

# SWIDLER BERLIN LLP

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January 26, 2006

VIA OVERNIGHT DELIVERY

Cully Dale, Chief Regulatory Law Judge/Secretary  
Missouri Public Service Commission  
200 Madison Street  
Jefferson City, MO 65102

**FILED<sup>2</sup>**

JAN 27 2006

Missouri Public  
Service Commission

Re: Pac-West Telecomm, Inc. Initial Tariff Filing

Dear Ms. Dale,

On behalf of Pac-West Telecomm, Inc. ("Pac-West"), and in compliance with Ordering Paragraph No. 8 of the December 29, 2005 Order in Case No. LA-2006-0155, granting a Certificate of Service Authority, enclosed for filing are an original and eight (8) copies of Pac-West's initial tariff filings for the provision of competitive local exchange and interexchange telecommunications services.

The accompanying tariffs, designated as P.S.C. Mo. No. 1 (Local Exchange Services) and P.S.C. Mo. No. 2 (Interexchange Services) are being filed to become effective on forty-five (45) days' notice, bearing an issued date of January 27, 2006 and an effective date of March 15, 2006.

Please date stamp the extra enclosed copy and return it in the self-addressed stamped envelope provided herein. Should you have any questions regarding this filing, please do not hesitate to contact the undersigned.

Respectfully submitted,



Richard M. Rindler  
Danielle C. Burt

Counsel for Pac-West Telecomm, Inc.

Enclosure

cc: Office of Public Counsel

Pac-West Telecomm, Inc.

P.S.C. Tariff No. 2  
(Competitive Local Exchange Services)

Tariff Schedule Applicable to  
Resold and Facilities-Based  
Competitive Local Exchange Services  
Furnished by  
Pac-West Telecomm, Inc.

Between Points Within the State of Missouri

This Tariff sets forth the service offerings, rates, terms and conditions applicable to the facilities-based and resold telecommunications services provided by Pac-West Telecom, Inc. ("Pac-West") throughout the State of Missouri in exchanges that are currently served by Southwestern Bell Telephone, L.P., d/b/a SBC Missouri, Sprint Missouri, Inc. d/b/a Sprint, CenturyTel of Missouri, LLC and Spectra Communications Group LLC d/b/a CenturyTel, as listed in those companies' Missouri local exchange tariffs.

This tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 1776 W. March Lane, Suite 250, Stockton, CA 95207.

Pac-West operates as a Competitive Telecommunications Company Under the Revised Statutes of Missouri, pursuant to Order dated December 29, 2005, effective January 8, 2006 in Case No. LA-2006-0155.

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Issued: January 27, 2006

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Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
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WAIVER OF STATUES AND COMMISSON RULES

Pac-West Telecomm, Inc. ("Pac-West") is classified as a competitive telecommunications company and the following statutory provisions and Commission rules have been waived with respect to the Company's provision of local exchange telecommunications services as set forth herein:

Statutes

392.210.2	-	Uniform system of accounts
392.240(1)	-	Rates - Average return on investment.
392.270	-	Property valuation.
392.280	-	Depreciation accounts.
392.290	-	Issuance of stocks and bonds.
392.300.2	-	Acquisition of stock
392.310	-	Issuance of stock.
392.320	-	Stock dividends.
392.330	-	Issuance of securities, debts and notes.
392.340	-	Reorganizations

Commission Rules

4 CSR 240-10.020	Depreciation of fund income.
4 CSR 240-30.010(2)(C)	Posting of tariffs.
4 CSR 240-30.040	Uniform System of Accounts

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Issued: January 27, 2006

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Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207

## Table of Contents

### **Preface**

Title Sheet.....	1
Waiver of Rules and Regulations.....	2
Table of Contents.....	3
Tariff Format .....	6
Explanation of Symbols.....	7
Definitions .....	8

<b>Section 1 - Application of Tariff .....</b>	<b>1</b>
--	----------

<b>Section 2 - Rules and Regulations .....</b>	<b>1</b>
2.1 Undertaking of the Company.....	1
2.2 Obligations of the Customer.....	1
2.3 Liability of the Company .....	5
2.3.1 General.....	5
2.3.2 Limitation of Liability .....	7
2.3.3 Force Majeure.....	7
2.4 Application for Service.....	8
2.4.1 Minimum Contract Period .....	8
2.4.2 Cancellation of Service.....	8
2.5 Payment for Service .....	10
2.6 Customer Deposits.....	12
2.6.1 General .....	12
2.6.2 Return of Deposit.....	13
2.6.3 Interest on Deposits.....	13
2.7 Customer Complaints and Billing Disputes .....	14
2.8 Allowance for Interruptions in Service .....	15
2.9 Taxes and Fees.....	16
2.10 Returned Check Charge.....	16
2.11 Special Customer Arrangements.....	17
2.12 Disconnection and Termination of Service:.....	18
2.12.1 Disconnection of Service Without Notice.....	18
2.12.2 Disconnection of Service Requiring Notice.....	19
2.13 Unlawful Use of Service .....	21
2.14 Interference With or Impairment of Service.....	21
2.15 Telephone Solicitation by Use of Recorded Messages .....	22

