

**1. CALIFORNIA 976****A. TERRITORY**

Within the exchanges which constitute the California 976 Local Calling Areas as set forth following.

**B. DESCRIPTION**

1. California 976 is a service of customer-provided General Audience recorded programs of information. California 976 allows a caller to access a 976 telephone number and receive, for a charge, a wide variety of California 976 customer-provided General Audience recorded or recorded-interactive programs. As a part of this service the Company transports and bills the call. Billing and collection by the Company for services rendered to or for an Information Provider engaged in furnishing any recorded or recorded-interactive programs which contain harmful matter as defined in California Penal Code Section 313(a), is a matter for contractual arrangement between the Information Provider and the Company and is not subject to the terms of this Guidebook. Programs containing harmful matter may not reside on California 976. The prefix designated for harmful matter programs is contained in Guidebook, Part 8, Section 2, California 900. Each remittable call to a California 976 number will be charged to the caller at the pre-designated rate.
2. A California 976 customer is an Information Provider who wishes the Company to bill callers on its behalf for all calls completed to the customer's announcement or interactive program and for whom the Company agrees to provide such billing. A Caller to a California 976 is a "Client" of the customer.
3. Interactive program: A program whereby a Caller through the use of a Touch-Tone pad or similar device can communicate with the California 976 customer equipment for the purpose of sending or receiving information.
4. The telephone number assigned to this service is restricted to the 976 prefix.

1. CALIFORNIA 976 (cont'd)

C. DEFINITIONS

California 976 Business Termination

A California 976 access line which terminates on a business line(s).

General Audience Program

All programs other than those which contain harmful matter.

Subscription

The only manner and process by which a California 900 Information Provider and/or Sponsor may furnish Caller access to California 900 programs providing messages containing harmful matter.

Harmful Matter

"Harmful matter", as defined in California Penal Code 313, means matter, taken as a whole, which to the average person, applying contemporary statewide standards, appeals to the prurient interest, and is matter which, taken as a whole, depicts or describes in a patently offensive way sexual conduct and which, taken as a whole, lacks serious literary, artistic, political, or scientific value for minors.

"Matter" includes live or recorded telephone messages when transmitted, disseminated or distributed as part of a commercial transaction.

"Minors" means any natural person under 18 years of age.

976 Trunk Access

An assigned 976 number works with the customer's Direct Inward Dial (DID) service. The 976 number will be terminated on a specific DID service within the Company's 976 serving central office. Exchange trunks and DID Service are furnished in accordance with Guidebook, Part 4, Section 2.

## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS

## 1. General

- a. Because the capacity of central office equipment and network facilities to furnish California 976 is limited,
  - (1) Service will only be furnished where facilities and operating conditions permit.
  - (2) If the Company has reason to believe that permitting the commencement or continuation of a California 976 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 other subscribers, the Company may refuse to provide California 976 or may discontinue providing such service. Unless, in the judgement of the Company, an emergency condition exists or is threatened, the Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Company shall give notice of discontinuance as promptly as reasonably possible.
- b. California 976 customer sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another California 976 customer sponsoring the same or similar announcement or program.
- c. The California 976 customer shall indemnify and defend the Company against and hold the Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from the material transmitted and from any act or omission of the California 976 customer or Caller while using or attempting to use said service and facilities.

The Company's California 976 Customer gives permission to the Company to release the legally responsible party's name, complete address and a telephone number for inquiries to any callers in response to inquiries or complaints. Such requests may be directed to any of the Company's Business Offices.
- d. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.

## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS (cont'd)

## 1. General (cont'd)

- e. Unless otherwise specifically stated in this Guidebook, California 976 access lines will be treated as Individual Line Business Service and all applicable Guidebook rules of the Company apply.
- f. One directory listing per announcement or program will be furnished without charge in each directory within a California 976 Calling Area.

Directory Assistance Listing service is available in connection with California 976. Regulations and rates are as set forth in Guidebook, Part 12, Section 1.

Each listing must include one or more lines to advise that special charges apply; however, the actual information charge shall not be specified.

- g. Each directly dialed call (toll or local), calling card or allowed operator handled call<sup>1</sup> will be at a predetermined amount established by the California 976 customer plus any other appropriate rate. Any request by the California 976 customer for a change in the amount the Company is to bill per General Audience call must be received by the Company in writing, at least 90 days prior to the proposed effective date.
- h. Directly dialed calls from flat or measured rate access lines within the California 976 Calling Area do not incur message unit or Zone Calling unit charges nor are they included in local flat rate service charges.
- i. Third party calls billed to California 976 telephone numbers and collect calls to California 976 numbers are denied. All calls to California 976 from coin telephones, including COPT telephones, from within the home NPA paid by coin deposit and calls requiring time and charges are denied, except where facilities do not permit.

/1/ Calls made to a California 976 number billed to a third number will be denied.

## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS (cont'd)

## 1. General (cont'd)

- j. The minimum length of each message shall be 78 seconds or one complete cycle of a 60 second message, a 15 second disclosure message, and 3 seconds for the caller to hang up if they do not wish to complete the call. Following the initial 78 second message, message length may be increased in 30 second increments. Total length of a message shall never exceed 198 seconds. If the agreed upon message length is more than 78 seconds, the California 976 customer will pay the additional time rate. The California 976 customer must notify the Company whenever the message length is to be increased or decreased.

If the message length is longer than that agreed upon, the Company may terminate the service.

- k. If the service is disconnected, all remittance money due to the California 976 customer may be credited or applied to the final bill issued for the recurring charges associated with the Guidebook or for the facilities provided to connect the customer premises equipment to the serving central office.
- l. Upon termination of a California 976, the 976 telephone number will not be reassigned for at least six (6) months.
- m. The California 976 customer is responsible for provision of the recorded announcement or interactive program and all necessary customer premises equipment.
- n. The California 976 customer-provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.
- o. The California 976 customer-provided equipment will be furnished in accordance with the regulations and applicable rates as set forth in Guidebook, Part 8, Section 8.

## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS (cont'd)

## 1. General (cont'd)

- p. The California 976 customer-established call rate will not be less than \$.20 or more than \$2.00 and depending on the range of rate selected will be in increments of \$.05 or \$.25.
- q. Temporary Service will not be offered with California 976.
- r. The Company, at its discretion, will provide service to California 976 customers on a first-come, first-serve or a blind selection process.
- s. The California 976 customer must ensure that the California 976 customer provided program does not provide messages containing harmful matter. The Company provides a separate prefix for programs containing harmful matter in Guidebook, Part 8, Section 2, California 900. The only manner and process by which an Information Provider and/or Sponsor may furnish caller access to California 900 programs containing harmful matter is through a subscription process.
- t. After supersedure of service, the California 976 customer must wait 90 days to make a telephone number change. Additionally, after a telephone number change, the California 976 customer must wait 90 days before placing an order to supersede their service.
- u. Within the first 15 seconds of a call and prior to the connection to a California 976 program, the Information Provider will notify the Caller of the following:
  - the name of the program;
  - the Information Charge for the Call;  
that if they hang up immediately, they will not be charged;
  - the date the program was recorded;
  - that minors should seek parental permission (if the program is directed to minors);
  - that minors should be aware that the cost of the call will appear on their parents bill (if the program is directed to minors);

Information Providers may provide an override mechanism to the disclosure statement. This override mechanism should not be included in the disclosure statement but appear at the end of the program. This override mechanism will not be available on the California 976 program 5 days before or 15 days after any price changes.

- v. The Company reserves the right to disconnect any Information Provider for fraud or unlawful business practices.

## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS (cont'd)

## 2. California 976 Customer Obligation

- a. The customer will provide continuous uninterrupted automatic recorded announcement or recorded interactive program service.
- b. The customer is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.
- c. The customer understands and agrees that its California 976 programs and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.
- d. Each customer advertisement, publication or other communication containing the California 976 telephone number to be called shall clearly and conspicuously display the California 976 Calling Area, what the per call rate is for directly dialed calls for within that area, and that calls from outside the area will be at normal toll rates plus the California 976 call rate.

In addition, all television advertisements must include a voice-over announcement of the price of the California 976 Call and, in those advertisements directed to minor children, an admonition to seek parental permission before calling the California 976 number.

All California 976 programs directed to minor children which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back. All California 976 programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted California 976 call.

Cross promotions or referrals from General Audience programs to harmful matter shall not be permitted.

- e. The customer assumes all financial responsibility for all costs involved in providing announcements or interactive program services, including but not limited to the customer premises equipment, producing the announcement or interactive program development, advertising and promotional expenses.

## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS (cont'd)

## 2. California 976 Customer Obligation (cont'd)

- f. For exchange toll network sizing and protection, each customer must provide the Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes, and the message length for each announcement or interactive program.
- g. The customer is required to subscribe to a minimum of 2 California 976 access lines or one California 976 business termination, restricted to incoming calls only, at applicable rates and charges.

All California 976 access lines are to be used exclusively for California 976.

- h. The customer is required to subscribe to as many additional California 976 access lines, restricted to incoming calls only, as in the judgment of the Company are required to handle calls adequately without impairing the service to others.
- i. The customer assumes, according to other specific rates and charges in this Guidebook, all financial responsibility for all facilities required to connect the equipment located on the customer's premises to the central office which serves the particular prefix code used for California 976.
- j. The California 976 customer is responsible for having a Company-approved customer service location 30 days after notification of eligibility.
- k. The California 976 customer is responsible for on-line transmission of announcements or programs 90 days after notification of having an approved customer service location from the Company. At the end of the 90 day period, the Company at its discretion may refuse use or withdraw these facilities and release them to another customer.



## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS (cont'd)

## 2. California 976 Customer Obligation (cont'd)

- l. The existing California 976 customer must submit to the Company, via a Company-provided declaration form<sup>1</sup>, a classification of their program as either, (1) General Audience-Live, or (2) General Audience-Recorded. This declaration form must be completed and returned to the Company within 20 calendar days of the date that the declaration form is sent to the California 976 customer. Failure to respond will result in the California 976 customer's service being temporarily disconnected. Notice will be sent to the California 976 customer informing them of the temporary disconnect and informing them that failure to respond to the temporary disconnect notice within 7 calendar days will result in termination of service. The California 976 customer must inform the Company in writing of any change in category no less than 30 days prior to making the change.
- m. Any new California 976 customer must provide the Company with an assurance that their program is General Audience prior to initial connection of the program. Programs containing harmful matter will not be accepted, but will be referred to Guidebook, Part 8, Section 2, California 900.
- n. The California 976 customer may not furnish California 976 programs which contain harmful matter. If the California 976 customer submits a declaration that states the program contains harmful matter, or the Company determines that the program contains harmful matter the California 976 customer must, (1) modify their program content to non-harmful matter, (2) migrate the program to Guidebook, Part 8, Section 2, California 900, or (3) disconnect the program.
- o. The California 976 customer shall submit to the Company a copy of their ad plan for a new California 976 program. All first run ads for a new California 976 program must be provided to the Company to ensure compliance with the advertising guidelines shown in D.2.d., preceding.
- p. The California 976 customer must provide the Company with a transcript of its California 976 program content upon request.

/1/ See Schedule Cal .P.U.C. No. A2.3.1.H for sample form.

## 1. CALIFORNIA 976 (cont'd)

## D. REGULATIONS (cont'd)

## 3. Company's Obligation

- a. On behalf of the California 976 customer, the Company will bill the customer's clients (Callers) for all General Audience calls completed to the California 976 announcement or program from flat and measured rate access lines, as well as calling card and allowed operator-handled calls.
- b. Company shall make a one-time adjustment for California 976 charges incurred per account if it is established that, (1) the customer did not know that 976 Information charges applied, (2) the calls were made by a minor child and the calls were made without parental consent or (3) the calls were not authorized by the subscriber. A subscriber must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the availability of Information Services Call Blocking (ISCB), Guidebook, Part 8, Section 2, at the time of the adjustment.<sup>1</sup> If the subscriber elects to have ISCB, contested 976 charges will be adjusted to the date blocking is placed on the subscriber's line.
- c. Company shall obtain a signed declaration from a customer requesting an adjustment of one hundred dollars (\$100.00) or more. Company may, at its discretion, obtain a signed declaration for adjustments of less than one hundred dollars (\$100.00).
- d. The Company will not connect new California 976 customer programs which the customer declares contains harmful matter. The Company will monitor California 976 customer programs for harmful matter. The Company will immediately investigate complaints alleging harmful matter on California 976 programs. A finding of harmful matter on a California 976 customer program will subject the customer to the provisions in D.2.n.

