

LIST OF EFFECTIVE SHEETS

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

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(To be inserted by utility)

Advice Letter No. 365

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

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Resolution No. _____

A18. MULTI-ELEMENT SERVICE CHARGES

18.1 GENERAL INFORMATION

18.1.1 APPLICABILITY

Applicable to multi-element service charges as they apply to all residential and business exchange service and facilities, except where otherwise indicated.

18.1.2 TERRITORY

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

18.2 RATES

ELEMENTS FOR NEW OR ADDITIONAL SERVICE AND CHANGES AND/OR ADDITIONS TO EXISTING SERVICE	<u>S&E CODE</u>	<u>NON-RECURRING CHARGE</u>
A. Service Order Charge*		
1. Installation, reinstallation, reconnection of new or additional service, each order	SOC	\$ 18.75**
2. Changes and/or additions to existing service, record changes, directory changes, Custom Calling Service Feature(s) and Advanced Custom Calling Service Feature(s) addition and/or changes, and voice mail installation, each order	SOC1	10.00
3. Change of Caller ID Selective or Complete Blocking option after the customer's one free change***	SOC1	10.00
B. Network Access Charge		
Each Access Line or Trunk	NAC	28.00**

*For applicable Universal Lifeline Telephone Service (ULTS) installation and conversion charges, see Schedule Cal. P.U.C. No. A4, Universal Lifeline Telephone Service, Rates 4.2.B.

**Reconnection of temporary disconnects for non-ULTS customers for non-payment shall be 50% of the charges shown (50% of SOC and NAC) through 90 days after date of disconnection. After 90 days full charges shall apply. Reconnection of customer requested temporary disconnects for non-ULTS customers shall be 50% of the charges shown (50% of SOC and NAC) through one year after date of disconnection. After one year full charges shall apply.

***See Schedule Cal. P.U.C. No. A25, Custom Calling Service, Rates, 25.2.C.2.

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18.2 RATES - Continued

C. Application of Multi-Element Service Charges (Partial List)

	--CHARGE ELEMENT--		
	<u>SOC</u>	<u>SOC1</u>	<u>NAC</u>
NEW AND ADDITIONAL SERVICE*			
Individual or party line service			
New Installation	X	-	X
Reinstall	X	-	X
Reconnect	X	-	X
Additional individual or party line service			
on same order	-	-	X
Secretarial Line	X	-	X
Business Answering Line	X	-	X
Remote Call Forwarding	X	-	X
CHANGES AND ADDITIONS TO EXISTING SERVICE*, RECORD CHANGES AND VOICE MAIL INSTALLATION			
Add or change Custom Calling Service Feature(s) or			
Advanced Custom Calling Feature(s), each line	-	X	-
Add or change Centrex Feature(s), each line	-	X	-
Add additional or joint user listing, or change primary,			
additional, or joint user listing, each telephone number	-	X	-
Change of billing records (See Special			
Conditions 18.3.I and J, following)	-	X	-
Change of class, type, or grade of non-ULTS			
service, each line	-	X	-
Change to new telephone number	X	-	X
Change of Caller ID Selective or Complete Blocking			
Option**	-	X	-
Change established telephone number referral			
service or referral service information	-	X	-
Change Remote Call Forwarding to new telephone			
number	X	-	X
Establish additional bill copies, each account	-	X	-
Install, add, or change voice mail services, each			
mailbox	-	X	-
Supersedure, each account	-	X	-

X - Indicates charge applies

*For applicable Universal Lifeline Telephone Service (ULTS) installation and conversion charges, see Schedule Cal. P.U.C. No. A4, Universal Lifeline Telephone Service, Rates, 4.2.B..

**After one free change as noted in Schedule Cal. P.U.C. No. A25, Custom Calling Service, Rates, 25.2.C.2.

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A18. MULTI-ELEMENT SERVICE CHARGES

18.3 SPECIAL CONDITIONS

A. Multi-element charges are intended to cover, in part, certain operating expenses incident to the establishment of telephone service, the connection of the service to the telephone system, and subsequent changes ordered by the customer. Multi-element service charges provided for herein are in addition to the charges shown in other tariff schedules and in the case of new service are payable at the time of application. Multi-element service charges are applied to individual and party line residence service, business service, and all other services provided by the Utility. The charges apply to the ordering, installation, changing, and rearranging of telecommunication service and facilities.