Issued: January 27, 2006

Effective: March 15, 2006

Lynne Martinez, Director Government Affairs  
Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207

---

Table of Contents (Cont'd)

2.16	Incomplete Calls .....	22
2.17	Overcharge/Undercharge .....	22
2.18	Notices .....	23
2.19	Emergency Calling .....	24
2.19.1	General .....	24
2.19.2	911 Requirements .....	25
<b>Section 3 - Description Of Services .....</b>		<b>1</b>
3.1	Trial Services .....	1
3.2	Promotional Offerings .....	1
3.3	Individual Case Basis Offerings .....	1
3.4	Customized Pricing Arrangements Offerings .....	2
3.5	Local Exchange Services .....	2
3.6	Directory Assistance Service .....	4
3.6.1	General .....	3
3.6.2	Directory Assistance Call Allowance .....	3
3.7	Directory Listings .....	4
3.8	Number Intercept Service .....	4
3.9	Calling Scopes .....	4
3.10	Call Trace Service .....	5
<b>Section 4 - Rates and Charges .....</b>		<b>1</b>
4.1	Calculation of Rates .....	1
4.2	Local Exchange Service .....	2
4.2.1	Business Service .....	2
4.3	Directory Assistance Service .....	4
4.3.1	Local Directory Assistance .....	4
4.3.2	National Directory Assistance .....	4

---

Issued: January 27, 2006

Effective: March 15, 2006

Lynne Martinez, Director Government Affairs  
Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207

Table of Contents (Cont'd)

<b>Section 5 - IntraLATA Toll Presubscription .....</b>	<b>1</b>
5.1 General.....	1
5.2 Presubscription Charge Application .....	2
5.2.1 Initial Free Presubscription Choice for New Users .....	2
5.2.2 Cancellation of IntraLATA Toll Presubscription by an ITP .....	3
5.3 End User/Pay Telephone Service Provider Charge Discrepancy.....	4
5.3.1 General.....	4
5.3.2 Verification of Orders for Telemarketing .....	4
5.4 Rates and Charges.....	6

---

Issued: January 27, 2006

Effective: March 15, 2006

Lynne Martinez, Director Government Affairs  
Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207

TARIFF FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14.
- C. **Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
  - 2.1
  - 2.1.1
  - 2.1.1.1

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Issued: January 27, 2006

Effective: March 15, 2006

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Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207



Explanation of Symbols

- (C) – To signify a changed regulation
- (D) – To signify a discontinued rate or regulation
- (I) – To signify an increase in a rate
- (M) – To signify text or rates relocated without change
- (N) – To signify a new rate or regulation or other text
- (R) – To signify a reduction in a rate
- (S) – To signify reissued regulations
- (T) – To signify a change in text but no change in rate

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Issued: January 27, 2006

Effective: March 15, 2006

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Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207

DEFINITIONS

"Applicant" refers to an individual, partnership, corporation, association, or government agency who applies to the Company for any new or additional telephone service.

"Business Hours" refers to the time after 8:00 A.M. and before 5:00 P.M., Monday through Friday excluding holidays

"Carrier," "Company" or "Utility" refers to Pac-West Telecomm, Inc.

"Commission" refers to the Missouri Public Service Commission.

"Completed call" is a call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.

"Customer" refers to any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.

"Delinquent or Delinquency" refers to an account for which payment has not been paid in full on or before the last day for timely payment.

"Grandfathered Service" applies to an obsolete and/or outdated service the Utility no longer wishes to provide. The grandfathering of a service is the Utility's method of managing a tariff for this service prior to ultimately discontinuing the service, or change existing tariff regulations without discontinuing certain rights, privileges or conditions of the service to existing customers.

"Hunting Service" refers to 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.

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Effective: March 15, 2006

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Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207

DEFINITIONS (Cont'd)

"Local Access Transport Area ("LATA")" refers to a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 820192.

"Nonrecurring Charges" refer to a one-time charge associated with given service or item of equipment which applies on a per-service and/or per item basis each time the service or item of equipment is provided.

"Non-Published or Unlisted Service" refers to 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.

"Service" refers to any telecommunications service(s) provided by the Company under this tariff.

"Subscriber" refers to the firm, company, corporation, or other entity that contracts for service under this tariff and that is responsible for the payment of charges as well as compliance with the Company's regulations pursuant to this tariff.

"Station" refers to a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

"Tariffs" refer to the tariffs, price lists, and generally applicable terms and conditions on file with a state or federal regulatory authority or publicly available on the Company's website in accordance with the regulations of a state or federal regulatory authority.

"Telephone Numbers" refer to The North American Numbering Plan [NPA-NXX-XXXX] numbers assigned to Pac-West Customers and used in conjunction with the Services provided pursuant to this tariff.