/1/           Subscribers unable to obtain blocking, see Guidebook, Part 8, Section 2.

1. CALIFORNIA 976 (cont'd)

D. REGULATIONS (cont'd)

3. Company's Obligation (cont'd)

- e. The Company will issue a remittance check monthly to the California 976 customer based on the total number of directly dialed, calling card, and allowed operator-handled calls completed to the California 976 customer's General Audience announcement or program minus any calls adjusted by the Company.

The amount of remittance will be the difference between the California 976 customer's established rate per call and the Company's Transport and Billing rate per call times (x) the number of qualifying General Audience calls less the full amount of adjustments, per C.3.b. preceding, including the Company's Billing and Transport charges, less any nonrecurring or recurring charge owed the Company by the California 976 customer.

Any California 976 calls, made May 9, 1988 and thereafter, adjusted by<sup>1</sup> the Company pursuant to C.3.b. preceding, will be recharged in full, including the Company's Billing and Transport charges to the California 976 customer.<sup>1</sup>

- f. Included with the California 976 customer's monthly bill will be a summary of the number of calls on which the amount of remittance is based.
- g. The advance payment and deposit requirements set forth in Schedule Cal.P.U.C. No. A2.1.7 Rule No. 7 are applicable to California 976.

/1/ Per Decision No. 91-10-043, this material is suspended as of November 22, 1991 pending further action of the Commission.

**1. CALIFORNIA 976 (cont'd)****D. REGULATIONS (cont'd)**

## 3. Company's Obligation (cont'd)

h. The Company will notify and/or block the subscribers of California 976 information charges under the following conditions:

- (1) Lifeline subscribers whose information charges<sup>/1/</sup> exceed \$30.00 for the first time;
- (2) Subscribers whose information charges<sup>/1/</sup> for the first time exceed \$75.00 during the course of a single billing cycle;
- (3) Subscribers whose information charges<sup>/1/</sup> exceed \$150.00 in a single billing cycle.

When contact is made, the Company shall inform the subscriber of the charges and of blocking options. If contact cannot be made under h.(3) the Company shall temporarily block<sup>/2/</sup> California 976 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service. Additional rules may apply when fraud is suspected, as denoted in Schedule Cal.P.U.C. No. A2.1.11, A.5 (Fraud).

## 4. California 976 Caller (California 976 Customer's Client) Obligation

- a. The California 976 Caller will pay for all charges for calls directly dialed from flat and/or measured rate access lines or for dial (credit)calling card and allowed operator-handled calls within the Company's California 976 Calling Areas and completed to any California 976 program.
- b. The Company will not disconnect local service for non-payment of Information Charges; however, the Company will inform the subscriber by mail of financial responsibility for General Audience Information Charges and that if they are not paid, the Company will equip the subscriber's line or lines with blocking. The subscriber will be responsible for the payment of rates and charges for blocking as specified in Guidebook, Part 8, Section 2. Regulations governing the payment for blocking provided under the provisions of this paragraph are the same as those for other services provided by the Company as specified in Schedule Cal.P.U.C. Nos. A2.1.9 and A2.1.11. Additional terms and conditions regarding blocking are set forth in Guidebook, Part 8, Section 2.

/1/ The Sum of California 976 and California 900 charges billed to a subscriber is the figure used to total the amount of information charges noted. Guidebook, Part 8, Section 2.

/2/ Residence subscribers only.

1. CALIFORNIA 976 (cont'd)

D. REGULATIONS (cont'd)

5. California 976 Calling Areas

California 976 is furnished in California 976 Calling Areas as shown below.

Los Angeles California 976 Calling Area: NPA (213/818<sup>1</sup>)

Arcadia	Culver City	Inglewood	Pasadena
Alhambra	El Monte	La Crescenta	Torrance
Beverly Hills	El Segundo	Los Angeles	Van Nuys
Burbank	Glendale	Montebello	
Compton	Hawthorne	North Hollywood	

Sacramento California 976 Calling Area: NPA (916)

Fair Oaks	Citrus Heights
Folsom	
Rio Linda	
Sacramento	

San Francisco/East Bay California 976 Calling Area: NPA (415)

Belvedere	Moraga	San Mateo
Corte Madera	Orinda	San Rafael
East Bay	Pacifica	Sausalito
Millbrae	Richmond	South San Francisco
Mill Valley	San Francisco	

Fresno California 976 Calling Area: NPA (209)

Burrel	Del Rey
Caruthers	Fresno
Clovis	

San Diego California 976 Calling Area: NPA (619)

Chula Vista	La Jolla	San Diego
Coronado	La Mesa	Linda Vista
El Cajon	Pacific Beach	Mira Mesa
	National City	Harbison - Alpine
		San Ysidro

/1/ California 976 for NPA 818 will be routed and rated by permissive dialing to NPA 213.

1. CALIFORNIA 976 (cont'd)

D. REGULATIONS (cont'd)

5. California 976 Calling Areas (Cont'd)

San Jose California 976 Calling Area: NPA (408)

Campbell	Sunnyvale
Los Altos	Fremont/Newark
Mountain View	Milpitas
San Jose North, South & West District Areas	Palo Alto
Saratoga	Union City

Santa Rosa California 976 Calling Area: NPA (707)

Forestville	Cotati
Healdsburg	Rohnert Park
Kenwood	
Santa Rosa	
Sebastopol	
Windsor	

Westminster California 976 Calling Area: NPA (714)

Brea	Newport Beach
Buena Park	Orange
Fullerton	Placentia
Garden Grove	Santa Ana
Irvine	Yorba Linda

Thousand Oaks California 976 Calling Area: NPA (805)

Agoura  
Moorpark

1. CALIFORNIA 976 (cont'd)

D. REGULATIONS (cont'd)

6. California 976 Calling Areas Exchange Toll Rate Centers

Charges referred to in D. following, comprehend calls to California 976, in the following California 976 Calling Areas:

<u>California 976 Calling Area</u>	<u>Exchange Toll Rate Center</u>
Los Angeles	Los Angeles District Area No. 1
Sacramento	Sacramento Main District Area
San Francisco/East Bay	San Francisco Central District Area
Fresno	Fresno
San Diego	San Diego - San Diego District Area
San Jose	San Jose West District Area
Santa Rosa	Santa Rosa
Thousand Oaks	Thousand Oaks
Westminster	Westminster

1. CALIFORNIA 976 (cont'd)

E. RATES AND CHARGES

1. Applicable to the California 976 customer.

a. Establishment of and changes to California 976.

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Upon initial establishment of California 976 in each area code			
- Per announcement or interactive program	\$237.48	NO	*A1
Any change in customer call rate			
- Per program	250.00	NO	*A3
- California 976 access lines, each line <sup>1</sup>	250.00	\$19.00	1AL
- California 976 business termination	250.00	19.00	3AL++
- Change in terminating number <sup>2</sup>	28.50	NO	CA9DS

b. Transport and billing of calls

<u>Rate per message</u>		
<u>Initial 78 Seconds Transport Billing<sup>3</sup></u>	<u>Each Add'l 30 Seconds or Fraction Thereof Transport</u>	
\$.10	\$.14	\$.100

Unless otherwise shown in this Guidebook, move and change charges apply, on same premises, to each move and change as shown in Guidebook, Part 3, Section 1 (simple service) for Individual Line Business Service. Supersedure per access line charge as set forth in Guidebook, Part 3, Section 2, Special Billing - All Services, is applicable.

- /1/ See Regulations 2.g. preceding, for minimum line requirement.
- /2/ Change charge for business termination options.
- /3/ Billing service offered by the Company under California 976 is for General Audience California 976 programs.



**1. CALIFORNIA 976 (cont'd)**

**E. RATES AND CHARGES**

1. Applicable to the California 976 customer.

a. Establishment of and changes to California 976.

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Upon initial establishment of California 976 in each area code - Per announcement or interactive program	\$237.48	NO	*A1
Any change in customer call rate - Per program	250.00	NO	*A3
- California 976 access lines, each line <sup>1</sup>	250.00	\$19.00	1AL
- California 976 business termination	250.00	19.00	3AL++
- Change in terminating number <sup>2</sup>	28.50	NO	CA9DS

b. Transport and billing of calls

<u>Rate per message</u>		
<u>Initial 78 Seconds Transport Billing<sup>3</sup></u>		<u>Each Add'l 30 Seconds or Fraction Thereof Transport</u>
\$.15 (I)	\$.14	\$.15 (I)

Unless otherwise shown in this Guidebook, move and change charges apply, on same premises, to each move and change as shown in Guidebook, Part 3, Section 1 (simple service) for Individual Line Business Service. Supersedure per access line charge as set forth in Guidebook, Part 3, Section 2, Special Billing - All Services, is applicable.

- /1/ See Regulations 2.g. preceding, for minimum line requirement.
- /2/ Change charge for business termination options.
- /3/ Billing service offered by the Company under California 976 is for General Audience California 976 programs.

1. CALIFORNIA 976 (cont'd)

E. RATES AND CHARGES

1. Applicable to the California 976 customer.

a. Establishment of and changes to California 976.

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
Upon initial establishment of California 976 in each area code				
- Per announcement or interactive program	\$237.48	NO	*A1	
Any change in customer call rate				
- Per program	250.00	NO	*A3	
- California 976 access lines, each line <sup>/1/</sup>	250.00	\$19.00	1AL	(C)
- California 976 business termination	250.00	19.00	3AL++	
- Change in terminating number <sup>/2/</sup>	28.50	NO	CA9DS	(C)

b. Transport and billing of calls

<u>Rate per message</u>			
<u>Initial 78 Seconds Transport</u>	<u>Billing<sup>/3/</sup></u>	<u>Each Add'l 30 Seconds or Fraction Thereof Transport</u>	
\$.20 (l)	\$.14	\$.20 (l)	(C)

Unless otherwise shown in this Guidebook, move and change charges apply, on same premises, to each move and change as shown in Guidebook, Part 3, Section 1 (simple service) for Individual Line Business Service. Supersedure per access line charge as set forth in Guidebook, Part 3, Section 2, Special Billing - All Services, is applicable.

/1/ See Regulations 2.g. preceding, for minimum line requirement.

/2/ Change charge for business termination options.

/3/ Billing service offered by the Company under California 976 is for General Audience California 976 programs.

1. CALIFORNIA 976 (cont'd)

E. RATES AND CHARGES (cont'd)

1. Applicable to the California 976 customer. (cont'd)

c. Blocking Cost Allocation Surcharge

	<u>Charge</u>	
	<u>First Minute</u>	<u>Additional Minutes</u>
(1) All California 976 services - per each minute billed to the California 976 customer.	\$ .011	\$ .011

## 1. CALIFORNIA 976 (cont'd)

## E. RATES AND CHARGES (cont'd)

## 2. Applicable to the Caller (California 976 customer's Client).

## a. Calls for which a remittance is made to the California 976 customer:

- (1) Directly dialed calls to California 976 General Audience programs from flat and measured rate access lines within the California 976 Calling Area; The charge for each directly dialed call is a predetermined amount established by the California 976 customer. (The amount must be at least equal to the Transport and Billing Rates stated in 1. preceding.)
- (2) Dial Calling Card and allowed operator-handled calls to California 976 General Audience programs from within the California 976 Calling Area; The charge is a predetermined amount established by the California 976 customer and the appropriate service charge shown in Guidebook, Part 9, Section 1.
- (3) Calls (Sent-Paid) to California 976 General Audience programs from flat and measured rate access lines outside the California 976 Calling Area; The charge for each directly dialed call is a predetermined amount established by the California 976 Customer plus the rate for a toll call rated to the appropriate toll rate center, as shown in C.6. preceding.
- (4) Dial Calling Card and Operator-handled calls to California 976 General Audience programs from outside the California 976 Calling Area; The charge is the rate for a toll call rated to the appropriate toll rate center as shown in C.6. preceding and the appropriate service charge shown in Guidebook, Part 9, Section 1, plus a predetermined amount established by a California 976 customer.

