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

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* New or revised Sheet.

(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. _____

A12. INTEGRATED SERVICE DIGITAL NETWORK -
 PRIMARY RATE INTERFACE

12.1 GENERAL INFORMATION

12.1.1 APPLICABILITY

Applicable to Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI), an optional local telecommunications service that allows business customers to connect suitably equipped ISDN customer premises equipment (CPE) to the Utility's central office switch using Primary Rate Interface (PRI) packages.

12.1.2 TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

12.2 RATES

	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>
A. Primary Rate Interface (PRI) Service Packages		
1. Package 1 (Includes 23 individual 64 Kbps B channels and one 64 Kbps D channel)* - Each	\$ 750.00	\$ 220.00
2. Package 2 (Includes an additional 24 individual 64 Kbps B channels, requires Package 1 to operate)* - Each	750.00	220.00
3. Package 3 (Includes an additional 23 individual 64 Kbps B channels and one backup 64 Kbps D channel, requires Package 1 to operate)* - Each	750.00	270.00

Standard Features included with each of the above packages are: Calling Line Identification with Intra-Serving Arrangement, B Channel Configuration, and Dedicated Service and/or Call by Call Service Selection.

*The required T-1 digital transport facility is not included with this package and must be ordered separately.

(Continued)

(To be inserted by utility)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.2 RATES - Continued

	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>
B. PBX Trunk Groups Each Trunk*		
1. In-Only Trunk	Rates Applicable to PBX Trunk Lines, as listed in Schedule Cal. P.U.C. No. A13, Private Branch Exchange Trunk Line Service	
2. Out-Only Trunk		
3. Two-Way Trunk		
4. Direct Inward Dialing Trunk		

*Trunks are required in sufficient quantities to meet the traffic demand.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
 PRIMARY RATE INTERFACE

12.2 RATES - Continued

	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>
C. PRI Service Packages Optional Features		
1. Alternate Route - Each route	\$ 150.00	\$ 10.00
2. Calling Name Display - Each PRI serving arrangement	125.00	10.00
3. Dialing Plan - Each entity in a PRI serving arrangement	200.00	75.00
4. Message Waiting Indicator - Each PRI serving arrangement	125.00	10.00
5. Network Ring Again - Each PRI serving arrangement	125.00	10.00
6. PRI Subgroup -Each subgroup	125.00	10.00
7. Private Facility Connection -Each facility group/trunk group connected	250.00	100.00
8. User-to-User Information - Each PRI serving arrangement	125.00	10.00

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
 PRIMARY RATE INTERFACE

12.2 RATES - Continued

	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>
C. PRI Service Packages		
Optional Features - Continued		
9. B Channel Packet Service		
- Each B Channel dedicated	\$ 275.00	\$ 150.00

Standard Features included with B Channel Packet Service are: 15 Logical Channels, Fast Select Initiate and Accept, Flow Control Parameter Negotiation, Throughput Class Negotiation, and Closed User Group (Member).

	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>
a. B Channel Packet Service		
Optional Features		
(1) Additional Logical Channels		
- Each Equipped B Channel Packet Service	\$ 125.00	\$ 5.00
(2) Closed User Group		
- Each Utility administered group	125.00	5.00
(3) Packet Hunting		
- Each B Channel Packet Service in the hunt group	5.00	1.00
(4) Permanent Virtual Circuits		
- Each Utility administered end	125.00	5.00

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.2 RATES - Continued

D. Change Charges

	<u>NON-RECURRING CHARGE</u>
1. PRI Miscellaneous Change Charge -Each affected PRI serving arrangement	\$ 400.00
2. PRI Move Charge -Each PRI interface	900.00
3. Change B Channel Packet -Each affected B Channel Packet Service	175.00
4. Miscellaneous Network Change Charge -Each affected associated service	28.00

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS

A. Description of Service

Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI) is an international standard for sending digitized voice, video, or data over a T-1 digital transport facility with 24 separate 64 Kbps channels.

B. Explanation of Terms

B Channel: A 64,000 bits per second full duplex channel. The basic building block of the digital signaling hierarchy.