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Effective: March 15, 2006

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Pac-West Telecomm, Inc.  
1776 W. March Lane, Suite 250  
Stockton, CA 95207

**Section 1. APPLICATION OF TARIFF**

- 1.1.1 This tariff governs the services provided by Pac-West Telecomm, Inc. that originate and terminate within the State of Missouri. Specific services and rates are described elsewhere in this tariff. This tariff is applicable to the provision of services within the service areas and exchanges served by SBC, Sprint and CenturyTel.
- 1.1.2 The Company's installs operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this tariff. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangement.
- 1.1.3 The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.
- 1.1.4 The Company's services are available to business customers.
- 1.1.5 The Company will perform routine tests, make traffic studies, and maintain records required to determine the facilities, equipment and personnel necessary to maintain an acceptable quality of service at all times.
- 1.1.6 The Company's services are not available for resale by other carriers.

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Stockton, CA 95207

## **SECTION 2. RULES AND REGULATIONS**

### **2.1 Undertaking of the Company**

This tariff contains the regulations, rates and charges applicable to resold and facilities-based competitive local exchange services provided by the Company in the State of Missouri.

### **2.2 Obligations of the Customer**

#### **2.2.1 The customer shall be responsible for:**

2.2.1.1 The payment of all applicable charges pursuant to this tariff.

2.2.1.2 Reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the customer; or the noncompliance by the customer, with these regulations, or by fire or theft or other casualty on the customer's premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.

2.2.1.3 Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's facilities and equipment installed on the customer's premises.

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1776 W. March Lane, Suite 250  
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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.2 Obligations of the Customer (Cont'd)**

- 2.2.1.4 Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.
- 2.2.1.5 Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.
- 2.2.1.6 Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

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1776 W. March Lane, Suite 250  
Stockton, CA 95207

**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.2 Obligations of the Customer (Cont'd)**

2.2.2 With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:

2.2.2.1 Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the customer, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives or invitees; or

2.2.2.2 Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer.

2.2.3 The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the customer's expense.

2.2.4 The Company's services (as detailed in this tariff) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs or contracts which are applicable to such connections.

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Stockton, CA 95207

**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.2 Obligations of the Customer (Cont'd)**

- 2.2.5 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in this tariff for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

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Stockton, CA 95207



## **SECTION 2. RULES AND REGULATIONS (Cont'd)**

### **2.3 Liability of the Company**

#### **2.3.1 General**

In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions and limitations herein specified:

- (A) The Company's damages arising out of its negligent acts, or mistakes, omissions, interruptions, delays, errors, or defects during the course of furnishing service, shall in no event exceed an amount equivalent to Pac-West's charges for service during the period affected by such negligence, or in which such mistakes, omissions, interruptions, delays, errors, or defects occurred. Any mistakes, omissions, interruptions, delays, errors, or defects that are caused by or materially contributed to by the negligence or willful acts of Customer, or that arise from facilities or equipment used by Customer and not provided by Pac-West, shall not result in the imposition of any liability upon Pac-West.

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Stockton, CA 95207

**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.3 Liability of the Company (Cont'd)**

- (B) Customer shall defend, indemnify, and hold harmless the Company, its officers and directors, employees, and agents from and against any and all lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses of any kind and nature (including, without limitation, liability to third parties for personal injury or death and for loss or damage to property, and loss or damage to Company property, and injury to Company employees), without limitation whatsoever, that in any way arise out of or result from Customer's operations, installation or maintenance of equipment and facilities, or performance under this tariff, or that arises out of or in any way is connected with Customer's provision of service to its end users, or any use or attempted use by Customer or any such end user of services provided by the Company hereunder; provided that this section shall not apply to the extent that any injury, loss, or damage is caused by the gross negligence or willful misconduct on the part of the Company.
  
- (C) The Company will not be liable for any act, omission to act, negligence, or defect in the quality of service of any underlying carrier or other service provider whose facilities or services are used in furnishing any portion of the service received by Customer. Pac-West will not be liable for any failure of performance that is caused by or the result of any act or omission by Customer or any entity other than Pac-West, that furnishes services, facilities, or equipment used in connection with Pac-West's services or facilities.

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1776 W. March Lane, Suite 250  
Stockton, CA 95207

**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.3 Liability of the Company (Cont'd)**

- (D) EXCEPT AS EXPRESSLY PROVIDED IN THIS TARIFF, PAC-WEST MAKES NO EXPRESSED OR IMPLIED REPRESENTATIONS, OR WARRANTIES, INCLUDING ANY WARRANTIES REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- (E) IN NO EVENT SHALL PAC-WEST BE LIABLE TO CUSTOMER FOR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST PROFITS OR REVENUE).

**2.3.2 Limitation of Liability**

- 2.3.2.1 Nothing in this tariff shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

**2.3.3 Force Majeure**

- 2.3.3.1 Neither Party shall be responsible for delays or failures in performance, except for the obligation to make payments required under this tariff, resulting from acts or occurrences in the nature of force majeure such as fire, explosion, acts of God, war, or civil commotion; any law, order, regulation, or ordinance of any government or legal body; strikes; or delays caused by the other Party. In such event, the Party affected shall, upon giving prompt notice to the other, be excused from such performance to the extent of such interference. The affected Party shall use its reasonable efforts to avoid or remove the cause of non-performance and both Parties shall proceed to perform with dispatch once the causes are removed or cease.