## b. Calls for which no remittance is made to the California 976 customer:

- (1) Calls from public and semi-public coin telephones from outside the California 976 home NPA. The charge is the rate for a call from public or semi-public coin telephones to the appropriate toll rate center, as shown in C.6. preceding.
- (2) Calls adjusted by the Company.
- (3) InterLATA 976 calls for which the Company does not have a billing contract with the interexchange carrier.

## 2. CALIFORNIA 900

## A. DESCRIPTION

## 1. Description of Service

California 900 is an intraLATA billing and transport service for Information providers and/or Sponsors within the Company's franchise area. California 900 is not intended to be the exclusive means by which persons can obtain transport and/or billing services for purposes of providing information services. Billing and transport services offered by the Company under California 900 are for General Audience categories of services.<sup>1</sup> Transport services are offered under California 900 for all categories of services. The Company will bill the information provider and/or Sponsor Billing Charges on a per call basis and Transport Charges based on total connection time per call.

The Information Provider and/or Sponsor establishes an Information Charge consistent with Regulations C.2.c.(3) following, and the Company bills the Subscriber that Information Charge for qualifying calls. The Subscriber will not be billed zone unit message or intraLATA toll charges. The Company will remit to the Information Provider and/or Sponsor on a monthly basis for services billed to the Subscriber, see Rates and Charges D. following, less cumulative monthly Billing Charges. Transport Charges, Surcharges, and any other charges, as defined in Regulations. C.4 and Rates and Charges. D. following.

Recorded California 900 services are offerings for electronic information services including Audiotex, Videotex and facsimile messages.

Live California 900 services are offerings for live telephone conversations only. The Sponsor provides the necessary Bridging Equipment and monitoring functions.

/1/ Billing for harmful matter programs will be provided under the terms and conditions of this Guidebook as long as required by court order. If the court order is rescinded, the Company will cease to provide billing and collection service under this Guidebook for programs containing harmful matter as defined in California Penal Code Section 313.

## 2. CALIFORNIA 900 (cont'd)

## A. DESCRIPTION (cont'd)

## 1. Description of Service (cont'd)

Hours of operation are established at the Information Provider's and/or Sponsor's discretion and must be displayed prominently in all advertising and promotional material. Information Providers and/or Sponsors must utilize the Company's 900 NXX-XXXX dialing plan for all California 900 services. All programs containing harmful matter will utilize a prefix separate from General Audience Services. Blocking of access to all prefixes of California 900 services is available to the Company's customers, as set forth in Guidebook, Part 8, Section 2.

## 2. Definitions

## AUDIOTEX

A service which provides electronic information retrieval, delivery, and/or transaction completion to Information Provider's Callers via telephone or other terminal equipment provided by the Information Provider. Communication from the Caller to the Information Provider's system may be live or live and electronic.

## BILLING CHARGE

The fee charged to the Information Provider and/or Sponsor for billing the Information Charge to the Subscriber.

2. CALIFORNIA 900 (cont'd)

A. DESCRIPTION (cont'd)

2. Definitions (cont'd)

BLOCKING

The Company's customer's ability to restrict access to Public Announcement Services.

BRIDGING EQUIPMENT

The Sponsor's equipment which allows Callers to join an ongoing group conversation.

CALIFORNIA 900 BUSINESS TERMINATION

A California 900 access line which terminates on a business line(s).

CALLER

The Company's customer who calls the Information Provider's and/or Sponsor's Program.

COST ALLOCATION SURCHARGE

A percentage of the net remitted call revenue assessed on each program to allow the Company to recover uncollectibles associated with calls to California 900 services.

DELAYED TIMING OF INFORMATION CHARGE/PRICE DISCLOSURE MESSAGE

A service feature which delays commencement of billing of Information Charges to a Caller for 18 seconds. During the delayed timing period, the Information Provider must inform the Caller of the name of the program, the Information Charge for the Call, that minors should seek parental approval (if the program is directed to minors), that if the Caller hangs up within the delayed timing period, there will be no charge for the call, the date the program was recorded if the program is a recorded message, and that minors should be aware that the cost of the call will appear on their parents bill (if the program is directed to minors). For fundraising programs, the amount or percent going to the charity must be stated.

FACSIMILE

A system for the transmission, visually over voice band, of a picture, drawing or document and having it reproduced at the other end.

2. CALIFORNIA 900 (cont'd)

A. DESCRIPTION (cont'd)

2. Definitions (cont'd)

FREE TRIAL OPTION

A period not to exceed 30 days during which no Information Charges for a selected Recorded Program will be billed to a Subscriber.

GENERAL AUDIENCE PROGRAM

All programs other than those which contain harmful matter.

GROUP CONVERSATION

A California 900 offering which allows more than one Caller to join in a conversation.

HARMFUL MATTER

"Harmful Matter" as defined in California Penal Code Section 313, means matter, taken as a whole, which to the average person, applying contemporary statewide standards, appeals to the prurient interest, and is matter which, taken as a whole, depicts or describes in a patently offensive way, sexual conduct and which, taken as a whole, lacks serious literary, artistic, political, or scientific value for minors.

"Matter" includes live or recorded telephone messages when transmitted, disseminated or distributed as part of a commercial transaction.

"Minors" means any natural person under 18 years of age.



## 2. CALIFORNIA 900 (cont'd)

## A. DESCRIPTION (cont'd)

## 2. Definitions (cont'd)

**INFORMATION CHARGE**

The price established by the Information Provider and/or Sponsor pursuant to Regulations, C.2.c.(3) following, to be paid by a Subscriber for each qualifying call to a Program.

**INFORMATION PROVIDER**

The customer of the Company who subscribes to the Company's Recorded offering and provides an audiotex or videotex service for Callers to access.

**LIVE PROGRAM**

A California 900 offering which allows a Caller to join a live conversation with one or more other parties.

**MODERATOR**

A person provided by the Sponsor with the task of facilitating conversation on a live program.

**MONITOR**

A person provided by a Sponsor with the task of listening to all group conversations on a live program and ensuring that all persons on the bridge are complying with the Guidebook provisions.

**900 TRUNK ACCESS**

An assigned 900 number works with the customer's Direct Inward Dial (DID) service. The 900 number will be terminated on a specific DID service within the Company's 900 serving central office. Exchange trunks and DID Service are furnished in accordance with Guidebook, Part 6, Section 1.

**NON-PEAK INFORMATION CHARGE**

Recorded program Information Providers may establish non-peak charges. If this option is selected, non-peak Information Charges will apply to the lower of two Information Provider selected rate periods, Monday-Friday, and to weekends and Company holidays.

## 2. CALIFORNIA 900 (cont'd)

## A. DESCRIPTION (cont'd)

## 2. Definitions (cont'd)

PEAK INFORMATION CHARGE

Recorded program Information Providers may establish peak charges. If this option is selected, peak Information Charges would apply to Information Provider specified hours Monday-Friday, excluding weekends and Company holidays.

PROGRAM

For Recorded Program, the electronic information service furnished by the Information Provider. For Live program, the telephone conversation coordinated and monitored by the Sponsor.

QUALIFYING CALLS

A qualifying call is any call to an Information Provider's and/or Sponsor's Program which is completed, billed by the Company with the Information Providers and/or Sponsors designated information charge, and not adjusted by the Company or otherwise excluded or designated as non-qualifying in this Guidebook.

RECORDED PROGRAM

A California 900 offering which allows Callers to access an Information Provider's Audiotex or Videotex Program.

SPONSOR

The customer of the Company who subscribes to the Company's Live Program offering and provides the Bridging Equipment.

SUBSCRIBER

A customer of the Company as defined in Schedule Cal.P.U.C. No. A2, General Regulations.

2. CALIFORNIA 900 (cont'd)

A. DESCRIPTION (cont'd)

2. Definitions (cont'd)

SUBSCRIPTION

The only manner and process by which an Information Provider and/or Sponsor may furnish caller access to California 900 programs providing messages containing harmful matter.

TRANSPORT CHARGE

The usage charges billed to the Information Provider/Sponsor for minutes of 900-NXX-XXXX connect time.

UNCOLLECTIBLES

Information charges billed to subscribers and not adjusted or recharged, that are found to be impractical of collection, offset by amounts collected which previously were charged as uncollectible.

VIDEOTEX

An interactive service which provides information retrieval, delivery, or transaction completion for the Information Provider's Caller utilizing interactive databases via a terminal equipped with video display provided by the Caller. Communication from the Caller to the Information Provider's system must be electronic. Live voice answer of calls and/or live response for dissemination of program content by the Information Provider is permitted on (900)505 and (900)303.

2. CALIFORNIA 900 (cont'd)

B. TERRITORY

California 900 will be offered only where Information Services Call Blocking (see Guidebook, Part 8, Section 2) is available. California 900 will be provided over facilities within the Company's serving exchange areas, as said areas are defined on maps filed as part of the Guidebook. Information Charges will only be applicable to qualifying calls placed from a LATA of the Company to a number within the same LATA and transported by the Company. All number groups may not be available in all Service Areas.

The following prefixes are available for California 900 services:

- 900 - Area Code
- 844 - Recorded Program General Audience programs
- 505 - Live Program General Audience Programs
- 303 - Recorded and Live Programs containing harmful matter

The following wire centers will be capable of providing California 900 services:

- 900 - Area Code

California 900  
Wire Centers

<u>LATA</u>	<u>WIRE CENTER</u>	<u>EXCO</u>	<u>EXCHANGE</u>
LATA 1	BUSH-PINE	SF BP	SAN FRANCISCO
LATA 2	MAIN	CHCMN	CHICO
LATA 3	MAIN	SACMN	SACRAMENTO
LATA 4	NORTHWEST	FRSNW	FRESNO
LATA 5	MADISON	LA MA	LOS ANGELES
LATA 6	MARKET	SD MA	SAN DIEGO
LATA 7	TEMPLE	BKFTE	BAKERSFIELD
LATA 8	MAIN	MTRMN	MONTEREY
LATA 9	GRANITE	STKGR	STOCKTON
LATA 10	MAIN	SLOMN	SAN LUIS OBISPO

The California 900 telephone number must be served by the wire center which serves that exchange area.

## 2. CALIFORNIA 900 (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 will disconnect any Information Provider's and/or Sponsor's California 900 Program for the Information Provider's and/or Sponsor's failure to comply with any provision(s) of this Guidebook or any Tariff of the Company.
- (3) The Company will provide a period of 18 seconds for Delayed Timing of Information Charges. If this period is exceeded, a Subscriber will be billed the Information Charges from the time of initial connection and the Transport Charges will be billed to the Information Provider and/or Sponsor from the time of initial connection. If a Caller hangs up within this 18 second period, no Information Charge will be billed to the Subscriber and no Charges will be billed to the Information Provider and/or Sponsor for that call.
- (4) Blocking is available to the Company's customers, under the terms and conditions set forth in Guidebook, Part 8, Section 2.
- (5) The Company will bill and collect only for charitable contributions, information, or communication services provided over the telephone. The Company will not bill or collect for goods and services that are not provided over the telephone.
- (6) Billing for harmful matter programs will be provided under the terms and conditions of this Guidebook as long as required by court order. If the court order is rescinded, the Company will cease to provide billing and collection service under this Guidebook for programs containing harmful matter as defined in California Penal Code Section 313(a).
- (7) The Company reserves the right to disconnect any Information Provider for fraud or unlawful business practices.

**2. CALIFORNIA 900 (cont'd)****C. REGULATIONS (cont'd)**

## 1. Company Obligations (cont'd)

## a. General (cont'd)

(7) The Company will notify and/or block subscribers of California 900 information charges under the following conditions:

- (a) Lifeline subscribers whose information charges<sup>/1/</sup> exceed \$30.00 for the first time;
- (b) Subscribers whose information charges<sup>/1/</sup> for the first time exceed \$75.00 during the course of a single billing cycle;
- (c) Subscribers whose information charges<sup>/1/</sup> exceed \$150.00 in a single billing cycle.

When contact is made, the Company shall inform the subscriber of the charges and of blocking options. If contact cannot be made under 7 (c), the Company shall temporarily block California 900 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service. Additional rules may apply when fraud is suspected, as denoted in Schedule Cal.P.U.C. No. A2.1.11, A.5 (Fraud).

- (8) Unless otherwise specifically stated in this Guidebook, California 900 access lines will be treated as Individual Line Business service and all applicable Guidebook regulations of the Company will apply.
- (9) After supersedure of service, the California 900 customer must wait 90 days to make a telephone number change. Additionally, after a telephone number change, the California 900 customer must wait 90 days before placing an order to supersede their service.

