public Utilities Commission.

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RATES AND CHARGES (*cont'd*)I. Basic Business Service - AT&T Service Area (*cont'd*)2. Usage Rates for Calls Between Points in
Subscriber's Local Calling Area (per minute):

Zone Usage Measurement (ZUM) exchanges are footnoted in E.1 following.
Zone 3 exchanges are those exchanges beyond the local calling area and are
generally rated at less than toll.

		Local Exchange		
(a)	Day	Zone 1&2	Zone 3	
	First minute [1] [2]	\$1.10	\$1.10	(I)
	Additional minute [1] [2]	\$1.10	\$1.10	(I)
(b)	Evening			
	First minute [1] [2]	\$1.10	\$1.10	(I)
	Additional minute [1] [2]	\$1.10	\$1.10	(I)
(c)	Night and Weekend			
	First minute [1] [2]	\$1.10	\$1.10	(I)
	Additional minutes [1] [2]	\$1.10	\$1.10	(I)

3. Hunting Service Charge

(Per line arranged for hunting, per month): \$0.47

[1] Or portion thereof.

[2] Fractional amounts are rounded to the nearest cent.

RATES AND CHARGES (cont'd)**I. Basic Business Service - AT&T Service Area** (cont'd)**D. Special Terms and Conditions**

1. Where the Subscriber's existing AT&T Service is transferred to Company without change in the class or type of service or features, the initial service establishment fee for accomplishing such transfer will be \$7.00 per line.
2. Day, Evening, Night, and Weekend rates are applied as follows:

<u>Monday - Friday</u>	<u>Rate Period</u>
8:00 A.M. to 5:00 P.M.	Day
5:00 P.M. to 11:00 P.M.	Evening
11:00 P.M. to 8:00 A.M.	Night
<u>Saturday - Sunday</u>	
All hours	Weekend

Where a call begins in one rate period and extends into another, usage charges for each minute will be assessed based on the rate period in which the usage occurs. Usage during legal holidays will be charged at Weekend rates.

E. Line and Trunk Rates**1. Monthly Charges**

Monthly charges for service in the following LR Bands/Exchanges shall be as shown below (per line, per month).

RATE CLASSES	SINGLE/MULTILINE LINE ¹			BASIC/ASSURED TRUNKS		
	Measured Rate ¹	EAS ¹	Total	Flat Rate	EAS	Total
LR Band 1	\$2391.25 (I)	\$0.00	\$2,391.25 (I)	\$2443.75 (I)	\$0.00	\$2443.75 (I)
LR Band 2	\$2391.25 (I)	\$2.49	\$2,393.74 (I)	\$2443.75 (I)	\$2.49	\$2,446.24 (I)
LR Band 3	\$2391.25 (I)	\$4.75	\$2,396.00 (I)	\$2443.75 (I)	\$4.75	\$2,448.50 (I)
LR Band 4	\$2391.25 (I)	\$8.01	\$2,399.26 (I)	\$2443.75 (I)	\$8.01	\$2,451.76 (I)
LR Band 5	\$2391.25 (I)	\$11.28	\$2,402.53 (I)	\$2443.75 (I)	\$11.28	\$2,455.03 (I)
LR Band 6	\$2391.25 (I)	\$16.03	\$2,407.28 (I)	\$2443.75 (I)	\$16.03	\$2,459.78 (I)
LR Band 7	\$2391.25 (I)	\$26.65	\$2,417.90 (I)	\$2443.75 (I)	\$26.65	\$2,470.40 (I)

¹ Term Plans are available for Measured Rate subscribers seeking 12M, 24M and 36M plans which offer 19% 24% and 28% discounts respectively.

RATES AND CHARGES (cont'd)I. Basic Business Service - AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)

1. LR Band Assignments

Exchange	LR Band
Agoura ¹	1
Alhambra ¹	1
Alleghany	1
Alta	1
Anaheim ¹	1
Anderson	1
Angels Camp	1
Annapolis	1
Antioch ¹	1
Aptos	1
Arcadia ¹	1
Arcata	2
Arlington ¹	1
Arroyo Grande	3
Arvin	5
Atascadero	1
Atwater	1
Auburn -	1
Main and North DAs	1
Avalon	1
Avenal	1
Baker - all	1
Bakersfield - Main and South DAs	2
Bakersfield - North DA	1

¹ZUM Exchange

Issue Date: January 23, 2025

Effective Date: February 23, 2025

Andoni Economou
COO & EVP
55 Water Street, 32nd Floor
New York, NY 10041

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RATES AND CHARGES (cont'd)I. Basic Business Service - AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
Bangor	1
Belvedere ¹	1
Benicia ¹	1
Ben Lomond	1
Beverly Hills ¹	1
Big Butte	5
Biggs	1
Big Sur	7
Bishop Ranch ¹	1
Blairsden	1
Blue Lake	3
Bodega Bay	1
Boonville	3
Borrego	1
Boulder Creek	3
Bradley	4
Brawley	3
Glamis RIA	3
Brea ¹	1
Bridgeville	1
Buena Park ¹	1
Burbank ¹	1
Burbank and Sun Valley DAs	1
Burrel	5
Butte City	1

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RATES AND CHARGES (cont'd)I. Basic Business Service - AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	<u>LR Band</u>
Calexico	1
Calipatria	1
Calistoga	1
Cambria	1
Campbell ¹	1
Campo	1
Camptonville	1
Canoga Park ¹	1
Capistrano Valley ¹	1
Carmel	2
Carmel Valley	4
Carrisa Plains	1
Caruthers	3
Castroville	1
Cayucos	4
Challenge	1
Chico	1
Chowchilla	1
Chualar	1
Chula Vista ¹	1
Clayton ¹	1
Clearlake Oaks	1
Cloverdale	1
Clovis	1
Coalinga	1

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RATES AND CHARGES (cont'd)I. Basic Business Service - AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

<u>Exchange</u>	<u>LR Band</u>
Cobb Mountain	1
Colton ¹	1
Compton and Gardena DAs	1
Concord ¹	1
Corning	1
Corona ¹	1
Coronado ¹	1
Corte Madera ¹	1
Cottonwood	3
Coulterville	1
Crockett ¹	1
Crows Landing	1
Culver City ¹	1
Cypress ¹	1
Danville ¹	1
Davis	1
Death Valley	1
Emigrant Pass RIA	1
Scotty's RIA	1
Stovepipe RIA	1
Delano	1
Del Mar ¹	1
Del Rey	1
Dinuba	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
Dixon	1
Downieville	1
Dublin-San Ramon ¹	1
Dulzura ¹	1
Dunnigan	4
Dunsmuir	1
Earlimart	1
East Bay ¹ - Alameda, Berkeley, Fruitvale, Main Piedmont	1
East Contra Costa ¹	1
Edwards	4
El Cajon ¹	1
El Centro	2
Elk	6
Elk Creek	1
El Monte ¹	1
El Segundo ¹	1
El SobrantePinole ¹	1
Encinitas ¹	1
Escalon	1
Escondido ¹	1
Esparto	3
Eureka	3

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
Fairfield-Suisun	1
Fair Oaks ¹	1
Fallbrook ¹	1
Felton	1
Fillmore	1
Firebaugh	1
Folsom ¹	1
Fontana ¹	1
Forestville	1
Fort Bragg	1
Fortuna	3
FremontNewark ¹ - Greenleaf, Main and Oliver DAs	1
French Gulch	3
Fresno	2
Fullerton ¹	1
Galt	1
Garden Grove ¹	1
Gazelle	4
Georgetown	1
Gerber	1
Geyserville	1
Glendale ¹	1
Gonzales	4

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Andoni Economou
COO & EVP
55 Water Street, 32nd Floor
New York, NY 10041

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	<u>LR Band</u>
Grass Valley	1
Main and South DAs	1
Greenfield	1
Tassajara RIA	1
Grenada	1
Gridley	1
Groveland	1
Cherry Valley RIA	1
Gualala	2
Guerneville	1
Gustine	1
Half Moon Bay	1
Hanford	1
HarbisonAlpine ¹	1
Hawthorne ¹	1
Hayward ¹	1
Healdsburg	3
Herald	1
HerculesRodeo ¹	1
Highland	1
Hollister	1
Holtville	1
Homewood	1
Hopland	3
Hornbrook	3

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	<u>LR Band</u>
Hughson	1
Huron	1
Hydesville	4
Ignacio	1
Imperial	1
Inglewood ¹	1
Inverness	1
Ione	1
Irvine ¹	1
Jackson	3
Jacumba	1
Jamestown	1
Julian	1
Kelseyville	1
King City	2
Kingsburg	1
Knights Ferry	1
La Crescenta ¹	1
Lafayette ¹	1
La Honda	1
La Jolla ¹	1
Lake Berryessa	1
Lakeport	1
La Mesa ¹	1
Laton	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	<u>LR Band</u>
Lebec	1
Le Grand	3
Lemoore	1
Lewiston	1
Lincoln	1
Live Oak	1
Livermore ¹	1
Lockeford	1
Lodi	1
Loleta	1
Lomita ¹	1
Los Altos	1
Los Angeles ¹ -	1
DA's 1 thru 14	1
Los Banos	1
Los Molinos	3
Lower Lake	1
Loyalton	1
Madera	1
Martinez ¹	1
Marysville	3
Mendocino	1
Mendota	1
Michigan Bar	1
Merced	2
Meridian	4

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	<u>LR Band</u>
Middletown	1
Millbrae ¹	1
Mill Valley ¹	1
Milton	1
Mira Loma ¹	1
Miranda	1
Moccasin	1
Modesto	1
Mojave	1
Mokelumne Hill	1
Montague	1
Montebello ¹	1
Monterey	2
Monte Rio	1
Moorpark ¹	1
Moraga ¹	1
Morro Bay	1
Moss Beach	1
Mountain Pass	1
Mountain View ¹	1
Mount Shasta	1
Napa	1
National City ¹	1
Nevada City -	1
Graniteville RIA	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

<u>Exchange</u>	<u>LR Band</u>
Newman	1
Newport Beach ¹	1
Nicasio	1
Nice	1
Nicolaus	1
Nipomo	1
North Hollywood ¹	1
Northridge ¹	1
North San Juan	1
North Tahoe -	1
Brockway and Tahoe City DAs	1
North Yuba	5
Oakdale	1
Oakview ¹	1
Occidental	1
Oceanside ¹ -	1
Carlsbad, Oceanside, and Pendleton DAs	1
Ocotillo	4
Ojai	1
Orange ¹	1
Orange Cove	1
Orinda ¹	1
Orland	1
Oroville	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
Pacifica	1
Palmdale -Agua Dulce DA	3
Leona Valley DA	1
Palmdale DA	1
Palo Alto ¹	1
Paradise	1
Parlier	1
Pasadena ¹ -La Canada and Pasadena DAs	1
Paskenta	4
Paso Robles	1
Pauma Valley	4
Pepperwood	1
Pescadero	1
Petaluma - Main DA	3
Petaluma - Swift DA	3
Pinecrest -	1
Baker Station RIA	1
Clark Fork RIA	1
Dardanelle RIA	1
Kennedy Meadows RIA	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
Pine Valley	1
Piru	1
Pismo Beach	1
Pittsburg ¹	1
Pittsburg West ¹	1
Pixley	1
Placentia ¹	1
Placerville - Kyburz, South and West DAs	1
Planada	1
Pleasant Grove	1
Pleasanton ¹	1
Plymouth	1
Point Arena	2
Point Reyes	1
Porterville	1
Portola	1
Potter Valley	3
Poway ¹	1
Quincy	1
Ramona	1
Rancho Bernardo ¹	1
Rancho Penasquitos ¹	1
Rancho Santa Fe ¹	1
Rancho Viejo ¹	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	<u>LR Band</u>
Red Bluff	2
Redding	2
Redwood City ¹	1
Reseda ¹	1
Rialto ¹	1
Richmond ¹	1
Richvale	1
Rio Dell	5
Rio Linda ¹	1
Riverbank	1
Riverdale	5
Riverside ¹	1
Rosamond	1
Sacramento ¹ -	1
Main and North DA's	1
Saddleback Valley ¹	1
Saint Helena	1
Salinas	2
San Andreas	1
San Ardo	4
San CarlosBelmont ¹	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
San Diego ¹ -Linda Vista, Mira Mesa and San Diego DAs	1
Sandy Valley	1
San Francisco - Central, Juniper, Montrose-Evergreen DAs	1
San Francisco ¹ -San Jose ¹ - North, West and South DAs	1
San Juan	1
San Lucas	1
San Luis Obispo	2
San Marcos ¹	1
San Martin	1
San Mateo ¹	1
San Pedro ¹	1
San Clemente Island RIA	1
San Rafael ¹	1
Santa Ana ¹	1
Santa Clarita ¹ - NewhallCastaic, Saugus Canyon Country DAs	1
Santa Cruz	2
Santa Margarita	1
Santa Rosa	2
Saratoga ¹	1
Saticoy ¹	1
Sausalito ¹	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
Sebastopol	1
Selma	3
Sequoia	1
Shafter	1
Shasta Lake	5
Shingle Springs	1
Shoshone	1
Valley Junction RIA	1
Sierraville	1
Silverado ¹	1
Simi Valley ¹	1
Smartsville	4
Soda Springs	1
Soledad	1
Sonoma	1
Sonora -	1
Juno and Main DAs	1
South Placer	1
South San Francisco ¹	1
South Tahoe	1
Springville	1
Stinson Beach Bolinas	1
Stockton	1
Stonyford	1
Stratford	1

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RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	LR Band
Sunnyvale ¹	1
Sunol ¹	1
Sutter Creek	1
Tehachapi	1
Temescal Canyon ¹	1
Terra Bella	1
Thornton	1
Three Rivers	1
Tipton	1
Tomales	3
Torrance ¹	1
Trabuco ¹	1
Tracy	1
Tres Pinos	1
Trinidad	6
Truckee	1
Tulare	1
Turlock	3
Ukiah	2
Upper Lake	1
Vacaville	1
Vallejo ¹	1
Valley Center ¹	1
Valley Ford	1
Valley Springs	1

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¹ZUM Exchange

RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

Exchange	<u>LR Band</u>
Van Nuys ¹	1
Ventura Central ¹	1
Ventura East ¹	1
Verdi	1
Vina	1
Visalia	2
Vista ¹	1
Walker Basin	1
Wallace	1
Walnut Creek ¹	1
Warner Springs	1
Wasco	1
Waterford - Main DA	3
Don Pedro DA	1
Watsonville	3
Weed	1
Weott	1
Wheatland	3
Willits	1
Willows	1
Windsor	1
Winters	1
Woodcrest ¹	1
Woodlake	3

(C)

(C)

¹ZUM Exchange

RATES AND CHARGES (cont'd)I. Basic Business Service- AT&T Service Area (cont'd)E. Lines and Trunks (cont'd)1. LR Band Assignments (cont'd)

<u>Exchange</u>	<u>LR Band</u>
Woodland	1
Woodside ¹	1
Yorba Linda ¹	1
Yosemite	1
Yountville	1
Yreka	2

(C)

(C)

¹ZUM Exchange

RATES AND CHARGES (cont'd)

I. Basic Business Service- AT&T Service Area (cont'd)

F. Term Discount Plans for Single Line or Multiline Subscriber Lines

1. Term discounts are available for 12 Months (19% reduction in month-to-month rates), (C)
24 Months (24% reduction in month-to-month rates), or 36 Months (28% reduction (C)
in rates month-to-month rates) with MetTel Commercial Agreement. (C)

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service AreaA. Applicability

These rates are applicable to measured single line local exchange business service.

B. Territory

The base rate areas appear in II.E, following.

C. Rates

1. Reserved For Future Use

		<u>Monthly Rate¹</u>			
2. Measured Rate Service		<u>MTM</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>
a. Each Individual Line ²		\$69.56	\$56.35	\$52.87	\$50.09
b. Each Individual Line ³		\$72.50	\$58.73	\$55.10	\$52.20
c. Each Key/MultiLine ³		\$61.75	\$50.02	\$46.93	\$44.46
3. PBX Trunk					
		<u>MTM</u>			
a. Each Trunk ²		\$125.13 (I)			
b. Each Trunk ³		\$131.75 (I)			

¹Plus Extended Area Service increments identified on pages 67 - 68.

²Rates applicable to exchanges listed in Service Area 1 (Frontier, former GTE)

³Rates applicable to exchanges listed in Service Area 2 (Frontier, former Contel)

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)C. Rates (cont'd)

4. The following rates and time periods apply to calls made within a 0-12 mile range (Zone 1 is 0-8 miles and Zone 2 is 9-12 miles). Local Exchange and Extended Area Service rates per message

	<u>First Minute</u> ¹	<u>Additional Minute</u> ¹
(a) Monday Through Friday		
8:00 a.m. to 5:00 p.m. ²	\$.033	\$.033
5:00 p.m. to 11:00 p.m. ²	\$.033	\$.033
11:00 p.m. to 8:00 a.m. ²	\$.033	\$.033
(b) Saturday, Sunday, Holiday		
All Hours	\$.033	\$.033

The following rates and time periods apply to calls made within the 13-16 mile range (Zone 3).