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Stockton, CA 95207

## **SECTION 2. RULES AND REGULATIONS (Cont'd)**

### **2.4 Application for Service**

#### **2.4.1 Minimum Contract Period**

- 2.4.1.1 Except as otherwise provided, the minimum contract period is one month for all services furnished. However, if a new customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the customer's account without a record keeping or service ordering charge. The customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.
- 2.4.1.2 Except as provided in 2.4.2.1, the length of minimum contract period for directory listings, and for joint user service where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to customers to the day the succeeding directory is first distributed to customers.
- 2.4.1.3 The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service.

#### **2.4.2 Cancellation of Service**

- 2.4.2.1 Where the applicant cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.

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Issued: January 27, 2006

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Stockton, CA 95207

**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.4 Application for Service (Cont'd)**

2.4.2.2 Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies;

2.4.2.2.A The total costs of installing and removing such facilities;  
or

2.4.2.2.B The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this tariff plus the full amount of any applicable installation and termination charges.

2.4.2.3 Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

2.4.2.4 The Company reserves the right to redefine its regions, add new regions, or remove regions from its current offering, as it deems appropriate in its sole discretion and will provide the Customer with at least thirty (30) days' notice of any change in the definition of the Company's regions.

2.4.2.5 In the event that the Company plans to exit a current region, the Customer shall be provided with thirty (30) days prior written notification of the Company's intent. The Customer shall be allowed to immediately terminate services in the affected region without penalty.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.5 Payment for Service**

- 2.5.1 Pac-West will bill Customer monthly, with recurring charges being billed in advance and any usage charges billed in arrears. Payment is due upon receipt by Customer and payable within twenty-two (22) days of the Bill Date (the "Due Date").
- 2.5.2 Payments are past due if not received by the Company by the Due Date. Any amounts past due will be subject to a late payment charge accruing at the rate of 1-1/2% per month until paid. In addition, bills not paid within thirty (30) days of the Bill Date and which have not been disputed in accordance with the procedures set forth in Section 2.7 of this tariff, may result in suspension of access privileges to Pac-West's collocate facility if Customer is collocated until the full amount of the bill is paid. Bills not paid within forty (40) days of the Bill Date and which have not been disputed in accordance with the procedures set forth in Section 2.7.1 of this tariff, may result in suspension of service until the overdue payments and any additional charges that may be imposed to restore service have been paid. Customer agrees to pay all costs incurred by Pac-West in collecting any unpaid amounts, including attorneys' fees. Failure of the Customer to pay all undisputed amounts by the Due Date is a material breach and a seven (7) day notice shall be required in order to terminate services hereunder for non- payment.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.5 Payment for Service (Cont'd)**

2.5.2 The customer is responsible for payment of all charges for service furnished to the customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.

2.5.3 The Company reserves the right to require from an applicant for service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

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## **SECTION 2. RULES AND REGULATIONS (Cont'd)**

### **2.6 Customer Deposits**

#### **2.6.1 General**

The Company may require a deposit or guarantee of payment from any customer or applicant who has not established good credit with that utility. Deposit or guarantee of payment requirements as prescribed by the utility must be based upon standards which bear a reasonable relationship to the assurance of payment. A deposit shall not exceed an estimated two months' gross bill or existing two months' bill where applicable. All deposits shall be in addition to payment of an outstanding bill or a part of such bill as has been resolved to the satisfaction of the Company, except where such bill has been discharged in bankruptcy. The Company will not require a deposit or a guarantee of payment without explaining in writing why that deposit or guarantee is being required and under what conditions, if any, the deposit will be diminished upon return.

The Company may determine whether a customer has established good credit with that utility, except as herein restricted:

2.6.1.1 A customer, who within the last 12 months has not had service disconnected for nonpayment of a bill and has not been liable for disconnection of service for nonpayment of a bill, and the bill is not in dispute, shall be deemed to have established good credit.

2.6.1.2 The Company shall not require a deposit or a guarantee of payment based upon income, home ownership, residential location, employment tenure, nature of occupation, race, color, creed, sex, marital status, age, national origin, or any other criteria which does not bear a reasonable relationship to the assurance of payment or which is not authorized by this chapter.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.6 Customer Deposits (Cont'd)**

2.6.1.3 No utility shall use any credit reports other than those reflecting the purchase of utility services to determine the adequacy of a customer's credit history without the permission in writing of the customer. Any credit history so used shall be mailed to the customer in order to provide the customer an opportunity to review the data. Refusal of a customer to permit use of a credit rating or credit service other than that of a utility shall not affect the determination by the utility as to that customer's credit history.

**2.6.2 Return of Deposit**

When a deposit is to be returned, the Customer may request that the full amount of the deposit be issued by check. If the Customer requests that the full amount be credited to amounts owed the Company, the Company will apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the Customer by check.

**2.6.3 Interest on Deposits**

Interest shall be paid on deposits at a rate equal to one percent (1%) above the prime lending rate as published in the Wall Street Journal and shall be adjusted annually. Interest on deposits shall be payable from the date of deposit to the date of refund or disconnection. The Company may, at its option, pay the interest at intervals it chooses but at least annually, by direct payment, or as a credit on bills.

Upon termination of service, the deposit with accrued interest shall be credited to the final bill and the balance shall be returned within twenty-one (21) days to the customer.

