

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES**A. DESCRIPTION**

The Company has developed network capabilities known as Basic Service Elements (BSEs) and Complementary Network Services (CNSs) and provides them to the Company's customer who can be any person, including an Enhanced Service Provider (ESP), or a Competitive Local Carrier (CLC), who will use these capabilities to provide its own service offerings. Certain CNSs have the option of allowing the Company's Customer to order and be billed for the services on behalf of their Customer, who may be either an ESP or End User.

The Company will accept orders for CNSs on resold access lines from the CLC. The Company will bill the CLC for these services. An ESP can order the CNSs from the Company on a resold access line when the CLC has authorized the ESP to order and be billed for the CNSs.

The Company will also bill ESPs and anyone else ordering BSEs and CNSs described herein, the applicable Guidebook rates and or charges.

When the Company's or CLC Reseller's end user subscriber changes local service providers, the customer authorizes the Company to disconnect any service provided under this Section at the time of disconnection of the access line on which the service is provided.

1. Complementary Network Services**a. Call Forwarding Busy Line**

This product provides the customer the ability to order and be billed for Call Forwarding Busy Line. The customer will be responsible for the payment of all provisioning and monthly recurring CNS charges associated with this service. Call Forwarding Busy Line provides the ability for the customer to have incoming calls redirected to the pre-selected customer's number. This would happen only when the incoming call encounters an end user station that is busy.

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)**A. DESCRIPTION (cont'd)****1. Complementary Network Services (cont'd)****b. Call Forwarding Don't Answer**

This product provides the customer the ability to order and be billed for Call Forwarding Don't Answer. The customer will be responsible for the payment of all provisioning and monthly recurring CNS charges associated with this service. Call Forwarding Don't Answer provides the ability for the customer to have its customer's incoming calls (to their home or business) redirected to the pre-selected customer number. This would happen only when the incoming call encountered an end user station that did not answer after a specific number of rings (which must be specified upon ordering).

c. Call Forwarding Busy Line/Don't Answer

This product provides the customer the ability to order and be billed for Call Forwarding Busy Line/Don't Answer. The customer will be responsible for the payment of all provisioning and monthly recurring CNS charges associated with this service. Call Forwarding Busy Line/Don't Answer provides the ability for the Customer to have incoming calls (to a home or business) redirected to the pre-selected number. This would happen in either the busy or don't answer mode.

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

A. DESCRIPTION (Cont'd)

1. Complementary Network Services (Cont'd)

d. Message Waiting Indicator

This product provides the customer the ability to order and be billed for Message Waiting Indicator. The customer must have Forwarded Call Information and Activate Message Waiting Indicator, Forwarded Call Information - Multiple Users or Network Forwarded Call Information provisioned on its lines in order to activate Message Waiting Indicator. The customer will be responsible for the payment of all CNS charges associated with this service. Message Waiting Indicator provides an alerting signal and an indicator lamp (on appropriately equipped customer provided equipment) in the form of an audible stutter dial tone and a message light on the line(s). This alerting signal and message light informs the End Users that information is waiting for them.

e. Star Code Access to Voicemail (*98) - Billed to Enhanced Service Provider (ESP)

This product provides the Voice Mail ESP the ability to order and be billed for abbreviated dialing access (Star Code Access) to its Voice Mail system. The ESP must have Call Forwarding Busy Line/Don't Answer provisioned on its end user's lines in order to activate Star Code Access to Voice Mail. Star Code Access will not work on Centrex, PBX, coin, inmate or hotel-motel service or with Remote Call Forwarding, or multi-line hunt groups. As the customer of the service, the ESP will be able to take an order from its end user and place that order with the company on its end user's behalf. The ESP will be responsible for the payment of all Complementary Network Services charges associated with this service to their end user. Star Code Access to Voice Mail is abbreviated dialing access to the ESP's Voice Mail from the end user's premises via an abbreviated code (* and a two-digit code). The end user, when calling from the line on which the Voice Mailbox is associated, will use the feature by picking up the telephone handset and dialing * plus a two-digit code. This action will forward the call to the customer's voice mailbox.