	<u>First Minute</u> ¹	<u>Additional Minute</u> ¹
(c) Monday Through Friday		
8:00 a.m. to 5:00 p.m. ²	\$0.100	\$.090
5:00 p.m. to 11:00 p.m. ²	\$0.100	\$.090
11:00 p.m. to 8:00 a.m. ²	\$0.100	\$.090
(d) Saturday, Sunday, Holiday		
All Hours	\$.100	\$.090

5. Hunting Service Charge
(Per line arranged for hunting, per month): \$1.50

¹ Or portion thereof ² To, but not including

RATES AND CHARGES (*cont'd*)

II. Basic Business Service - Frontier (former Verizon) Service Area (*cont'd*)

D. Special Terms and Conditions

1. Where the Subscriber's existing Frontier service is transferred to Company without change in the class or type of service or features, the initial service establishment fee for accompanying such transfer will be \$34.00 per line.

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Service Areas1. – (Frontier, former GTE)

Alamitos	Idyllwild	Point Mugu
Arrowhead	Indio	Pomona
Azusa-Glendora	Joshua Tree	Redlands
Badger	Kenwood	Redondo
Banning-Beaumont	Laguna Beach	Reedley
Calimesa	La Habra	Salton City
Camarillo	La Puente	San Bernardino
Carpinteria	Lake Hughes	San Fernando -
Chino	Lakeview - Nuevo	Granada Hills D.A.
Claremont-San San Dimas	Lakewood	Pacoima D.A.
Conejo	Lancaster	San Fernando D.A.
Covina-Baldwin Baldwin Park	Lindsay	Sepulveda D.A.
Crestline	Lompoc	San Gabriel Canyon
Desert Center	Long Beach	Santa Barbara
Desert Hot Springs	Los Alamos	Santa Maria
Diamond Bar	Los Gatos	Santa Monica-
Downey	Malibu	Mar Vista D.A.
Dunlap	Marshall	Santa Monica D.A.
Eagle Mountain	Mentone	Santa Paula
El Rio	Miramonte - Pinehurst	Santa Ynez
Elsinore	Monrovia	Sierra Madre
Etiwanda	Moreno	Somis
Fowler	Morgan Hill	Squaw Valley
Gaviota	Morongo Valley	Sun City

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Service Areas (cont'd)1. – (Frontier, former GTE) (cont'd)

Grant Grove	Murrieta	Sunland – Tujunga
Guadalupe	Newbury Park	Temecula
Hemet -	Norwalk	Thousand Oaks
Anza D.A.	Novato	Twentynine Palms
Hemet D.A.	Ontario	Upland
Homeland D.A.	Oxnard	West Los Angeles
Sage D.A.	Palm Desert	Westminster
San Jacinto D.A.	Palm Springs	Whittier
Hi Vista	Perris	Yucca Valley
Homestead Valley	Pico Rivera	
Huntington Beach	Pinyon	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Service Areas (cont'd)2. - (Frontier, former Contel)

Alpaugh	Garberville	Parkfield
Barstow -	Gilroy	Piercy
Barstow D.A.	Glennville	Pine Creek
Yermo D.A.	Hayfork	Randsburg
Benton Station	Hoopla	Ridgecrest
Berrenda Mesa	Independence	Ripon
Big Bear City	Inyokern	Robbins
Big Bear Lake	June Lake	Running Springs
Big Pine	Kernville	Sanger
Bishop	Knights Landing	San Joaquin
Boron	Lake Isabella	San Miguel
Bridgeport	Laytonville -	Snelling
Buttonwillow	Sherwood Ranch D.A.	Summit Valley
California City	Lee Vining	Taft
California Hot Springs	Leggett	Timbercove -
Cazadero	Lemon Cove	Sea Ranch D.A.
Clements	Lenwood	Tivy Valley
Colfax	Linden	Trona
Colfax D.A.	Lone Pine	Victorville -
Weimar D.A.	Lost Hills	Adelanto D.A.
Corcoran	Lucerne Valley	Apple Valley D.A.
Covelo	Mad River	Hesperia D.A.
Crowley Lake	Mammoth Lakes	Victorville D.A.
Cuyama	Manteca	Weaverville
Dos Palos	McFarland	Weldon
El Mirage	McKittrick	Whitehorn
Exeter	Newberry	Willow Creek
Farmington	Olancho	Wrightwood -
Fort Irwin	Orleans	Phelan D.A.

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas

Local Exchange	Zone 1	Zone 2	Zone 3
Alamitos	Cypress Huntington Lakewood Long Beach Norwalk Westminster	Anaheim Buena Park Compton Compton D.A. Fullerton Garden Grove San Pedro	Brea Compton Gardena Downey La Habra Lomita Orange Pico Rivera Placentia Santa Ana Torrance Whittier
Arrowhead	Crestline Highland	Marshall Running Springs San Bernardino Summit Valley	
Azusa-Glendora	Claremont-San Dimas Covina-Baldwin Park Monrovia San Gabriel Canyon	Arcadia Diamond Bar El Monte La Puente Pomona Sierra Madre	Alhambra Brea Chino La Habra Ontario Pasadena Pasadena D.A. Pico Rivera Upland Whittier
Badger	Grant Grove Miramonte - Pinehurst	Dunlap	
Banning- Beaumont		Calimesa Hemet San Jacinto D.A.	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Calimesa	Mentone Redlands	Banning- Beaumont	Colton Highland Lakeview-Nuevo Moreno San Bernardino
Camarillo	Conejo El Rio Newbury Oxnard Point Mugu Saticoy Somis	Moorpark Santa Paula Thousand Oaks Ventura East	Simi Valley Ventura Central
Carpinteria	Santa Barbara		
Chino	Claremont-San Dimas Diamond Bar Ontario Placentia Pomona Upland Yorba Linda		Anaheim Azusa - Glendora Brea Corona Covina Baldwin Park Etiwanda Fullerton La Habra La Puente Mira Loma
Claremont-San Dimas	Azusa-Glendora Chino Covina-Baldwin Park Diamond Bar Ontario Pomona Upland	San Gabriel Canyon	Arcadia Etiwanda La Puente Monrovia

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
Conejo	Agoura Camarillo Moorpark Newbury Park Simi Valley Somis Thousand Oaks		El Rio Point Mugu Santa Paula
Covina-Baldwin Park	Azusa-Glendora Claremont-San Dimas Diamond Bar El Monte La Puente Monrovia	Arcadia Brea La Habra Pico Rivera Pomona Sierra Madre Whittier	Alhambra Buena Park Chino Fullerton Montebello Norwalk Pasadena Pasadena D.A. Placentia San Gabriel Canyon Upland Yorba Linda
Crestline	Arrowhead Marshall Summit Valley	Highland Rialto Running Springs San Bernardino	
Desert Center	Eagle Mountain		
Desert Hot Springs	Morongo Valley Palm Springs	Yucca Valley	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Diamond Bar	Brea Chino Claremont-San Dimas Covina-Baldwin Park La Puente Placentia Pomona	Azusa- Glendora Fullerton La Habra Ontario Upland Yorba Linda	Anaheim Arcadia Buena Park El Monte Monrovia Norwalk Pico Rivera San Gabriel Canyon Whittier
Downey	Compton Compton D.A. Lakewood Los Angeles D.A. 5 D.A. 6 Montebello Norwalk Pico Rivera Whittier	Alhambra Buena Park Compton Gardena D.A. Cypress El Monte La Habra Long Beach Los Angeles D.A. 1 D.A. 4 D.A. 7 D.A. 8 D.A. 9 D.A. 10 D.A. 12	Alamitos Arcadia Brea Culver City Fullerton Glendale Hawthorne Inglewood La Puente Lomita Los Angeles D.A. 2 D.A. 3 D.A. 11 D.A. 13 D.A. 14 Monrovia Pasadena Pasadena D.A. Redondo Torrance Westminster
Dunlap	Miramonte- Pinehurst Squaw Valley	Badger Grant Grove	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Eagle Mountain	Desert Center		
El Rio	Camarillo Oxnard Point Mugu Saticoy Somis Ventura East	Santa Paula Ventura Central	Newbury Park Oakview
Elsinore	Sun City	Murrieta Perris	Lakeview-Nuevo Rancho Viejo Temecula Temescal Canyon Woodcrest
Etiwanda	Fontana Ontario Upland	Mira Loma Rialto	Arlington Chino Claremont - San Dimas Colton Marshall Pomona Riverside San Bernardino
Fowler	Del Rey Fresno Selma	Caruthers Parlier Kingsburg Sanger	

RATES AND CHARGES *(cont'd)***II. Basic Business Service - Frontier (former Verizon) Service Area** *(cont'd)***E. Call Areas** *(cont'd)*

Local Exchange	Zone 1	Zone 2	Zone 3
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Hemet-San Jacinto DA	Hemet Anza D.A. Hemet D.A. Homeland D.A. Sage D.A.	Banning- Beaumont Lakeview- Nuevo	
Hi Vista			
Homestead Valley	Yucca Valley	Joshua Tree	
Huntington Beach	Alamitos Garden Grove Newport Beach Santa Ana Westminster	Anaheim Cypress	Buena Park Fullerton Irvine Laguna Beach Lakewood Long Beach Orange
Idyllwild			
Indio		Palm Desert	
Joshua Tree	Yucca Valley	Homestead Valley Twentynine Palms	
Kenwood	Saint Helena Santa Rosa	Calistoga Sonoma Yountville	
Laguna Beach	Capistrano Valley Irvine Newport Beach Saddleback Valley		Huntington Beach Rancho Viejo Santa Ana Silverado Trabuco

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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La Habra	Brea Buena Park Fullerton La Puente Norwalk Pico Rivera Placentia Whittier	Anaheim Covina- Baldwin Park Cypress Diamond Bar Downey El Monte Garden Grove Montebello Yorba Linda	Alamitos Alhambra Arcadia Azusa-Glendora Chino Compton Compton D.A. Lakewood Los Angeles D.A. 5 Monrovia Orange Pomona Westminster
Lake Hughes		Palmdale Leona-Valley D.A.	
Lakeview-Nuevo	Hemet Hemet D.A. Homeland D.A. San Jacinto D.A. Perris	Moreno Sun City	Calimesa Elsinore Woodcrest
Lakewood	Alamitos Buena Park Compton Compton D.A. Cypress Downey Long Beach Norwalk	Compton Gardena D.A. Fullerton Garden Grove Lomita Los Angeles D.A. 6 Pico Rivera San Pedro Torrance Westminster Whittier	Anaheim Brea Hawthorne Huntington Beach Inglewood La Habra Los Angeles D.A. 5 D.A. 7 D.A. 8 D.A. 9 D.A. 12 Montebello Redondo

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange Zone 1 Zone 2 Zone 3

Lancaster	Palmdale Palmdale D.A.	Palmdale Leona Valley D.A.	
	Brea Covina-Baldwin Park Diamond Bar El Monte La Habra Pico Rivera Whittier	Alhambra Arcadia Azusa- Glendora Buena Park Fullerton Monrovia Montebello Norwalk Placentia Pomona	Anaheim Chino Claremont- San Dimas Cypress Downey Los Angeles D.A. 5 Pasadena Pasadena D.A. Sierra Madre Yorba Linda
La Puente			
Lindsay	Exeter	Porterville	
Lompoc			
	Alamitos Compton Compton D.A. Lakewood Lomita Norwalk San Pedro	Compton Gardena D.A. Cypress Downey Torrance Westminster	Buena Park Fullerton Garden Grove Hawthorne Huntington Beach Inglewood Los Angeles D.A. 6 D.A. 9 Pico Rivera Redondo Whittier
Long Beach			

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Los Alamos			
Los Gatos	Campbell San Jose South D. West D.A. Saratoga	Ben Lomond Sunnyvale	Los Altos Mountain View San Jose North D.A.
Malibu	Agoura Canoga Park Santa Monica Santa Monica D.A.	Reseda West Los Angeles	Beverly Hills Culver City El Segundo Northridge Santa Monica Mar Vista D.A. Van Nuys
Marshall	Colton Crestline Highland Rialto San Bernardino	Arrowhead Fontana Mentone Redlands Riverside Running Springs Summit Valley	Etiwanda Mira Lema Moreno
Mentone	Calimesa Highland Redlands	Colton Marshall Running Springs San Bernardino	Moreno Rialto Riverside
Miramonte-Pinehurst	Badger Dunlap Grant Grove	Squaw Valley	

RATES AND CHARGES (*cont'd*)**II. Basic Business Service - Frontier (former Verizon) Service Area** (*cont'd*)**E. Call Areas** (*cont'd*)

Local Exchange	Zone 1	Zone 2	Zone 3
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Monrovia	Arcadia Azusa-Glendora Covina-Baldwin Park El Monte Pasadena Pasadena D.A. Sierra Madre	Alhambra La Puente Los Angeles D.A. 3 Pasadena La Canada D.A. Pico Rivera	Claremont- San Dimas Diamond Bar Downey Glendale La Crescenta La Habra Los Angeles D.A. 1 D.A. 4 D.A. 5 Montebello Pomona San Gabriel Canyon Whittier
Moreno	Riverside Woodcrest	Arlington Colton Lakeview- Nuevo Perris Redlands San Bernardino	Calimesa Fontana Highland Marshall Mentone Mira Loma Rialto
Morgan Hill	San Martin	Gilroy	
Morongo Valley	Desert Hot Springs Yucca Valley		
Murrieta	Temecula	Elsinore Sun City	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Newbury Park	Agoura Camarillo Conejo Moorpark Somis Thousand Oaks	Simi Valley	El Rio Oxnard Point Mugu Saticoy
Norwalk	Alamitos Buena Park Compton Compton D.A. Cypress Downey La Habra Lakewood Long Beach Pico Rivera Whittier	Anaheim Brea El Monte Fullerton La Puente Los Angeles D.A. 5 D.A. 6 Montebello Westminster	Alhambra Compton Gardena D.A. Covina- Baldwin Park Diamond Bar Garden Grove Lomita Los Angeles D.A. 1 D.A. 4 D.A. 7 D.A. 8 D.A. 9 D.A. 10 D.A. 12 Orange Placentia Torrance
Novato	Ignacio Nicasio San Rafael	Corte Madera Petaluma Main D.A. Swift D.A.	
Ontario	Chino Claremont-San Dimas Etiwanda Pomona Upland	Diamond Bar Fontana Mira Loma	Arlington Azusa- Glendora Corona Rialto Yorba Linda Newbury Park Oakview

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Oxnard	Camarillo El Rio Point Mugu Saticoy Somis Ventura East	Ventura Central	
Palm Desert		Pinyon Indio	
Palm Springs	Desert Hot Springs		
Perris	Lakeview- Nuevo Sun City	Elsinore Hemet Homeland D.A. Moreno Woodcrest	
Pico Rivera	Alhambra Downey El Monte La Habra La Puente Montebello Norwalk Whittier	Arcadia Brea Buena Park Compton Compton D.A. Covina- Baldwin Park Lakewood Los Angeles D.A. 1 D.A. 4 D.A. 5 D.A. 6 D.A. 8 Monrovia Pasadena Pasadena D.A.	Alamitos Anaheim Azusa- Glendora Compton Gardena D.A. Cypress Diamond Bar Fullerton Glendale Long Beach Los Angeles D.A.s 2,3,7,9 D.A.s 10,11,12 Placentia Sierra Madre

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Reedley	Dinuba Parlier	Del Rey Kingsburg Orange Cove Sanger Selma	
Salton			
San Bernardino	Colton Fontana Highland Marshall Rialto	Arrowhead Crestline Mentone Moreno Redlands Riverside	Arlington Calimesa Etiwanda Mira Loma
San Fernando/Granada Hills D.A.	Canoga Park Northridge Reseda San Fernando Pacoima D.A. San Fernando D.A. Sepulveda D.A. Sunland- Tujunga	Burbank Sun Valley D.A. North Hollywood Santa Clarita Newhall- Castaic D.A. Saugus-Canyon Country D.A. Van Nuys	Burbank Burbank D.A. Los Angeles D.A. 14 Simi Valley West Los Angeles
San Fernando Pacoima D.A.	Burbank Sun Valley D.A. North Hollywood Northridge San Fernando Granada Hills D.A. San Fernando D.A. Sepulveda D.A. Sunland- Tujunga Van Nuys	Burbank Burbank D.A. Canoga Park Reseda Santa Clarita Newhall- Castaic D.A. Saugus-Canyon Country D.A. z	Beverly Hills Glendale La Crescenta Los Angeles D.A. 2 D.A. 13 D.A. 14 Pasadena La Canada DA West Los Angeles

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Andoni Economou
COO & EVP
55 Water Street, 32nd Floor
New York, NY 10041

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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San Fernando San Fernando D.A.	Burbank Sun Valley D.A. Northridge San Fernando Granada Hills D. Pacoima D.A. Sepulveda D.A. Sunland- Tujunga	Burbank Burbank D.A. Canoga Park North Hollywood Reseda Santa Clarita Newhall- Castaic D.A. Saugus-Canyon Country D.A. Van Nuys	Beverly Hills Glendale La Crescenta Los Angeles D.A. 2 D.A. 14 Pasadena La Canada
San Fernando/Sepulveda	Burbank Sun Valley D.A. Canoga Park North Hollywood Northridge Reseda San Fernando Granada Hills D.A. Pacoima D.A. San Fernando D.A. Sunland- Tujunga Van Nuys	Beverly Hills Burbank Burbank D.A. Santa Clarita Newhall - Castaic D.A.	Culver City Glendale La Crescenta Los Angeles D.A. 2 D.A. 13 D.A. 14 Santa Monica Santa Monica DA Santa Clarita Saugus D.A. West Los Angeles
San Gabriel Canyon	Azusa-Glendora	Claremont-San Dimas	Arcadia Covina- Baldwin Park Diamond Bar Monrovia Pomona Sierra Madre Upland

