

1. LOCAL OPERATOR VERIFICATION/INTERRUPT SERVICE

Where facilities and operating conditions permit, the Company's Toll Operators may verify a busy line condition and/or interrupt a conversation in progress at the calling party's request. The charges for such service are \$1.20 to verify and \$1.25 to interrupt.

No charge will apply to the following:

To place a call to or from any public agency whose responsibility it is to provide or render emergency aid.

2. NON-PUBLISHED NUMBER REPORT

Upon request of an urgent or emergency nature, the Company Operator will arrange to attempt to reach the requested non-published number subscriber with the calling party's name and number. The non-published subscriber may agree to call back, or the calling party will be contacted by the Company and informed the non-published subscriber is unwilling to call back or is unavailable.

The charge to the requesting party is \$2.37 per request and is applied to the following:

The non-published number search, contacting the non-published subscriber and the report back to the calling party when the non-published subscriber refuses to contact the requesting party; or

The non-published number search and contacting the non-published subscriber when the non-published subscriber does not refuse to contact the requesting party.

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No charge will apply to the following:

To place a call to or from any public agency whose responsibility it is to provide or render emergency aid.

2. RESERVED

(C)

(D)

(D)

2. NON-PUBLISHED NUMBER REPORT (cont'd)

For a charge to apply, each task listed under either item preceding must be completed by the Company.

No charges will apply to the following:

The non-published subscriber cannot be reached by the Company after three attempts.

When the non-published subscriber refuses to contact the requesting party and the Company fails to report back to the requesting party.

The operator will notify the requesting party of the applicable charges at the time such a request is made.

3. NUMBER REFERRAL SERVICE**A. Description**

1. Number Referral Service is a central office optional intercept arrangement for diversion of calls to a number which is no longer in service.
2. In accordance with the Number Referral Service customer's instructions, a caller to a disconnected number with Basic Referral Service or Operator Referral Service is provided with information which may include: the called number, why the call was not connected, and what can be done to reach the called party.

3. Number Referral Service Options^{/1/}

- a. Basic Referral Service

An automated announcement system that repeats the called number, provides the status of the called number, and provides information on how to reach the called party.

- b. Operator Referral Service

A Number Referral Service Operator provides the calling party with information about the called number that cannot be automated or placed on a generic recorded announcement. The operator asks what number was called and provides referral information in accordance with the called party's instructions and regulations as set forth in B. following.

- c. No Referral Service

An automated announcement which states that the called number has been disconnected. No further information is provided about the called number.

- d. Sequential Referral Service

An automated announcement for Centrex and/or Direct Inward Dial Customers that provides a new number to a calling party for a sequential range of two or more numbers that have been disconnected. All of the customers numbers that have been disconnected with Sequential Referral Service are referred to the same new number.

/1/ See Regulations 6. following.

3. NUMBER REFERRAL SERVICE (cont'd)**A. Description (cont'd)**

e. Non-Sequential Referral Service

An automated announcement for Centrex and/or Direct Inward Dial Customers that provides a new number to a calling party for a non-sequential range of numbers that have been disconnected. All of the customers numbers that have been disconnected with Non-Sequential Referral Service are referred to the same new number.

f. Single Number Referral Service

An automated announcement for Centrex and/or Direct Inward Dial Customers that repeats the called number and provides a new number to a calling party for individual numbers that have been disconnected. Numbers that have been disconnected with Single Number Referral Service may be referred to individual or unique numbers.

4. Definitions

- a. Primary Number - The first number of any residence or business account when more than one number is billed together (commonly referred to as the pilot number). A separate bill is rendered for each primary number.
- b. Additional Number - Any number billed with a primary number, such as lines within: 1) the same hunting group, 2) same prefix, or 3) same address.
- c. Sequential Range - A numerical series or grouping of telephone numbers that is continuous and uninterrupted. A sequential range consists of no less than two numbers.

3. NUMBER REFERRAL SERVICE (cont'd)**B. Regulations**

1. Number Referral Service is available to residence and business service customers where facilities and operating conditions of the Company permit.
2. The disconnected or changed number will be kept dedicated for the customer's selected period of the referral unless the Company determines it necessary to reassign and use the referred number as specified in Schedule Cal.P.U.C. No. A2.1.17.
3. The description, definitions, regulations, rates and charges, as set forth in this schedule, apply as follows:

Centrex, Airport Intercommunicating Service and Direct Inward Dial Service customers may subscribe to Sequential Referral Service, Non-Sequential Referral Service, Single Number Referral Service or Operator Referral Service or any combination thereof.

For 976 Information Access Service, the primary number only is offered Basic Referral Service.

4. Credit allowance or refunds will be provided as applicable for an incorrect referral due to the Company's error, such as no referral when one was requested, or situations in which the Company needs to use a referred number before the customer requested period has been reached. The credited amount will be based on the actual number of days the number referral service was not provided. To determine the credit allowance for a fraction of a month, every month is considered to have 30 days. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.