/1/ The sum of California 900 and California 976 charges billed to a subscriber is the figure used to total the amount of information charges noted. Guidebook, Part 8, Section 2.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 1. Company Obligations (cont'd)

## b. California 900 Facilities

- (1) Because the Company's capacity in central office equipment and network facilities to furnish California 900 services is limited:
  - (a) California 900 will only be furnished where the Company's facilities and operating conditions permit. California 900 calls will be transmitted and billed to the extent such facilities and operating conditions allow.
  - (b) If the Company has reason to believe that permitting the commencement or continuation of a California 900 Program 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 California 900 services or may discontinue providing such service. Unless, in the judgment of the Company, an emergency condition exists or is threatened, the Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Company may discontinue the California 900 Program and shall give notice of discontinuance as promptly as reasonably possible.
- (2) California 900 access lines are the only access facilities that may be used for the Information Provider's and/or Sponsor's California 900 Programs. California 900 access lines are provided as inward only service in multi-line hunt groups.
- (3) Temporary service as defined in Schedule Cal.P.U.C. No. A2.1.1 is not offered with California 900.
- (4) The advance payment and deposit requirements set forth in Schedule Cal.P.U.C. No. A2.1.7 Rule No. 7 are applicable to California 900.
- (5) Supplemental Billing Service as defined in Guidebook, Part 8, Section 8 is not offered with California 900.
- (6) Summary Billing as defined in Guidebook, Part 8, Section 8 is not offered with California 900.
- (7) Preferential Bill Date as defined in Guidebook, Part 8, Section 8 is not offered with California 900.

2. CALIFORNIA 900 (cont'd)

C. REGULATIONS (Cont'd)

1. Company Obligations (cont'd)

b. California 900 Facilities (cont'd)

- (9) Number Referral Service as defined in Guidebook, Part 11, Section 1 is not offered with California 900.
- (10) Foreign Exchange Service as defined in Guidebook, Part 4, Section 3 is not offered with California 900.
- (11) Late Payment Charges as defined in Schedule Cal.P.U.C. No. A2.1.9.D, Rule 9 will apply to all California 900 services.
- (12) Remote Call Forwarding as defined in Guidebook, Part 4, Section 2 is not offered with California 900.
- (13) The Company does not guarantee the quality or performance of data transmission over facilities used for California 900.



2. CALIFORNIA 900 (cont'd)

C. REGULATIONS (cont'd)

1. Company Obligations (cont'd)

c. California 900 Programs

- (1) An Information Provider's and/or Sponsor's offering of any particular information service shall not preclude the Company from providing California 900 services to another Information Provider and/or Sponsor offering the same or similar services.
- (2) Upon termination or discontinuance of a California 900 program in all LATAs, the telephone number for such program may be reassigned at the Company's discretion, as set forth in Schedule Cal.P.U.C. No. A2.1.17 Rule No. 17.
- (3) An Information Provider's and/or Sponsor's program must be similar in content in different LATAs if using the same telephone number. The Company will not assign the same telephone number to different Information Providers and/or Sponsors in different LATAs.
- (4) The Company will provide a separate prefix for Programs containing harmful matter.
- (5) The Company may monitor all California 900 Programs without advance notification to the Information Provider and/or Sponsor.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations

## a. General

- (1) The Information Provider's and/or Sponsor's Programs and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.
- (2) The Information Provider and/or Sponsor 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.
- (3) The Information Provider and/or Sponsor gives permission to the Company to release the legally responsible party's name, complete mailing address, and business telephone number for inquiries to any Callers in response to inquiries or complaints. Disputes or questions concerning the nature, quality of the service or system related questions will be referred by the Company to the Information Provider and/or Sponsor.
- (4) Caller access to California 900 programs providing messages containing harmful matter must be furnished by an Information Provider and/or Sponsor on a subscription basis only.
- (5) The California 900 Information Provider/Sponsor must provide the Company with a transcript of its California 900 program content upon request.
- (6) All California 900 Information Providers/Sponsors shall submit to the Company a copy of their ad plan for a new California 900 program. All first run ads for a new California 900 program must be provided to the Company to ensure compliance with the advertising guidelines shown in C.2.c.(7).

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## b. California 900 Facilities

- (1) The Information Provider and/or Sponsor is financially responsible for any and all costs and expenses involved in providing their programs, including, but not limited to, the Information Provider's and/or Sponsor's premise equipment, program development, advertising, and promotional expenses. The Information Provider and/or Sponsor is financially responsible for all facilities required to connect the Information Provider's and/or Sponsor'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 under the Company's Guidebook.
- (2) Prior to installation of California 900 services, for Company exchange toll network sizing and protection, each Information Provider and/or Sponsor must furnish the Company an estimate of the monthly call volumes for each service area, expected average busy hour(s), busy hour call volumes, and holding times. If the Information Provider and/or Sponsor fails to do this, the Company will not establish the Information Provider's and/or Sponsor's program.
- (3) The Information Provider's and/or Sponsor'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 Information Provider and/or Sponsor violates this requirement, the Company shall disconnect the Information Provider's and/or Sponsor's program.
- (4) The Information Provider and/or Sponsor is required to subscribe to access facilities capable of supporting a minimum of two simultaneous connections for each Program or one California 900 business termination. The Information Provider and/or Sponsor 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. If the Information Provider and/or Sponsor violates this requirement, the Company shall disconnect the Information Provider's and/or Sponsor's Program.
- (5) An Automatic Dialing-Announcing Device (ADAD) to promote a California 900 Program may not be used unless it complies with the Rules and Regulations set forth in Schedule Cal.P.U.C. No. A2.1.11, Discontinuance and Restoration of Service, or the promoted California 900 Program will be disconnected.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## c. California 900 Programs

- (1) The Information Provider and/or Sponsor has exclusive responsibility and control over the content, quality, and characteristics of programs or conversations conducted on the Information Provider's and/or Sponsor's equipment. The Company assumes no liability for the quality, defects in, or content of programs or conversations. The Information Provider and/or Sponsor shall exclude from programs or conversations any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- (2) The Information Provider and/or Sponsor must submit to the Company the classification of its program in writing, as either harmful matter programs or General Audience live or General Audience recorded programs. The Information Provider and/or Sponsor must also submit to the Company the classification of its program in writing, as either live, audiotex or videotex. The Information Provider must ensure that the program is consistent with the prefix to which it is assigned. The Information Provider and/or Sponsor must inform the Company in writing of any change in category no less than 30 days prior to making the change. The Company will assign the appropriate prefix to the Information Provider's and/or Sponsor's program.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## c. California 900 Programs (cont'd)

- (3) The Information Provider and/or Sponsor providing a program which makes statements, assertions, or inferences that suggest that all or part of the proceeds of the information charge will be donated to charity or a fundraising cause, must submit written verification to the Company. The written verification must include an agreement between the Information Provider and/or Sponsor and the organization receiving the contribution and the amount or percentage of each call that will be paid. The written verification must be provided prior to service being established under this Guidebook. This verification shall be made available by the Information Provider upon request by any person who requests the information.
- (4) The Information Provider and/or Sponsor must establish the Information Charge for the Company to bill the Subscriber for qualifying calls. The Sponsor may establish initial minute charges different from subsequent minute charges. The initial minute charge can range from \$0.00, to \$5.00. The zero rate is only applicable if the program is designed to be longer than one minute in length and subsequent minutes are rated at a minimum of \$.05 per minute. Subsequent minute charges can range from \$0.00 to \$2.00 on Recorded Programs, and \$0.00 to \$2.00 on Live Programs. The maximum charge per call is \$50.00. The Information charge for programming directed to persons below the age of 18 is a maximum of \$2.00 per minute and a maximum charge per call of \$4.00. All amounts must be in whole dollar and cents amounts. The Information Charge must be the same in each LATA. The Company will round fractions of minutes to the next half minute prior to rating. Calls that are less than one minute will be charged in 30 second increments. The Information Charge established for subsequent minutes will be billed after rounding fractions of those minutes to the next 30 second increment.

A written request from the Information Provider and/or Sponsor to change the charges and/or rate period changes being billed by the Company must be received at least 30 calendar days prior to the proposed effective date. An Information Provider and/or Sponsor will be allowed only one price change within any 30 day period. The Information Provider and/or Sponsor will also be required to place a message on the service informing Callers of the new price and/or rate period and the effective date of such, commencing 5 days prior to the rate and/or rate period change and continuing 15 days after the rate and/or rate period change. The Information Provider and/or Sponsor must also discontinue use of any features that allow a Caller to override the price disclosure message during this 20 day time period.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## c. California 900 Programs (cont'd)

- (5) The Information Provider and/or Sponsor may establish guaranteed charge not to exceed the maximum first minute charge of \$5.00. The minimum guaranteed Information charge is \$0.05 and the maximum guaranteed charge is \$5.00.
- (6) One white page listing will be provided at no charge for each California 900 Program per LATA subscribed to by an Information Provider and/or Sponsor. Additional listings may be requested at the rates specified in Guidebook, Part 12, Section 1.

Each listing must include one or more lines to advise that special charges apply; however, the actual Information Charge shall not be specified.

- (7) The Information Provider and/or Sponsor shall submit to the Company all advertising, sales promotion and other publicity relating to the subject matter of California 900 services wherein the Company's name is mentioned or language, 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 Information Provider and/or Sponsor shall not publish or use such advertising, sales promotion or publicity matter without the prior written approval of the Company.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## c. California 900 Programs (cont'd)

- (8) Every advertisement or other communication which is intended to promote the Information Provider's and/or Sponsor's program shall clearly and conspicuously display and/or disclose the maximum information charge per initial and subsequent minute, or per call, whichever is applicable. Advertisements must also include the increment of time in which the call will be billed. In addition, all Information Provider's and/or Sponsor's advertising for a given program must display and/or provide a voice-over with the phrase "Service may not be available in some areas". Advertising for fundraising programs will state the amount of money per call which will go to the charity or fundraising cause.

Each Information Provider and/or Sponsor must provide in all television advertisements a voice-over announcement and visual display of the applicable maximum information charge per initial and subsequent minutes, or per call, whichever is applicable. In all television advertisements directed to minors, an admonition to seek parental permission before calling the California 900 number must also be included in a voice-over announcement.

All California 900 Programs directed to minors which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and all programs encouraging a call back shall quote the maximum information charge per initial and subsequent minute, or per call, whichever is applicable.

For advertisements or other communications directed to minors, the Information Provider and/or Sponsor will inform minors that they must have parental permission.

All California 900 Programs containing a cross-promotion to another Program shall include an announcement of the maximum information charge per initial and subsequent minutes or per call, whichever is applicable of the cross-promoted California 900 program, and cross-promotions directed to minors shall include an admonition to seek parental permission before calling.

Cross-promotions or referrals from General Audience programs to harmful matter programs shall not be permitted.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## c. California 900 Programs (cont'd)

- (9) The Company requires an Information Provider or Sponsor to furnish the Company with such information as the Company deems necessary regarding the content, nature and advertising of a California 900 program(s), in advance of the initial connection of the service or prior to any change in the general content or nature of the program(s). Any change in the general subject matter or nature of the service without adequate prior notice to the Company, or any refusal to provide the above-required information will be grounds for disconnection of the California 900 Program(s).
- (10) Any violation of the guidelines in C.2.c(1), C.2.c(2), C.2.c(6), C.2.c(7), C.2.d.(1), C.2.e(1), C.2.e(2) or C.2.e(3) can result in immediate disconnection of the California 900 Program. The Company will use reasonable efforts to provide verbal notification of the violation and disconnection within 24 hours before such disconnection. Schedule Cal.P.U.C. No. A2.1.11 is not applicable to this provision.

Service shall be reconnected for second or third violations only upon receipt by the Company of the reconnection charges in Rates and Charges. D.I. following, and adequate assurance in writing that any and all violations have been corrected.

If there are no additional violations within 1 year of correction of a violation, AT&T will revise the Information Providers and/or Sponsors record to reflect that no violations have occurred.



## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## d. Recorded Programs

- (1) For each call, the Information Provider must inform the Caller of the name of the Program and the Information Charge for the call, that minors must seek parental approval, and that if the Caller hangs up within the delayed timing period, there will be no charge for the call, the date the program was recorded, and that minors should be aware that the cost of the call will appear on their parents bill. For fundraising programs, the amount or percent going to the charity must be stated. If the program is adult in nature, minors must be directed to hang up. Programs that cannot be used without a directory or other instructions must disclose this information to the Caller. This message must occur at the beginning of every call and may not be longer than 15 seconds. The Information Provider must provide a tone to indicate the end of the delayed timing period. Audiotex programs with restricted access via PIN code or special password and videotex programs are exempted from this requirement.

For videotex programs without restricted access via PIN code or special password, the initial screen must state:

- the name of the program
- the information charge for the program
- the increment of time in which the call will be billed
- any additional charges that the Caller must incur to obtain the full information or service

The Caller must then actively enter a command to access the program. When a Caller logs off, the final screen must give the total time and charges for the session, and then disconnect the Caller.

- (2) Interactive programs must automatically disconnect a Caller after one minute of inactivity on audiotex or after five minutes of inactivity on videotex. This requirement does not apply to bridged calls.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## d. Recorded Programs (cont'd)

- (3) The Information Provider may divide weekdays (Monday thru Friday), excluding Company holidays, into two rate periods, i.e., peak hours and non-peak hours and may establish Information Charges for each such period. The time of day when connection actually takes place, determined by the time system - standard or daylight saving, legally or commonly in use, determines which rate applies. In cases where a message extends beyond one rate period, the connection time rate period will apply for the duration of that call. If the Information Provider establishes two rate periods, the lower of the rate periods will apply to weekends and Company holidays, as defined in D.1(c), Note 1, following.
- (4) The Information Provider may select a Free Trial period during which no Information Charges will be billed to the Subscriber. The Information Provider will continue to be billed Transport, Billing and other applicable charges. The Information Provider is limited to 30 consecutive days during which the Free Trial period may occur, and may not select the Free Trial option more than three times in any calendar year. Subscribers will still receive a line on their bill detailing calls made to programs offering a Free Trial. The Information Charge will appear as \$0.00 on the Subscriber's bill. At the time an Information Provider requests a Free Trial period, they must also specify the rates to take effect at the end of the Free Trial period. Only one Non-Recurring charge for price Changes (per program, per LATA) will apply when the Information Provider selects a Free Trial period.

2. CALIFORNIA 900 (cont'd)

C. REGULATIONS (cont'd)

2. Information Provider and/or Sponsor Obligations (Cont'd)

e. Live Programs on (900)505

(1) The following Sponsor obligations apply to all Live Programs:

(a) Within the first 15 seconds of a call and prior to the connection to a live conversation, the Sponsor will notify the caller of the following:

- the name of the program;
- the Information Charge and billing increment for the call;
- that a monitor will be on the line;
- that if they hang up within the delayed timing period, they will not be charged;
- that minors must seek parental approval (if the program is directed to minors);
- that minors should be aware that the cost of the call will appear on their parents bill (if the program is directed to minors);
- that minors should hang up if the program is adult in nature;
- for fundraising programs, the amount or percent going to the charity must be stated.
- any additional charges that the Caller must incur to obtain the full information or service.

(b) Each Sponsor shall provide a tone or announcement at intervals of at least 5 minutes.

(2) The following Sponsor obligations apply to all Live group conversations with the capability to bridge more than one caller.

(a) The Sponsor's premise bridging equipment shall have the following capabilities:

- monitoring
- identification of disruptive callers
- disconnection of callers
- tone insertion or announcement at regular intervals of 5 minutes or less

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 2. Information Provider and/or Sponsor Obligations (cont'd)

## e. Live Programs on (900)505 (cont'd)

(3) The following Sponsor obligations apply to all Live Group Programs:

(a) Each Sponsor is required to provide a moderator to ensure the conversation is consistent with the advertised topic. Each Sponsor is also required to provide a monitoring device and, during the hours of operation, a monitor to listen to all group conversations. The monitor will have the ability to enter conversations and must provide the following services:

- Advise the initial Callers reaching a vacant teleconferencing bridge that other Callers may be joining them shortly;
- Intervene when a Caller demonstrates disruptive behavior;
- Prevent Callers from giving out their full names and addresses;
- Disconnect Callers engaging in any unlawful activity;
- Ensure minors have parental permission on Live General Audience programs.

(b) Prior to connection to the group conversation, the Sponsor will notify the caller of the following:

- that they will hear a tone or announcement at regular intervals of 5 minutes or less, in order to keep track of their charges;
- that they are advised not to give out their full name and address;
- that if they are a minor, they should get parental permission.

## f. Disclosure Statement Override

Information Providers/Sponsors may provide an override mechanism to the 15-second disclosure statement. This override mechanism should not be included in the disclosure statement but appear at the end of the program. This override mechanism will not be available on a California 900 program 5 days before or 15 days after any changes in the Information charges.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 3. Subscriber Obligations

- a. The Company will bill Subscribers for Information Charges for qualifying calls to General Audience programs. Charges will be billed to the calling (originating) number, or Calling Card.
- b. California 900 calls which are billed to a Company Calling Card or Company operator handled will be charged the Information Charge plus the appropriate surcharges for special handling. See Guidebook, Part 9, Section 1 for the surcharge rates.
- c. The Subscriber is responsible for payment of all California 900 charges billed and not yet adjusted by the Company in accordance with this Guidebook and Schedule Cal. P.U.C. Nos. A2.1.9 and A2.1.11, and any other applicable tariffs.

The Company will not disconnect basic service for non-payment of Information Charges; however, the Company will inform the subscriber by mail of financial responsibility for Information Charges and that if they are not paid, the Company will equip the subscriber's line or lines with Information Services Call Blocking (ISCB). The subscriber will be responsible for the payment of rates and charges for blocking as specified in Guidebook, Part 8, Section 2. Regulations governing the payment for blocking provided under the provisions of this paragraph are the same as those for other services provided by the Company as specified in Schedule Cal.P.U.C. Nos. A2.1.9 and A2.1.11. and/or this Guidebook. Additional terms and conditions regarding blocking are set forth in Guidebook, Part 8, Section 2.

## 2. CALIFORNIA 900 (Cont'd)

## C. REGULATIONS (Cont'd)

## 4. Billing and Remittance

- a. The Company will bill the Subscribers the Information Charge established by the Information Provider and/or Sponsor for General Audience programs pursuant to Regulations, C.2.c.(4) preceding.
- b. Remittances to the Information Provider and/or Sponsor are based upon the total number of California 900 completed calls which are qualifying. A qualifying call is any call which is billed by the Company with the Information Provider's and/or Sponsor's designated Information Charge.

Any call which is connected to the Information Provider's and/or Sponsor's program, but for which an Information Charge is not billed by the Company to the Subscriber is not a qualifying call, and will not be included in the Company's remittance to the Information Provider and/or Sponsor. The Company's records of the number of qualifying calls made to each California 900 Service will serve as the sole source of information upon which remittance will be made.

The Company shall not be responsible for remitting for any calls resulting from repair or maintenance difficulties on Company facilities and equipment, or on equipment provided by the Information Provider and/or Sponsor.

The Company shall not be responsible for remitting compensation to the Information Provider and/or Sponsor for any calls resulting from fraud, including but not limited to toll fraud, or unlawful business practices. Where fraud or unlawful business practices are detected by the Company and upon investigation, the Company has determined that fraud or unlawful business practices by the Information Provider and/or Sponsor has occurred, the Company will not remit any compensation resulting from the fraud or unlawful business practices to the Information Provider and/or Sponsor.

Calls which connect to the Information Provider's and/or Sponsor's Program, but which disconnect within the "Delayed Timing Period," are not qualifying calls and will not be included in the Company's remittance to the Information Provider and/or Sponsor. The remittance to the Information Provider and/or Sponsor shall reflect the quantity of calls that are disconnected during the Delayed Timing Period.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 4. Billing and Remittance (cont'd)

## b. (cont'd)

The following are also non-qualifying types of calls and the Company will attempt to restrict such calls from connecting to California 900 telephone numbers:

- Third party calls billed third party to California 900 telephone numbers
- Collect calls
- Calls requiring time and charges quoted by the Company operator
- Calls originating from the Prison Class of Service
- Calls originating from the Company operator handled and direct dialed Mobile Class of Service
- Calls originating from the Hospital Class of Service, unless billed to calling card
- Calls originating from the Hotel/Motel Class of Service, unless billed to calling card
- Calls billed to Commercial Credit Cards
- Coin Sent Paid calls
- Person to Person calls handled by the Company operator
- Out-of-LATA calls
- Customer-Owned and Company-owned Pay Telephone, unless billed to calling card
- Cellular and other Exchange and Interexchange Carriers with whom the Company has no billing arrangement
- Third Party billed and credit card calls charged to an account outside of the Company's territory
- Calls made through Dual Party Relay Service
- Calls made to a California 900 number billed to a third party inside of the Company's territory

Calls in these categories which are connected, and for which the Company can bill the Subscriber, will be remitted to the Information Provider and/or Sponsor.

Where technically feasible, all calls that are connected but are not billed to the Subscriber will be categorized on the remittance invoice but will not be remitted to the Information Provider and/or Sponsor.

## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 4. Billing and Remittance (cont'd)

c. Subscriber adjustments will be recharged to the Information Provider and/or Sponsor when it is established that the Information Charge for the call was not stated within the delayed timing period pursuant to Regulations, C.2.d.(1) and C.2.e.(1) preceding, or for subscriber adjustments pursuant to Regulations C.4.d.(1) and C.4.d.(2) following.

## d. Adjustments

## (1) Subscriber Adjustments

The Company shall make a one-time adjustment for California 900 charges per subscriber account if it is established that (1) calls were made by the subscriber's minor child and the calls were made without parental consent, (2) the calls were not authorized by the subscriber or (3) the subscriber was not aware that California 900 Services charges applied. The Company reserves the right to make additional adjustments when justified.

(2) A subscriber must request an adjustment within 60 days of the receipt of the bill in question. The subscriber will be informed of the availability of Information Services Call Blocking (ISCB), Guidebook, Part 8, section 2, at the time of the adjustment. If the subscriber elects to have ISCB, contested California 900 charges will be adjusted to the date blocking is placed on the subscriber's line.

(3) Adjustments requested due to poor transmission quality caused by the Information Provider's and/or Sponsor's equipment will be made at the discretion of the Company.

(4) In addition, other adjustments may be made in accordance with standard Company practices.

(5) Before an adjustment for one hundred dollars (\$100.00) or more will be made for calls made by subscribers' minor children without parental permission, the Company shall receive a signed declaration from the Subscriber requesting an adjustment. The Company may, at its discretion, require a signed declaration for adjustments of less than one hundred dollars (\$100.00) or for other types of adjustments.



## 2. CALIFORNIA 900 (cont'd)

## C. REGULATIONS (cont'd)

## 4. Billing and Remittance (cont'd)

## e. Cost Allocation Surcharge

- (1) Each month the Company will bill a Cost Allocation Surcharge to Information Providers and/or Sponsors based on the amount computed according to h., Remittance, following. The cost allocation surcharge will recover the cost of uncollectibles. The Cost Allocation surcharge, by prefix, is as follows: (900)844 - 10.0%, (900)505 - 10.0%, and (900)303 - 3%.

## f. Blocking Cost Allocation Surcharge

The Company will recover the cost of blocking by assessing each Information Provider and/or Sponsor a charge for each minute billed to an Information Provider and/or Sponsor of California 900 Services for calls made to the Information Provider and/or Sponsor from the Company's territory.

## g. Remittance

The Company will compute credits and debits per program, monthly, based on the following formula:

- (1) Total number of qualifying California 900 usage minutes times (X) the applicable Information Charges, less the Company's associated Transport and Billing Charges, LESS,
- (2) The Cost Allocation Surcharge of 10.0% for (900)844, or 10.0% for (900)505 or 3% for (900)303 times (X) the balance from Line (1) LESS
- (3) The Blocking Cost Allocation Surcharge. LESS
- (4) The full amount of each adjustment as described in C.4.d (1) and (2) and C.4.b. preceding, LESS
- (5) Any nonrecurring and/or recurring charges. LESS
- (6) Any applicable state, federal or local taxes and/or surcharges.

The Company will issue a remittance check monthly per region (Northern California/Southern California) for any amounts owed the Information Provider and/or Sponsor. Included with the California 900 Information Provider's and/or Sponsor's monthly bill will be a usage summary on which the amount of remittance, if any, is based.