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2. Basic Service Elements

a. Activate Message Waiting Indicator

This product provides the ability for a customer to activate and deactivate message waiting signals (audible stutter dial tone) on each of an end user's telephone lines that are served out of the same switch and who have Message Waiting Indicator. This alerting signal will inform the End User that information is waiting. Lines must have Message Waiting Indicator provisioned on their line. A Special Access Voice Grade (VG36) channel is required between the ESP and the Company's central office in order to meet the data communications requirements in providing Activate Message Waiting Indicator to the end user^{/1/}.

(C)

/1/ The Special Access Voice Grade Channel description, regulations and rates, are as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

A. DESCRIPTION (cont'd)

2. Basic Service Elements (cont'd)

b. Forwarded Call Information - Multiple Users

This product provides the delivery of information on the calling number (within the same closed user group), called number, reason-for-forwarding of calls forwarded or placed to the ESP and identifies the multi-line hunt group assigned to the ESP end user, i.e., the multiple users capability.² The reason for forwarding information may include when a line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the ESP directly.

Forwarded Call Information - Multiple Users also includes the ability to activate and deactivate message waiting signals (audible stutter dial tone or indicator lamp on appropriately equipped customer provided equipment) on each of its end user's telephone line(s) who has Message Waiting Indicator. This alerting signal will be used by the ESP to inform its end user that information is waiting. The ESP end user lines must be provisioned to receive the signal and have Message Waiting Indicator provisioned with its line. A Special Access Voice Grade (VG36) channel is required between the ESP and the Company's central office in order to meet the data communications requirements in providing Forwarded Call Information - Multiple Users to the end user¹.

- /1/ The Special Access Voice Grade Channel description, regulations and rates, are as set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).
- /2/ Numbers will be provided in either seven (7) or ten (10) digit format. The customer must specify the number of digits.

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

A. DESCRIPTION (cont'd)

3. Hunting Service

Used in conjunction with Forwarded Call Information, Hunting Service is an arrangement to search multiple lines of the same class of service for a vacant line for each incoming call.

4. Optional Features

Automatic Dial Back-Up

Automatic Dial Back-Up is an optional feature available to Forwarded Call Information - Multiple Users subscribers. It provides back-up capability to a Type 3002 data channel equipped with a compatible modem. When the modem detects a failure in the 3002 channel, the Automatic Dial Back-Up capability will automatically complete calls over the public switched network by utilizing two (2) Individual Line Measured Rate Business Service (1MB) (one located in the central office and one located on the customer premises) at rates and charges as set forth in Guidebook Part 3, Section 4 and Part 4, Section 2. Calls are subject to the appropriate charges for local and toll messages.

The customer is responsible for providing compatible premises equipment in order to utilize the Automatic Dial Back-Up feature.

NOTE 1: The Hunting Service description, regulations and rates are as set forth in Guidebook Part 4, Section 3, Part 4, Section 2 and Part 4, Section 2.

1. BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

A. DESCRIPTION (cont'd)

5. Definitions

COMPETITIVE LOCAL CARRIER

A Competitive Local Carrier is a Local Service Provider that has been issued a certificate of Public Convenience and Necessity (CPCN) and received tariff authority to provide local exchange telecommunications service for a geographic area specified by such carrier.

CUSTOMER

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Guidebook.

END USER

The term "End User" denotes any customer that purchases intrastate telecommunications for its own use and not for the purposes of resale or sharing, and is not a carrier, except that a carrier shall be deemed to be an "end user" to the extent that such carrier uses a telecommunications service for administrative purposes, without making such service available to others, directly or indirectly.

ENHANCED SERVICE PROVIDER

An Enhanced Service Provider (ESP) is a customer who, in accordance with applicable regulatory requirements, claims the status of an ESP and who provides an enhanced service under Section 64.702 of the FCC's Rules.