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Santa Barbara		Carpinteria	
Santa Maria	Guadalupe Nipomo		
	Beverly Hills Culver City El Segundo Hawthorne Inglewood Los Angeles D.A. 9 D.A. 11 D.A. 12 D.A. 13 Santa Monica Santa Monica D.A. West Los Angeles	Compton Gardena D.A. Los Angeles D.A. 1 D.A. 2 D.A. 6 D.A. 7 D.A. 8 D.A. 10 D.A. 14 Redondo Van Nuys	Burbank Burbank D.A. Sun Valley D.A. Compton Compton D.A. Glendale Lomita Los Angeles D.A. 3 D.A. 4 D.A. 5 Malibu North Hollywood Reseda Torrance
Santa Monica/Mar Vista D. A.			
			Burbank Burbank D.A. Sun Valley D.A. Compton Gardena D.A. Glendale Los Angeles D.A. 1 D.A. 2 D.A. 6 D.A. 7 D.A. 8 D.A. 10 North Hollywood Northridge Redondo San Fernando Sepulveda D.A.
Santa Monica/Santa Monica D.A.	Beverly Hills Canoga Park Culver City Malibu Reseda Santa Monica Mar Vista D.A. West Los Angeles	El Segundo Hawthorne Inglewood Los Angeles D.A. 9 D.A. 11 D.A. 12 D.A. 13 D.A. 14 Van Nuys	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
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Santa Paula	Saticoy	Camarillo El Rio Fillmore Moorpark Somis	
Santa Ynez			
Sierra Madre	Alhambra Arcadia El Monte Monrovia Pasadena Pasadena D.A.	Azusa- Glendora Covina- Baldwin Park Glendale La Crescenta Los Angeles D.A. 3 D.A. 4 Montebello Pasadena La Canada D.A.	Burbank Burbank D.A. La Puente Los Angeles D.A. 1 D.A. 2 D.A. 5 D.A. 7 D.A. 10 Pico Rivera San Gabriel Canyon Whittier
Somis	Camarillo Conejo El Rio Moorpark Newbury Park Oxnard Point Mugu Saticoy	Santa Paula Thousand Oaks	Simi Valley Ventura East
Squaw Valley	Dunlap Orange Cove	Miramonte- Pinehurst	
Sun City	Elsinore Perris	Hemet Homeland D.A. Lakeview- Nuevo Murrieta	Temecula

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
Sunland-Tujunga	Burbank Burbank D.A. Sun Valley D.A. Glendale La Crescenta North Hollywood Pasadena x La Canada D.A. San Fernando Pacoima D.A. San Fernando D.A.	Los Angeles D.A. 2 D.A. 3 D.A. 14 San Fernando Granada Hills D.A. Sepulveda D.A. Van Nuys	Alhambra Beverly Hills Los Angeles D.A. 1 D.A. 4 D.A. 7 D.A. 10 D.A. II D.A. 13 Northridge Pasadena Pasadena D.A. Reseda Santa Clarita Newhall D.A. Saugus D.A.
Temecula	Murrieta		Elsinore Sun City
Thousand Oaks	Agoura Conejo Moorpark Newbury Park Simi Valley	Camarillo Somis	Canoga Park
Twentynine Palms		Joshua Tree	
Upland	Chino Claremont-San Dimas Etiwanda Ontario Pomona	Diamond Bar	Azusa-Glendora Covina-Baldwin Park Fontana Mira Lema San Gabriel Canyon
Westminster	Alamitos Anaheim Cypress Garden Grove Huntington Beach Santa Ana	Buena Park Fullerton Lakewood Long Beach Newport Beach Norwalk Orange	Brea Downey Irvine La Habra Placentia Whittier Yorba Linda

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1	Zone 2	Zone 3
West Los Angeles	Beverly Hills Culver City Los Angeles D.A. 13 Reseda Santa Monica Mar Vista D.A. Santa Monica D.A. Van Nuys	El Segundo Hawthorne Inglewood Los Angeles D.A. 1 D.A. 2 D.A. 7 D.A. 8 D.A. 9 D.A. 10 D.A. 11 D.A. 12 D.A. 14 Malibu North Hollywood	Burbank Burbank D.A. Sun Valley D.A. Canoga Park Compton Gardena D.A. Glendale Los Angeles DA 3 - 6 Northridge Redondo San Fernando Granada Hills DA Pacoima DA Sepulveda DA
Whittier	Buena Park Downey El Monte La Habra La Puente Montebello Norwalk Pico Rivera	Alhambra Arcadia Brea Compton Compton D.A. Covina- Baldwin Park Cypress Fullerton Lakewood Los Angeles D.A. 5 D.A. 6 Placentia	Alamitos Anaheim Azusa - Glendora Compton Gardena D.A. Diamond Bar Garden Grove Long Beach Los Angeles D.A.'s 1,3,4, 7-10 Monrovia Pasadena Pasadena D.A. Sierra Madre Westminster Yorba Linda
Yucca Valley	Homestead Valley Joshua Tree Morongo Valley	Desert Hot Springs	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
Alpaugh	Alpaugh Pixley (Pac Bell)	
Barstow and Barstow DA	Barstow Barstow DA Yermo DA Lenwood	
Yermo DA	Barstow Barstow DA Yermo DA Lenwood Newberry	
Benton Station	Benton Station	
Berrenda Mesa	Berrenda Mesa	
Big Bear City	Big Bear City Big Bear Lake	
Big Bear Lake	Big Bear City Big Bear Lake Running Springs	
Big Pine 2	Big Pine Bishop	
Bishop#	Big Pine Bishop Pine Creek	
Blythe# (including Ehrenberg, Arizona)	Blythe Palo Verde (including Cibola, Arizona)	
Boron	Boron	
Bridgeport	Bridgeport	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
Buttonwillow	Buttonwillow McKittrick	
California City	California City	
California Hot Springs	California Hot Springs Glennville	
Cazadero	Cazadero Forestville (Pac Bell) Guerneville (Pac Bell) Monte Rio (Pac Bell) Timber Cove	
Clements	Clements Galt (Pac Bell) Herald (Pac Bell) Linden Lockeford (Pac Bell) Lodi (Pac Bell) Wallace (Pac Bell)	
Colfax, Colfax DA	Alta (Pac Bell) Foresthill (Foresthill) Grass Valley Main DA (Pac Bell) Grass Valley South DA (Pac Bell) Nevada City (Pac Bell) Colfax Colfax DA Weimar DA	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
	Auburn Main DA (Pac Bell) Auburn North DA (Pac Bell) Foresthill (Foresthill) Georgetown (Pac Bell) Grass Valley South DA (Pac Bell) Colfax Colfax DA Weimar DA	
Weimar DA		
Corcoran	Corcoran	
Covelo	Covelo	
Crowley Lake	Crowley Lake Mammoth Lakes	
Cuyama	Cuyama	
Dos Palos	Dos Palos	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
El Mirage	El Mirage Victorville - Adelanto DA	Victorville Victorville DA Wrightwood Phelan DA
Exeter	Exeter Lemon Cove Lindsay Visalia (Pac Bell) Woodlake (Pac Bell)	
Farmington	Escalon (Pac Bell) Farmington Milton (Pac Bell) Linden	
Fort Irwin	Fort Irwin	
Garberville (including Alderpoint Area)	Garberville Miranda (Pac Bell) Piercy Whitethorn	
Gilroy	Gilroy Morgan Hill San Martin (Pac Bell) Watsonville (Pac Bell)	
Glennville	California Hot Springs Glennville	
Havasu Lake	Havasu Lake Lake Havasu City, AZ Castle Rock, AZ	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1& Zone 2	Zone 3
Hayfork	Hayfork	
Hoopa	Hoopa Willow Creek	
Independence	Independence	
Inyokern	Inyokern Ridgecrest	
June Lake	June Lake Lee Vining Mammoth Lakes	
Kernville	Kernville Lake Isabella Weldon	
Knights Landing	Knights Landing Nicolaus (Pac Bell) Robbins Woodland (Pac Bell)	
Lake Isabella	Kernville Lake Isabella Weldon	
Laytonville Sherwood Ranch DA	Laytonville Sherwood Ranch DA Laytonville Sherwood Ranch DA Willits	
Lee Vining	Lee Vining June Lake	
Leggett	Leggett Piercy	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1& Zone 2	Zone 3
Lemon Cove	Exeter Lemon Cove Three Rivers (Pac Bell) Woodlake (Pac Bell)	
Lenwood	Barstow - Barstow DA Barstow - Yermo DA Lenwood	
Linden	Linden Lockeford (Pac Bell) Stockton (Pac Bell) Farmington Clements	
Lone Pine	Lone Pine Olancho	
Lost Hills	Lost Hills	
Lucerne Valley	Lucerne Valley	Victorville Apple Valley DA
Mad River	Mad River	
Mammoth Lakes	Crowley Lake June Lake Mammoth Lakes	
Manteca	Manteca Ripon Stockton (Pac Bell) Tracy (Pac Bell)	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
McFarland	Delano (Pac Bell) McFarland Wasco (Pac Bell)	
McKittrick	Buttonwillow McKittrick	
Newberry	Barstow Yermo DA Newberry	
Olancho#	Lone Pine Olancho	
Orleans	Orleans Somes Bar (Siskiyou)	
Parkfield	Parkfield	
Piercy	Garberville Whitethorn Leggett Piercy	
Pine Creek#	Bishop Pine Creek	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
Randsburg	Randsburg	
Ridgecrest	Inyokern Ridgecrest	
Ripon	Escalon (Pac Bell) Manteca Modesto (Pac Bell) Ripon River Bank (Pac Bell)	
Robbins	Knights Landing Nicolaus (Pac Bell) Pleasant Grove (Pac Bell) Robbins	
Running Springs	Arrowhead Big Bear Lake Crestline Highland (Pac Bell) Marshall Mentone Redlands Running Springs	
Sanger	Clovis (Pac Bell) Del Rey (Pac Bell) Fowler Fresno (Pac Bell) Parlier (Pac Bell) Reedley Sanger Selma (Pac Bell) Tivy Valley	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
San Joaquin (incl. Cantua Creek and Tranquility)	Kerman (Kerman) San Joaquin	
San Miguel	Bradley (Pac Bell) Paso Robles (Pac Bell) San Miguel	
Snelling	Hornitos (Hornitos) Snelling	
Summit Valley	Victorville Hesperia DA Arrowhead Crestline Marshall (Pac Bell) Summit Valley	Victorville Apple Valley DA Victorville DA Wrightwood Phelan DA
Taft	Taft	
Timbercove	Cazadero Sea Ranch DA Timbercove	
Sea Ranch DA	Annapolis (Pac Bell) Gualala (Pac Bell) Timbercove (including Sea Ranch DA)	
Tivy Valley	Clovis (Pac Bell) Del Rey (Pac Bell) Fresno (Pac Bell) Parlier (Pac Bell) Sanger Tivy Valley	

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
Trona	Ridgecrest Trona	
Victorville Adelanto DA	Victorville Adelanto DA Apple Valley Hesperia DA Victorville DA El Mirage	Wrightwood Phelan DA
Victorville Apple Valley DA	Victorville Adelanto DA Apple Valley DA Hesperia DA Victorville DA	Summit Valley Lucerne Valley
Victorville Hesperia DA	Victorville Adelanto DA Apple Valley DA Hesperia DA Victorville DA Summit Valley	Wrightwood Phelan DA
Victorville DA	Victorville Adelanto DA Apple Valley DA Hesperia DA Victorville DA	El Mirage Summit Valley

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)E. Call Areas (cont'd)

Local Exchange	Zone 1 & Zone 2	Zone 3
Weaverville	Lewiston (Pac Bell) Weaverville	
Weldon	Kernville Lake Isabella Weldon	
Whitethorn	Garberville Piercy Whitethorn	
Willow Creek	Hoopla Willow Creek	
Wrightwood	Big Butte (Pac Bell) Wrightwood	
Wrightwood Phelan DA	Big Butte (Pac Bell) Wrightwood Phelan DA	El Mirage Summit Valley Victorville Adelanto DA Hesperia DA

RATES AND CHARGES (cont'd)II. Basic Business Service - Frontier (former Verizon) Service Area (cont'd)

F.	Extended Call Areas	Monthly Increments	
	Gaviota (to Santa Barbara)	\$16.00	(I)
	Lake Hughes (to Lancaster)	\$7.94	(I)
	Los Alamos (to Santa Maria)	\$7.94	(I)
	Palm Desert (to Palm Springs)	\$3.25	(I)
	Palm Springs (to Palm Desert)	\$1.81	(I)
	Santa Maria (to Los Alamos)	\$0.88	(I)
	Trona (to Ridgecrest)	\$7.94	(I)
	Bishop		
	Single Line Business, Centrex, Keyline	\$1.75	(I)
	PBX Trunk/Centrex	\$2.50	(I)
	Big Pine		
	Single Line Business, Centrex, Keyline	\$5.75	(I)
	PBX Trunk/Centrex	\$8.63	(I)
	Blythe		
	Single Line Business, Centrex, Keyline	\$0.88	(I)
	PBX Trunk/Centrex	\$1.06	(I)
	Earp		
	Single Line Business, Centrex, Keyline	\$1.88	(I)
	PBX Trunk/Centrex	\$2.50	(I)
	Lone Pine		
	Single Line Business, Centrex, Keyline	\$1.00	(I)
	PBX Trunk/Centrex	\$1.44	(I)

RATES AND CHARGES (*cont'd*)II. Basic Business Service - Frontier (former Verizon) Service Area (*cont'd*)F. Extended Call Areas (*cont'd*)

Olancho		
Single Line Business, Centrex, Keyline	\$9.13	(I)
PBX Trunk/Centrex	\$13.69	(I)
Palo Verde		
Single Line Business, Centrex, Keyline	\$5.75	(I)
PBX Trunk/Centrex	\$8.63	(I)
Parker Dam		
Single Line Business, Centrex, Keyline	\$3.94	(I)
PBX Trunk/Centrex	\$5.75	(I)
Pine Creek		
Single Line Business, Centrex, Keyline	\$5.75	(I)
PBX Trunk/Centrex	\$8.63	(I)
Laytonville	\$3.94	(I)

RATES AND CHARGES (*cont'd*)

III. PBX Trunk Service - AT&T Service Area

A. Applicability

These rates are applicable to business basic and assured PBX trunk services.

B. Territory

Within the base rate areas of all exchanges as shown and defined in AT&T's current and effective tariffs on file with the California Public Utilities Commission.

C. Rates

1. Reserved For Future Use

2. Reserved For Future Use

3. Usage:

Basic Business Service usage rates apply.

4. Hunting Service Charge

(Per trunk line arranged for hunting, per month): \$ 0.47 (R)

RATES AND CHARGES (cont'd)IV. PBX Trunk Service - Frontier (former Verizon) Service AreaA. Applicability

These rates are applicable to business PBX trunk services.

B. Territory

Within the base rate areas of all exchanges as shown and defined in Frontier's current and effective tariffs on file with the California Public Utilities Commission.

C. Rates

- | | | |
|----|---|-----------------------------|
| 1. | Reserved For Future Use | (T)
(D)

(D) |
| 2. | Reserved For Future Use | (T)
(D) |
| 3. | Usage: | |
| | Basic Business Service usage rates apply. | |
| 4. | Hunting Service Charge
(Per trunk line arranged for hunting, per month): | \$ 1.50 |

RATES AND CHARGES (cont'd)V. Direct Inward Dialing Service - AT&T Service AreaA. Applicability

These rates are applicable to direct inward dialing service to PBX systems.

B. Territory

Within the base rate areas of all exchanges as shown and defined in AT&T's current and effective tariffs on file with the California Public Utilities Commission.

C. RatesC. Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
First 100 DID numbers (per each 100 numbers in same trunk group):	\$400.00	\$2568.00 (I)
Additional DID numbers (per each 100 numbers in same trunk group):	\$70.00	\$2568.00 (I)
First or Additional DID numbers (per each 20 numbers in same trunk group):	\$150.00	\$1313.00 (I)

RATES AND CHARGES (*cont'd*)V. Direct Inward Dialing Service - AT&T Service Area (*cont'd*)D. Special Terms and Conditions

1. DID service must be provided on all lines in each trunk group arranged for inward service. Each DID trunk group will be considered a separate service. If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.
2. PBX Trunk Service, provided in accordance with this Product Guide, is required in sufficient quantities to meet traffic demands. Charges for such service are in addition to charges for DID service.

RATES AND CHARGES (cont'd)VI. Direct Inward Dialing Service - Frontier (former Verizon) Service AreaA. Applicability

These rates are applicable to direct inward dialing service to PBX systems.

B. Territory

Within the base rate areas of all exchanges as shown and defined in Frontier's current and effective tariffs on file with the California Public Utilities Commission.

C. Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Block of 20 DID numbers	\$160.20	\$ 66.00
Block of 40 DID numbers	\$176.20	\$132.00
First Block of 100 DID numbers	\$440.00	\$330.00
Add'l. Block of 100 DID numbers	\$160.20	\$330.00

VI. Direct Inward Dialing - Citizens of CA dba FrontierRates

	<u>Monthly Rate</u>	
Block of 20 DID numbers	\$49.30	N
Block of 100 DID numbers	\$246.48	I

RATES AND CHARGES (*cont'd*)VI. Direct Inward Dialing Service - Frontier (former Verizon) Service Area (*cont'd*)D. Special Terms and Conditions

1. DID service must be provided on all lines in each trunk group arranged for inward service. Each DID trunk group will be considered a separate service. If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.
2. PBX Trunk Service, provided in accordance with this Product Guide, is required in sufficient quantities to meet traffic demands. Charges for such services are in addition to charges for DID service.

E. Rates for DID Ports

	<u>Monthly Charge</u>
Port Charge (Port is in addition to Trunk Charge)	\$10.00 ¹ , \$92.56 ² (I)

¹Rates applicable to exchanges listed in Service Area 1 (Frontier, former GTE)²Rates applicable to exchanges listed in Service Area 2 (Frontier, former Contel)

RATES AND CHARGES (cont'd)VII. Frontier Communications of the SouthwestA. Rate Centers and Calling Areas

Local Exchange	Rate Group	Extended Area Service (EAS) Exchanges
Alpine	2	Alpine
Blythe	2H	Blythe, Ehrenberg AZ, Palo Verde, Cibola, AZ
Coleville	2	Coleville
Earp	2E	Earp, Lost Lake Area, Parker Dam CA, Parker AZ, Poston AZ
Havasu Lake	2	Havasu Lake, Lake Havasu city AZ, Castle Rock AZ
Palo Verde	2C	Palo Verde, Blythe, Cibola AZ, Ehrenberg AZ
Parker Dam	2D	Earp, Lost Lake Area, Parker AZ, Parker Dam CA, Parker Dam AZ, Poston AZ

B. Monthly Rates for EAS

Local Exchange	Per Business Exchange Access Line	Per PBX Trunk or Centex Line
Alpine		
Blythe	\$0.73 (I)	\$0.88 (I)
Coleville		
Earp	\$1.56 (I)	\$2.08 (I)
Havasu Lake		
Palo Verde	\$4.78 (I)	\$7.18 (I)
Parker Dam	\$3.28 (I)	\$4.78 (I)

RATES AND CHARGES (cont'd)VII. Frontier Communications of the Southwest (cont'd)C. Monthly Rates for Business Lines and Trunks

BUSINESS INDIVIDUAL MEASURED RATE	<u>MTM</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>
RG 2 Alpine, Coleville & Havasu Lake	\$62.50 (I)	\$50.63 (I)	\$47.50(I)	\$45.00 (I)
BUSINESS INDIVIDUAL MEASURED RATE (With EAS Included)				
RG 2C Palo Verde	\$68.25 (I)	\$55.28 (I)	\$51.87 (I)	\$49.14 (I)
RG 2D Parker Dam	\$66.44 (I)	\$53.81 (I)	\$50.49 (I)	\$47.84 (I)
RG 2E Earp	\$64.38 (I)	\$52.14 (I)	\$48.93 (I)	\$46.35 (I)
RG 2H Blythe	\$63.38 (I)	\$51.33 (I)	\$48.17 (I)	\$45.63 (I)
BUSINESS MULTILINE & KEY LINE MEASURED RATE				
RG 2 Alpine, Coleville & Havasu Lake	\$50.00	\$40.50	\$38.00	\$36.00
BUSINESS MULTILINE & KEY LINE MEASURED RATE				
(With EAS Included)				
RG 2C Palo Verde	\$55.75	\$45.16	\$42.37	\$40.14
RG 2D Parker Dam	\$53.94	\$43.69	\$40.99	\$38.84
RG 2E Earp	\$51.88	\$42.02	\$39.43	\$37.35
RG 2H Blythe	\$50.88	\$41.21	\$38.67	\$36.63

RATES AND CHARGES (cont'd)VII. Frontier Communications of the Southwest (cont'd)C. Monthly Rates for Business Lines and Trunks (cont'd)

PBX Trunk Measured Rate	\$125.00	(I)
PBX Trunk Measured Rate (With EAS Included)		
LRBand 10/RG 2C Palo Verde	\$133.63	(I)
LRBand 11/RG 2D Parker Dam	\$130.75	
LRBand 12/RG 2E Earp	\$127.50	
LRBand 15/RG 2H Blythe	\$126.06	(I)
DID Port service (In addition to Trunk charge above)	\$30.06	
DID Station Numbers	<u>Monthly</u>	<u>Install (New)</u>
Group of 20 DID Numbers	\$66.00	\$160.20
Group of 40 DID Numbers	\$132.00	\$176.00
Initial Group of 100 DID Numbers	\$330.00	\$440.00
Additional Group of 100 DID Numbers	\$200.00I	\$160.20
LOCAL MEASURED RATE CALLING	<u>First Min.</u>	<u>Add'l Min.</u>
Day - 8AM to 5PM	\$0.031	\$0.031
Evening - 5PM to 11PM	\$0.031	\$0.031
Night, Sat, Sun & Holiday - 11PM to 8AM	\$0.031	\$0.031

RATES AND CHARGES (cont'd)VII. Frontier Communications of the Southwest (cont'd)C. Centrex and ISDN BRI Services

CENTREX FLAT RATE SERVICE Monthly

RG 2 Alpine, Coleville & Havasu Lake \$56.25

CENTREX FLAT RATE SERVICE (with EAS)

RG 2C Palo Verde \$64.88

RG 2D Parker Dam \$62.00

RG 2E Earp \$58.75

RG 2H Blythe \$57.31

ISDN BRI Digital Line \$62.50 (I)

ISDN BRI Single User Digital Line # @ \$105.60

ISDN BRI Multi User Digital Line # @@ \$132.00

ISDN BRI "B" Channel Configurations

Circuit Switched Voice per "B" Channel \$2.48

Circuit Switched Data per "B" Channel \$73.92

Alternate Circuit Switched Voice/Data per "B" Channel \$84.48

Intrastate Rate for Circuit Switched Data, per minute \$0.0990

Measured Rate Line at additional charge

@ Any combination of CSV, CSD, or CSV/D assigned per B Channel

@@ CSV, CSD, or CSV/D assigned to both B Channels

RATES AND CHARGES (cont'd)VII. Frontier Communications of the Southwest (cont'd)D. Custom Calling Features and Bundled Plans

Feature	Monthly Rate ¹	Feature	Monthly Rate ¹
Anonymous Call Rejection	\$6.50	Caller ID - Deluxe (with ACR)	\$24.00 (I)
Call Block Per line	\$3.00	Distinctive Ring	\$6.90
Call Forwarding, Preferred	\$6.00	Special Call Acceptance	\$4.50
Call Forwarding Basic	\$7.75	Inside Wire Maintenance	\$8.50
Call Forwarding Complete *	\$4.00	Hunting	\$1.50
Call Forwarding Don't Answer	\$7.75	Speed Calling (30-Code)	\$4.50
Call Forwarding Busy Line	\$7.75	Speed Calling (8-Code)	\$3.50
Call Forwarding Busy Line/Don't Answer	\$7.75	Three-Way Calling	\$9.00
Ultra Forward (Call Forwarding Variable, Remote Access)	\$5.40	Per Use	\$3.00
Call Priority/Selector	\$4.45	Unlimited *66 Repeat Dialing	\$6.00
Call Tracing – Per Use	\$7.25	Per Use	\$3.00
Cancel Call Waiting **	\$1.00	Unlimited *69 Call Return	\$6.00
Call Waiting-Cancel Call Waiting	\$19.25 (I)	Per Use	\$3.00
Caller ID - Basic (with ACR)*	\$24.00 (I)	Call Waiting	\$8.25
Select Call Block	\$5.50	Last Number Redial/Saved Number Redial	\$4.00
Remote Call Forwarding, per Path	\$52.50	Enhanced Call Forwarding	\$11.00

*Grandfathered – No longer available

** Not available as separate feature

¹Rates are per Business Line equipped

RATES AND CHARGES (cont'd)VII. Frontier Communications of the Southwest (cont'd)D. Custom Calling Features and Bundled Plans (cont'd)

<u>Advantage Plan</u>	<u>Month-to-Month</u>
Per Basic Exchange Access Business Line ¹ – Unlimited Local and Regional	\$34.00
<u>Advantage Plus Plan²</u>	
Per Basic Exchange Access Business Line ¹ – Unlimited	\$44.00

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D

¹ Plans Available with Business Measured Rate POTS Lines and Centrex Lines Only - Pricing for both plans is in addition to line rate. ²Features on POTS lines include: Anonymous Call Rejection, Call ID with Name, Call Waiting, Call Forwarding, 3-Way Calling, Speed Dialing 8, Unlimited *69 Call Return and *66 Repeat Dial.

RATES AND CHARGES (*cont'd*)

VII. Frontier Communications of the Southwest (*cont'd*)

E. Miscellaneous Services (*cont'd*)

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D

RATES AND CHARGES (cont'd)VIII. Citizens of CA dba Frontier

A. Business Lines and Trunks

1. Flat Rate Basic Lines

Rate Group 1 (Global Valley Market)	\$64.06
Rate Group 2 (Embedded Market) (C)	\$72.81
Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$72.81
Rate Group 4 (Tuolumne Market) (C)	\$72.81
Rate Group 5 (Golden State Market)	\$72.81
Rate Group 6 (Embedded Market - Courtland Exchange)	\$80.75

2. Flat Rate Basic Lines with Block EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$75.94
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3. Flat Rate Basic POTS with Unlimited EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$79.06
Rate Group 4 (Tuolumne Market) (C)	\$91.56

4. Measured Rate Lines

Rate Group 2 (Embedded Market) (C)	\$54.38
Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$54.38
Rate Group 4 (Tuolumne Market) (C)	\$37.50
Rate Group 5 (Golden State Market)	\$45.31
Rate Group 6 (Embedded Market - Courtland Exchange)	\$62.31

5. Measured Rate Lines with Block EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$57.50
Rate Group 4 (Tuolumne Market) (C)	\$42.50

6. Measured Rate Lines with Unlimited EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$60.63
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RATES AND CHARGES (*cont'd*)VIII. Citizens of CA dba Frontier (*cont'd*)A. Business Lines and Trunks (*cont'd*)

7. PBX 2-Way Flat Rate Trunks

Rate Group 1 (Global Valley Market)	\$135.00	(I)
Rate Group 2 (Embedded Market)	\$129.06	
Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$129.06	
Rate Group 4 (Tuolumne Market) (C)	\$129.06	
Rate Group 5 (Golden State Market)	\$129.06	
Rate Group 6 (Embedded Market - Courtland Exchange)	\$137.00	(I)

8. PBX 2-Way Flat Rate Trunks with Block EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$132.19	(I)
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9. PBX 2-Way Flat Rate Trunks with Unlimited EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$135.31	(I)
Rate Group 4 (Tuolumne Market) (C)	\$147.81	(I)

10. PBX 2-Way Measured Rate Trunks

Rate Group 2 (Embedded Market) (C)	\$110.63	(I)
Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$110.63	(I)
Rate Group 4 (Tuolumne Market) (C)	\$37.50	
Rate Group 5 (Golden State Market)	\$120.31	(I)
Rate Group 6 (Embedded Market - Courtland Exchange)	\$118.56	(I)

11. PBX 2-Way Measured Rate Trunks with Block EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$113.75	(I)
Rate Group 4 (Tuolumne Market) (C)	\$42.50	

12. PBX 2-Way Measured Rate Trunks with Unlimited EAS Plans

Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$116.88	(I)
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RATES AND CHARGES (*cont'd*)VIII. Citizens of CA dba Frontier (*cont'd*)A. Business Lines and Trunks (*cont'd*)

13. PBX DID Measured Rate Trunks & Ports

Rate Group 1 (Global Valley Market)	\$135.00	(I)
Rate Group 2 (Embedded Market) (C)	\$122.15	(I)
Rate Group 3 (Embedded Market - Elk Grove Exchange)	\$122.15	(I)
Rate Group 4 (Tuolumne Market) (C)	\$62.81	
Rate Group 5 (Golden State Market)	\$164.06	(I)
Rate Group 6 (Embedded Market - Courtland Exchange)	\$130.09	(I)

VIII. Citizens of CA dba Frontier

B. Measured Calls Usage Rates

	Initial Min.	Add'l Min.
Measured		
Day - 8:00 AM to 5:00 PM Monday through Friday	\$0.0479	\$0.0194
Night - all other hours/days including holidays	\$0.0354	\$0.0154
Night - all other hours/days including holidays	\$0.0229	\$0.0115
Elk Grove Exchange (Rate Group 3)		
ZUM Calls to Zone 3		
Over 120 minutes (maximum charge per month \$6.00)	\$0.1375	\$0.0625
EAS Block Calling Plan (First 300 minutes)	\$0.1000	\$0.0500
EAS Block Calling Plan (First 300 minutes)	\$0.0500	\$0.0250

RATES AND CHARGES (*cont'd*)

VIII. Citizens of CA dba Frontier (*cont'd*)

B. Pay-Per-Use Features

Busy Redial *66	\$4.00 (I)
Call Return *69	\$4.00 (I)
D.A. Call Completion	\$1.00
3Way Calling	\$4.00 (I)
Call Trace	\$8.25 (I)

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS

1. Service Charges and SurchargesA. AT&T Service Area

	First Line	Ea. Add'l Line
New Line Installation	\$200.00	\$200.00
Move Service-Different Premises	\$200.00	\$200.00
Telephone Number Change	\$28.50	\$28.50
Restore Service for Non-Payment - per account	\$38.00	-
Change of Service Charge – per line	\$24.75	\$24.75
Rewire Charge	\$28.50	\$28.50

(I)
(I)B. Frontier (former Verizon) Service Area

	First Line	Ea. Add'l Line
New Line Installation	\$233.04	\$200.00 (I)
Move Service-Different Premises	\$233.04	\$200.00 (I)
Telephone Number Change	\$86.00	\$46.00
Restore Service for Non-Payment - per line	\$60.00	\$60.00
Change of Service Charge – per line	\$24.75	\$24.75
Rewire Charge	\$86.00	\$46.00

C. Frontier Communications of the Southwest Service Area

	First Line	Ea. Add'l Line
New Line Installation	\$200.00	\$200.00
Move Service-Different Premises	\$200.00	\$200.00
Telephone Number Change	\$75.00	\$36.00
Restore Service for Non-Payment - per line	\$82.00	\$36.00
Change of Service Charge – per line	\$24.75	\$24.75
Rewire Charge	\$75.00	\$36.00

(I)
(I)D. Citizens of CA dba Frontier Service Area

	First Line	Ea. Add'l Line
New Line Installation	\$200.00	\$200.00
Move Service-Different Premises	\$200.00	\$200.00
Telephone Number Change	\$66.25	\$32.50
Restore Service for Non-Payment - per account	\$75.00	-
Change of Service Charge – per line	\$24.75	\$24.75
Rewire Charge	\$66.25	\$32.50

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(I)

2. Reserved for Future Use

Issue Date: April 15, 2024

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Andoni Economou
COO & EVP
55 Water Street, 32nd Floor
New York, NY 10041

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

3. Directory Listings

The Company does not publish a directory or provide other similar listings of its Subscribers. However, the Company will arrange for Subscribers, other than Subscribers requesting nonpublished service, to be listed in the directories and directory assistance records of AT&T or Frontier in accordance with their listing service tariff schedules, subject to availability of such listing services to Company's Subscribers. The Company hereby concurs in such schedules on file with the Commission that are current and effective as of the effective date of this Product Guide. Subscribers are responsible for payment of all rates and compliance with all terms and conditions set forth in such schedules.

Territories	Additional Listing	Foreign Listing
AT&T	\$5.25	
Frontier Southwest	\$35.00 (I)	\$7.50 (R)
Frontier Citizens	\$43.13	\$12.50
Frontier (fVerizon)	\$35.00	\$12.50

4. Non-Published Service

At the request of the Subscriber, the Subscriber's name, address, and telephone number will not be listed in any directory or directory assistance records available to the public, except that the number may be included in reference listings. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies pursuant to Rule 20 of this Product Guide.

Territories	Monthly Rate
AT&T	\$2.75
Frontier Southwest	\$7.25 (R)
Frontier Citizens	\$8.44
Frontier (fVerizon)	\$5.00

5. Non-Listed Service

Territories	Monthly Rate
AT&T	\$2.50
Frontier Southwest	\$7.50 (I)
Frontier Citizens	\$9.38
Frontier (fVerizon)	\$6.50

RATES AND CHARGES (*cont'd*)IX. MISCELLANEOUS (*cont'd*)6. Custom Calling Services

Custom Calling Features are offered subject to availability from the underlying carrier:

A. Call Forwarding

Call Forwarding allows for the automatic forwarding (transfer) of all incoming calls to another telephone number. The line can be restored to normal operation at any time.

Busy Call Forwarding allows the forwarding of incoming calls when the line is busy. The forwarded number is fixed by the service order.

Delayed Call Forwarding allows the forwarding of incoming calls when the line remains unanswered after a present number of rings. The number of rings and the forwarded number are fixed by the service order.

Select Call Forwarding allows the automatic forwarding (transfer) of calls from up to ten preselected numbers to another telephone number. The line can be restored to normal operation at any time.

Remote Access Call Forwarding allows the activation and deactivation of the Call Forwarding feature and changes to the forwarded number to number from a location other than where the service is located.