**2. CALIFORNIA 900 (cont'd)****C. REGULATIONS (cont'd)**

## 4. Billing and Remittance (cont'd)

## e. Cost Allocation Surcharge

- (1) Each month the Company will bill a Cost Allocation Surcharge to Information Providers and/or Sponsors based on the amount computed according to h., Remittance, following. The cost allocation surcharge will recover the cost of uncollectibles. The Cost Allocation surcharge, by prefix, is as follows: (900)844 - 15.0% (I), (900)505 - 15.0% (I), and (900)303 - 3%.

## f. Blocking Cost Allocation Surcharge

The Company will recover the cost of blocking by assessing each Information Provider and/or Sponsor a charge for each minute billed to an Information Provider and/or Sponsor of California 900 Services for calls made to the Information Provider and/or Sponsor from the Company's territory.

## g. Remittance

The Company will compute credits and debits per program, monthly, based on the following formula:

- (1) Total number of qualifying California 900 usage minutes times (X) the applicable Information Charges, less the Company's associated Transport and Billing Charges, LESS,
- (2) The Cost Allocation Surcharge of 15.0% (I) for (900)844, or 15.0% (I) for (900)505 or 3% for (900)303 times (X) the balance from Line (1) LESS
- (3) The Blocking Cost Allocation Surcharge. LESS
- (4) The full amount of each adjustment as described in C.4.d (1) and (2) and C.4.b. preceding, LESS
- (5) Any nonrecurring and/or recurring charges. LESS
- (6) Any applicable state, federal or local taxes and/or surcharges.

The Company will issue a remittance check monthly per region (Northern California/Southern California) for any amounts owed the Information Provider and/or Sponsor. Included with the California 900 Information Provider's and/or Sponsor's monthly bill will be a usage summary on which the amount of remittance, if any, is based.

**2. CALIFORNIA 900 (cont'd)****C. REGULATIONS (cont'd)**

## 4. Billing and Remittance (cont'd)

## e. Cost Allocation Surcharge

- (1) Each month the Company will bill a Cost Allocation Surcharge to Information Providers and/or Sponsors based on the amount computed according to h., Remittance, following. The cost allocation surcharge will recover the cost of uncollectibles. The Cost Allocation surcharge, by prefix, is as follows: (900)844 - 20.0% (I), (900)505 -20.0% (I), and (900)303 - 3%.

## f. Blocking Cost Allocation Surcharge

The Company will recover the cost of blocking by assessing each Information Provider and/or Sponsor a charge for each minute billed to an Information Provider and/or Sponsor of California 900 Services for calls made to the Information Provider and/or Sponsor from the Company's territory.

## g. Remittance

The Company will compute credits and debits per program, monthly, based on the following formula:

- (1) Total number of qualifying California 900 usage minutes times (X) the applicable Information Charges, less the Company's associated Transport and Billing Charges, LESS,
- (2) The Cost Allocation Surcharge of 20.0% for (900)844, or 20.0% for (900)505 or 3% for (900)303 times (X) the balance from Line (1) LESS (C)
- (3) The Blocking Cost Allocation Surcharge. LESS
- (4) The full amount of each adjustment as described in C.4.d (1) and (2) and C.4.b. preceding, LESS
- (5) Any nonrecurring and/or recurring charges. LESS
- (6) Any applicable state, federal or local taxes and/or surcharges.

The Company will issue a remittance check monthly per region (Northern California/Southern California) for any amounts owed the Information Provider and/or Sponsor. Included with the California 900 Information Provider's and/or Sponsor's monthly bill will be a usage summary on which the amount of remittance, if any, is based.

2. CALIFORNIA 900 (cont'd)

C. REGULATIONS (cont'd)

4. Billing and Remittance (cont'd)

- h. The Information Provider's and/or Sponsor's California 900 Services may be discontinued pursuant to the procedures set forth in Schedule Cal.P.U.C. Nos. A2.1.9 and A2.1.11 and/or this Guidebook for the Information Provider's and/or Sponsor's failure to make full payment for the Company's services provided under this Guidebook.

2. CALIFORNIA 900 (cont'd)

D. RATES AND CHARGES

1. Applicable to the California 900 Information Provider and/or Sponsor.

a. Establishment of and Changes in California 900 services (3003B)

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
(1) Establishment of Service or Reconnection <sup>1</sup> , or Reassignment of existing facilities to a new service - per program	\$ 949.91	NO	A44
(2) Change of: Price Rate Period (Recorded Program only) - per program	250.00	NO	A66
(3) Change terminating number <sup>3</sup>	28.50	NO	CA9DS

Unless otherwise shown in this Guidebook, move and telephone change charges apply, on the same premises, to each move and change as shown in Guidebook, Part 3, Section 1 (simple service) for Individual Line Business service. Supersedures<sup>2</sup> per access line charge as set forth in Guidebook, Part 3, Section 1, Special Billing - All services is applicable.

- /1/ The Establishment of Service includes the charge for Information Provider and/or Sponsor selected Information Charge and message length for both new establishment of service and reconnection of a temporarily disconnected program.
- /2/ An Information Provider and/or Sponsor may only supersede after having been in service on a specific number for 90 days and the supersedure includes all LATAs where the program is currently offered. Additionally, after a telephone number change, the California 900 customer must wait 90 days before placing an order to supersede their service.
- /3/ Change charge for business termination options.

2. CALIFORNIA 900 (cont'd)

D. RATES AND CHARGES (cont'd)

1. Applicable to the California 900 Information Provider and/or Sponsor. (cont'd)

a. Establishment of and Changes in California 900 services (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(3) California 900 access lines <sup>2</sup> - per line	\$94.99 <sup>1</sup>	\$19.00	IBL
(4) California 900 Business termination	94.99	19.00	3BL++

b. Blocking Cost Allocation Surcharge

	<u>First Minute</u>	<u>Charge</u>	<u>Additional Minutes</u>
(1) All California 900 Programs - per each minute billed to an Information Provider and/or Sponsor	\$.011		\$.011

/1/ A 30% discount will apply when a quantity of 500 or more is installed in the same location at the same time. These services must be retained for a minimum of three (3) months or the discount will not apply.

/2/ This does not apply to existing facilities used for a new number service.

2. CALIFORNIA 900 (cont'd)

D. RATES AND CHARGES (cont'd)

1. Applicable to the California 900 Information Provider and/or Sponsor (cont'd)

- c. Facilities Rates and charges specified elsewhere in the Company's Guidebook apply for all facilities required to connect the Information Provider's and/or Sponsor's premise equipment for each program to the wire center facility.
- d. Transport and billing of service to Information Provider and/or Sponsor Special transport rates apply to the 900 NXX-XXXX dialing plan calls. The transport charge is non-distance sensitive. The transport usage charges will be billed to the Information Provider and/or Sponsor.

	<u>Charge</u>	
(1) Billing <sup>2</sup> - per call		\$.14
	<u>First Minute</u>	<u>Additional Minutes</u>
(2) Recorded Program Transport Charge <sup>1,3</sup> - per call, day rate period	\$.10	\$.10
- per call, night/weekend rate period	.10	.10
	<u>First Minute</u>	<u>Additional Minutes</u>
(3) Live Program <sup>3</sup> Transport Charge - per call	\$.10	\$.10

- /1/ Day rates apply to hours between 8 AM and 5 PM on weekdays (Monday through Friday excluding Company holidays). Night/Weekend rates apply at all other times. Calls connected during one period but extending to the next period will be billed rate period specific. This applies to Recorded Programs only.
- /2/ Billing for harmful matter programs will be provided under the terms and conditions of this Guidebook as long as required by court order. If the court order is rescinded, the Company will cease to provide billing and collection service under this Guidebook for programs containing harmful matter as defined in California Penal Code Section 313.
- /3/ Rating will be done in 30 second increments. Partial minute charges will be rounded off to the next half minute.

**2. CALIFORNIA 900 (cont'd)**

**D. RATES AND CHARGES (cont'd)**

1. Applicable to the California 900 Information Provider and/or Sponsor (cont'd)

- c. Facilities Rates and charges specified elsewhere in the Company's Guidebook apply for all facilities required to connect the Information Provider's and/or Sponsor's premise equipment for each program to the wire center facility.
- d. Transport and billing of service to Information Provider and/or Sponsor Special transport rates apply to the 900 NXX-XXXX dialing plan calls. The transport charge is non-distance sensitive. The transport usage charges will be billed to the Information Provider and/or Sponsor.

	<u>Charge</u>	
(1) Billing <sup>2</sup> - per call	\$.14	
	<u>First Minute</u>	<u>Additional Minutes</u>
(2) Recorded Program Transport Charge <sup>1,3</sup> - per call, day rate period	\$.15 (I)	\$.15 (I)
- per call, night/weekend rate period	.15 (I)	.15 (I)
	<u>First Minute</u>	<u>Additional Minutes</u>
(3) Live Program <sup>3</sup> Transport Charge - per call	\$.15 (I)	\$.15 (I)

/1/ Day rates apply to hours between 8 AM and 5 PM on weekdays (Monday through Friday excluding Company holidays). Night/Weekend rates apply at all other times. Calls connected during one period but extending to the next period will be billed rate period specific. This applies to Recorded Programs only.

/2/ Billing for harmful matter programs will be provided under the terms and conditions of this Guidebook as long as required by court order. If the court order is rescinded, the Company will cease to provide billing and collection service under this Guidebook for programs containing harmful matter as defined in California Penal Code Section 313.

/3/ Rating will be done in 30 second increments. Partial minute charges will be rounded off to the next half minute.



**2. CALIFORNIA 900 (cont'd)**

**D. RATES AND CHARGES (cont'd)**

1. Applicable to the California 900 Information Provider and/or Sponsor (cont'd)

- c. Facilities Rates and charges specified elsewhere in the Company's Guidebook apply for all facilities required to connect the Information Provider's and/or Sponsor's premise equipment for each program to the wire center facility.
- d. Transport and billing of service to Information Provider and/or Sponsor Special transport rates apply to the 900 NXX-XXXX dialing plan calls. The transport charge is non-distance sensitive. The transport usage charges will be billed to the Information Provider and/or Sponsor.

	<u>Charge</u>		
(1) Billing <sup>/2/</sup> - per call		\$.14	(C)
	<u>First Minute</u>	<u>Additional Minutes</u>	
(2) Recorded Program Transport Charge <sup>/1/,/3/</sup> - per call, day rate period	\$.20 (I)	\$.20 (I)	(C)
- per call, night/weekend rate period	.20 (I)	.20 (I)	
	<u>First Minute</u>	<u>Additional Minutes</u>	
(3) Live Program <sup>/3/</sup> Transport Charge - per call	\$.20 (I)	\$.20 (I)	(C)

/1/ Day rates apply to hours between 8 AM and 5 PM on weekdays (Monday through Friday excluding Company holidays). Night/Weekend rates apply at all other times. Calls connected during one period but extending to the next period will be billed rate period specific. This applies to Recorded Programs only.

/2/ Billing for harmful matter programs will be provided under the terms and conditions of this Guidebook as long as required by court order. If the court order is rescinded, the Company will cease to provide billing and collection service under this Guidebook for programs containing harmful matter as defined in California Penal Code Section 313.

/3/ Rating will be done in 30 second increments. Partial minute charges will be rounded off to the next half minute.

### 3. INFORMATION SERVICES CALL BLOCKING

#### A. DESCRIPTION

1. Information Services Call Blocking (ISCB) is a Central Office call blocking service that allows the Company's residential and business subscribers to block directly dialed calls placed from their telephones to California 976 programs within California, California 900 programs, and Interexchange Carrier 900 Services (900 IEC) program calls originating within California calls placed to IEC 900 numbers outside of California. ISCB will be provided at the subscriber's serving Central Office, where technically feasible, and when placed on the subscriber's line, will prevent access to all directly dialed, the Company's operator-assisted and the Company's operator-entered billing to California 976 and California 900 numbers within California and Interexchange Carrier 900 Services (900 IEC) program calls originating within California and calls placed to IEC 900 numbers outside of California. If a subscriber with ISCB dials a California 976, California 900 or 900 IEC number, they will receive an announcement that tells the subscriber that the call cannot be completed as dialed. The subscriber will be able to dial all other numbers.