NETWORK CAPABILITY

Network Capability is a technically defined requirement to be performed in the Company's network for a customer.

1. BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

B. TERRITORY

1. Basic Service Elements and Complementary Network Services will only be furnished where facilities and operating conditions permit.
2. One input/output (I/O) port into the switching machine is required for FCI-MU or AMWI service.
3. Services described in this Guidebook will not be available if local exchange facilities (e.g. line equipment, telephone numbers or I/O ports) are exhausted in the central office.

1. BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

C. REGULATIONS

1. Company Obligations

a. General

- (1) The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
- (2) The Company may furnish Basic Service Elements and Complementary Network Services where there is available central office equipment with the proper program updates as determined by the Company.
- (3) The Company will disconnect any customer's services for failure to comply with any provision(s) of this Guidebook or any Tariff of the Company.
- (4) Complementary Network Services orders can only be accepted if the line is specified and available for provisioning.

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)**C. REGULATIONS (cont'd)****1. Company Obligations (cont'd)****b. Customer Facilities**

- (1) Because of the Company's capacity in central office equipment and network facilities to furnish Basic Service Elements and Complementary Network Services is limited:

If the Company has reason to believe that permitting the commencement or continuation of providing BSEs and CNSs in this Guidebook is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide BSEs or may discontinue providing such service.

- (2) Late payment charges as defined in Schedule Cal.P.U.C. No. A2.1.9.D., Rule 9 will apply to all customer services
- (3) Basic Service Elements and Complementary Network Services will not be provided in connection with Semipublic Service.
- (4) The quality of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call.
- (5) Charges between the originating location and the call forwarding equipped line are applicable in accordance with the Guidebook, local message units, zone calling units, dial station, operator station or person toll.

2. Customer Obligations**a. General**

- (1) The customer's services and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.

1. BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

C. REGULATIONS (cont'd)

2. Customer's Obligations (cont'd)

a. General (cont'd)

- (2) The Customer is prohibited from displaying or recording, in any manner whatsoever, calling party information originating outside of a closed user group. Complaints regarding the abuse of calling party information may be cause for disconnection of an customer's Forwarded Call Information Service.
- (3) The Customer shall be liable for and shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
- (4) The Customer is responsible for all provisioning and monthly recurring charges for BSE and CNS services including those situations in which the end user and/or the CLC or the Company has temporarily suspended or disconnected the end user's service.
- (5) Customer's must prominently provide the following notice on all billing for enhanced services using any of the basic service elements or complementary network services described in this Guidebook.

"This service is privately provided by [NAME OF CUSTOMER]. Complaints regarding billing or service should be directed to [CUSTOMER ADDRESS and TELEPHONE NO.]. Although this service is NOT regulated by the California Public Utilities Commission, the provider of this service does pay for the use of regulated telephone facilities to provide service to you. You are encouraged to inform the California Public Utilities Commission Consumer Affairs Branch of any unresolved problems at:

Northern California

505 Van Ness Avenue
Room 4300
San Francisco, CA 94102
(800) 548-9919

Southern California

1107 So. Broadway
Room 5109
Los Angeles, CA 90012
(800) 648-6967

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

C. REGULATIONS (con't)

2. Customer's Obligations (cont'd)

b. Customer's Services

- (1) A Customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- (2) A Customer shall submit to the Company all advertising, sales promotion and other publicity relating to the subject matter of Basic Service Elements and Complementary Network Services wherein the Company's name, signs, markings or symbols are used from which the connection of the Company's name therewith may be in the Company's judgment, reasonably inferred or implied, and further, the customer shall not publish or use such advertising, sales promotion or publicity matter without the prior written approval of the Company.

c. Customer's Facilities

- (1) A Customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer premise equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with Schedule Cal.P.U.C. No. A2.1 and with all applicable rates and charges in the Company's Guidebook.
- (2) The Customer's premise equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Guidebook Part 8, Section 8, Connection of Customer-Provided Equipment and Systems. If the customer violates this requirement, the Company shall disconnect the customer's services.
- (3) The Customer is required to subscribe to access facilities capable of supporting the enhanced service(s) being offered. The customer is required to subscribe to as many additional access facilities as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.
- (4) The Customer is responsible for disconnecting Complementary Network Services ordered for its end user including those situations where the line on which the services are placed is disconnected.