Bit(s): The smallest unit(s) of information a computer can process.

Circuit: A path of communication, either electrical, optical, or electromagnetic, between two or more points.

Circuit Switched/ Switching: Voice, data, or video service transferred over a circuit. The connection made over the circuit is exclusive between points as long as the connection remains open and is generally full duplex. Integrated Service Digital Network (ISDN) Circuit Switching transmission circuits are end-to-end digital.

D-Channel: In an ISDN interface, the "D" channel or the Data Channel is used to carry control signals and customer call data in a packet switched mode.

KiloBits Per Second (Kbps): One thousand bits per second.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

B. Explanation of Terms - Continued

MegaBits Per Second (Mbps): One million bits per second.

Packet Switched/Switching: A "bundle" of data which may be voice, video, images, or data, usually in binary form, organized and identified in a specific way and transmitted over a digital network.

Primary Rate Interface (PRI): Provides twenty-four (24) individual 64 Kbps channels arranged by pre-determined packages that carry digitized customer traffic which may be voice, video, images, or data over a T-1 digital transport facility.

Primary Rate Interface (PRI) Network Serving Arrangement: Created when a Centrex connects to a PRI serving arrangement (following), and/or one or more PRI serving arrangements are connected to form a network. A PRI network serving arrangement requires application of the Dialing Plan optional feature.

Primary Rate Interface (PRI) Package: Each connection of a 24-channel digital transport facility to the central office switch.

Primary Rate Interface (PRI) Serving Arrangement: One or more PRI interface packages can be combined to create a PRI serving arrangement.

Signaling System 7 (SS7): An out-of band packet switched signaling system with high-speed circuit-switched transmission rates.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

B. Explanation of Terms - Continued

T-1/ Trunk Level 1: A digital transmission link with maximum capacity of 24 channels and total signaling speed of 1.544 Mbps. The standard for digital transmission in North America.

Throughput: The actual amount of useful and non-redundant information which is transmitted or processed. Throughput is the end result of a data call.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

C. Description of Features

1. Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI)
Service Packages

- a. Package 1 provides 23 individual 64 Kbps B channels and one 64 Kbps D channel with a connection to the public circuit switched network. This interface must be ordered in conjunction with a T-1 digital transport facility.
- b. Package 2 provides 24 individual 64 Kbps B channels with a connection to the public circuit switched network. This interface must be ordered in conjunction with a T-1 digital transport facility. This interface requires that the customer have in place one Package 1 with a D channel to be utilized for signaling. Up to 19 Package 2's may be associated with a Package 1 (see Special Conditions 12.3. G.6. following).
- c. Package 3 provides 23 B channels and one backup D channel. The backup D channel will take over if the Package 1 primary D channel fails. This interface requires that the customer have in place one Package 1 with a D channel to be utilized for signaling. This interface must be ordered in conjunction with a T-1 digital transport facility. Only one Package 3 may be associated with a Package 1.
- d. Standard Features

(1) Dedicated Service and/or Call-by-Call Service Selection

Customers may either dedicate an entire PRI serving arrangement, or PRI Subgroup to a single service type, or select PRI's call-by-call service capability where B channels are dynamically allocated for multiple associated service types on a per call basis. Dedicated B channels cannot be shared.

(2) B Channel Configuration

Allows the customer to specify how the B channels and associated services will be configured. B Channel Configuration allows any combination of associated services as well as creation of a private network.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

C. Description of Features - Continued

1. Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI)
Service Packages - Continued

d. Standard Features - Continued

- (3) Incoming Calling Line Identification with Intra-serving arrangement only.