B. Call Waiting

Call Waiting sends a tone signal while a call is in progress to indicate a second call is waiting; and by operation of the switchhook, to place the first call on hold and answer the waiting call. Operation of the switchhook permits passage back and forth between the two calls, but a three-way call cannot be established.

Cancel Call Waiting allows the dialing of an activation code prior to making a call, to cancel the Call Waiting feature. Cancel Call Waiting must be activated each time Call Waiting is canceled.

RATES AND CHARGES (*cont'd*)IX. MISCELLANEOUS (*cont'd*)6. Custom Calling Services (*cont'd*)

C. Three-Way Calling

Three-Way Calling allows the addition of a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The initiator of the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. This feature may be used on both incoming and outgoing calls.

D. Priority Ringing

Priority Ringing differentiates incoming calls from up to ten preselected telephone numbers by signaling with a distinctive ringing pattern.

E. Repeat Dialing

Repeat Dialing allows calls to be automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the originating telephone line with a distinctive ringing pattern when the busy number and the originating line are free.

F. Call Screening

Call Screening allows the automatic blocking of incoming calls from up to ten preselected telephone numbers. The list of number can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply.

RATES AND CHARGES (*cont'd*)

IX. MISCELLANEOUS (*cont'd*)

6. Custom Calling Services (*cont'd*)

G. Call Return

Call Return allows the return of a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. A distinctive ringing pattern signals when the busy number is free. When answered, the call is then completed. The calling party's number is not delivered or announced to the call recipient.

The following monthly rates are in addition to the rates and charges for the associated service.

H. Rates – AT&T Territories

	<u>Monthly Rate</u>
Call Forwarding:	
Busy Call Forwarding	\$12.52
Delayed Call Forwarding	\$12.52
Remote Access Call Forwarding	\$2.00
Call Forwarding Variable	\$27.83
Remote Call Forwarding	\$76.08 (I)

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

6. Custom Calling Services (cont'd)

	Monthly <u>Rate</u>	<u>Per Use</u>
Call Waiting	\$27.83	
Three-Way Calling	\$26.44	\$3.00
Speed Calling (8 Code Capacity)	N/A	
Speed Calling 30	\$22.26	
Priority Ringing	\$4.65	
Repeat Dialing	\$7.00	\$1.99
Call Screening	\$4.65	
Call Return	\$23.66	\$3.00
Toll Restriction	\$329.00 (I)	
Caller ID – Basic	\$38.04	
Caller ID – Deluxe	\$38.04	
Anonymous Call Rejection	\$20.18	
Call Intercept/Privacy Manager	\$55.66	
Direct Connect	\$565.00 (I)	
Call Transfer/Disconnect	\$12.00	

¹ Speed Calling 8 is withdrawn for business customers effective October 31, 2013

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

6. Custom Calling Services (cont'd)

Frontier fVZ Area Feature	Monthly Rate ¹	Feature	Monthly Rate ¹
Anonymous Call Rejection	\$4.00	Caller ID - Deluxe (with ACR)	\$29.00 (I)
Call Block Per line ²	\$5.00	Distinctive Ring ⁷	\$8.50
Call Forwarding, Preferred	\$6.00	Special Call Acceptance	\$2.50
Call Forwarding Basic ⁷	\$7.75	Hunting	\$1.50
Call Forwarding Complete	\$5.50	Speed Calling (30-Code) ⁷	\$4.50
Call Forwarding Don't Answer ⁷	\$7.75	Speed Calling (8-Code) ⁷	\$3.50
Call Forwarding Busy Line ⁷	\$7.50	Three-Way Calling	\$9.00
Call Forwarding Busy Line/Don't Answer	\$8.25	Unlimited *66 Repeat Dialing ⁷	\$5.00
Ultra Forward (Call Forwarding Variable, Remote Access)	\$7.00	Unlimited *69 Call Return ⁷	\$6.25
Call Priority/Selector ³	\$3.00		
Call Tracing - Unlimited	\$6.00	Last Number Redial/Saved Number Redial or Busy Number Redial - Centrex	\$4.00
Call Waiting ⁴	\$25.75 (I)	Per Use Services: *69 Call Return, Repeat Dialing or Three-Way Calling ^{5 (N)}	\$3.00
Cancel Call Waiting ⁴	\$2.00	Remote Call Forwarding, per Path	\$55.00
Call Waiting-Cancel Call Waiting	\$25.75 (I)	Reserve Telephone Number	\$6.00
Caller ID - Basic (with ACR)	\$29.00 (I)	Direct Connect Service ⁶	\$5.00
Call Waiting ID	\$ 1.50		

¹ Rates are per Business Line equipped and may not reflect discounts.² Grandfathered and limited to existing customers as of 3/1/2005³ Grandfathered and limited to existing customers as of 5/26/2005⁴ Grandfathered and limited to existing customers as of 5/26/2005⁵ Application of the per use charge for these services limited to the first (10) ten occurrences per month.⁶ This service is available to Business Measured Service and requires a Business Line.⁷ These services grandfathered as of 11/16/2013.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

6. Custom Calling Services (cont'd)

J. Citizens of CA dba Frontier

	Monthly
Anonymous Call Rejection	\$8.13
Call Forwarding-Basic	\$9.69
Call Forwarding-Busy	\$9.69
Call Forwarding-No Answer	\$9.69
Call Waiting/Cancel Call Waiting	\$30.31 (I)
Caller ID Number only	\$26.19 (I)
Caller ID Deluxe	\$33.75 (I)
Distinctive Ring	\$7.81
Hunting (per line or trunk)	\$1.88
Call Priority Selector (Priority Call)	\$5.56
Remote Call Forwarding, Initial and Add'l Paths	\$45.00
Selective Call Acceptance	\$5.63
Select/Preferred Call Forward	\$7.50
Select Call Block (Selective Call Rejection)	\$6.88
Speed Calling (30-Code)	\$8.74
Speed Calling (8-Code)	\$6.75
Three-Way Calling	\$11.25
Unlimited Call Return	\$7.50
Unlimited Repeat Dialing	\$6.88

RATES AND CHARGES (*cont'd*)IX. MISCELLANEOUS (*cont'd*)

7. Business Package Plans – Frontier Service Area (Citizens Frontier, fFrontier VZ)

A. MetPak Advantage Plans

- (a) The Unlimited Local Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1). The plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, and ZUM Zone 3 usage where facilities permit.
- (b) Monthly rates for Unlimited Local Usage for Business apply per line in addition to B1 monthly line rates.
- (c) All regulations applicable to B1 Service apply to that service when offered with the Unlimited Local Usage for Business package.
- (d) Unlimited Local Usage for Business is only available to business customers who subscribe to MetTel as their carrier for all local and intraLATA toll calls.
- (e) Unlimited Local Usage for Business packages are available to business customers who subscribe to 25 or fewer MetTel lines (voice grade or voice grade equivalent) at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business for a maximum of ten (10) lines.
- (f) Unlimited Local Usage for Business package is not available with the following services:
 - ISDN Basic Service
 - ISDN Primary Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Foreign Exchange Service
 - Customer Owned Pay Telephone (COPT)

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

7. Business Package Plans – Frontier Service Area (continued)

A. MetPak Advantage Plans (continued)

- (g) Unlimited Local Usage for Business package does not apply to the following calls or services:
- Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit/Calling Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900 and 976 Service
 - Wide Area Telecommunications and 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - 69 (per activation)
- (h) Unlimited Local Usage for Business applies to voice traffic only. MetTel reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may immediately suspend, restrict or cancel the Service without advance notice.
- (i) Customers may discontinue their enrollment in the package at any time upon request to the Utility with no termination liability for Month-to-Month terms.

<u>Advantage Plan</u>	<u>Month-to-Month</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>
Per Basic Exchange Access				
Business Line ¹ – Unlimited				
Local and Regional	\$38.00	\$36.10	\$35.35	\$34.20
<u>Advantage Plus Plan²</u>				
Per Basic Exchange Access				
Business Line ¹ – Unlimited	\$48.00	\$46.10	\$45.35	\$44.20

¹ Plans Available with Business Measured Rate POTS Lines and Centrex Lines Only - Pricing for both plans is in addition to line rate. ²Features on POTS lines include: Anonymous Call Rejection, Call ID with Name, Call Waiting, Call Forwarding, 3-Way Calling, Speed Dialing 8, Unlimited *69 Call Return and *66 Repeat Dial.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

7. Business Package Plans – AT&T California Service Area

A. MetPak Plus Bundled Service Plan

(a) MetPak Plus Bundled Service Plan is an optional business package offer that provides the following;

1. Business Network Access Line
2. Unlimited Local Usage
3. Custom Calling Features
4. Fixed monthly rates for 12, 24 or 36 month term or a Month-to-Month Option

(b.) Available Features

Call Management features associated with the Service Plan Plus option are available on each line in the package at no extra charge. The customer may choose any of the following features for each line in the package.

Anonymous Call Rejection	Call Waiting ID
Call Block	Caller ID Name and Number
Call Forward Busy Line	Hunting
Call Forward Don't Answer	Remote Access Call Forwarding
Call Forward Don't Answer Ring Control	Repeat Dialing
Call Forward Variable	Speed Calling 8
Call Return	Speed Calling 30
Call Waiting	Three Way Calling

(c.) Requirements

Customers must use MetTel as their local and regional toll carrier. These plans only apply to voice traffic for sent-paid, directly dialed calls. Calls to Internet Service Providers which is not voice traffic is not covered under the plan. The plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI, ISDN PRI, Digital PBX Trunks, Remote Call Forwarding, Foreign Exchange, Coin or Pay Telephone Service or for use with Dial-up Modems, Predictive Dialers, Call Center operations, Broadcast Fax, Data Transmissions or Toll Free Services. Additional restrictions may apply.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

7. Business Package Plans – AT&T California Service Area (continued)

A. MetPak Plus Bundled Service Plan (continued)

(d.) Rates*

(T)

	MTM	12 Months	24 Months	36 Months
MetPak Plus Bundled Plan, per line per month	\$350.00	\$180.00	\$170.00	\$160.00

* These plans are grandfathered effective 11/17/24 and are only available to existing customers at their current rates at existing locations. Renewals or extensions of MTM or term contract rates are no longer available.

(N)
|
(N)

RATES AND CHARGES (*cont'd*)IX. MISCELLANEOUS (*cont'd*)

7. Business Package Plans – Other Services

A. MetPath™ ISDN PRI Service with Unlimited Local Calling ^[1]

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

Each of these products is offered under a 12, 24 or 36 month term agreement ^[2]. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

MetPath™ ISDN PRI includes the following non-optional Feature Package: Inbound Calling Line ID-Name & Number and Call by Call Selection. Regional Toll and Long Distance Services must be PIC'd to MetTel. These rates are in addition to ISDN PRI and DS1 rates below.

Recurring Charges

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

[1] Availability of services must be verified with MetTel based on customer address and NPA-NXX. Rates do not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes.

[2] If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

7. Business Package Plans – Other Services (cont'd)

A. MetPath™ ISDN PRI Service with Unlimited Local Calling (cont'd)

		Non-Recurring Charge		
		12 Months	24 Months	36 Months
All Areas	First Line	ICB	ICB	ICB
	Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge ¹		Per PRI		
	All Areas	ICB		
Order Supplement Charge ²		First Change	Subsequent	
	All Areas	ICB	Change	
			ICB	
Order Cancellation Charge ³		Per PRI		
	All Areas	ICB		

Non-Recurring ChargesB. MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling^[4]

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a MetPath digital port on a local MetTel switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

^[1]Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

^[2]Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will MetTel be obligated to accept more than three (3) changes to a requested service date.

^[3]The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

^[4]Availability of services must be verified with MetTel based on customer address and NPA-NXX. Rates do not included FCC End User Charge, FCC Port Charge, or other surcharges and taxes.

RATES AND CHARGES (*cont'd*)IX. MISCELLANEOUS (*cont'd*)7. Business Package Plans – Other Services (*cont'd*)B. MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling (*cont'd*)

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the MetTel network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement ^[1]. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

Regional Toll and Long Distance Services must be PIC'd to MetTel. These rates are in addition to ISDN PRI and DS1 rates below.

Monthly Recurring Charges

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

Non-Recurring Charges

	Non-Recurring Charge		
	12 Months	24 Months	36 Months
All Areas			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge ^[2]	Per DS1		
All Areas	ICB		

[1] If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

[2] Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

RATES AND CHARGES (*cont'd*)**IX. MISCELLANEOUS** (*cont'd*)**7. Business Package Plans – Other Services** (*cont'd*)**B. MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling** (*cont'd*)

Order Supplement Charge ^[1] All Areas	First Change ICB	Subsequent Change ICB
Order Cancellation Charge ^[2] All Areas	Per DS1 ICB	

C. MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service ^[2]

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

This product is offered under a 12, 24 or 36 month term agreement ^[3]. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to MetTel.

MetPath™ ISDN PRI with Unlimited Local and Bundled 5,000 Long Distance MOU

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 5,000 MOUs (including regional toll).

[1] Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will MetTel be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

[2] Availability of services must be verified with MetTel based on customer address and NPA-NXX. Rates does not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes.

[3] If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

RATES AND CHARGES *(cont'd)***IX. MISCELLANEOUS** *(cont'd)***7. Business Package Plans – Other Services** *(cont'd)***C. MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service** *(cont'd)*

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN PRI with Unlimited Local and Bundled 10,000 Long Distance MOU

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 10,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN PRI with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 15,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN PRI with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 30,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

RATES AND CHARGES (*cont'd*)**IX. MISCELLANEOUS** (*cont'd*)**7. Business Package Plans – Other Services** (*cont'd*)**C. MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service** (*cont'd*)**MetPath™ ISDN PRI with Unlimited Local and Bundled 50,000 Long Distance MOU**

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 50,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN PRI with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 100,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

D. MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service ^[1]

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a MetPath digital port on a local MetTel switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the MetTel network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

[1] Availability of services must be verified with MetTel based on customer address and NPA-NXX. Rates does not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes.

RATES AND CHARGES (*cont'd*)**IX. MISCELLANEOUS** (*cont'd*)**7. Business Package Plans – Other Services** (*cont'd*)**D. MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service** (*cont'd*)

Each of these products is offered under a 12, 24 or 36 month term agreement ^[1]. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to MetTel.

MetPath™ ISDN DS1 with Unlimited Local and Bundled 5,000 Long Distance MOU

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 5,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN DS1 with Unlimited Local and Bundled 10,000 Long Distance MOU

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 10,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN DS1 with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 15,000 MOUs (including regional toll).

[1] If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

RATES AND CHARGES *(cont'd)***IX. MISCELLANEOUS** *(cont'd)***7. Business Package Plans – Other Services** *(cont'd)***D. MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service** *(cont'd)*

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN DS1 with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 30,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN DS1 with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 50,000 MOUs (including regional toll).

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

MetPath™ ISDN DS1 with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 100,000 MOUs (including regional toll).

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

7. Business Package Plans – Other Services (cont'd)

D. MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (cont'd)

All Areas	Monthly Recurring Charge		
	12 Months ICB	24 Months ICB	36 Months ICB

E. MetPath™ ISDN BRI Service ^[1]

MetPath™ ISDN BRI (Basic Rate Interface) uses standard “twisted pair” cables and is nearly three times faster than a 56K dial up line. MetPath ISDN PRI (Primary Rate Interface) uses a 1.544 Mbps digital transport facility (T1). Both services provide the superior clarity of digital transmission, a high-speed data interface and sufficient bandwidth capacity to fulfill your current and future communication needs.

ISDN BRI consists of two 64 Kbps B (Bearer) channels and one 16 Kbps D (Data) channel. Each B channel has the ability to integrate voice, data, image and video. The B channels may be kept separate or bonded together to deliver 128 Kbps.

Monthly Recurring Charges(AT&T Areas)

	Monthly Rate
ISDN BRI Basic Rate Service Package	\$6120.00 ^[2]
(I)ISDN BRI Flat Rate Digital Service	\$12251.25 ^[3]
Flat Rate Includes Line Charge and Local Usage	\$18371.25

(Frontier fVzn Area) (C)

ISDN BRI Access	\$1319.40 (N)
ISDN BRI Single User Digital Line # @	\$316.80 (I)
ISDN BRI Multi User Digital Line # @@	\$396.00 (I)
ISDN BRI "B" Channel Configurations:	
a) Circuit Switched Voice per "B" Channel	\$2.48
b) Circuit Switched Data per "B" Channel	\$221.76 (I)
c) Alternate Circuit Switched Voice/Data per "B" Channel	\$253.44 (I)
Link Extension Facility, per BRI	\$887.04 (N)
Intrastate Rate for Circuit Switched Data, per minute	\$0.0990

Measured Rate Line at additional charge

@ Any combination of CSV, CSD, or CSV/D assigned per B Channel

@@ CSV, CSD, or CSV/D assigned to both B Channels

[1] Availability of services must be verified with MetTel based on customer address and NPA-NXX. Rates do not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes.

[2] ISDN BRI Basic Rate is a supplement to individual Measured Rate Service.