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

C. REGULATIONS (cont'd)

2. Customer's Facilities (cont'd)

3. End User Obligations

a. General

- (1) The subscriber to the line with Call Forwarding Busy Line and/or Don't Answer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge for local, or message unit service, applies to all forwarded calls that are answered at the number to which the calls are forwarded.
- (2) Duplication of the same Complementary Network Service on a line will not be permitted

4. Billing and Remittance

a. End User Adjustments

- (1) Adjustments requested due to poor transmission quality caused by the Customer premises equipment will be made at the discretion of the Company.
- (2) In addition, other adjustments may be made in accordance with standard Company practices.

b. Billing disputes

- (1) The Customer's services may be discontinued pursuant to the procedures set forth in Schedule Cal.P.U.C. Nos. A2.1.9 and A2.1.11 for the Customer's failure to make full payment for the Company's services provided under this Guidebook.

1. BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

D. RATES AND CHARGES

1. Basic Service Elements

a. Establishment of Enhanced Service Provider Services – Billed to the Customer

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
(1) Activate Message Waiting Indicator	\$1,709.84	\$166.23	AMW11
(2) Forwarded Call Information			
(a) Multiple Users	2,374.78	332.47	FCLM1
- Per User Group	189.98	NO	FCLS1
- Upgrade ²	949.91	NO	
(3) Order Processing Charge ¹			
- First entry	.95	NO	OPCT1

1/ Rate applies to the nonrecurring charge on the first order entry. The quantity of entries per same order is limited to 102 line assignable USOCs.

/2/ Rate applies to customers wanting to upgrade their existing Forwarded Call Information Guidebook, Part 5, Section 1, to Forwarded Call Information - Multiple Users.

1. BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

D. RATES AND CHARGES (cont'd)

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
2. Complementary Network Services				
a. Message Waiting Indicator				
- Per line	\$6.65	\$0.24	MW1++	(C)
b. Call Forwarding Busy Line ^{/1/}				
- Per line	\$4.75	\$0.43	CLB++	(C)
c. Call Forwarding Don't Answer ^{/1/}				
- Per line	\$5.70	\$0.43	CLD++	(C)
d. Call Forwarding Busy Line/Don't Answer				
- Per line	\$4.27	\$0.66	CLA++	(C)
e. Star Code Access to Voicemail (*98) – Billed to ESP, per line, per order				
	RR ^{/2/}	\$0.50	SQAVE	(N) (N)

/1/ A non-recurring charge of \$7.50 for residence class of service and \$5.70 for business service applies if the above features are modified. See Guidebook, Part 3, Section 1, Custom Calling Services. (C)
(C)

/2/ See Part 3, Section 1, (Custom Calling Services), for nonrecurring Service Charge. (N)

1 BASIC SERVICE ELEMENTS AND COMPLEMENTARY NETWORK SERVICES (cont'd)

D. RATES AND CHARGES (cont'd)

3. Optional Features

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
a. Automatic Dial Back-Up ¹			
- Dial back-up Individual Line Measured Rate Business Service in Central office			
- Each ²	RR	RR	N/A
- Dial back-up Individual Line Measured Rate Business Service on Premises			
- Each ²	RR	RR	N/A

/1/ Available only in those central offices that are suitably equipped.

/2/ Rate and charges applicable to Individual Line Measured Rate Business Line Service as set forth in Guidebook, Part 3, Section 2 and Part 4, Section 2.