Allows the delivery of the calling line identification only within a PRI network serving arrangement as defined in Special Conditions 12.3. B. preceding.

e. Optional Features

- (1) Alternate Routing advances calls to another PRI or another trunk group, when all PRI channels are busy or when there is a failure in the network.
- (2) Calling Name Display passes the caller's name along with the calling number within a PRI network service arrangement only.
- (3) Dialing Plan allows customers to interconnect multiple entities into a single PRI network serving arrangement with abbreviated station-to-station dialing. It provides calling connections between various entities, which may include a combination of Centrex, ISDN-PRI PBX, and other suitable equipped ISDN-PRI customer premises equipment (CPE). This Dialing Plan feature is required any time two or more entities are connected to create a PRI network serving arrangement. The Dialing Plan feature applies to each entity in a PRI network serving arrangement.
- (4) Message Waiting Indication allows passing of Message Waiting Indication signals between multiple entities within a PRI network serving arrangement.
- (5) Network Ring Again allows customers to invoke the Ring Again Feature between multiple entities within a PRI network serving arrangement.
- (6) PRI Subgroup, where facilities and conditions permit, allows customers who subscribe to multiple associated service types within a single PRI serving arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

C. Description of Features - Continued

1. Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI)
Service Packages - Continued

e. Optional Features - Continued

- (6) Private Facilities Connection allows customers to include non-PRI facilities in a PRI serving arrangement. The connection charge applies to each facility group and/or trunk group connected and is in addition to the appropriate charges for the associated facility.
- (7) User to User Information enables customers to send additional information over the PRI D channel with the ISDN call setup and call clearing messages. The feature allows users to send and/or receive information without actual call completion. The Utility's network does not monitor or interpret the information, it is carried and delivered transparently.
- (8) B Channel Packet Service allows dedication of one or more B channels for exclusive use of transmitting and receiving packet-switched data (56/64 Kbps). The B channel is not available for circuit switched voice or circuit switched data calls unless the customer orders a change.

Customers may originate or terminate packet calls within a PRI serving arrangement or a PRI network serving arrangement, or outside the serving central office over packet switched data networks. All packet calls which terminate outside the PRI serving arrangement or PRI network serving arrangement will be billed in accordance with the customer's subscribed packet switching service provider's rates and terms.

Multiple B channels of a single PRI serving arrangement may be assigned the B Channel Packet Service option consistent with Special Condition 12.3. G.10. following.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

C. Description of Features - Continued

1. Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI)
Service Packages - Continued

e. Optional Features - Continued

(8) B Channel Packet Service - Continued

(a) Standard Features

- 1) Logical Channels - allows customer to specify up to 15 logical channels for any combination of origination and/or termination of packet calls.
- 2) Fast Select Initiate and Accept - allows a sending terminal to forward up to 128 bytes of data along with the call setup and call clearing messages, and allows the switch to transmit call packets with the fast select facility to and from suitably equipped terminals.
- 3) Flow Control Parameter Negotiation - allows negotiation of flow control parameters, including packet size and packet window size, on a per packet call basis.
- 4) Throughput Class Negotiation - allows sending terminals to request specific throughput classes for both directions of data transmission along with the call request message.
- 5) Closed User Group (Member) - allows customers to include PRI B Channel Packet Service in one or more new or existing Closed User Group(s). This feature applies to membership in the group(s), not to the establishment of Closed User Group(s), as set forth in 12.3.C.1.e.(8)(b)2 following. Customers may either permit or restrict B Channel Packet Service communication outside the Closed User Group(s). Closed User Group(s) will be administered by the Utility.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

C. Description of Features - Continued

1. Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI)
Service Packages - Continued

e. Optional Features - Continued

(8) B Channel Packet Service - Continued

b. Optional Features

- 1) Additional Logical Channels - permits customers to add up to 85 additional logical channels for an overall total of 100 logical channels for any combination of origination and/or termination of packet calls. The first 15 logical channels are included with each PRI B Channel Packet Service. This option applies once to each B Channel Packet Service equipped.
- 2) Closed User Group - permits customers to establish a user group, or subnetwork which is administered by the Utility, within which only members of the Closed User Group may communicate. This feature applies when establishing a new Utility administered group and not to add B Channel Packet Service to new and/or existing groups.
- 3) Packet Hunting - allows customers to have one PRI B Channel Packet Service hunt to another when all logical channels are busy. It applies to each PRI B Channel Packet Service so equipped. Each B Channel Packet Service may be a member of only one Packet Hunting group. All members of a Packet Hunting group must reside within the same PRI serving arrangement.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

C. Description of Features - Continued

1. Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI)
Service Packages - Continued

e. Optional Features - Continued

(8) B Channel Packet Service - Continued

b. Optional Features - Continued

- 4) Permanent Virtual Circuit - permits customers to establish a dedicated logical channel connection to another packet terminal. Customers can then communicate over the logical channel without requiring the normal call setup and call clearing functions.

