

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

| <u>Revision Number</u>        | <u>Sheet</u> |
|-------------------------------|--------------|
| <b>6<sup>th</sup> Revised</b> | <b>CS A*</b> |
| <b>1<sup>st</sup> Revised</b> | <b>1*</b>    |
| Original                      | 2            |
| Original                      | 3            |
| 2 <sup>nd</sup> Revised       | 4            |
| 2 <sup>nd</sup> Revised       | 5            |
| Original                      | 5.1          |
| 3 <sup>rd</sup> Revised       | 6            |
| 3 <sup>rd</sup> Revised       | 7            |
| 5 <sup>th</sup> Revised       | 8            |

\* New or revised Sheet

(To be inserted by utility)

Advice Letter No. 448

Decision No. 17-11-016

*Issued by*

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Dec 1, 2017

Effective January 1, 2018

Resolution No. \_\_\_\_\_



A13. PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

13.2 RATES - Continued

|   | <u>NON-RECURRING<br/>CHARGE</u> | <u>MONTHLY<br/>RATE</u> |
|---|---------------------------------|-------------------------|
| C. Direct Inward Dialing (DID)<br>Station Numbers                                       |                                 |                         |
| 1. First 200 DID station numbers<br>- Each 100 DID station numbers<br>in the same group | \$379.96                        | \$42.75                 |
| 2. Over 200 DID station numbers<br>- Each 100 DID station numbers<br>in the same group  | 66.49                           | 42.75                   |
| 3. Block of 20 DID station numbers<br>In the same trunk group                           | 142.49                          | 14.25                   |
| 4. Change Charge<br>to remove or add number(s)<br>within a block of DID numbers         | 128.24                          | N/A                     |
| D. Hunting Service<br>- Each PBX trunk line<br>arranged for hunting                     |                                 |                         |
|   | **                              | 1.50                    |

\*In addition to the appropriate trunk line rates.

\*\*Non-recurring charges are not applicable if Hunting Service is ordered at the time of the trunk order; otherwise, see applicable Rates 13.2.B, preceding for Trunk Change charges.

(Continued)

(To be inserted by utility)

Advice Letter No. 365a

Decision No. 07-01-024

**Issued by**

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. \_\_\_\_\_

A13. PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

13.3 SPECIAL CONDITIONS

A. PBX Trunk Lines

1. Rates apply to trunk lines furnished in connection with business PBX service, order receiving equipment service provided with PBX service, and to trunk line service furnished with customer-provided multiline terminating systems used for similar purposes and connected to such service under provisions of Schedule Cal. P.U.C. No. A30, Connection of Customer-Provided Terminal Equipment.
2. PBX Trunk Line Service is only available as a business grade of service.

B. Direct Inward Dialing (DID) Service

1. DID service is furnished where operating conditions and the availability of facilities permit, and in accordance with Schedule Cal. P.U.C. No. A2, Rule 2, Description of Service.
2. DID service will be provided to PBX dial switching equipment. Regulations for connection of customer-provided facilities and equipment, as set forth in Schedule Cal. P.U.C. No. A30, Connection of Customer-Provided Terminal Equipment, are applicable.
3. DID service must be provided on all lines in a trunk group arranged for inward service. Each DID trunk group shall be considered a separate service. If non-DID trunks are furnished, they must be in separate trunk groups from the DID service trunks.
4. Directory listings will be furnished in accordance with Schedule Cal. P.U.C. No. A16, Directory Listings and Joint User Service, as it applies to Business Primary Service listings and to PBX trunks. DID numbers furnished herein may be listed at appropriate rates.
5. Intercepting of numbers assigned to the customer that are vacant or not in use by the customer is the responsibility of the customer. Attendant or suitable machine intercept shall be arranged.

All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

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**Issued by**

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A13. PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

13.3 SPECIAL CONDITIONS - Continued

B. Direct Inward Dialing (DID) Service - Continued

6. Each block of 20 or 100 station numbers are charged separately. Customers may select blocks of 20 and/or 100 numbers, each priced separately. The Utility may be required to select blocks of 20 DID station numbers to form a block of 100 station numbers. These blocks will not be priced separately.
7. The maximum number of stations provided within each block shall be either 20 or 100 station numbers.
8. DID service is normally provided with dial pulse signaling. At a customer's request, tone signaling may be provided where facilities are available. The arrangement of both dial and tone outpulsing within the same trunk group will not be offered.
9. The charges as set forth in Rates 13.2.C. preceding are applicable to customer's request for changes to or rearrangement of the existing station numbers, including the addition of DID numbers to a block of station numbers.
10. Trunk Charges as set forth in Rates 13.2.B. preceding apply to central office modifications of trunk lines at the customer's request.
11. Answer Supervision shall be provided by the customer in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations and the Administrative Council for Terminal Attachment (ACTA) Standards publication TIA-968-A. Where a customer fails to provide Answer Supervision the Utility may discontinue service for failure of the customer to provide Answer Supervision upon written notification and such failure has not been remedied within a reasonable time.
12. Service Connection charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, do not apply to this service.