[3] Includes ISDN BRI Basic Rate Service Package

RATES AND CHARGES (*cont'd*)

IX. MISCELLANEOUS (*cont'd*)

7. Business Package Plans – Other Services (*cont'd*)

E. MetPath™ ISDN BRI Service (*cont'd*) ^[1]

(Citizens Areas)

ISDN BRI Digital Line Measured Rate ¹	\$31.25 (I)
ISDN BRI Digital Line Flat Rate ¹	\$156.25 (I)

Non Recurring	
ISDN BRI Loop Extension	\$62.50
Packet Switched Data per "B" Channel	\$250.00
Packet Switched Data per "D" Channel	\$2.50
Secondary Directory Number	\$2.50

[1] These ISDN BRI rates are a supplement to individual Message Rate or Flat Rate Service.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

7. Business Package Plans – Other Services (cont'd)

F. METPATH™ Digital Centrex Service (cont'd)

MetPath™ Digital Centrex Service provides central-office based feature - such as station-to-station dialing, conference calling and call forwarding - designed to support business subscribers. MetVoice CentrexNet and MetVoice CentrexPak offer customers a choice in scale and functionality.

1. Frontier Territory

	Monthly Rate <u>Per line</u>
MetVoice CentrexNet Feature Package 1000	
2 – 25 Lines	\$142.60 (I)
25 – 50 Lines	95.39
51 – 100 Lines	138.16 (I)
101+ Lines	137.20 (I)
MetVoice CentrexNet Feature Package 2000	
2 – 25 Lines	\$145.10 (I)
25 – 50 Lines	97.89
51 – 100 Lines	140.66 (I)
101+ Lines	139.70 (I)
MetVoice CentrexNet Feature Package 3000	
2 – 25 Lines	\$146.35 (I)
25 – 50 Lines	99.14
51 – 100 Lines	141.91 (I)
101+ Lines	140.95 (I)

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

7. Business Package Plans – Other Services (cont'd)

F. METPATH™ Digital Centrex Service (cont'd)

1. Frontier Territory (cont'd)

	<u>Monthly Rate Per line</u>
MetVoice CentrexPak	
Assume Dial 9 ¹	
2 – 30 Lines	\$107.63 (I)

¹Typically Centrex services require the end user to dial 9 in order to place a call that is external to their Centrex group. Assume 9 eliminates the need to dial any prefix digit when placing an outside call.

²Term plans are available for 12, 24 or 36 Months.

2. AT&T Territory

Rates for Centrex services may be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the California Public Service Commission Staff upon request on a proprietary basis.

2.1 Measured Rate Centrex is available for the following per line rates.

Monthly	\$878.20
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Centrex subscribers will also be charged a Centrex Feature Package

Monthly	\$50.00
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2. Citizens Tel Centrex Service	\$68.04
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RATES AND CHARGES (*cont'd*)IX. MISCELLANEOUS (*cont'd*)8. Directory Assistance

Users of the company's calling services (excluding 800 services), may obtain assistance in determining telephone numbers within California by calling the Directory Assistance operator.

Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, as specified in this Product Guide, plus the charge for Directory Assistance.

Non-published telephone numbers are not available from the Directory Assistance service.

	<u>Local</u>	<u>National</u>
AT&T Territories	\$5.99	\$5.99
Frontier Southwest	\$5.99	\$5.99
Citizens of CA dba Frontier	\$5.99 (I)	\$5.99 (I)
Frontier fVZ	\$5.99	\$5.99

A credit will be given for calls to Directory Assistance when:

1. the Customer experiences poor transmission or is cut-off during call.
2. the Customer is given an incorrect telephone number, or the Customer inadvertently misdials an incorrect Directory Assistance NPA.
3. to receive a credit, the Customer must notify the Company of the problem experienced.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

9. 900/976 Blocking

- A. The Company will, upon a Subscriber's request and where technically feasible, block calls placed from the Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers, whether directly dialed or placed through operator assisted service provided by the Company's operators. Call Blocking and Remove Call Blocking charges apply as specified below. At central offices where per-line blocking is not technically feasible, all calls to 976 and 900 numbers will be blocked.
- B. The Company may block calls placed from a Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers if the Subscriber fails or refuses to pay any charges billed by the Company for calls to such numbers, except for any charges for which adjustments have been granted. Call Blocking and Remove Call Blocking charges apply as specified below.
- C. The Company may block calls placed from a Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers if the accrued, unpaid charges to be billed by the Company for calls to such numbers at any time exceeds \$150 and the Company is unable to contact the Subscriber to assure the Subscriber's agreement to pay for such calls. Call Blocking and Remove Call Blocking charges do not apply.

D. Rates

	Non-Recurring <u>Charge</u>	Monthly <u>Rate</u>
<u>Call Blocking</u>	\$15.00	no charge
<u>Remove Call Blocking</u>	\$5.00	no charge

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

10. Subscriber Intrastate Access ServiceA. General Description

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

B. Limitations

- (1) A telephone number is not provided with Subscriber Intrastate Access Service.
- (2) Detail billing is not provided with Subscriber Intrastate Access Service.
- (3) Directory listings are not included with Subscriber Intrastate Access Service.
- (4) Intercept arrangements are not included with Subscriber Intrastate Access Service

C. Undertaking of the Company

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

D. Term of Service

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

E. Rate Regulations

- (1) The Subscriber Access Charge shall not apply to Lifeline customers.
- (2) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this Product Guide and any contract. No other credits are available for Subscriber Intrastate Access Service.

RATES AND CHARGES (*cont'd*)**IX. MISCELLANEOUS** (*cont'd*)**10. Subscriber Intrastate Access Service** (*cont'd*)

- (3) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.
- (4) The Subscriber Access Charge, as set forth in F following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.
- (5) For each local exchange service provided as remote call forwarding business service under the Product Guide, the Subscriber Access Charge does not apply.

Rates

Business Customer Service Type	ILEC AREA/OCN			
	AT&T/5170	FRONTIER/ 4420, 2319	FRONTIER SW fVZ/ 863F	FRONTIER CITIZENS/2308, 2342, 3402, 2315
Single Line Local Exchange Service	7.21	7.50	7.50	7.50
Multi-line Local Exchange Service	7.21	10.20	10.20	10.20
Centrex	7.21	10.20	10.20	10.20
Trunks	7.21	10.20	10.20	10.20
PRI	36.05	51.00	51.00	51.00
(D)	(D)	(D)	(D)	(D)
BRI	7.21	8.00	8.00	8.00

RATES AND CHARGES (*cont'd*)IX. MISCELLANEOUS (*cont'd*)

11. Local Telecom Surcharge

Rate Regulations,

Telecommunications rules and regulations allows Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in IX. 16 following for rates.

12. Carrier Access Recovery Charge

Rate Regulations,

Customers assessed a Subscriber Intrastate Access Charge as specified in IX.10 preceding will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table IX. 16 following for rates.

13. Regulatory Recovery Fee-State

Rate Regulations,

Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in IX. 16 following for rates.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

14. End User Port Charges

Rate Regulations,

Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges. These services include:

- Business Lines, Centrex Lines
- Integrated Services Digital Network (ISDN) – Basic Rate and Primary Rate
- T-1 Digital PBX Services
- PBX Trunks

See table in IX. 17 following for rates

15. Local Portability Charge

Rate Regulations,

1. Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.
2. The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below applies to all local exchange service lines provided by the Company. See table in IX. 16 following for rates.

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

16. (LTS, CARC, RRF-S and LPC) applies to all service areas.

Monthly Per Line or Per Trunk*

Services	Business			
	Local Telecom Surcharge	Carrier Access Recovery Charge	Regulatory Recovery Fee-State	Local Portability Charge
Single Line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Multi-line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Lifeline customer	-	-	-	-
ISDN BRI	\$5.00	\$4.50	\$2.99	\$1.49
ISDN PRI (rates per svc.)	-	\$22.50	\$14.95	\$53.55
Foreign Exchange-Single Line	\$5.00	\$4.50	\$2.99	\$1.49
Foreign Exchange-Multi-Line	\$5.00	\$4.50	\$2.99	\$1.49
Remote Call Forward	\$5.00	-	-	\$1.49
Centrex	\$5.00	\$4.50	\$2.99	\$1.49
Trunks	\$5.00	\$4.50	\$2.99	\$10.71
T-1/Digital PBX (rates per svc.)	-	\$22.50	\$14.95	\$53.55

*Unless otherwise noted

RATES AND CHARGES (cont'd)

IX. MISCELLANEOUS (cont'd)

17. End User Port Charge Rate Table

Services	<u>Business Monthly Per Line or Per Trunk*</u>			
	End User Port Charge			
	AT&T/5170	Frontier/ 4420, 2319	Frontier SW fVZN 863F	Frontier Comm. (2308, 2342, 3402, 2315)
Single Line Local Exchange Svc.	\$0.99	-	-	-
Multi-line Local Exchange Svc.	\$0.99	-	-	-
Lifeline customer	-	-	-	-
ISDN BRI	\$0.99	\$1.00	\$1.00	\$6.91
ISDN PRI (rates per svc.)	\$32.80	\$32.80	\$32.80	\$59.21
Foreign Exchange—Single Line	\$0.99	-	-	-
Foreign Exchange—Multi-Line	\$0.99	-	-	-
Remote Call Forward	-	-	-	-
Centrex	\$0.99	-	-	-
Trunks	\$0.99	-	-	-
T-1/Digital PBX (rates per svc.)	\$28.18	-	-	59.21

*Unless otherwise noted

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Andoni Economou
COO & EVP
55 Water Street, 32nd Floor
New York, NY 10041

RATES AND CHARGES (cont'd)

X. TAXES AND SURCHARGES

Applicable Taxes

In addition to the charges specifically pertaining to the Company's services, certain federal, state, and municipal surcharges, taxes, and fees will be applied. These surcharges, taxes and fees are calculated based upon the amount billed to the end user for the Company's intrastate services. Such charges include, but are not limited to, the surcharges and fee set forth below:

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

RULES

Rule 1 - Definitions

A. Definitions

1. Applicant: The term "Applicant means an individual, partnership, corporation, association, or government agency who applies to the Company for any new or additional telephone service.
2. Base Rate Area: The term "base rate area" means a closely built up section of an exchange area as shown in the effective and current tariffs of AT&T or Frontier.
3. Business Hours: The phrase "business hours" means the time after 8:00 A.M. and before 5:00 P.M., Monday through Friday excluding holidays.
4. Commission: The term "Commission" means the Public Utilities Commission of the State of California.
5. Company: The term "Company" or "Utility" means Metropolitan Telecommunications of California LLC
6. Delinquent or Delinquency: The terms "delinquent" and "delinquency" refer to an account for which payment has not been paid in full on or before the last day for timely payment.
7. Hunting Service: The term "Hunting Service" means an arrangement to search multiple lines of the same class of service and of the same customer for a vacant line for each incoming call.
8. Legal Holiday: The term "Legal Holiday" means New Year's Day (January 1), Washington's Birthday (3rd Monday in February), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25).

RULES (cont'd)

Rule 1 - Definitions (cont'd)

A. Definitions (cont'd)

9. Local Calling Area: (a) In the case of local exchanges in AT&T's service territory, the term "Local Calling Area" means either: (i) the Zone 1, Zone 2, and Zone 3 areas of the ZUM rate area in which the Subscriber's premises is located, as shown in AT&T's current and effective tariff; or (ii) in the case of Subscribers not located in a ZUM rate area, the extended service areas in which the Subscriber's premises is located, as shown in AT&T's current and effective tariff.
(b) In the case of local exchanges in Frontier's Service territory, the term "Local Calling Area" means the local exchange in which the Subscriber's premises is located and the Zone 1, Zone 2, and Zone 3 extended area exchanges for that local exchange as shown in Frontier's current and effective tariff.
10. Local Access Transport Area ("LATA"): The phrase "Local Access Transport Area" means a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 820192.
11. Minor Rate Increase: The term "minor rate increase" means an increase that, on a cumulative basis with other increases that took effect within the prior 12 months, is both less than 1% of the Company's total intrastate revenue and less than 5% of the affected service's rates.
12. Major Rate Increase: The term "major rate increase" means an increase that is not a Minor Rate Increase.
13. Non-Published or Unlisted Service: The term "non-published or "unlisted" service means service that is not accompanied by inclusion of the Subscriber's name, address, or telephone number in a published directory or directory assistance data base.
14. Subscriber: The term "Subscriber" means the firm, company, corporation, or other entity that contracts for service under this Product Guide and that is responsible for the payment of charges as well as compliance with the Company's regulations pursuant to this Product Guide.

RULES (cont'd)

Rule 2 - Description of Service

- A. The Company provides business local exchange telephone services between points within the base rate areas of local exchanges served by AT&T and Frontier as shown on the Company's maps contained herein or as incorporated by reference herein.
- B. The application of business rates to the services provided the Company is governed by the actual or obvious use made of the service by the Subscriber.
- C. The Company does not undertake, by this Product Guide, to provide, maintain, repair, or operate any wiring, equipment, facilities, or service on the Subscriber's side of the point of demarcation as specified in the demarcation tariff schedules of AT&T and Frontier¹ filed with the Commission that are current and effective as of the effective date of this Product Guide sheet.

Rule 3 - Application for Service

- A. Applicant's requesting new or additional services from the Company may be required to provide identification acceptable to the Company. In addition, Applicants may be required to meet credit or deposit requirements as set forth in this Product Guide.

¹ See: AT&T Cal. P.U.C. Schedule No. A2.2.1.20
Frontier Schedule Cal. P.U.C. No. A-9

RULES (cont'd)

Rule 3 - Application for Service (cont'd)

- B. At the time of all initial contacts for service, Applicants will be informed of the basic services available to the class of Subscriber to which the Applicant belongs. In addition, Applicants will be informed of their right to request blocking of access to 900 and 976 pay-per-call information services.
- C. Service may be initiated based on a written or oral agreement between the Company and the customer. In either case, prior to the agreement, the customer shall be informed of all rates and charges for the services the customer desires and any other rates or charges which will appear on the customer's first bill.
- D. In the event the Company accepts an oral request for service, the Company will, within 7 days of initiating the service order, provide a confirmation letter setting forth a brief description of the services ordered and itemizing all charges that will appear on the customer's bill. The letter will be in the language in which the sale was made.
- E. Within 10 days of initiating service, the Company will provide all new Subscribers with a written statement of all material terms and conditions that could affect what the Subscriber pays for local exchange services provided by the Company. ^[1]
- F. Applicants whose requests for service are accepted by the Company are responsible for all charges for services provided by the Company, including any charges to the Company assessed by any underlying carrier for special arrangements or services undertaken on the Applicant's behalf. In the event an Applicant cancels, changes, defers, or modifies any request for service before the service commences, the Applicant remains responsible for any nonrecoverable costs incurred by the Company in meeting the Applicant's request prior to cancellation, change, deferral, or modification, including any charges to the Company assessed by any underlying carrier for special arrangements or services undertaken on the Applicant's behalf. Notwithstanding the foregoing, an Applicant will not be liable for any charges or nonrecoverable costs that were not disclosed to the Applicant by the Company before initiating service.

[1] Pursuant to General Order 168, Rules 3d and 3e.

RULES (cont'd)

Rule 3 - Application for Service (cont'd)

- G. Applicants who are denied service due to failure to establish credit or pay a deposit will be given the reason for the denial in writing within 10 days of the denial of service.
- H. Subscribers may cancel without termination fees or penalties any new service or any new contract for service within 30 days after the new service is initiated. This Rule does not relieve the subscriber from payment for per use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the subscriber canceled.
- I. When establishing an installation or repair appointment for which the subscriber must be present, the carrier 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 carrier offering the repair or installation service shall provide a \$25 minimum credit to the subscriber unless the appointment was missed because (1) the carrier was denied access to the premises, (2) force majeure, or (3) the carrier cancelled or rescheduled the appointment no later than 5:00 p.m. two business days prior to the appointment. This credit is independent of any remedies available to the subscriber under Civil Code §1722(c) or elsewhere.

Rule 4 – (Reserved)

RULES (cont'd)

Rule 5 - Special Information Required on Forms

A. Customer Bills

The Company will be identified on each bill. Each bill will prominently display a toll-free number for service or billing inquiries, along with an address where the Subscriber may write. If the Company uses a billing agent, the Company will also include the name of the billing agent. Each bill for telephone service will contain notations concerning the following areas:

- (1) When to pay the bill;
- (2) Billing detail including the period of service covered by the bill;
- (3) Late payment charge and when applied;
- (4) How to pay the bill;
- (5) Questions about the bill;
- (6) Network access for interstate calling;

RULES (cont'd)

Rule 5 - Special Information Required on Forms (cont'd)

A. Customer Bills (cont'd)

(7) In addition to the above, each bill will include the following statement:

"This bill is now due and payable; it becomes subject to a late payment charge if not paid within 15 calendar days of the due date, which is the date of mailing, as shown by the postmark on the billing envelope, or such later date as shown on the bill itself. Should you question this bill, please request an explanation from the Company.

"If you believe you have been billed incorrectly you may file a complaint with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102. To avoid having service disconnected, payment of the disputed bill should be made 'under protest' to the CPUC or payment arrangements acceptable to the Company should be made pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform you of your recourse to pursue the matter further with the Commission."

B. Deposit Receipts

Each deposit receipt shall contain the following provisions:

"This deposit, less the amount of any unpaid bills for service furnished by the Company, shall be refunded, together with any interest due, within 30 calendar days after the discontinuance of service, or after 12 months of service, whichever comes first. However, deposits may not receive interest if the customer has received a minimum of two notices of discontinuance of service for nonpayment of bills in a 12-month period"

RULES (cont'd)

Rule 6 - Establishment and Reestablishment of Credit

Each Applicant must provide credit information satisfactory to the Company or pay a deposit.