Both ends of a Permanent Virtual Circuit must either reside within a single PRI serving arrangement or PRI network serving arrangement. The feature applies to each Utility administered end of a B Channel Packet Service Permanent Virtual Circuit. The customer must call the Utility to add, change, or remove a Permanent Virtual Circuit.

2. Associated Services

- a. Associated services are network and exchange services that provide a PRI serving arrangement with access to the public switched network. These services must be provided from the PRI serving switch, and include:

PBX Trunk Line Service,
Schedule Cal. P.U.C. No. A13, Private Branch Exchange Trunk
Line Service, Rates 13.2.A.

PRI PBX Trunk Groups
Schedule Cal. P.U.C. No. A12, Rates 12.2. B.

- b. Rates and charges for associated services are found in the Utility's Tariff Schedules and are in addition to the PRI charges. Special terms and conditions as set forth in Special Conditions 12.3.F. following, apply to these associated services when assigned to work with PRI.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

D. Change Charges

1. PRI Miscellaneous Change Charge

The PRI Miscellaneous Change Charge applies each time the customer requests a change to the basic features and/or optional features of an existing PRI serving arrangement, other than B Channel Packet Service (see Special Conditions 12.3. D.3. following for B Channel Packet Change Charge).

The PRI Miscellaneous Change Charge applies once per affected serving arrangement, regardless of the number of interface packages involved, and is required whether the requested changes involve adding, changing, and/or removing basic and/or optional features to an existing PRI serving arrangement, other than B Channel Packet Service.

The PRI Miscellaneous Change Charge is in addition to applicable charges for individual associated services but is not applied when features which carry separate non-recurring charges are added. Such changes are described in Special Conditions 12.3. D.4., following.

2. PRI Move Charge

Customers will be charged the appropriate tariff, contract, or special construction charge for each T-1 digital transport facility termination moved. If the customer also requests additional changes to the PRI serving arrangement and/or B Channel Packet Service, the PRI Miscellaneous Change Charge and/or B Channel Packet Change Charge(s) also apply.

Where a customer requests the Utility to reconfigure a single PRI serving arrangement for the purpose of changing the physical termination of part of the service, the appropriate non-recurring charge(s) as listed in Rates 12.2.A. preceding apply. The non-recurring charge(s) apply to the relocated services and the PRI Miscellaneous Change Charge applies to reconfigure the existing PRI serving arrangement.

The non-recurring charge(s) as listed in Rates 12.2.A. preceding, apply to all moves where the PRI service will be served by a different serving central office.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

D. Change Charges - Continued

3. B Channel Packet Change Charge

The B Channel Packet Change Charge applies each time the customer requests a change to the basic features and/or parameters and/or optional features of an existing B Channel Packet Service within the same PRI serving arrangement. If the change requires moving the service from one B channel to another, or from one PRI serving arrangement to another, then the appropriate non-recurring charge(s) as listed in Rates 12.2. A. preceding apply.

The B Channel Packet Change Charge applies once per affected B Channel Packet Service and is required whether the requested changes involve adding, changing, and/or removing basic and/or optional features and/or parameters.

If a change to B Channel Packet Service involves the packet service only, and no changes to the PRI serving arrangement, then only the B Channel Packet Change Charge applies, and not the PRI Miscellaneous Change Charge. If, however, the packet change involves the PRI serving arrangement, or one of its interface packages, then both the B Channel Packet Change Charge and PRI Miscellaneous Change Charges apply. For example, a change to B Channel Packet Service from one dedicated B channel to another either on the same or different interface package.

4. Miscellaneous Network Change Charge

Changes to associated services as set forth in Special Conditions 12.3. C.2. preceding, will incur the Miscellaneous Network Change Charge per affected associated service and/or telephone number, as set forth in the appropriate Utility Tariff Schedules. These changes include, but are not limited to, change of telephone number, change of operation such as from in-only to out-only, or change in number of paths.