- C. E9-1-1, Automatic Number Identification (ANI), and Automatic Location Identification (ALI) Provisioning for Multi-Line Telephone Systems (N)  
 (N)

It is the customer's responsibility to provide, and update if necessary, accurate ANI and ALI sub-address information to the 9-1-1 database administrator. Once the customer provides ANI and ALI sub-address information to the 9-1-1 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the Public Safety Answering Point (PSAP) for 9-1-1 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-Line Telephone System. (N)  
 (N)

(Continued)

(To be inserted by utility)  
**Advice Letter No.** 420  
**Decision No.** 13-07-019

**Issued by**  
Harry H. Baker  
NAME  
President  
TITLE

(To be inserted by Cal. P.U.C.)  
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**Effective** October 24, 2013  
**Resolution No.** \_\_\_\_\_

A13. PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

13.3 SPECIAL CONDITIONS - Continued

D. Discount to Certain Entities

1. Qualifying Schools and Libraries

- a. Qualifying schools and libraries shall be entitled to a 25% CTF voice discount off the monthly recurring rates for flat rate business service after first deducting the applicable E-Rate discounts. Effective July 1, 2016, the 25% CTF voice 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 25% CTF voice discount will be applied to the monthly recurring rates for flat rate business services after deducting the 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 25% CTF voice discount will be applied to the monthly recurring rates for flat rate business services after deducting the actual E-Rate discount from the billed amount.
  - (3) The statewide average discount is deducted from the customer's services solely for the purpose of calculating the appropriate 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.
  - (4) If the customer subscribes to CTF-eligible services that are ineligible for E-Rate discounts, the 25% CTF voice discount applies to the full rate of the CTF-eligible services.
  - (5) For schools, the CTF discount amount shall be no higher than their Federal E-Rate subsidy. If the E-Rate discount is 0%, the customer will retain the CTF voice discount of 25%. (N) (L)
  - (6) The California Teleconnect fund E-Rate cap shall be effective as of the customer's first billing cycle that begins on or after November 1, 2016. (N) (L)

(L) Material now located on Cal. P.U.C., A13, Sheet 5.1.

(Continued)

(To be inserted by utility)

Advice Letter No. 439c  
16-04-021  
Decision No. 15-07-007

**Issued by**

Cynthia A. Huber  
NAME  
President  
TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 26, 2017  
Effective July 1, 2016  
Resolution No. \_\_\_\_\_

A13. PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

13.3 SPECIAL CONDITIONS - Continued

D. Discount to Certain Entities - Continued

1. Qualifying Schools and Libraries - Continued

b. 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 shall be entitled to a 25% CTF voice discount off the entire monthly recurring rates for flat rate business services.

c. Non-recurring service connection and/or move and change charges are not subject to a discount.

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

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

f. There is no limit to the number of subsidized lines that a qualifying school or library can have.

(L)

(C)

(L)

(L)

(L)

(L) Material previously shown on Cal. P.U.C., A13, Sheet 5.

(L) Material previously shown on Cal. P.U.C., A13, Sheet 6.

(Continued)

(To be inserted by utility)

Advice Letter No. 439c  
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A13. PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

13.3 SPECIAL CONDITIONS - Continued

D. Discount to Certain Entities – Continued

2. Qualifying Municipal and County Government or Hospital District Owned and Operated Hospitals and Health Clinics

a. Qualifying municipal and county government or hospital district owned and operated hospitals and health clinics shall be entitled to a 25% CTF voice discount off the monthly recurring rates for flat rate business service. Public or non-profit health care providers in rural areas may be eligible for Federal rural health care discounts equal to the difference between urban and rural rates. Effective July 1, 2016, the 25% CTF voice discount shall be calculated for Rural Health Care Providers (RHCP) as follows:

(1) Apply 25% CTF voice discount on CTF eligible services subscribed to by RHCPs that did not apply for Rural Health Care Program (RHC) funding in a given fiscal year.

(2) Apply 25% CTF voice discount on CTF eligible service subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for the FY.

(3) Adjust the CTF discount received by RHCPs when RHC funding is received after June 24, 2011 for funding for FY 2010-11 and FY 2011-12.

(4) By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF eligible services.

(5) The Utility shall continue to apply the 25% CTF voice discount on CTF eligible service for RHCPs that do not apply for RHC funding.

b. Non-recurring service connection and/or move and change charges are not subject to a discount.

c. There is no limit to the number of subsidized lines that a qualifying municipal or county government or hospital district owned and operated hospital or health clinic can have.

(L) Material now located on Cal. P.U.C., A13, Sheet 5.1.

(Continued)

(To be inserted by utility)

Advice Letter No. 439c  
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A13. PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE

13.3 SPECIAL CONDITIONS - Continued

D. Discount to Certain Entities - Continued

3. Qualifying Community Based Organizations (CBOs)

- a. Qualifying community based organizations shall be entitled to a 25% CTF voice discount off the monthly recurring rates for flat rate business service. Effective July 1, 2016, the 25% CTF voice discount shall be calculated as follows:
  - (1) By September 21, 2011, the Utility shall first apply the actual federal E-Rate discount prior to applying the CTF discount to CBOs that offer Head Start programs with an actual E-Rate discount.
  - (2) The Utility shall first apply the statewide average E-Rate discount developed and updated annually by the Commission effective July 1<sup>st</sup> prior to applying the CTF discount if the CBO that offers Head Start programs does not have an actual E-Rate. However, the implementation of deducting the statewide average E-Rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not apply for E-Rate.
  - (3) If the customer subscribes to CTF-eligible services that are ineligible for E-Rate discounts, the 25% CTF voice discount applies to the full rate of the CTF-eligible services.
- b. The applicant must submit an application for each physical location to establish eligibility.
- c. The applicant must re-verify CTF program eligibility every three years.
- d. Non-recurring service connection and/or move and change charges are not subject to a discount.
- e. Only a tax exempt organization under Section 501(c)(3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code, offering health care, job training, job placement, or educational instruction, including community technology programs defined in the Public Utilities Code Section 884(b), shall qualify for the discounted rates for CBOs. The CBO must provide proof at the time of application that it is a tax-exempt organization.
- f. There is no limit to the number of subsidized lines that a qualifying CBO can have.

(Continued)

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