2 ANSWER SUPERVISION

A. DESCRIPTION

1. Answer Supervision

Answer Supervision gives the subscriber a signal, delivered on the line for confirmation that the called party has answered the call by going "off hook." This signal can be used by the terminal equipment connected to the calling party's line to determine that the call has entered the talking state and that charging may commence.

Answer Supervision is a provisional offer and will be subject to modifications or terminate only upon explicit approval from the CPUC and notification to all affected parties.

B. TERRITORY

1. Answer supervision will only be furnished where facilities and operating conditions permit.
2. Answer supervision requires the purchase of the Voice Grade - Line - Circuit Switched basic serving arrangement.

C. REGULATIONS

1. Company Obligations

a. General

(1) The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.

D. RATES AND CHARGES

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
1. Answer supervision			
- Per line	\$9.50	\$5.46	ANSPR

3 WARM LINE**A. DESCRIPTION**

Warm line and Warm Line - Billed to Customer is a central office based automatic dialing features with time delay. If a line with warm line capability goes off-hook and has not started dialing before the end of the time delay period, a stored number is automatically dialed; if dialing commences within the time delay period, the call will proceed normally as dialed.

Warm Line - Billed to Customer is an ordering and billing option that allows the Customer to order and pay for the provisioning and monthly recurring charges of Warm Line.

B. TERRITORY

1. Warm Line and Warm Line - Billed to Customer will only be furnished where facilities and operating conditions permit.
2. Warm Line and Warm Line - Billed to Customer require the purchase of the Voice Grade - Line - Circuit Switched basic serving arrangement.

3 WARM LINE(cont'd)

C. REGULATIONS

1. Company Obligations

a. General

- (1) The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
- (2) The Company is not responsible for charges between a customer and its end user.
- (3) The assignment of a number to a customer's telephone service will be made at the discretion of the Company.

2. Customer Obligations

- a. The customer is responsible for ordering and disconnecting the Warm Line-Billed to Customer product. The customer is also responsible for payment of the Warm Line - Billed to Customer charges without regard to the status of the line.
- b. A customer or CLC must warrant that it has a letter of authority from its end user to order any of the services that are placed on an end user's line. The ESP must provide a copy of this letter to the Company upon request.

D. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. Warm Line			
- Per line	\$4.75	\$2.37	WARM
2. Warm Line - Billed to Customer			
- Per line	4.75	2.37	WARM

/1/ See Schedule Cal.P.U.C. No. A2.1.17, Rule No. 17.

4. FORWARDED CALL INFORMATION - NON-CENTREX¹

A. DESCRIPTION

1. Forwarded Call Information - Non-Centrex

Forwarded Call Information - Non-Centrex (FCI-nCTX) is a network feature available to multi-line subscribers who have their lines equipped in a multi-line hunt group (MLHG).² Rates, charges and regulations apply as shown in C. following.

FCI-nCTX provides delivery of signaling information for calls forwarded to the associated MLHG (within the same closed user group³), and for direct calls to the MLHG, from telephone lines served by the same central office switch as the MLHG/FCI-nCTX.

This signaling information is rendered in data format and received at a customer provided equipment data modem via a Special Access Voice Grade channel.⁴

The data format includes:⁵

- Called station number
- Originating station(s) number for intra-system calls³
- Code for type of Call Forwarding feature used
- Indication of line call was forwarded to

FCI-nCTX includes the ability to activate and deactivate message waiting signals (audible stutter dial tone) on each end user's telephone line(s) who has Message Waiting Indicator. This alerting signal will be used to inform end users that information is waiting. The end user lines must be provisioned to receive the signal and have Message Waiting Indicator provisioned with its line.

Forwarded Call Information - Non-Centrex is a provisional offer and will be subject to modifications or terminate only upon explicit approval from the CPUC and notification to all affected parties.