E. Service Connection and Move and Change Charges as set forth in Schedule Cal P.U.C. No. A18, Multi-Element Service Charges, will not apply to this service except as listed in Special Conditions 12.3. F., following.

(Continued)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

F. PRI serving arrangement access to the public switched network may be provided through customer-ordered compatible network or exchange services as set forth in the Utility's Tariff Schedules and must be provided from the PRI serving switch. The customer may designate any number of paths for network or exchange services up to the total number of available B channels in the PRI serving arrangement. Rates and charges for the associated services are in addition to the PRI charges.

When existing network and/or exchange services are converted to a PRI serving arrangement, the service(s) must be disconnected and reconnected. Service Connection and Move and Change Charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, will apply to the associated service(s) except for DID Service which is described below.

When a customer converts an existing DID Service to a PRI serving arrangement, new installation charges apply for the DID trunk(s) and trunk termination(s), however, the banks of DID station numbers will not be charged an installation charge.

(Continued)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

G. Limitations

1. ISDN-PRI will only be provided where central office facilities, technical limitations, and/or operating conditions permit.
2. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features.
3. The customer is responsible for providing compatible premises equipment and determining the compatibility of each basic and optional feature associated with their application and equipment in order to utilize ISDN-PRI.
4. Commercial power or another power source, including outlets, is required for the operation of compatible premises equipment and will be furnished, owned, and maintained by the customer.
5. A PRI serving arrangement or PRI network serving arrangement must be configured so as not to disrupt call completion in the PRI serving central office. The Utility has the right, upon notice to the customer, to change arrangements to protect its network integrity.
6. Subject to technical limitations and operating conditions, the Utility will specify how many PRI interface packages can be supported by a single primary D channel, based on technical reference specifications and the switch vendors' compliance with those recommendations. Where facilities and operating conditions permit, up to 20 PRI interface packages may be combined into a single PRI serving arrangement and may be controlled by a single D channel.
7. Individual B channels can transmit and receive voice and/or data calls up to 64 Kbps within a PRI serving arrangement or PRI network serving arrangement. Calls placed to or from outside the PRI, or over the public switched network where Signaling System 7 (SS7) is not deployed, will be limited to 56 Kbps throughput.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

G. Limitations - Continued

8. PRI is a business service. Residence service will not be provided over PRI.
9. B channels which are assigned the B Channel Packet Service are dedicated to that service and cannot be included as part of a call by call service arrangement as set forth in Special Conditions 12.3. C.1.d.(1) preceding.
10. Utility switch limitations and network capacity may limit the number of B Channel Packet Services to which a customer may subscribe.
11. All customer-provided equipment used to interface with PRI is required to conform with the technical reference specifications as used by the Utility and found in the switch vendor's technical references.
12. Intra-Service Caller Identification is provided only among the customer's stations. Number identification from stations outside the customer's serving arrangement is not currently available.
13. All requests for PBX associated services to be used with PRI will employ PBX rates, regardless of terminal equipment. A list of available associated service may be found in Special Conditions 12.3. C.2. preceding.

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

H. Use of Service

1. The customer must provide sufficient information regarding the intended use of the service to allow the Utility to furnish the requested service, maintain the requested service, and to ensure that the use of the service complies with all tariff regulations.
2. The Utility shall not be responsible for the manner in which the use of the service shall be allocated. Service requests that involve the establishment, rearrangement, release, or discontinuance of service will be accepted by the Utility only from the customer or customer's agent.
3. The service furnished under this schedule shall not be used for any purpose or in any manner, directly or indirectly, in violation of the law or in aid of any unlawful act or undertaking.

I. Connections

Customer's premises equipment (CPE) may be connected to the Utility's PRI service in accordance with the following provisions.