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## **SECTION 2. RULES AND REGULATIONS (Cont'd)**

### **2.7 Customer Complaints and Billing Disputes**

2.7.1 In the event that Customer disputes any charges, Customer may telephone or submit a written claim describing the disputed amount. Customer shall submit all documentation as may reasonably be required to support the claim. Payment may be withheld for the amounts subject to a dispute submitted prior to the Due Date. All disputes and claims for refunds must be submitted to Pac-West within one hundred and twenty (120) days of the Bill Date. If Customer does not submit a claim as stated above, Customer waives all rights to file a claim thereafter. Pac-West shall investigate and resolve all disputes within forty-five (45) days of receipt of the dispute and Pac-West's resolution of such a dispute is final. Any portion of a disputed amount deemed payable by Pac-West must be paid in full within ten (10) days of resolution or Customer's service may be subject to disconnection and late payment charges imposed on the overdue amount.

2.7.2 Any unresolved dispute may be directed to Consumer Services Department, Missouri Public Service Commission, 200 Madison Street, Suite 800, or P.O. Box 360, Jefferson City, Missouri. Customers may contact the Consumer Services Department toll free at 800-392-4211.

Customers may also contact the Missouri Office of the Public Counsel at 200 Madison Street, Suite 600, Jefferson City, Missouri 65101 or by telephone at 573-751-4857.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.8 Allowance for Interruptions in Service**

- 2.8.1 Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company.
- 2.8.2 The following allowances are provided for interruptions in service, as specified for particular services furnished solely by the Company:

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 allowance will be given in successive 24-hour multiples

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## **SECTION 2. RULES AND REGULATIONS (Cont'd)**

### **2.9 Taxes and Fees**

- 2.9.1 The customer is responsible for the payment of any sales, use, gross receipts, excise or other local state and federal taxes, charges or surcharges excluding taxes on the Company's net income imposed on or based upon the provision, sale or use of network services. All state and local taxes and fees shall be listed as separate line items on the customer's bill.
- 2.9.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.9.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

### **2.10 Returned Check Charge**

The charge for a returned check is \$30.00.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.11 Special Customer Arrangements**

In cases where a customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this tariff, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the customer for the provisioning of such arrangements.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.12 Disconnection and Termination of Service**

The Company shall not disconnect basic local service for nonpayment of toll or information service charges or any service other than basic local service.

**2.12.1 Disconnection of Service Without Notice**

Pac-West shall have the right to refuse or discontinue telephone service or service arrangements without advance notice, if the acts of the Customer or the conditions upon their premises are such as to indicate an intent to defraud Pac-West or to use the Service to defraud a third party, including but not limited to, providing false credit information, significantly misstating expected service volumes, using the services for unlawful purposes, or using services without intent to pay.

Pac-West will attempt to contact the Customer by telephone prior to discontinuing the Service or portions thereof. If Pac-West is unable to contact the Customer by telephone, a letter will be mailed to the Customer on the same date that their service or service arrangement is discontinued, explaining the reasons for such action and the Customer's right to dispute such action.

Customer is responsible for all charges attributable to Customer, even if incurred as a result of fraudulent or unauthorized use of the Service by third parties. Pac-West may, but is not obligated to, detect or report unauthorized or fraudulent use of Service.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.12 Disconnection and Termination of Service (Cont'd)**

**2.12.2. Disconnection of Service Requiring Notice**

2.12.2.1 The Company may disconnect service for any of the following reasons provided it has notified the customer of its intent, in writing, to disconnect service and has allowed the customer a reasonable time of not less than ten (10) days in which to remove the cause for disconnection:

2.12.2.1.A Non-compliance with Regulations. For violation of or non-compliance with Commission's rules and regulations or for violation of or non-compliance with the Company's tariffs on file with the Commission.

2.12.2.1.B Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Commission.

2.12.2.1.C Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment and property.

2.12.2.1.D Failure to meet the utility's deposit and credit requirements.

2.12.2.1.E For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice of its intent to deny service if settlement of his account is not made and provided the customer has at least ten (10) days notice, in which to make settlement before his service is denied.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.12 Disconnection and Termination of Service (Cont'd)**

- 2.12.2.1.F Failure to Comply with Service Conditions. For failure of the customer to furnish the service equipment, permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.
- 2.12.2.1.G Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.
- 2.12.2.1.H Unauthorized use of telephone utility equipment in a matter which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.13 Unlawful Use of Service**

2.13.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a customer when:

2.13.1.1 An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or

2.13.1.2 The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.13.2 If service has been physically disconnected by law enforcement officials at the customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

**2.14 Interference with or Impairment of Service**

Service shall not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other customers. The Company may require a customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.15 Telephone Solicitation by Use of Recorded Messages**

- 2.15.1 Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

**2.16 Incomplete Calls**

- 2.16.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the customer notifies the Company of the error.

**2.17 Overcharge/Undercharge**

- 2.17.1 When a customer has been overcharged, the amount shall be refunded or credited to the customer.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.18 Notices**

- 2.18.1 Any notice required or permitted to be given under this tariff shall be in writing and delivered by hand, mail, national overnight courier service or by fax if confirmed by telephone to the customer, at the address or phone numbers shown herein or at such other address or phone numbers as shall be designated from time to time.