- /1/ Not technically available per Decision No. 90-11-076.
- /2/ The Hunting Service description, regulations and rates are as set forth in Schedule Cal.P.U.C. Nos. A2.1.1, Rule No. 1, Guidebook, Part 4, Section 3; Part 4, Section 2.
- /3/ Display or recording, in any manner whatsoever, of calling party information originating outside a closed user group is prohibited.
- /4/ The Special Access Voice Grade Channel description, regulations and rates are set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).
- /5/ Numbers will be provided in either seven (7) or ten (10) digit format. The customer must specify the number of digits.

4 FORWARDED CALL INFORMATION - NON-CENTREX (cont'd)

B. TERRITORY

Forwarded Call Information - Non-Centrex is available where facilities and operating conditions permit.

C. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. Forwarded Call Information - Non-Centrex	\$2374.78	\$332.47	A5VFC

5 NETWORK FORWARDED CALL INFORMATION (NFCI)

A. DESCRIPTION

Network Forwarded Call Information (NFCI) is an enhanced Basic Service Element (BSE) service that provides customers with the ability to provide enhanced services to their end users in multiple switches within a LATA through a single NFCI link connected to a designated "hub" central office switch of the Company, where technically feasible. The customer may request a specific central office to serve as the hub switch, but the Company retains final authority in choosing the hub for each NFCI link.

NFCI delivers originating call history data¹ to the customer's equipment and also includes the ability to activate and deactivate Message Waiting Indicator (MWI) On/Off signals on the end user's line. Call history data is delivered to the customer's equipment via a multi-line hunt group² (MLHG) when calls are forwarded from the end user's line. Call history data includes the calling party number (if not blocked), the called party number (end user's number when the call is forwarded), the reason the call was forwarded (busy or unanswered line) or if the end user called directly to the customer and the MLHG to which the call was either forwarded or dialed directly. When the end user calls directly to the customer's MLHG, the calling party number will be passed to the customer unless the end user's line is blocked. MWI On/Off signals may result in either an intermittent dialtone and/or activation of a lamp or text message on the end user's line or telephone equipment.

NFCI requires a Special Access Voice Grade channel³ between the customer's equipment and the hub switch, a compatible modem at the customer's premises and a multi-line hunt group terminating on the Customer's equipment.

/1/ Numbers will be provided in ten (10) digit format.

/2/ See Guidebook, Part 7, Section 3, preceding.

/3/ The Special Access Voice Grade Channel description, regulations and rates are set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3,(A)(B).

5 NETWORK FORWARDED CALL INFORMATION (NFCI) (cont'd)**A. DESCRIPTION (cont'd)**Alternate Network Delivery

NFCI also includes the optional Alternate Network Delivery (AND) feature. AND provides the capability for the customer to direct its Message Waiting Indicator (MWI) On/Off signals toward the customer's Common Channel Signaling System 7 (CCSS7) equipped alternate network service provider. The alternate network service provider's equipment may or may not be within the same LATA. The customer's alternate network service provider must provide service capability to receive and complete MWI delivery. The customer is responsible for any and all charges that the Company may incur from the customer's alternate network service provider for receiving MWI messages from the Company.

Customers subscribing to the AND feature must provide the Company with information specifying:

1. The single pre-defined point code of the alternate network service provider's Signal Transfer Point (STP) to which MWI signals will be routed.
2. A list of all the end user stations' NPA-NXXs receiving MWI signals.

B. AVAILABILITY

1. NFCI is available where technically feasible and facilities/operating conditions permit.
2. NFCI is available to compatible and suitably equipped Centrex and non-Centrex customers.