A. A deposit will not be required if:

The Applicant provides a credit history acceptable to the Company. Credit information contained in an Applicant's account record may include, without limitation, account establishment date, 'can-be-reached' number, name of employer, employer's address, driver's license number or other acceptable personal identification, billing name, and location of current and previous service. Credit will not be denied for failure to provide a social security number. A cosigner or guarantor with a credit history acceptable to the Company agrees in writing to be responsible for all charges.

B. The Company will not refuse a deposit to establish credit for service. However, the Company may request the deposit to be in cash or another acceptable form of payment (e.g., cashier's check, money order, bond, letter of credit.)

Rule 7 - Deposits and Advance Payments

A. Deposits:

1. Requirement: The Company may require an Applicant or an existing Subscriber who fails to establish a satisfactory credit history to post a deposit as a guarantee for the payment of charges as a condition to receiving service or additional services. The Company reserves the right to review an Applicant's or Subscriber's credit history at any time to determine if a deposit is required.

RULES (cont'd)

Rule 7 - Deposits and Advance Payments (cont'd)

A. Deposits: (cont'd)

2. Amount: The amount of the deposit will not exceed twice the estimated average bill for the class of service applied for. In the event a customer requests services in addition to basic service, the average bill will reflect the aggregate services requested by the customer.
3. Nondiscrimination: Deposit requirements will not be based on race, sex, creed, national origin, marital status, age, number of dependents, condition of physical handicap, source of income, or geographical area of business.
4. Refund or Credit: Upon discontinuance of service or prompt and timely payment of all charges for twelve consecutive billing periods, whichever comes first, the Company will refund the deposit together with any interest due. In the case of discontinuance of service, the Company will credit the deposit to the charges stated on the final bill. The balance, if any, will be returned to Subscriber within 30 days after the discontinuance of service. In the case a refund is due after timely payment of the Company's charges, the Company will refund the deposit and interest within 30 days after discontinuance of service or after 12 months of service, whichever comes first. Payment of a charge is satisfactory if received prior to the date that the charge becomes delinquent provided that it is not returned for insufficient funds or closed account.

RULES (cont'd)

Rule 7 - Deposits and Advance Payments (cont'd)

A. Deposits: (cont'd)

5. Interest: 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.

B. Advance Payments:

1. At the time an application for service is made, an Applicant may be required to pay an amount equal to one month's service charges and applicable service connection charges. The amount of the first month's service charges and applicable service connection charges will be credited to the Subscriber's account on the first bill rendered. Company shall not collect advance payment for usage.
2. Negotiation of a subscriber's advance payment shall not itself obligate the Company to provide services or continue to provide service if a later check of Applicant's credit record is unacceptable to the Company and no deposit has been tendered. In the event that service is not provided, the advance payment will be refunded.

RULES (cont'd)Rule 8 - NoticesA. General

1. A carrier shall notify all affected subscribers at least 25 days in advance of every proposed change in its subscribers' service agreements or non-term contracts that may result in higher rates or charges or more restrictive terms or conditions. The subscriber notice shall present in a clear and conspicuous manner the following statement: "Your Rates, Terms or Services Have Changed", and shall describe the current and proposed rates, terms or conditions, as appropriate. Where required by D.02-01-038 (or General Order 96-B, when issued), the notice must also describe the reason for the proposed change to a rate or charge and state the impact of the change in dollar and percentage terms.
2. No carrier initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the subscriber in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition, the change being made in that term or condition and following statement: "The terms of your contract have changed, and you may terminate it within 30 days from the effective date of the change without penalty." If the subscriber terminates service within 30 days from the effective date of the change, the subscriber shall not be assessed any otherwise applicable early termination penalty. A carrier may not use this contract change provision to change term-contract rates or charges.
3. Unless otherwise provided by these Rules, any notice by the Company to a Subscriber must be given by written notice mailed to the Subscriber's last known address. Where written notice is given, the notice will be of a legible size and printed in type having a minimum point size of 10. Mailed notices will be deemed given on the date of mailing as shown by the postmark on the notice or envelope that contains the notice. Notices shall be a legible size and printed in a minimum point size of 10 and are deemed made on date of presentation.
4. Unless otherwise provided by these Rules, any notice by a Subscriber or its authorized representative may be given verbally to the Company by telephone or at the Company's business office or by written notice mailed to the Company's business office.

RULES (cont'd)Rule 8 - Notices (cont'd)B. Rate Information

Rate information and information regarding the terms and conditions of service will be provided in writing upon request by an Applicant or Subscriber. Notice of major increases in rates will be provided in writing to Subscribers and postmarked at least 30 days prior to the effective date of the increase. No customer notice is required for minor rate increases or for rate decreases. Subscribers will be advised of optional service plans in writing as they become available. In addition, Subscribers will be advised of changes to the terms and conditions of service no later than the Company's next billing cycle.

If the Company provides information to a consumer which is allegedly in violation of its Product Guide, the consumer shall have the right to bring a complaint against the Company.

C. Discontinuance of Service

1. Subscribers are responsible for notifying the Company of their desire to discontinue service on or before the date of disconnection. Such notice may be either verbal or written.

RULES (cont'd)

Rule 8 - Notices (cont'd)

C. Discontinuance of Service (cont'd)

2. Notices to discontinue service for nonpayment of bills will be provided in writing by first class mail to the Subscriber not less than 7 calendar days prior to termination. Each notice will include all of the following information:

- a. The name and address of the Subscriber.
- b. The amount that is delinquent.
- c. The date when payment or arrangements for payment must be made in order to avoid termination.
- d. The procedure the Subscriber may use to request amortization of the unpaid charges.
- e. The procedure the Subscriber may use to initiate a complaint or to request an investigation concerning service or charges.
- f. The telephone number of the Company's representative who can provide additional information or institute arrangements for payment.
- g. The telephone number of the Commission's Consumer Affairs Branch (CAB) where the Subscriber may direct inquiries.
- h. Local service may not be discontinued for nonpayment of Category III or other unregulated competitive services.

D. Change of Ownership or Identity

The Company will notify Subscribers in writing of a change in ownership or identity in the Company's next monthly billing cycle.

RULES (cont'd)

Rule 8 - Notices (cont'd)

E. Privacy

The Company will, in accordance with the provisions below, furnish Subscribers with a written description of how it handles Subscribers' private information and a disclosure of any ways that such information might be used or transferred that would not otherwise be obvious to the Subscriber. This information will be provided at the time service is initiated and annually thereafter.

1. Privacy of Personal Information

The Company is subject to Public Utilities Code section 2891, which prohibits the Company from making any of the following information concerning subscribers available to third persons:

(i) personal calling patterns, excluding caller identification information that is passed in accordance with the provisions of Public Utilities Code section 2893 or billing information that federal law or regulation requires the Company to pass to the person who is called by the Subscriber;

(ii) credit or other personal financial information, except for information that is provided pursuant to Commission order requiring the provision of such information to other public utilities, or a centralized credit check system, for purposes of determining credit worthiness of new utility customers;

(iii) the services provided to the Subscriber, including information services provided by third parties over the Company's lines;

(iv) individual demographic information, or aggregate information from which individual identities and characteristics have not been removed;

RULES (cont'd)Rule 8 - Notices (cont'd)E. Privacy (cont'd)1. Privacy of Personal Information (cont'd)

Any Subscriber who gives written consent for the release of one or more of the foregoing categories of personal information will, upon written request, be informed by the Company of the identity of the personal or corporation to whom any such information has been released. The Company will notify each Subscriber who is requested to consent to the release of such information of the provisions of this paragraph. Consent for the release of such information may be rescinded by the Subscriber upon 30 days' written notice to the Company. Information subject to the protection from disclosure under Public Utilities Code section 2891 does not include:

- (i) information provided by the Subscriber for inclusion in directories of Subscribers;
- (ii) information customarily provided through directory services;
- (iii) postal Zip Code information;
- (iv) information provided to a collection agency by the Company exclusively for the collection of unpaid debts;
- (v) information provided to an emergency service agency responding to a 911 call or any other call communicating an imminent threat to life or property;
- (vi) information provided to a law enforcement agency in response to lawful process;
- (vii) information that is required by the Commission pursuant to its jurisdiction and control over the Company;
- (viii) information that is transmitted between the Company and other telephone corporations in order to furnish service between or in their service areas; or

RULES (cont'd)

Rule 8 - Notices (cont'd)

E. Privacy (cont'd)

1. Privacy of Personal Information (cont'd)

(ix) information that is required to be provided by the corporation pursuant to rules and orders of the Commission or the Federal Communications Commission regarding the provision of information services by third parties.

2. Subscriber Lists

The Company is subject to Public Utilities Code section 2891.1, which prohibits the Company from including unlisted or unpublished telephone numbers assigned to Subscribers in any list of telephone numbers that is sold or licensed by the Company, unless the Subscriber requests otherwise by written notice to the Company. However, the Company may provide such telephone numbers in the following cases:

- (i) to a collection agency, to the extent such disclosures are supervised by the Commission, exclusively for the collection of unpaid debts;
- (ii) to any law enforcement agency, fire protection agency, public health agency, public environmental agency, city or county emergency services planning agency, or private for-profit agency operating under contract with, and at the direction of, one or more of these agencies, for the exclusive purpose of responding to a 911 call or communicating an imminent threat to life or property;
- (iii) in response to lawful process issued under state or federal law;
- (iv) to a telephone corporation providing service between service areas for the purpose of providing such service to the Subscriber, or to third parties for the purpose of providing billing services; and
- (v) to the Commission pursuant to its jurisdiction and control over the Company.

RULES (cont'd)Rule 8 - Notices (cont'd)E. Privacy (cont'd)3. Disclosure of Telephone Numbers During 800, 888 and 900 Calls

The Company will provide an annual written notice to all Subscribers that use of 800, 888, and 900 numbers may result in disclosure of the Subscriber's telephone number to the called party.

4. Caller I.D.

The Company will provide Subscribers with notice prior to participating in the provision of call identification services that: (i) callers using the Company's service may withhold display of the calling telephone number, on an individual call basis, from the telephone instrument of the individual receiving a telephone call by dialing 67 as the first three digits of the number being called; (ii) Subscribers may request that the Company withhold display of the calling number, on a per line basis, from the telephone instruments of all individuals receiving telephone calls dialed over the Subscriber's line, and in such case, callers using the line may allow display of the calling telephone number, on an individual call basis, by dialing 82 as the first three digits of the number being called; and, (iii) there is no charge for withholding display of the calling number in accordance with this rule.

The foregoing provisions do not apply to: (i) identification services used within the same limited system, including, but not limited to, a Centrex or private branch exchange system, as the recipient telephone; (ii) identification services that are used on public agencies' emergency telephone lines or on lines that receive the primary emergency telephone number (911); (iii) identification services provided in connection with legally sanctioned call tracing or tapping procedures; and (iv) identification services provided in connection with 800, 888, or 900 access code services.

RULES (cont'd)

Rule 8 - Notices (cont'd)

E. Other

On request, the Company will provide each Applicant and Subscriber with the following information:

1. The California Public Utilities Commission identification number or its registration to operate as a telecommunications corporation within California.
2. The address and telephone number of the California Public Utilities Commission to verify its authority to operate.
3. A copy of the Consumer Protection Regulations adopted by the California Public Utilities Commission applicable to local exchange services provided by the Company.
4. A toll-free number to call for service or billing inquiries, along with an address where the Applicant or Subscriber may write the Company.
5. A full disclosure of all fictitious names under which the Company operates.
6. The names of billing agents the Company uses in place of performing the billing function itself.

RULES (cont'd)

Rule 9 - Rendering and Payment of Bills

- A. Subscribers' bills are issued monthly. The Subscriber will receive bills on or about the same day of each month. Months are presumed to have 30 days. The billing date is dependent on the billing cycle assigned to the Subscriber. Each bill contains monthly recurring charges billed in advance, usage charges billed in arrears, and the last date for timely payment. Recurring charges will be prorated in the event that the service for which the charges are made is less than 30 days.
- B. Bills are due and payable as specified on the bill. Bills may be paid by mail or in person at the Company's business office or an agency authorized to receive such payment. All charges for service are payable only in United States currency. Payment may be made in cash, check, money order, or cashier's check.
- C. Subscribers' payments are considered prompt when received by the Company or its agents within 22 days of the due date. Payments will be credited within 24 hours of receipt by the Company or its agent. The due date is the date the bill is mailed, as shown by the postmark on the billing envelope, or such later date as set forth on the Subscriber's bill. A Subscriber will have 22 days from the due date to timely pay the charges stated. The late payment date will be prominently displayed on the customer's bill.
- D. However, if a Subscriber's service has been discontinued within the past 12 months or if a Subscriber incurs usage charges during a billing period which are equal to at least 200% of the amount of the Subscriber's deposit or guarantee, payment may be demanded for the usage charges by a telephone call to the Subscriber followed by written notification of such demand sent by first class mail. If the usage charges remain unpaid for five days from the rendition of written notification or a mutually established late payment arrangement date or 30 days from the date of the bill, the usage charge will be deemed delinquent.

[1] The Company concurs with General Order 168, Rule 6

RULES (cont'd)

Rule 9 - Rendering and Payment of Bills (cont'd)

- E. Charges deemed delinquent will be subject to a late payment charge accruing at the rate of 1-1/2% per month from the due date on all delinquent amounts.
- F. A bill will not include any previously unbilled charge for service furnished prior to three months immediately preceding the date of the bill, except charges for collect calls, credit card calls, third party calls and "error file" calls (those that cannot be billed due to the unavailability of complete billing information to the Company), which shall have a three-month backbilling period.
- G. Telephone bills shall, at a minimum, contain the following information: (1) billing carrier's name, consistent with Rule 6(b) above; (2) period of service covered by the bill (excluding services for which backbilling is permitted); (3) payment due date; (4) late payment charge (if applicable) and date after which it may be applied; (5) how to pay; and, (6) the carrier's toll-free number for billing inquiries and disputes, along with a postal address, or an e-mail address if the subscriber has agreed to communicate via electronic media, where the subscriber may send a billing inquiry or complaint in writing.
- H. In addition to the billing requirements above, each bill shall include the following statement in clear, readable type:

If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846.

If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The CPUC handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California consumer protection rules are available online, at www.cpuc.ca.gov.

RULES (cont'd)Rule 10 - Disputed Bills

In the event a Subscriber disputes the amount of a bill for the Company's service, the Company will, at the Subscriber's request, conduct an investigation and review of the disputed amount. However, the undisputed portion of the bill must be paid within 15 days of the due date or the Subscriber's service may be subject to disconnection if the Company has notified the customer by written notice of such delinquency and impending termination. If after investigation and review of the bill by a manager of the Company, the dispute is unresolved and the disputed portion of the bill is not paid within 15 days of the due date, the Company will notify the Subscriber in writing:

1. That in lieu of paying the disputed bill the Subscriber may deposit within 7 days with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, the amount claimed by the Company 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. The Company shall respond to Consumer Affairs Branch's requests for information within 10 business days.

RULES (*cont'd*)

Rule 10 - Disputed Bills (*cont'd*)

4. That upon receipt of the deposit, the PUC will notify the Company, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith;
5. That service will not be discontinued for non-payment of the disputed bill when deposit has been made with the PUC pending the outcome of the PUC's review;
6. That failure of the Subscriber to make such a deposit within 7 days after the date upon which the notice was given will warrant discontinuance of service without further notice, provided that service will not be disconnected prior to the date shown on the bill; and,
7. That, if before completion of the PUC's review, additional bills become due that the Subscriber wishes to dispute, the Subscriber also deposit with the PUC the additional amounts claimed by the Company to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of service.
8. After the investigation and review are completed by the Company, if the customer elects not to deposit the amount in dispute with Consumer Affairs Branch, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Company notifies the customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the due by date shown on the bill.

RULES (*cont'd*)

Rule 10 - Disputed Bills (*cont'd*)

9. In the case of a billing dispute between a subscriber and a carrier, the carrier shall investigate the charge(s) the subscriber has informed the carrier are in question, and shall reach a determination and communicate it to the subscriber within 30 days. During the time the investigation is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the subscriber prevails, then no late charge or penalty may be imposed on the amount in dispute.
10. A carrier may not disconnect service to a subscriber for non-payment of a disputed amount before seven calendar days after the date the carrier notifies the subscriber in writing of the results of its investigation. In no event shall the carrier disconnect service for non-payment of a disputed amount prior to the due date shown on the bill.

RULES (cont'd)

Rule 11 - Discontinuance and Restoration of Service

A. Discontinuance and Restoration of Service

1. Subscribers may discontinue service by giving the Company proper notice as specified in Rule 8, section C.1. The subscriber is responsible for payment of all charges incurred for the period during which service is rendered. In addition, if termination occurs prior to the end of a current contract term, the customer may be liable for a termination fee as provided in Rule 4.
2. No minimum or termination charge will apply if service is terminated because of condemnation, destruction, or damage to the property by fire or other causes beyond the control of the Subscriber.
3. Basic Service will not be disconnected for non-payment of anything other than single line business, Flat Rate and/or Measured Rate Service.