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## **SECTION 2. RULES AND REGULATIONS (Cont'd)**

### **2.19 Emergency Calling**

#### **2.19.1 General**

Access to 911 and E911 service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the Customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the Customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)**

**2.19 Emergency Calling**

**2.19.2 911 Requirements**

- 2.19.2.1 The Company is obligated to supply the E-911 service provider in the Company's service area with accurate information necessary to update the E-911 database at the time the Company submits subscriber customer orders to the local exchange telecommunications company whose service is being resold pursuant to this tariff.
- 2.19.2.2 At the time that the Company provides basic local service to a Customer by means of its' own cable pair, or over any other exclusively owned facility, the Company will be obligated to make necessary equipment or facility additions in order to accurately and properly update the data for E-911.
- 2.19.2.3 The Company will be obligated to provide facilities to route calls from the ends user to the proper Public Safety Answering Point. The Company recognizes the authority of the E-911 customer to establish service specifications and grant final approval of denial of service configurations offered by the Company.
- 2.19.2.4 The Company will collect 911 surcharges and remit all surcharges revenue to the appropriate governmental entity pursuant to RSMo. 190.310 and will observe and adhere to the Commissioner emergency telephone service rules in 4 CSR 240-34.

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### **SECTION 3. DESCRIPTION OF SERVICES**

#### **3.1 Trial Services**

- 3.1.1 The Company may offer new services, not otherwise tarified, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

#### **3.2 Promotional Offerings**

- 3.2.1 The Company will provide tariff notification to the Commission of its intent to offer promotional services and rates no less than seven (7) days prior to the beginning of each promotion. The notification will identify the specifics of the promotion, the exchange(s) within which the promotion will be offered, as well as the start and end dates of the promotion. The Company may offer existing services on a promotional basis, that provides special rates, terms, or conditions of service. Promotional offerings will have a duration and effectiveness of no longer than ninety (90) days.

#### **3.3 Individual Case Basis ("ICB") Offerings**

- 3.3.1 The tariff may not specify the price of a service in the tariff as "ICB. The Company may or may not have an equivalent service in its the tariff on file with the Commission, and the quoted ICB rates may be different than the tarified rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

**3.4 Customized Pricing Arrangements ("CPAs") Offerings**

- 3.4.1 The Company may offer CPAs to eligible customers. Each CPA is customized to meet the specific needs of a customer. Rates quoted are different from the tariffed rates. CPA rates must be provided under contract to a customer and the contract filed (can be under seal) with the Commission.

**3.5 Local Exchange Service**

- 3.5.1 Local Exchange Service is telephone service that entitles the customer to originate local calls, without toll charges, to all local exchange access lines connected to a Central Office (CO) of the exchange, or to all exchange access lines served by COs of the extended local service area where comprised of more than one exchange. Service will be provided where facilities are available from the Local Exchange Company (LEC). Pac-West offers SBC, Sprint and CenturyTel Local Exchange Services under resale.
- 3.5.2 Service is classified as business service and business rates apply when any of the following conditions exist:
- When the service is furnished at a location where a business, trade or practice is performed and where the use of the location is not confined primarily to domestic activities.
  - Service for social clubs (i.e. Elks, VFW, Eagles, etc.) will be considered business service.
  - When the directory listing is to be a business listing, except when a residence telephone number is advertised as an alternate call number in connection with a business telephone number.

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

**3.6 Directory Assistance**

**3.6.1 General**

Directory Assistance (DA) is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance operator will not transfer, forward or redial a customer's call to any other location for any purpose other than the provision of DA service. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Directory Assistance service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with attempt to avoid payment, in whole or in part, of the regular charge for such service. In addition to any other action authorized by this Tariff, the Company may, in such cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the Customer's regular telephone account.

**3.6.2. Directory Assistance Call Allowance**

Business Customers are allowed one directly dialed Local Directory Assistance call per month at no charge for each central office line or trunk.

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

**3.7 Directory Listings/Distribution**

The Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area. The Company will ensure that directory distribution is furnished to the Customer.

**3.8 Number Intercept Service**

When a customer's telephone number changes and at the Customer's request, the Company will intercept calls to the former number and provide the applicable new telephone number, for a minimum of thirty (30) days. There will be no charge for this service.

**3.9 Calling Scopes/Exchanges**

The Company concurs in the calling scopes/exchanges as identified in the local exchange tariffs of SBC (P.S.C. Mo. No. 24), Sprint (Missouri P.S.C. No. 4) and CenturyTel an Spectra Communications (P.S.C. No. 1).

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### **SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

#### **3.10 Call Trace Service**

##### **3.10.1 CenturyTel and Spectra Communications Exchanges**

Company's call trace capability is not available on a per call basis. If a Customer wishes to have this capability, they must pre-subscribe to Company's Call Tracing Service. A monthly recurring charge applies. A Customer who pre-subscribes to Pac-West's Call Tracing Service and wishes to attempt a Call trace must immediately after the call press \*57, and hold the line. A recording will inform the Customer if the trace was successful, and how to proceed by contacting 911 and/or the CenturyTel/Spectra Nuisance Call Bureau. The recording will provide the number of the Nuisance Call Bureau. Under no circumstances will the Customer be provided the calling number. However, the Nuisance Call Bureau will follow up with law enforcement authorities according to CenturyTel/Spectra protocol.