All connections shall be made through equipment furnished by the customer. The responsibility of the Utility shall be limited to the furnishing of service up to and including its Local Loop Demarcation Point on the customer's premises. The connection of CPE shall be on a Utility provided standard network interface or its equivalent conforming to Part 68, Subpart F, of the FCC's Rules and Regulations. The customer is responsible for testing their equipment or facilities to ensure that when they are connected to ISDN-PRI, such equipment or facilities are operating properly. Further, the customer is responsible for testing their equipment or facilities to ensure that the cause of any service difficulty reported by the customer to the Utility results from the operation of equipment and facilities provided by the Utility.

(Continued)

(To be inserted by utility)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

J. Customer Responsibilities

1. PRI is available under this tariff for use in connection with customer provided terminal equipment. The operating characteristics of such equipment or systems and its programming may not interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment provided by the customer does not endanger the safety of Utility employees or the public; damage, require change on or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities; or otherwise injure the public in its use of the Utility services.

Upon notice from the Utility that the equipment provided by a customer is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

2. The customer shall be responsible for:
 - a. Compatibility of the connected terminal equipment,
 - b. Placing of all orders and payment of all charges for service(s) offered herein, and
 - c. Compliance with Utility regulations.
3. All signals generated by customer-provided terminal equipment must meet signal and format standards as described in the switch vendors' technical references.
4. Where a customer elects to connect a customer-provided communications system to PRI, the customer shall additionally be responsible for:
 - a. Compatibility of the connected communications system, and
 - b. Testing, sectionalization, and clearance of trouble conditions or service difficulties to their communications system which is connected to PRI.

(Continued)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

K. Utility Responsibilities

ISDN-PRI service is not represented as adapted to the use of customer provided terminal equipment or communications system(s). Where such equipment or system(s) are connected to Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility, the Utility shall be responsible only up to and including its Local Loop Demarcation Point and shall not be responsible for:

1. Installation, operation, or maintenance of any terminal equipment or communications systems provided by a customer, or
2. The through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or
3. The reception of signals by such equipment or system, or
4. Damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

L. Provisions concerning limitations of liability are outlined in Schedule Cal. P.U.C. No. A2, Rule 24, Limitation of Liability.

M. 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)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

N. 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 Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI) 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 Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI) 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 Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI) 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%.

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

(L) Material now located on Cal. P.U.C., A12, Sheet 23.1.

(Continued)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued (L)

N. 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 Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI). (C)

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

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)

(L) Material previously shown on Cal. P.U.C., A12, Sheet 23.

(L) Material previously shown on Cal. P.U.C., A12, Sheet 24.

(Continued)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
 PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

N. Discount to Certain Entities – Continued

- 2. Qualifying Municipal, County Government, or Hospital District Owned and Operated Hospitals and Health Clinics
 - a. Qualifying municipal, 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 Integrated Service Digital Network Primary Rate Interface (ISDN-PRI). 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, county government, or hospital district owned and operated hospital or health clinic can have.

(L) Material now located on Cal. P.U.C., A12, Sheet 23.1.

(L) Material previously shown on Cal. P.U.C., A12, Sheet 24.1.

(Continued)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

N. 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 Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI). Effective July 1, 2016, the 25% CTF voice discount shall be calculated as follows: (C)

(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. (L)

(2) The Utility shall first apply the statewide average E-Rate discount developed and updated annually by the Commission effective July 1st 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. (C)

b. The applicant must submit an application for each physical location to establish eligibility. (N)

c. The applicant must re-verify CTF program eligibility every three years. (N)

(L) Material now located on Cal. P.U.C., A12, Sheet 24.

(Continued)

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A12. INTEGRATED SERVICE DIGITAL NETWORK -
PRIMARY RATE INTERFACE

12.3 SPECIAL CONDITIONS - Continued

N. Discount to Certain Entities - Continued

6. Utility Reimbursement (T)

The Utility will be reimbursed from the California Teleconnect Fund for the difference between the tariffed rate and the discounted rate, or if the rate negotiated is below the tariffed rate for businesses for such services, the Utility will be entitled to the sum that represents the percentage discount off the negotiated rate.

7. Resale of Discounts (T)

The discounted rates described above may not be resold to, or shared with, any non-qualifying entity or person.

8. Funding (T)

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the California Teleconnect Fund, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, California Community Colleges, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and Utility claims and with appropriate prior notice to customers.

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