B. Discontinuance by the Company

1. The Company may discontinue service under the following circumstances:
 - (i) Nonpayment of any sum due to the Company for service more than 15 days beyond the due date. In the event an action is brought for nonpayment, the non-prevailing party may be liable for reasonable court costs and attorney's fees as determined by the Commission or by the court.
 - (ii) A violation of, or failure to comply with, any regulation governing the furnishing of service.
 - (iii) In accordance with the provisions of Rule 18.
 - (iv) Failure to post a required deposit or guarantee.
 - (v) In the event that the Subscriber supplied false or inaccurate information of a material nature in order to obtain service.

RULES (cont'd)

Rule 11 - Discontinuance and Restoration of Service (cont'd)

B. Discontinuance by the Company (cont'd)

- (vi) Incurring charges not covered by a deposit or guarantee and evidencing an intent not to pay such charges when due.
- (vii) Any violation of the conditions governing the furnishing of service.
- 2. Service may be discontinued during business hours on or after the date specified in the notice of discontinuance, which date will be at least 7 days after such notice is given. Service will not be discontinued on any Saturday, Sunday, legal holiday, or any other day when the Company's offices are not available to facilitate reconnection of service.

C. Restoration of Service

- 1. The Company will restore service to a Subscriber upon full payment of all amounts due and the Subscriber's payment of a deposit or reestablishment of credit. However, the Company may refuse to accept a personal check if the Subscriber's check for payment of service has been dishonored, excepting bank error, within the last twelve months. The Company will impose a charge for restoration of service after disconnection in accordance with its Product Guide.
- D. Where a subscriber is offered and agrees to an alternative payment plan, the carrier must provide confirmation of the terms in writing if the subscriber so requests.

Rule 12 - Information to be Provided to the Public

- A. A copy of this Product Guide will be available for public inspection on the Company's public website at <http://www.mettel.net/tariffs.html>.
- B. A copy of this Product Guide will be provided by the Company on request upon payment of a nominal fee to cover postage and copying costs.

Rule 13 - (Reserved)

RULES (cont'd)

Rule 14 - Continuity of Service

Company concurs with the AT&T and Frontier limitation of liability tariffs regarding credit for service interruptions as stated in Appendix B and C of D.95-12-057.

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

Rule 15 - Limitation of Liability

Company concurs with the AT&T and Frontier limitation of liability tariffs as stated in Appendix B and C of D.95-12-057.

A. Liability of the Company

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 Company, the liability of the Company shall be limited to and in no event exceed the sum of \$10,000.
3. The Company will not provide a credit allowance for interruptions of service caused by the Subscriber's facilities, equipment, or systems.
4. Except as provided in section A.3, the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services or facilities furnished by the Company under this Product Guide up to and including its local loop demarcation point, including exchange, toll, private line, supplemental equipment, alphabetical directory listings (excluding the use of bold face type), and all other services, shall in no event exceed an amount equal to the pro rata charges to the Subscriber for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error, or defect, provided, however, that where any mistake, omission, interruption, delay, error, or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the Subscriber for all services or facilities for the period affected by the mistake, omission, interruption, delay, error, or defect.

RULES (cont'd)

Rule 15 - Limitation of Liability (cont'd)

A. Liability of the Company (cont'd)

5. The following allowances are provided for interruptions in service, as specified for particular services furnished solely by the Company.
 - a. The Company shall allow for interruptions in exchange telephone service of 24 hours or more not due to conduct of Customer an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowances will be given in successive 24-hour multiples.
6. Subject to Section A.3 of this rule, the Company shall allow for errors or omissions in alphabetical telephone directories (excluding the use of bold face type) an amount within the following limits:
 - a. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the effective life of the directory in which the error occurred.
 - b. For listings and lines of information in alphabetical telephone directories furnished at additional charge, an amount not in excess of the charge to the Customer for exchange service during the period of the error or omission occurred.
 - c. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the period the error or omission continued.
 - d. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.
 - e. For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and fixed charges for the service during the effective life of the directory in which the error occurred.

RULES (cont'd)

Rule 15 - Limitation of Liability (cont'd)

A. Liability of the Company (cont'd)

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

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

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

RULES (*cont'd*)

Rule 16 - Use of Service for Unlawful Purposes

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

RULES (cont'd)

Rule 17 - Unauthorized Use

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

Rule 18 -Legal Requirements for Refusal or Discontinuance of Service

California Public Utilities Commission Decision No. 91188 in Case No. 4930 requires that each communications utility operating under the jurisdiction of the PUC include the provisions of the rule set forth in Appendix "B" of that Decision as a part of the rules in the Company's schedules. Accordingly, Appendix "B" of Decision No. 91188, Case No. 4930, is quoted herein:

"APPENDIX 'B'"

- "1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing 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. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result.
- "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

RULES (cont'd)

Rule 18 - Legal Requirements for Refusal or Discontinuance of Service (cont'd)

- "2. [Cont'd] for interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. 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 utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the Customer the utility shall promptly restore such service.
- "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 that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result, 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

RULES (cont'd)

Rule 18 - Legal Requirements for Refusal or Discontinuance of Service (cont'd)

- "5. [Cont'd] 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 as its San Francisco or Los Angeles office concerning any provision of this rule."
- "6. At the expiration of 15 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 Company 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.
- "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 any 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 co-partnership, 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."

RULES (*cont'd*)

Rule 18 - Legal Requirements for Refusal or Discontinuance of Service (*cont'd*)

For the information of the Company's Subscribers, the address of the Commission office is as follows:

Public Utilities Commission
Consumer Affairs Branch
State Building
505 Van Ness Avenue, Room 2003
San Francisco, California 94102

RULES (*cont'd*)

Rule 19 - Change of Service Provider

A. Solicitation of Customer Authorization for Service Termination and Transfer

Solicitations by the Company or other carriers, or their agents, of Subscriber authorization for termination of service with an existing carrier and the subsequent transfer to a new carrier must include current rate information on the new carrier and information regarding the terms and conditions of service with the new carrier. Such solicitations must conform to Public Utilities Code Section 2889.5. All such solicitations must be legible and printed in a minimum point size type of at least 10 points. A penalty or fine of up to \$500 may apply for each violation of this rule.

B. Unauthorized Service Termination and Transfer

The Company or other carrier, as applicable, will be held liable for both the unauthorized termination of service with an existing carrier and the subsequent transfer to its own service. The Company and other carriers are responsible for the actions of their respective agents that solicit unauthorized service termination and transfers. If the Company or other carrier engages in such unauthorized activity, the Company or other carrier, as applicable, shall restore the Subscriber's service to the original carrier without charge to the Subscriber. All billings during the unauthorized service period shall be refunded to the applicant or Subscriber. A penalty or fine of up to \$500 payable to the Commission may apply to each violation of this rule. As prescribed under Public Utilities Code Section 2108, each day of a continuing violation shall constitute a separate and distinct offense. If the Company or other carrier engages in such unauthorized activity, the Company or other carrier, as applicable, shall reimburse the original carrier for reestablishing service at the rate of the original carrier.

RULES (cont'd)

Rule 20 - Nonpublished Service; Release of Information

California Public Utilities Commission's Decision Nos. 92860 and 93361, in Case No. 10206, required 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 schedules. Accordingly, Appendix "A" of Decision Nos. 92860 and 93361, Case No. 10206 is quoted herein:

APPENDIX "A"

Nonpublished Service

- a. Definition of nonpublished service: Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public. This information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by telephone utilities in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with the rules herein established for the release of nonpublished information.

- b. Agencies authorized to receive information:

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

- (1) An agency of the federal government which is lawfully authorized to:

Conduct investigations or make arrests for violations of the criminal laws of the United States; or

RULES (cont'd)

Rule 20 - Nonpublished Service; Release of Information (cont'd)

b. Agencies authorized to receive information: (cont'd)

Prosecute violations of the criminal laws of the United States; or

Enforce civil sanctions which are ancillary to criminal statutes; or

Conduct investigations into matters involving the national security of the United States; or

Protect federal or foreign officials; or

Protect public health and safety; or

Conduct emergency rescue operations.

- (3) Any public health agency of the State of California or of a city, county, or other local government.
- (4) County or city 911 projects.
- (5) State Fire Marshall and Local Fire Departments or Fire Protection Agencies.
- (6) Collection agencies, to the extent disclosures made by the agency are supervised by the Commission, exclusively for the collection of unpaid debts.
- (7) California Public Utilities Commission pursuant to its jurisdiction and control over telephone and telegraph corporations.

c. Procedure for release of nonpublished information to authorized agencies.

- (1) A telephone utility shall only provide nonpublished information to persons within authorized agencies who are either:

RULES (cont'd)

Rule 20 - Nonpublished Service; Release of Information (cont'd)

c. Procedure for release of nonpublished information to authorized agencies. (cont'd)

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

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

Employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated in b.(2) preceding; or

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

Employees of an agency listed in b.(5) preceding when engaged in an investigation involving arson or when engaged in firefighting duties in which there is immediate peril to life or property.

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

RULES (cont'd)

Rule 20 - Nonpublished Service; Release of Information (cont'd)

c. Procedure for release of nonpublished information to authorized agencies. (cont'd)

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

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

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

d. Notification to Customer

- (1) The telephone utility shall not notify a customer regarding the release of customer's nonpublished information unless the customer contacts the utility and specifically requests to know whether their nonpublished information has been released.
- (2) When a customer inquires of the utility whether their nonpublished information has been released, the customer shall be informed that if information has been released they will be notified by mail about what information was released and which agency requested the information. If there was no release of nonpublished information, the customer will receive no communication from the utility.

RULES (*cont'd*)

Rule 20 - Nonpublished Service; Release of Information (*cont'd*)

d. Notification to Customer (*cont'd*)

- (3) If requesting agency certifies that disclosure to a customer about the release of his or her nonpublished information to that agency could impede an ongoing criminal investigation, the telephone utility shall withhold notice to the customer for a period of one year from the date of release of the information to the agency.
- (4) The one-year period of nondisclosure shall be extended to successive one-year periods upon new written certification by the agency in each instance.
- (5) If no request has been made for nondisclosure to the customer, the customer who inquires shall be notified in writing as to the identity of the agency which requested the nonpublished information and the information released.

If there has been a request for nondisclosure within 25 working days after the expiration of any outstanding certification for nondisclosure, or any renewal of such certification, a customer who has previously inquired, at any time during the period of nondisclosure, whether their nonpublished information was released, shall automatically be notified in writing by the utility that such information was released and which agency received this information.

e. Exception for Health Officers

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

RULES (cont'd)

Rule 20 - Nonpublished Service; Release of Information (cont'd)

f. Release of Information to Interexchange Carriers

The utility will provide nonpublished information to an interexchange carrier who needs the information for allocation, billing, or service purposes as set forth in the Company's carrier access schedule as set forth in this Product Guide or incorporated by reference herein.

g. Retention of Records

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

h. Unsolicited Telephone Efforts

The utility will not contact nonpublished customers by telephone using unlisted number(s) for unsolicited sales efforts.

RULES (*cont'd*)

Rule 21 - Credit Information and Calling Records; Release of Information

California Public Utilities Commission's Decision Nos. 92860 and 93361, in Case No. 10206, requires that the Commission include the provisions of the rule set forth in Appendix "B" of that decision as a part of the rules in the Utility's schedules. Accordingly, Appendix "B" of Decision Nos. 92860 and 93361, Case No. 10206 is quoted herein, except as modified by Decision Nos. 83-06-066, 83-06-073 and 83-09-061.

APPENDIX "B"

Release of Credit Information and Calling Records

a. Definitions

(1) Credit Information

A customer's credit information is the information contained in the customer's utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, customer's social security and/or driver's license number, billing name, location of previous service. Not included in customer credit information for purposes of these rules are: non-published customer information, or customer's name, address, and telephone number as listed in the telephone directory.

(2) Calling Records

Calling records are the records of calls made from a customer's telephone no matter how recorded and regardless of whether such information appears in the customer's monthly telephone service bill. Toll records, the name and address of the called party, and pen registers are examples of calling records.

RULES (cont'd)

Rule 21 - Credit Information and Calling Records; Release of Information (cont'd)

b. Release of Customer Credit Information and Calling Records

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

- (1) Upon receipt of a search warrant obtained pursuant to California or federal law, or of a Federal Grand Jury Subpoena or a Federal Agency Subpoena; or
- (2) Upon making return to a subpoena or subpoena duces tecum, when it reasonably appears to the telephone utility that the procedures set out in Code of Civil Procedures Section 1985.3, or successor provisions, as they then exist, have been followed. The utility shall not produce the records if there has not been compliance with CCP Section 1985.3. The utility shall abide by all orders to quash, protective orders, and similar court orders which may be issued with regard to the subpoenaed credit information and calling records.
- (3) Upon receiving permission of the customer to release the information.

c. Deferral of Notification

- (1) Notification to the customer will be deferred, and no disclosure made for a period of 90 days, if there is a certification for nondisclosure in the body of a subpoena or search warrant. The certification for nondisclosure must contain a statement that there is sufficient reason to believe that such notification would impede the investigation in which the request is made. Upon making return to the court to a subpoena, the telephone utility shall request instruction from the court whether it should notify the customer of its receipt of the subpoena before divulging the information or records requested.

RULES (cont'd)

Rule 21 - Credit Information and Calling Records; Release of Information (cont'd)

c. Deferral of Notification (cont'd)

- (2) The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probably cause to believe notification to the customer would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.
- (3) Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or warrant or, if that person is unavailable, by another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.
- (4) Within five working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the customer.

d. Exception to Procedure for Release or Credit and Calling Records

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

e. Retention of Records

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

RULES (*cont'd*)

Rule 22 - Deaf and Disabled Equipment Distribution Program

The Company has contracted¹ with AT&T and Frontier to offer equipment and services to eligible deaf and disabled Subscribers. Please contact the Company's business office for details of this program.

¹ Subject to completion of negotiations prior to commencing service.

RULES (*cont'd*)

Rule 23- 911 Emergency Service

- a. End users may access 911 emergency service over the Company's facilities at no charge to Subscribers or end users.
- b. The Company will continue to provide access to 911 emergency service at no charge to any Subscriber whose service is discontinued under Rule 11 until such time as service is rendered by another carrier.

RULES (cont'd)

Rule 24 – Discounts for Qualifying Public Service Agencies

A. Availability of Discounts Under CTF

In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund (“CTF”). CTF provides discounts on telecommunications services delineated herein, among other detariffed and unregulated services, to qualifying schools, libraries, hospitals and health clinics, community based organizations and California community colleges, approved by the CPUC, as described below. Federal funding or subsidy given to CTF participants for CTF eligible services shall first be taken into account prior to applying the CTF discount. If state funding for the CTF is exhausted, participants will be backbilled for all discounts advanced by the Company.

1. Entities Qualified to Receive Discounts Under CTF

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

a. Schools.

Public and non-profit schools providing elementary or secondary education, which do not have endowments of more than \$50 million.

b. Libraries.

Libraries that are eligible for participation in state based plans for funds under Title III of the Library Services and Construction Act.

c. Hospitals and Health Clinics.

Hospital district owned hospitals and health clinics, municipal and county government owned and operated hospitals and health clinics.

d. Community Based Organizations (CBOs).

Tax exempt organizations offering Head Start programs, health care, job training, job placement, educational instruction, or a non-profit CBO operating a community technology center engaged in diffusing technology into a local community, and training a local community that has limited or no access to the Internet and other technologies shall qualify for the discount rate for CBOs or a non profit CBO providing 2-1-1 information and referral services. A “tax exempt organization” shall refer to an organization described in Section 501 (c) (3) or 501 (d) of the Internal Revenue Code, Title 26 of the United States Code.

e. California Community Colleges.

California community colleges and/or districts.

RULES (cont'd)

Rule 24 – Discounts for Qualifying Public Service Agencies (cont'd)

2. Services Eligible for CTF Discounts

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

- a. Measured Business Service
- b. Switched 56
- c. Integrated Services Digital Network (ISDN) Service
- d. DS1 Service
- e. DS3
- E. Optical Carrier Network (OCN) Point to Point Service

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

3. Discounts Applicable to Eligible Services

a. Hospitals and Health Clinics

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

b. Schools and Libraries

Participating schools and libraries shall be entitled to a 50% discount off Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in paragraph 2 preceding, after first deducting the applicable E-rate discounts. The 50% discount shall be calculated as follows:

(1) If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all services (eligible for CTF) after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.

(2) If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.

RULES (cont'd)

Rule 24 – Discounts for Qualifying Public Service Agencies (cont'd)

3. Discounts Applicable to Eligible Services (cont'd)

b. Schools and Libraries (cont'd)

(3) The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate. The following schools and libraries shall be entitled to a 50% discount off the entire Guidebook rates or negotiated/contract rates, whichever are lower, for services identified in paragraph 2 preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

Service or Billing Issues

MetTel is Just a Call or Email Away

MetTel wants to promptly address and efficiently resolve questions or issues about your service. Call us toll-free or send us an email for matters regarding customer care, billing, sales, maintenance, or any other concerns, as follows:

Customer Care Business // Call Toll-Free 1.800.876.9823

Service Associates are available 24 hours a day, 7 days a week for billing inquiries, technical or repair issues, moves and other service matters.

Email: customerservice@mettel.net

For billing inquiries and other non-urgent service matters you may want to send us an email. Please be sure to include your account number.

The California Public Utilities Commission (CPUC) has asked all utility companies including MetTel, to provide our customers with the following statement:

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

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

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

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

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