5 NETWORK FORWARDED CALL INFORMATION (NFCI) (cont'd)**C. Regulations**

1. Regulations applicable to Basic Service Elements in Guidebook, Part 7, Section 3 preceding also apply to Network Forwarded Call Information (NFCI).
2. Customers subscribing to a Forwarded Call Information or Forwarded Call Information-Multiple Users service who wish to change to NFCI will incur the non-recurring charge installation set forth in D. following.
3. Customers who upgrade their existing Network Forwarded Call Information (Guidebook, Part 5, Section 1) to Network Forwarded Call Information – Multiple Users will incur the non-recurring Upgrade charge set forth in D. following.
4. Subscribers to a Forwarded Call Information service must upgrade to Network Forwarded Call Information in order to receive Alternate Network Delivery
5. Subscribers who upgrade their Forwarded Call Information service to Network Forwarded Call Information or install a new Network Forwarded Call Information service may elect to implement the Alternate Network Delivery (AND option at the time of the initial order request or a later date at no additional recurring or non-recurring charges.
6. Signaling control and data communications protocols are defined by the Company and the Company retains the right to change these protocols.

5 NETWORK FORWARDED CALL INFORMATION (NFCI) (cont'd)

D. RATES AND CHARGES

Establishment of Enhanced Service Provider Services - Billed to the Customer

1. Network Forwarded Call Information - Multiple Users ¹	\$6000.00	\$2000.00	M2NX
- Per User Group ²	189.98	NO	FCLS
- Upgrade ³	949.91	NO	
Network Forwarded Call Information - Multiple Users With Alternate Network Delivery ¹	\$6000.00	\$2000.00	M2NA
- Per User Group ²	189.98	NO	FCLS
- Upgrade ³	949.91	NO	

- /1/ A Special Access Voice Grade Channel description, regulations and rates are set forth in Schedule Cal.P.U.C. No. 175-T, Section 7.5.3, (A) (B) is required
- /2/ Rate applies to each additional multi-line hunt group.
- /3/ Rate applies to customers who upgrade their existing Network Forwarded Call Information (Guidebook, Part 5, Section 1.) to Network Forwarded Call Information – Multiple Users.

6. MESSAGE WAITING INDICATOR

A. DESCRIPTION

Message Waiting Indicator (MWI) is a companion feature to Forwarded Call Information¹. Customers subscribing to MWI hear an audible interrupted dial tone and, where facilities permit, have an indicator lamp on appropriately equipped customer provided equipment indicating there is a message waiting for the subscriber at the message center. The customer can call the message center for his/her message or ignore the signal and place a call; MWI will continue until the message has been retrieved and a signal is received by the Forwarded Call Information feature.

B. REGULATIONS

1. Message Waiting Indicator is available to Centrex Service, Airport Intercommunicating Service, Premiere Communications System Service, Individual Line Residence and Business Exchange Service, Private Branch Exchange Trunk Line Service, or other Company provided dialable lines where dial tone is normally served.
2. In addition to the rates and charges associated with Message Waiting Indicator, customers must subscribe to one or more of the Call Forwarding USOCs, however, MWI and Call Forwarding features are not required on the same line:
 - E6G, E6GNC, E6GUR, E9G, E9GNC, E9GUR, E9GWA, EAT, EATWA, ESMCS Rates, Charges and Regulations defined in Guidebook Part 5, Section 1
 - ESM, EVB, EVB, EVE Rates, Charges and Regulations defined in Guidebook Part 7, Section 2.
 - MVPCF, MVCCF Rates, Charges and Regulations defined in Guidebook Part 6, Section 6 and Part 7, Section 2
3. Customers must arrange to forward their calls to a system equipped with a forwarded call information service .
4. The Message Waiting Indicator customer and the Forwarded Call Information equipped system must be served by the same Central Office.

^{1/1} Forwarded call information services (Forwarded Call Information; Forwarded Call Information – Multiple Users and Forwarded Call Information – Non-Centrex) are defined in Guidebook Part 7, Section 3.

6 MESSAGE WAITING INDICATOR (Cont'd)

C. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. Message Waiting Indicator			
- First line feature, per order	\$12.35	\$0.47	EMW
- Each additional line feature, same service order	\$ 0.95	\$0.47	EMW