B. The charges contained in this schedule comprise a multi-element plan. The description of each part is as follows:

1. This Service Order Charge (SOC) is for receiving, recording, and processing information necessary to execute a customer request for new or additional service, including an existing customer's move of service to a new location.

The charge is applied on a per order basis as indicated in the Applications of Charges Section preceding.

2. This Service Order Charge (SOC1) is for receiving, recording, and processing information necessary to execute a customer request for changes and/or additions to existing service, record changes, directory changes, Custom Calling Service Feature(s) or Advanced Custom Calling Service Feature(s) addition and/or changes, and voice mail installation. This charge also applies per change of Caller ID Selective or Complete Blocking option after the customer's one free change. This charge is applied on a per order basis as indicated in the Applications of Charges Section preceding.

3. The Network Access Charge (NAC) is for central office work necessary to execute a customer request for telecommunication services to the Utility's Local Loop Demarcation Point and is applied on a per line basis.

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A18. MULTI-ELEMENT SERVICE CHARGES

18.3 SPECIAL CONDITIONS - Continued

- C. A new install refers to installations where telephone service has not previously been rendered. A reinstall refers to installations where telephone service was once rendered, but has since been removed. A reconnect refers to installations where telephone service has been disconnected, but left in place.
- D. A move of an existing customer's telephone service from one premises to another premises is processed as a disconnection of service and an establishment of new service for the application of charges.
- E. Only one service order charge is applicable for all services ordered at the same time on a customer's account.
- F. Network access equipment includes all equipment from the central office to the Utility's Local Loop Demarcation Point, including equipment located at that point.
- G. Record changes include, but are not limited to, directory listing changes, supersedures, establishment of additional bill copies, or change in billing records. See Special Conditions 18.3.I. following.
- H. A multi-element Service Order Charge (SOC1) applies in connection with the supersedure of telephone service as set forth in this Schedule and includes a change of primary listing and/or billing when required.
- I. Change in Billing records charges as set forth in this Schedule are applicable to a change in billing for payment of service other than supersedure, requiring the issuance of a service order, including:
 - 1. Transfer of service between spouses or members of the immediate family, except no charge is applicable when the transfer is made for reasons of death,
 - 2. Transfer of service to or from an estate, receiver, trustee, executor, administrator, or debtor in possession,

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A18. MULTI-ELEMENT SERVICE CHARGES

18.3 SPECIAL CONDITIONS – Continued

I. Change in Billing records - Continued

3. Change between sole owner, partnership, or corporation as long as one individual in the previous firm remains and becomes the new sole owner, a partner, or an officer in the new corporation,
4. Merger of partnerships or corporations,
5. Addition to, or withdrawal from, or change of, membership in a partnership, corporation, or association, or
6. Change in billing arrangement for government accounts.

J. Change in Billing records charges as set forth in this Schedule are not applicable to simple address changes for existing customers.

K. The charges contained in this Schedule do not apply to the following:

1. Utility initiated service orders, including but not limited to:
 - a. Changes required for the maintenance or repair of service,
 - b. Utility initiated telephone number changes,
 - c. A move or change that is initiated by the Utility, and
 - d. Establishment and discontinuance of Limited Service on temporary and permanent disconnection for residential service.

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18.3 SPECIAL CONDITIONS – Continued

- K. The charges contained in this schedule do not apply to the following: -
Continued
2. The disconnection of a primary access line, or other services.
 3. An upgrade of exchange service within the same service classification.
 4. Orders for blocking and unblocking service as described in Schedule Cal. P.U.C. No. A11, Information Services Call Blocking, Rates 11.2. A. through D.
- L. The property owner/landlord/agent and/or end-user customer shall be responsible for installation, change, rearrangement, activation, move, removal, and maintenance of wiring and equipment beyond the Utility's Local Loop Demarcation Point.
- M. Installation Appointment Period

When establishing an installation or repair appointment for which the customer must be present, the Utility will offer the Customer a four-hour or shorter period in which it will arrive to commence work.

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