

Rule No. 3

(N)

APPLICATION FOR SERVICE

A. General

1. Applicant(s) will be required to provide their legal surname(s), middle name(s) or initial(s), and first name(s). This information may be verified by the Utility. The application will be considered complete (unless otherwise specified in Rule 3) when at least one of the following valid identification items has been provided by the applicant(s):
 - (a) California Driver's License number;
 - (b) California Identification Card number;
 - (c) Social Security Card number;
 - (d) Immigration and Naturalization Service Identification number;
 - (e) United States passport number; or
 - (f) Other item of identification acceptable to the Utility.

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

3. The Utility may request applicant(s) to visit the business office for the purpose of completing a service application and/or to provide approved picture identification as designated by the Utility.

(Continued)

(N)

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Rule No. 3
APPLICATION FOR SERVICE
(Continued)

APPROVED

A. General – (Continued)

4. Application for service covered by the filed schedule of rates will be accepted by the Utility. An applicant for service agrees to pay all exchange, toll, and other charges against such service made in accordance with the provision of the tariffs.
5. The application form will generally set forth the following information:
 - (a) Date and place of application;
 - (b) Location of premises to be served;
 - (c) Date applicant will be ready for service;
 - (d) Purpose of which service is to be used;
 - (e) Address to which bills are to be mailed or delivered;
 - (f) Whether applicant is the owner or tenant of, or agent for the premises;
 - (g) Service desired – class, type, and grade;
 - (h) Information for listing in alphabetical and classified telephone directories;
 - (i) Such other information as the Utility may reasonable require;
 - (j) Signature of applicant.
6. The Utility may accept an oral or written application from a customer for additions to or changes in the present service of the customer, except that a written application will always be required when joint-user service or directory listings in connection with business service are required, and when an additional listing in connection with residence service is requested.
7. Any application is merely a request for service, and does not in itself bind the Utility to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to take service. When the Utility denies an application for a telecommunications service subject to Commission jurisdiction, the Utility shall inform the applicant of the reasons within 10 days thereafter. The Utility's reasons shall be provided in writing unless the applicant agrees to accept a different form of notice.
8. Customers shall notify the Utility when they reterminate service that is on their side of the demarcation point to another part of a building or to another building on continuous property. Once notified, the Utility will update the customer's directory listing. Charges as set forth in Schedule No. A-17 shall apply.

(N)
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(D)

Paragraph B was deleted and rewritten and is now shown in Rule No. 3, Cal. P.U.C. Sheet Nos. 905-907-T.

(To be inserted by utility)
Advice Letter No.: 271

Issued by
Paul E. Pederson
NAME
Vice President
TITLE

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Rule No. 3

(N)

APPLICATION FOR SERVICE
(Continued)

B. Canceled, Modified, or Deferred Applications

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

Unless otherwise provided, the following conditions apply to applications for exchange and intrastate private line, except service and facilities as set forth in Schedule No. A-11 and Rules No. 13 and 16. These conditions apply to installation of new or additional service, or facilities and/or moves, changes, or rearrangements of existing service, or facilities.

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

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

(b) Between start and completion of installation:
Charge the estimated cost incurred less the estimated net salvage value, not to exceed the total regular nonrecurring charges, including termination charges, applicable to the entire service, and facilities ordered.

(c) After completion of installation, but prior to connection for service:
Charge the sum of the charges applicable as if the items involved were actually connected for service and immediately ordered disconnected, including:

- (1) All regularly applicable service connection and non-recurring charges, and
- (2) All regularly applicable basic termination in full, and
- (3) All regularly applicable minimum service charges, and
- (4) Such other amounts as may be specified in the schedules covering the times involved, and

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(N)

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(N)

APPLICATION FOR SERVICE

(Continued)

B. Cancelled, Modified, or Deferred Applications - (Continued)

1. (Continued)

(c) (Continued)

(5) Such other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification, or deferral at the applicant/customer's request.

(6) Such charges set forth in Rule No. 28, Special Construction of Exchange Facilities.

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

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

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

No charge.

(b) Between start and completion of installation:

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

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

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

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

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

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Rule No. 3
APPLICATION FOR SERVICE
(Continued)



B. Cancelled, Modified, or Deferred Applications – (Continued)

3. (Continued)

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

(a) Prior to "start of installation:"

No charge.