##### **3.10.2 Sprint Exchanges**

Customers receiving annoying or anonymous calls may request a telephone number change which will be provided at no charge by Pac-West, or the customer may utilize Call Trace on a per activation basis with an associated charge per use. Call Trace allows the customer to dial \*57 to automatically request that the following information be recorded: a) the originating telephone number b) the date and time of the call and c) the date and time call trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number which will assist the customer. Should the customer decide to prosecute the originating party, the customer should contact Pac-West for further instructions. Activation of Call Trace never authorizes Pac-West to provide the called party with the calling party telephone number. Call Trace is a feature which must be activated through contact with Pac-West's business office.

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

**3.10 Call Trace Service (Cont'd)**

**3.10.3 SBC Missouri Exchanges**

Customers receiving annoying or anonymous calls may request

- (1) a telephone number change, which will be provided at no charge by Pac-West or
- (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (\*57) to automatically request that the following information be recorded:
  - The originating telephone number;
  - The date and time of the call; and
  - The date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact Pac-West for further instructions. Activation of Call Trace never authorizes Pac-West to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

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#### **3.1 Trial Services**

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#### **3.2 Promotional Offerings**

- 3.2.1 The Company will provide tariff notification to the Commission of its intent to offer promotional services and rates no less than seven (7) days prior to the beginning of each promotion. The notification will identify the specifics of the promotion, the exchange(s) within which the promotion will be offered, as well as the start and end dates of the promotion. The Company may offer existing services on a promotional basis, that provides special rates, terms, or conditions of service. Promotional offerings will have a duration and effectiveness of no longer than ninety (90) days.

#### **3.3 Individual Case Basis ("ICB") Offerings**

- 3.3.1 The tariff may not specify the price of a service in the tariff as "ICB. The Company may or may not have an equivalent service in its the tariff on file with the Commission, and the quoted ICB rates may be different than the tarified rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

**3.4 Customized Pricing Arrangements ("CPAs") Offerings**

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- 3.5.2 Service is classified as business service and business rates apply when any of the following conditions exist:

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

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**3.7.2. Directory Assistance Call Allowance**

Business Customers are allowed one directly dialed Local Directory Assistance call per month at no charge for each central office line or trunk.

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

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**3.9 Calling Scopes/Exchanges**

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

**3.10 Call Trace Service**

**3.10.1 CenturyTel and Spectra Communications Exchanges**

Company's call trace capability is not available on a per call basis. If a Customer wishes to have this capability, they must pre-subscribe to Company's Call Tracing Service. A monthly recurring charge applies. A Customer who pre-subscribes to Pac-West's Call Tracing Service and wishes to attempt a Call trace must immediately after the call press \*57, and hold the line. A recording will inform the Customer if the trace was successful, and how to proceed by contacting 911 and/or the CenturyTel/Spectra Nuisance Call Bureau. The recording will provide the number of the Nuisance Call Bureau. Under no circumstances will the Customer be provided the calling number. However, the Nuisance Call Bureau will follow up with law enforcement authorities according to CenturyTel/Spectra protocol.

**3.10.2 Sprint Exchanges**

Customers receiving annoying or anonymous calls may request a telephone number change which will be provided at no charge by Pac-West, or the customer may utilize Call Trace on a per activation basis with an associated charge per use. Call Trace allows the customer to dial \*57 to automatically request that the following information be recorded: a) the originating telephone number b) the date and time of the call and c) the date and time call trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number which will assist the customer. Should the customer decide to prosecute the originating party, the customer should contact Pac-West for further instructions. Activation of Call Trace never authorizes Pac-West to provide the called party with the calling party telephone number. Call Trace is a feature which must be activated through contact with Pac-West's business office.

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**SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**

**3.10 Call Trace Service (Cont'd)**

**3.10.3 SBC Missouri Exchanges**

Customers receiving annoying or anonymous calls may request

- (1) a telephone number change, which will be provided at no charge by Pac-West or
- (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (\*57) to automatically request that the following information be recorded:
  - The originating telephone number;
  - The date and time of the call; and
  - The date and time Call Trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact Pac-West for further instructions. Activation of Call Trace never authorizes Pac-West to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

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**SECTION 4. RATES AND CHARGES****4.1 Calculation of Rates**

- 4.1.1 The chargeable time for a long distance call is determined by the duration of the call. Chargeable time begins when connection is established between the calling station and the called station. Chargeable time ends when the calling station hangs up. If the called station hangs up, but the calling station does not, chargeable time ends when the connection is released by either automatic timing equipment in the telecommunications network or by an operator.
- 4.1.2 Calls are billed in (six) 6 second increments with an eighteen (18) second minimum for interLATA calls and a twenty-four (24) second minimum on intraLATA calls.
- 4.1.3 Different rates based on the time of day or day of week are described in the following rate table.