Three selective blocking options are available to the Company's residential subscribers that order ISCB. A residential subscriber may select any of these three options. Business subscribers may only select Option 1.

Option 1 blocks access to California 976 and to all 900 numbers, including California 900 and IEC 900 programs.

Option 2 blocks access to California 976, California (900) 505, California (900) 303 and IEC 900 prefixes designated as carrying harmful matter. California (900) 505 programs are live general audience programs. California (900) 303 are programs containing harmful matter on both live and recorded.

Option 3 blocks California (900) 303 and IEC 900 prefixes designated as carrying harmful matter.

3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup> (N)

A. DESCRIPTION

1. Information Services Call Blocking (ISCB) is a Central Office call blocking service that allows the Company's residential and business subscribers to block directly dialed calls placed from their telephones to Interexchange Carrier 900 Services (900 IEC) program calls originating within California and calls placed to IEC 900 numbers outside of California. ISCB will be provided at the subscriber's serving Central Office, where technically feasible, and when placed on the subscriber's line, will prevent access to all directly dialed, the Company's operator-assisted and the Company's operator-entered billing to Interexchange Carrier 900 Services (900 IEC) program calls originating within California and calls placed to IEC 900 numbers outside of California. If a subscriber with ISCB dials a 900 IEC number, they will receive an announcement that tells the subscriber that the call cannot be completed as dialed. The subscriber will be able to dial all other numbers. (C)

Three selective blocking options are available to the Company's residential subscribers that order ISCB. A residential subscriber may select any of these three options. Business subscribers may only select Option 1.

Option 1 blocks access to IEC 900 programs.

Option 2 blocks access to IEC 900 prefixes designated as carrying harmful matter.

Option 3 blocks IEC 900 prefixes designated as carrying harmful matter. (C)

/1/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

A. DESCRIPTION (cont'd)

Three selective blocking options are available to the Company's residence subscribers that order ISCB. A residential subscriber may selectively choose one option that will block one, three or all five prefixes. Business subscribers may only select Option 1.

<u>Option 1</u>	<u>Option 2</u>	<u>Option 3</u>
976	976	(900) 303
(900) 844	(900) 505	
(900) 505	(900) 303	
(900) 303		
(900) NXX		

- (900) 844 is general audience - Recorded Programs
- (900) 505 is general audience - Live Programs
- (900) 303 are programs containing harmful matter on both Live and Recorded
- (900) NXX is Interexchange Carrier 900 Services programs

3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup> (cont'd) (N)

A. DESCRIPTION (cont'd)

Three selective blocking options are available to the Company's residence subscribers that order ISCB. A residential subscriber may selectively choose Option 1, 2 or 3. (C)  
Business subscribers may only select Option 1.

Option 1

Option 2

Option 3

(900) NXX

(900) NXX

(900) NXX

(D)  
|  
(D)  
(C)

(D)  
|  
(D)

- (900) NXX is Interexchange Carrier 900 Services programs

/1/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

A. DESCRIPTION (cont'd)

2. The Company's subscribers can order ISCB by calling their respective business offices.

ISCB will only be disconnected if the subscriber makes a written request to the business office to cancel the service or if the subscriber disconnects his telephone service.

B. DEFINITIONS

California 976 Information Provider

The customer of the Company who subscribes to California 976 and provides an interactive electronic or recorded broadcast service for callers to access.

California 976 Program<sup>1</sup>

An electronic information service furnished by the Information Provider.

California 900 Information Provider

The customer of the Company who subscribes to the Company's Recorded Offering and provides an audiotex or videotex service for Callers to access.

California 900 Program<sup>2</sup>

For Recorded program, the electronic information service furnished by the Information Provider. For Live program, the telephone conversation coordinated and monitored by the Sponsor.

/1/ See Guidebook, Part 8, Section 2 for a complete description of California 900

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

B. DEFINITIONS (cont'd)

Blocking

The Company's subscriber's ability to restrict directly dialed, operator-assisted and operator-entered billing calls from their telephone(s) to 900 IEC programs and to restrict directly dialed calls from their telephone(s) to California 976 and California 900 programs.<sup>1</sup>

Caller

The Company's subscribers who call the Information Providers' California 976, California 900 or 900 IEC programs.

Company Initiated Blocking

The Company's option to assign blocking to a subscriber's line when the subscriber fails or refuses to pay Information charges associated with California 976, California 900 or 900 IEC calls. A telephone number change may be required to institute this option.

Customer Blocking Charge

The non-recurring charge to establish ISCB Central Office blocking on a subscriber's line.

Information Services

The Company's California 976 and California 900 as defined in Guidebook, Part 8, Section 2.

Interexchange Carrier 900 Services Program

An electronic information service furnished by an Interexchange Carrier and its Information Provider.

Simple Business Blocking

Those business subscribers with the following grades of service: 1MB, 1MS, 1MC and 1ML. May include hunting.

Subscriber

A customer of the Company as defined in Schedule Cal.P.U.C. No. A2., General Regulations.

/1/ All operator-assisted and operator-entered billing calls to California 976 and California 900 programs will be automatically blocked at no charge.

3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup> (cont'd) (N)

B. DEFINITIONS (cont'd)

Blocking

The Company's subscriber's ability to restrict directly dialed, operator-assisted and operator-entered billing calls from their telephone(s) to 900 IEC programs.<sup>/1/</sup> (N) (C)  
(D)

Caller

The Company's subscribers who call the Information Providers' 900 IEC programs.<sup>/1/</sup> (C)  
(D)

Company Initiated Blocking

The Company's option to assign blocking to a subscriber's line when the subscriber fails or refuses to pay Information charges associated 900 IEC calls.<sup>/1/</sup> (N)  
A telephone number change may be required to institute this option. (C)

Customer Blocking Charge

The non-recurring charge to establish ISCB Central Office blocking on a subscriber's line.

Information Services<sup>/1/</sup> (N)  
(D)

Interexchange Carrier 900 Services Program

An electronic information service furnished by an Interexchange Carrier and its Information Provider.

Simple Business Blocking

Those business subscribers with the following grades of service: 1MB, 1MS, 1MC and 1ML. May include hunting.

Subscriber

A customer of the Company as defined in Schedule Cal.P.U.C. No. A2., General Regulations.

/1/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)  
(D)  
(D)



## 3. INFORMATION SERVICES CALL BLOCKING (cont'd)

## C. TERRITORY

ISCB will be provided where the Company's facilities and operating conditions permit.

## D. REGULATIONS

## 1. Company's Obligation

## a. General

- (1) The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
- (2) The Company shall, upon request from the subscriber, provide blocking, pursuant to the three selective blocking options described in A.1., of California 976, California 900 and 900 IEC by Central Office provisioning for:

NPA 976 - California 976 Calls terminating within California

Area Code 900

NPA 844 - 844 California 900 Calls terminating within California

NPA 505 - 505 California 900 Calls terminating within California

NPA 303 - 303 California 900 Calls terminating within California

NPA 900 - NXX Interexchange Carrier Calls originating within  
California and calls placed to numbers outside of California

- (3) Subscribers, served by a non-capable central office, who request a change of telephone number to be served by a co-located capable central office for the purpose of obtaining California 976, California 900 and 900 IEC blocking service, shall not be charged for such number change.
- (4) Residential subscribers who cannot be offered ISCB due to constraints in central office technology will be eligible for two additional adjustments to the adjustment policy shown in Guidebook, Part 8, Section 2.
- (5) The Company may block access to California 976, California 900 and 900 IEC services for subscribers who fail or refuse to pay California 976, California 900 or 900 IEC charges, except charges for which an adjustment has been granted.<sup>1</sup> The subscriber will be charged the customary fee, if any, for this service.

/1/ The Company may only block access for non-payment of 900 IEC charges for those companies in which the Company prepares the billing.

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

D. REGULATIONS (Cont'd)

1. Company's Obligation (cont'd)

a. General (cont'd)

- (6) The Company will temporarily block access to California 900, California 976 and 900 IEC if the residence subscriber exceeds \$150.00 in California 900 and California 976 charges, and the Company is unable to contact the residence subscriber.

2. Subscriber's Obligations

a. General

- (1) Each subscriber is obligated to pay the applicable non-recurring charge, if any, as shown in E., Rates and Charges, following for installation, removal and re-installation of ISCB if ordered by the subscriber per subscriber line.
- (2) The Company has the responsibility for blocking directly dialed calls, Company's operator-assisted and the Company's operator-entered billing calls to California 976, California 900 and 900 IEC when and for so long as ISCB is ordered by the subscriber.

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

E. RATES AND CHARGES

<u>NEW CONNECT OR TRANSFER OF SERVICE-RESIDENCE</u>	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Call Blocking			
Individual Line Flat Rate			
Residence Service			
Option 1 - per line	\$0.01 <sup>2</sup>	NO	CL1
Option 2 - per line	0.01	NO	CL2
Option 3 - per line	0.01	NO	CL3
Call Blocking			
Individual Line Measured Rate			
Residence Service			
Option 1 - per line	0.01 <sup>2</sup>	NO	CL1
Option 2 - per line	0.01	NO	CL2
Option 3 - per line	0.01	NO	CL3
Call Blocking			
California LifeLine			
Option 1 - per line	NO	NO	CL1
Option 2 - per line	NO	NO	CL2
Option 3 - per line	NO	NO	CL3
<u>Change Phone Number/Remove ISCB</u>			
Change Telephone Number <sup>1</sup>	NO	NO	
Remove ISCB			
Option 1 - per line	4.75	NO	CLX
Option 2 - per line	4.75	NO	CLX
Option 3 - per line	4.75	NO	CLX
<u>Company Initiated Blocking</u>			
Remove ISCB - per line <sup>3</sup>	NO	NO	CLXPB

/1/ Applicable when a telephone number change is required to provide ISCB.  
 /2/ Effective March 11, 1988, implemented on March 14, 1988 per Decision No. 88-03-042. Billing to residential customers suspended pending further order of the Commission.  
 /3/ Applicable when Company initiated blocking has been temporarily placed on a customer's line.

3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup> (cont'd) (N)

E. RATES AND CHARGES

<u>NEW CONNECT OR TRANSFER OF SERVICE-RESIDENCE</u>	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
Call Blocking				
Individual Line Flat Rate				
Residence Service				
Option 1 - per line	\$0.01 <sup>/3/</sup>	NO	CL1	(C)
Option 2 - per line	0.01	NO	CL2	
Option 3 - per line	0.01	NO	CL3	
Call Blocking				
Individual Line Measured Rate				
Residence Service				
Option 1 - per line	0.01 <sup>/3/</sup>	NO	CL1	(C)
Option 2 - per line	0.01	NO	CL2	
Option 3 - per line	0.01	NO	CL3	
Call Blocking				
California LifeLine				
Option 1 - per line	NO	NO	CL1	
Option 2 - per line	NO	NO	CL2	
Option 3 - per line	NO	NO	CL3	
<u>Change Phone Number/Remove ISCB</u>				
Change Telephone Number <sup>/2/</sup>	NO	NO		(C)
Remove ISCB				
Option 1 - per line	4.75	NO	CLX	
Option 2 - per line	4.75	NO	CLX	
Option 3 - per line	4.75	NO	CLX	
<u>Company Initiated Blocking</u>				
Remove ISCB - per line <sup>/4/</sup>	NO	NO	CLXPB	(C)

/1/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)

/2/ Applicable when a telephone number change is required to provide ISCB. (C)

/3/ Effective March 11, 1988, implemented on March 14, 1988 per Decision No. 88-03-042. Billing to residential customers suspended pending further order of the Commission. (C)

/4/ Applicable when Company initiated blocking has been temporarily placed on a customer's line. (C)

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

E. RATES AND CHARGES (cont'd)

<u>NEW CONNECT OR TRANSFER OF SERVICE-RESIDENCE</u>	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Company Initiated Blocking			
Company Initiated ISCB			
- Option 1 - per line	\$0.01 <sup>1</sup>	NO	CL1PB
Change Between Options			
- per line	NO	NO	

/1/ Effective March 11, 1988, implemented on March 14, 1988 per Decision No. 88-03-042.  
Billing to residential customers suspended pending further order of the Commission.