(b) Between start and completion of installation:

(1) For deferments totaling, in all, more than 120 days, charge all estimated costs incurred due to the deferment, not to exceed the total of the charges and rates applicable in 1. (b) above.

(2) For deferments totaling, in all, more than 130 days, charge all estimated costs incurred due to the deferment, not to exceed the total of the charges and rates applicable in 1. (b) above.

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

(1) For deferments totaling, in all, not more than 120 days, no charge shall apply.

(2) For deferments totaling, in all, more than 120 days, apply charges according to 1. (c) above.

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

4. Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within 30 days after the new service is initiated. This does not relieve the customer 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 Customer cancelled.

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C. Charges Based on Estimated or Actual Cost

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

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Paul E. Pederson
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Rule No. 3
APPLICATION FOR SERVICE
(Continued)

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D. Application Cancelled by Utility

If the applicant/customer refuses to comply with Utility's rules prior to the "start of application" (as defined in Rule No. 1) the Utility may cancel the application, in which case any amounts collected from the applicant/customer will be refunded. If the Utility cancels the application after a six-month deferral or after the "start of installation" because of the applicant/customer's refusal to comply with Utilities rules, the charges as set forth in 1. (b) or (c) above shall apply.

(D)
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Rule No. 3

APPLICATION FOR SERVICE
(Continued)

E. Limit of Conversation and Emergency Use - (Continued) (T)

Under the provisions of Section 384 of the Penal Code of the State of California, a person is guilty of misdemeanor if he shall:

- 1. willfully refuse to immediately relinquish a party-line when informed that such line is needed for an emergency call (and in fact such line is needed for an emergency call) to a fire department or police department, or for medical aid or ambulance service; or (T)
- 2. secure the use of a party-line by falsely stating that such line is needed for an emergency call; or (T)
- 3. party-line customers are not authorized the use of facilities for the purpose of data transmission through a modem. Party-line customers found using facilities for such purpose are in violation to this provision. The Utility will take immediate action to disconnect service if the customer does not disconnect the modem or subscribe to one-party line services. (N)

F. Responsibility of Payment of Bills (T)

The customer for telephone service is held responsible for the payment of all exchange, toll, and other charges properly applicable to his service in accordance with the tariff schedules.

G. Service Not to be Immediately Used (T)

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

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(L) Material now shown in Cal. P.U.C. Sheet No. 910-T.

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Rule No. 3
APPLICATION FOR SERVICE
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H. Special Construction of Facilities

Where special (or in some cases, regular) construction of facilities is required to provide the requested service, construction charges may apply. The regulations under which charges are applicable are specified in Rule No. 13, Temporary Service, Rule No. 16, Line Extensions, Service Connections and Facilities on Premises of Customer, Rule No. 22, Facilities to Provide Replacement of Aerial with Underground Facilities, Schedule No. A-11, Line Extension and Service Connection Charges in Suburban Areas, and Schedule No. A-6, IntraLATA Leased Line and Private Line Telephone Service.

Unless otherwise provided, when order for special construction of facilities are cancelled, modified, or deferred, Rule No. 3, Paragraph B., applies. In addition to the above charges, the following taxes apply:

1. For Contributions in Aid of Construction that have been made taxable to the Utility by the Tax Reform Act of 1986, the Utility will bill an additional fee that has resulted from the taxable income for payments that aid in our cost of construction, other contributions, and the fair market value of contributions received in aid of construction, and the prior nonrecurring rates that remain in effect.
2. The Utility will use Method 2 as described in Decision No. 87-09-026. The Utility's Federal Income Tax and California Corporate Franchise Tax rates for the year of the contribution will apply. The contribution is grossed up for the full amount of the taxes and billed to the contributor.
3. All collections in excess of the gross-up collected is subject to refund with interest computed at the average three month commercial paper rate.

I. Confirmation of Service

For services offered on a tariffed basis, the Utility shall provide the customer a written confirmation of the order at the point of sale for in person transactions, and, for any other transactions, not later than seven days after it is accepted. The confirmation shall be in a minimum of 10-point type, shall include the key rates, terms and conditions for each service ordered.

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