Rate Periods	From	To, but not Including	Days
Day	8:00 a.m.	5:00 p.m.	Monday-Friday
Evenings	5:00 p.m.	11:00 p.m.	Monday-Friday
Night/Weekends	11:00 p.m.	8:00 a.m.	Monday-Friday
Night/Weekends	11:00 p.m.	8:00 a.m.	Saturday-Sunday

The Company charges weekend rates on the following Federal holidays: New Year's Day, President's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

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**SECTION 4. RATES AND CHARGES (Cont'd)****4.2 Local Exchange Service (Cont'd)****4.2.1 Business Service**

	Monthly Rate	Non-Recurring Charge
First Measured Business Line or Trunk	\$19.22	\$49.57 <sup>1</sup>
Additional Measured Business Line or Trunk	\$19.22	\$27.49 <sup>2</sup>
Changes, Service Restoration To change class, type or grade of service(per line or trunk)	\$49.57	
To restore service that has been temporarily disconnected by the Company(per line or trunk, per order)	\$49.57	

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<sup>1</sup> First Line per Service Order<sup>2</sup> Additional Lines on the SAME service order

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**SECTION 4. RATES AND CHARGES (Cont'd)**

4.2 Local Exchange Service (Cont'd)

4.2.1 Business Service (Cont'd)

Local Usage Rates

	Day Rate	Evening Rate	Night & Weekend
First Minute	\$0.040	\$0.028	\$0.016
Additional	\$0.010	\$0.0700	\$0.004

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**SECTION 4. RATES AND CHARGES (Cont'd)**

**4.3 Directory Assistance Service**

**4.3.1 Local Directory Assistance**

Per Call Charge: \$0.50  
(maximum of two (2) listings)

**4.3.2 National Directory Assistance**

Per Call Charge: \$1.25  
(maximum of two (2) listings)

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## **SECTION 5. INTRALATA TOLL PRESUBSCRIPTION**

### **5.1 General**

IntraLATA toll presubscription is a procedure whereby an end user may select and designate an IntraLATA Toll Provider ("ITP") to access IntraLATA toll calls without dialing an access code. The end user may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the end user preferred IntraLATA toll provider.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred IntraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other service(s).

An ITP must use Feature Group D ("FGD") Switched Access Service to qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent ("LOI") to the Company at least twenty days prior to the IntraLATA toll-presubscription-conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in IntraLATA toll presubscription.

Selection of an ITP by an end user is subject to the terms and conditions in Section 5.2.

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**SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)**

**5.2 Presubscription Charge Application**

**5.2.1 Initial Free Presubscription Choice for New Users**

New end users (including an existing customer who orders an additional line) who subscribe to service will be asked to select a primary ITP when they place an order for Company Exchange Service. If a customer cannot decide upon an IntraLATA toll carrier at the time, the customer will have thirty days following completion of the service request to make an IntraLATA PIC choice without charge. In the interim, the customer will be assigned a "No-PIC" and will have to dial an access code to make IntraLATA toll calls. The free selection period available to new end users is the period within thirty days of installation of the new service.

Initial free selections available to new end user are:

1. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
2. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Company.

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**SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)**

**5.2 Presubscription Charge Application (Cont'd)**

**5.2.2 Cancellation of IntraLATA Toll Presubscription by an ITP**

If an ITP elects to discontinue Feature Group D service after implementation of the IntraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users that it is canceling its Feature Group D service, request that the end user select a new ITP and state that the canceling ITP will pay the PIC change charge. The ITP must provide written notification to the Company that this activity has taken place.

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**SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)**

**5.3 End User/Pay Telephone Service Provider Charge Discrepancy  
("Anti-Slamming Measure")**

**5.3.1 General**

When a discrepancy is determined regarding an end user's designation of a preferred IntraLATA toll carrier, the following applies depending upon the situation described:

A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Company.

When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

**5.3.2 Verification of Orders for Telemarketing**

No ITP shall submit to the Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed in accordance with the following procedures:

**5.3.2.1** The ITP has obtained the customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:

**5.3.2.1.A** The customer's billing name and address and each telephone number to be covered by the PIC change order;

**5.3.2.1.B** The decision to change the PIC to the ITP; and

**5.3.2.1.C** The customer's understanding of the PIC change fee; or

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**SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)**

**5.3 End User/Pay Telephone Service Provider Charge Discrepancy  
("Anti-Slamming Measure") (Cont'd)**

- 5.3.2.2 The ITP has obtained the customer's electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in 5.3.2.1 preceding to confirm the authorization; or
- 5.3.2.3 An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification date (e.g., the customer's date of birth or social security number).
- 5.3.3 The Company will follow the Federal Communications Commission's and the Commission's regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.
- 5.3.4 The customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a customer who has stated their intent to select a different carrier.

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**SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)**

**5.4 Rates and Charges**

	Non-recurring Charge
Authorized PIC/IPIC Change Charge	\$5.26
PIC/IPIC Change (Change made at the Same time to the same IC, CLC or LEC for both InterLATA and IntraLATA	\$7.89
Unauthorized PIC or IPIC change	\$10.00

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