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

E. RATES AND CHARGES (cont'd)

<u>NEW CONNECT OR TRANSFER OF SERVICE-BUSINESS</u>	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Call Blocking			
Simple Business Service	\$ .95 <sup>3</sup>		
Option 1 - per line	14.25	NO	CL1
	14.25 <sup>6</sup>	NO	CL8
	NO	NO	CL1 <sup>7</sup>
Call Blocking			
Other Business Service <sup>1,2</sup>	.95 <sup>3</sup>	NO	CL1
Option 1 - per line	14.25	NO	CL1
	.95 <sup>3,5</sup>	NO	CL9 <sup>4</sup>
	14.25	NO	CL9 <sup>4</sup>
	NO	NO	CL9 <sup>7</sup>
	14.25 <sup>6</sup>	NO	CL8

- /1/ Information Services Call Blocking on COMMSTAR I & II, Basic and Assured PBX, Centrex 1FB, 1FL, 1FS, 1FC, Data Access Service, Coin, Coinless, COPT, and Hotel/Motel available October 1, 1989.
- /2/ Information Services Call Blocking for CENTREX customers may be established utilizing treatment codes, Exchange and Toll Message Diverting or Flexible Route Selection as set forth in Guidebook, Part 8, Section 10.
- /3/ Effective 10/11/91 through 1/31/92 subscribers may obtain blocking on their simple business lines at a special introductory charge of \$1.00 per line. Subscribers will be notified of the availability of blocking California 976, California 900 and 900 IEC calls by a bill insert. Subscribers will have 60 days in which to respond to the mailer. On 2/1/92, the charge for business blocking will be \$14.25 per line.
- /4/ COMMSTAR I & II, Centrex, Basic and Assured PBX, Hotel/Motel and Data Access Service, unique USOC required to block features.
- /5/ CENTREX - applicable when adding a treatment code(s) for Information Services Call Blocking. On and after 11/30/89, see Note 2, preceding.
- /6/ For a period not to exceed 60 days the non-recurring charges will be \$0.95 for central office cutovers, due to switch upgrades, that allow Pacific Bell business customers to subscribe to Information Services Call Blocking, for the first time.
- /7/ Effective 11/1/93 through 12/31/93 subscribers may obtain blocking at no charge. In addition any subscriber who subscribes to a new telephone number may obtain blocking at no charge for a period of 60 days after the new number is effective.

3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup> (cont'd) (N)

E. RATES AND CHARGES (cont'd)

<u>NEW CONNECT OR TRANSFER OF SERVICE-BUSINESS</u>	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>	
Call Blocking				
Simple Business Service	\$ .95 <sup>/4/</sup>			(C)
Option 1 - per line	14.25	NO	CL1	
	14.25 <sup>/7/</sup>	NO	CL8	
	NO	NO	CL1 <sup>/8/</sup>	
Call Blocking				
Other Business Service <sup>/2/, /3/</sup>	.95 <sup>/4/</sup>	NO	CL1	
Option 1 - per line	14.25	NO	CL1	
	.95 <sup>/4/, /6/</sup>	NO	CL9 <sup>/5/</sup>	(C)
	14.25	NO	CL9 <sup>/5/</sup>	(C)
	NO	NO	CL9 <sup>/8/</sup>	(C)
	14.25 <sup>/7/</sup>	NO	CL8	(C)

/1/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)

/2/ Information Services Call Blocking on COMMSTAR I & II, Basic and Assured PBX, Centrex 1FB, 1FL, 1FS, 1FC, Data Access Service, Coin, Coinless, COPT, and Hotel/Motel available October 1, 1989. (C)

/3/ Information Services Call Blocking for CENTREX customers may be established utilizing treatment codes, Exchange and Toll Message Diverting or Flexible Route Selection as set forth in Guidebook, Part 8, Section 10. (C)

/4/ Effective 10/11/91 through 1/31/92 subscribers may obtain blocking on their simple business lines at a special introductory charge of \$1.00 per line. Subscribers will be notified of the availability of blocking California 976, California 900 and 900 IEC calls by a bill insert. Subscribers will have 60 days in which to respond to the mailer. On 2/1/92, the charge for business blocking will be \$14.25 per line. (C)

/5/ COMMSTAR I & II, Centrex, Basic and Assured PBX, Hotel/Motel and Data Access Service, unique USOC required to block features. (C)

/6/ CENTREX - applicable when adding a treatment code(s) for Information Services Call Blocking. On and after 11/30/89, see Note 2, preceding. (C)

/7/ For a period not to exceed 60 days the non-recurring charges will be \$0.95 for central office cutovers, due to switch upgrades, that allow Pacific Bell business customers to subscribe to Information Services Call Blocking, for the first time. (C)

/8/ Effective 11/1/93 through 12/31/93 subscribers may obtain blocking at no charge. In addition any subscriber who subscribes to a new telephone number may obtain blocking at no charge for a period of 60 days after the new number is effective. (C)

3. INFORMATION SERVICES CALL BLOCKING (cont'd)

E. RATES AND CHARGES (cont'd)

<u>NEW CONNECT OR TRANSFER OF SERVICE-BUSINESS</u>	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
New Connect or Transfer of Service - per line	NO	NO	CL1
ISCB with other network change order <sup>1,2</sup> - per line	NO	NO	CL1

- /1/ Information Services Call Blocking for Centrex customers may be established utilizing treatment codes, Exchange and Toll Message Diverting or Flexible Route Selection as set forth in Guidebook, Part 8, Section 10.
- /2/ Applicable to any move, change, rearrangement or modification to a business subscribers access line as defined in Guidebook, Part 3, Section 1.



3. INFORMATION SERVICES CALL BLOCKING (cont'd)

E. RATES AND CHARGES (cont'd)

<u>NEW CONNECT OR TRANSFER OF SERVICE-BUSINESS</u>	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
Change Telephone Number/ <u>Remove ISCB</u>			
Change Telephone Number <sup>1</sup>	NO	NO	
Remove ISCB - per line	\$14.25	NO	CLY
<u>Company Initiated Blocking</u>			
Company Initiated ISCB Option 1 - per line	NO	NO	CL9PB

/1/ Applicable when a telephone number change is required to provide ISCB.

## 4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>2</sup>

## 1. Description

Toll Blocking will prohibit the completion of billable toll calls. Customers will continue to be able to complete the following types of calls: 411 (directory assistance), 611 (repair), 911 (emergency service) and 800 calls. Attempts to complete billable calls will be blocked. Customers subscribing to Toll Blocking will have the option of placing toll calls using the Utility's or IEC's calling card<sup>3</sup>, if calls are placed from lines that are not equipped with Toll Blocking. Customers subscribing to Toll Blocking will also have the option of accepting or rejecting collect and third number billed calls.<sup>1</sup>

## 2. Regulations

- a. Toll Blocking is only available to customers with the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, California LifeLine and single line business service.
- b. Toll Blocking will prohibit the completion of the following types of calls: Message Telecommunications Service (a.k.a. Local Plus), Interexchange Toll Service (including PIC), 10XXX, 950 access, 900/796, 700 service, 0-, 0+, 0++ originating calls, collect calls, and third number billed calls<sup>1</sup>.
- c. Customers subscribing to Toll Blocking will continue to be able to complete the following types of calls: local calls (Zone 1 and 2), and 800 calls. Customers will continue to have access to 411, 611 and 911.
- d. Customer subscribing to Toll Blocking will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9.
- e. Toll Blocking will be provided where facilities and operating conditions permit.

/1/ Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

/2/ Toll Blocking will not be available (implemented) until December 4, 1995.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

## 4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>2</sup>

## 1. Description

Toll Blocking will prohibit the completion of billable toll calls. Customers will continue to be able to complete the following types of calls: 411 (directory assistance), 611 (repair), 911 (emergency service) and 800 calls. Attempts to complete billable calls will be blocked. Customers subscribing to Toll Blocking will have the option of placing toll calls using the Utility's or IEC's calling card<sup>3</sup>, if calls are placed from lines that are not equipped with Toll Blocking. Customers subscribing to Toll Blocking will also have the option of accepting or rejecting collect and third number billed calls.<sup>1</sup>

## 2. Regulations

- a. Toll Blocking is only available to customers with the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, California LifeLine and single line business service.
- b. Toll Blocking will prohibit the completion of the following types of calls: Message Telecommunications Service (a.k.a. Local Plus), Interexchange Toll Service (including PIC), 10XXX, 950 access, 900, 700 service, 0-, 0+, 0++ originating calls, collect calls, and third number billed calls<sup>1</sup>. (C)
- c. Customers subscribing to Toll Blocking will continue to be able to complete the following types of calls: local calls (Zone 1 and 2), and 800 calls. Customers will continue to have access to 411, 611 and 911.
- d. Customer subscribing to Toll Blocking will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9.
- e. Toll Blocking will be provided where facilities and operating conditions permit.

/1/ Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

/2/ Toll Blocking will not be available (implemented) until December 4, 1995.

/3/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. No. A2.1.2,A.4.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>2</sup>

1. Description

Toll Blocking will prohibit the completion of billable toll calls. Customers will continue to be able to complete the following types of calls: 411 (directory assistance), 611 (repair), 911 (emergency service) and 800 calls. Attempts to complete billable calls will be blocked. Customers subscribing to Toll Blocking will have the option of placing toll calls using the IEC's calling card, if calls are placed from lines that are not equipped with Toll Blocking. Customers subscribing to Toll Blocking will also have the option of accepting or rejecting collect and third number billed calls.<sup>1</sup>

2. Regulations

- a. Toll Blocking is only available to customers with the following types of service: Residence Flat Rate Service, Residence Measured Rate Service, California LifeLine and single line business service.
- b. Toll Blocking will prohibit the completion of the following types of calls: Message Telecommunications Service (a.k.a. Local Plus), Interexchange Toll Service (including PIC), 10XXX, 950 access, 900, 700 service, 0-, 0+, 0++ originating calls, collect calls, and third number billed calls<sup>1</sup>.
- c. Customers subscribing to Toll Blocking will continue to be able to complete the following types of calls: local calls (Zone 1 and 2), and 800 calls. Customers will continue to have access to 411, 611 and 911.
- d. Customer subscribing to Toll Blocking will be responsible for the payment of all completed calls as set forth in Schedule Cal.P.U.C. No. A2.1.9.
- e. Toll Blocking will be provided where facilities and operating conditions permit.

/1/ Some calls originating from locations that do not have screening capabilities may not be intercepted and denied. These calls, e.g. International calls and calls that do not go through a billing validation data base will be billed to the customer if completed.

/2/ Toll Blocking will not be available (implemented) until December 4, 1995.

(D)  
(D)

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>1</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

- a. Toll Blocking  
- each line equipped

<u>Monthly Rate</u>	<u>USOC</u>
\$1.90	TRS

/1/ Toll Blocking implemented December 4, 1995.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	<u>Monthly Rate<sup>/2/</sup></u>	<u>USOC</u>	(C)
a. Toll Blocking			
- each line equipped	\$1.90	TRS	

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9. (N)

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>	
	<u>Residence</u>	<u>Business</u>		
a. Toll Blocking				(N)
- each line equipped .....	\$1.90	\$2.50 (I)	TRS	(C)

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$4.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.



4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$5.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$5.75 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$6.50 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$7.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$8.40 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$10.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

4. LOCAL SERVICE OPTIONS (cont'd)

C. TOLL BLOCKING<sup>/1/</sup> (cont'd)

- f. Providers of various telecommunications services, including the Utility, may restrict or block a subscriber's ability to receive some collect calls based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$12.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)** (C)

2. Regulations (cont'd) z

f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account. (C)  
(C)

3. Rates and Charges (C)

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$12.00	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)  
(N)

z correction



**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$14.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$17.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$20.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$23.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$27.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$32.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$39.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$47.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.



**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$71.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$107.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.



**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$129.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$155.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. LOCAL SERVICE OPTIONS (cont'd)**

**A. TOLL BLOCKING<sup>/1/</sup> (cont'd)**

2. Regulations (cont'd)

- f. Providers of various telecommunications services, including the Company, may restrict or block a subscriber's ability to receive some collect calls<sup>/3/</sup> based on the status of the subscriber's account.

3. Rates and Charges

	Monthly Rate <sup>/2/</sup>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
a. Toll Blocking			
- each line equipped .....	\$1.90	\$210.00 (I)	TRS

/1/ Toll Blocking implemented December 4, 1995.

/2/ For California LifeLine service, see Schedule Cal. P.U.C. No. A5.2.5, E.3 and E.9.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.