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Centrex, Airport Intercommunicating Service and Direct Inward Dial Service customers may subscribe to Sequential Referral Service, Non-Sequential Referral Service, Single Number Referral Service or Operator Referral Service or any combination thereof.

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/1/ California 976 service withdrawn effective November 1, 2010.

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3. NUMBER REFERRAL SERVICE (cont'd)

B. Regulations (cont'd)

5. For each number referred, the following information will be provided:
 - a. Basic Referral Service - one new number only will be provided.
 - b. Operator Referral Service - up to 5 names and telephone numbers will be provided.
 - c. Sequential Referral Service - only one new number will be provided for all numbers disconnected.
 - d. Non-Sequential Referral Service - only one new number will be provided for all numbers disconnected.
 - e. Single Number Referral Service - only one new number will be provided for each number disconnected.
6. When the customer does not subscribe to the Basic, Operator, Sequential, Non-Sequential, Single Number Referral Service options, as described in A.3.a., b., d., e and f., preceding, the No Referral Service option, as described in A.3.c. preceding, will be provided.

3. NUMBER REFERRAL SERVICE (cont'd)

B. Regulations (cont'd)

7. All Residence and Business Service customers will be billed the applicable Number Referral Service charges on the next bill rendered after the effective date of the referral for the disconnected or number changed account.
8. Non-chargeable Number Referral Service periods are specified as follows:
 - a. Residence Service - Three month period.
 - b. Business Service - Primary Number - Twelve months or until the customer's next directory print date, whichever is longer.

Additional months are available at the customer's request provided the utility's facilities permit. Charges for additional months will apply as set forth in Rates and Charges, C.2, C.3 and C.4 following.

- c. Centrex, Airport Intercommunicating Service and Direct Inward Dial Service, Primary Number only - Twelve months or until the customer's next directory print date, whichever is longer.

C. Rates and Charges

1. The following charges are for Number Referral Service only and are in addition to any applicable service charges, monthly rates and nonrecurring charges with which they are associated.

2. Residence Service ^{/1/}	<u>Charge</u>	<u>USOC</u>
a. Basic Referral Service		
Primary Number		
- first 3 month period	NO	N/A
- each additional 3 month period	\$11.87	REFBN
Additional Numbers		
- first and additional 3 month periods, each	11.87	REFBN
b. Operator Referral Service		
Primary Number		
- first and additional 3 month periods, each	33.25	REFPN
Additional Numbers		
- first and additional 3 month periods, each	33.25	REFPN

/1/ See Regulations, B.8.a., preceding.

3. NUMBER REFERRAL SERVICE (cont'd)

C. Rates and Charges (cont'd)

	<u>Charge</u>	<u>USOC</u>
3. Business Service ^{/1/}		
a. Basic Referral Service		
Primary Number		
- first month	NO	N/A
- each month up to 12 months or new directory issue date, whichever is longer	NO	N/A
- each month beyond 12 months or new directory issue date, whichever is longer	\$14.25	REFBN
Additional Numbers		
- first and additional months, each	14.25	REFBN
b. Centrex, Airport Intercommunicating Service and Direct Inward Dial Service		
(1) Sequential Referral Service		
Primary Number		
- first month	NO	N/A
- each month up to 12 months or new directory issue date, whichever is longer	NO	N/A
- each month beyond 12 months or new directory issue date, whichever is longer	6.65	REFSQ
Additional Numbers	6.65	REFSQ
- first and additional month, each sequential number referred		
(2) Non-Sequential Referral Service		
Primary Number		
- first month	NO	N/A
- each month up to 12 months or new directory issue date, whichever is longer	NO	N/A
- each month beyond 12 months or new directory issue date, whichever is longer	7.12	REFNS
Additional Numbers		
- first and each additional month, each non-sequential number referred	7.12	REFNS

/1/ See Regulations, B.8.b., preceding.

3. NUMBER REFERRAL SERVICE (cont'd)

C. Rates and Charges (cont'd)

	<u>Charge</u>	<u>USOC</u>
3. Business Service ^{/1/} (cont'd)		
b. Centrex, Airport Intercommunicating Service and Direct Inward Dial Service (cont'd)		
(3) Single Number Referral Service		
Primary Number		
- first month	NO	N/A
- each month up to 12 months or new directory issue date, whichever is longer	NO	N/A
- each month beyond 12 months or new directory issue date, whichever is longer	\$9.50	REFSR
Additional Numbers		
- first and each additional month, each single number referred	9.50	REFSR
c. Operator Referral Service		
Primary Number		
- first and additional months, each	42.75	REFPN
Additional Numbers		
- first and additional months, each	42.75	REFPN
4. Charges to change established referral of call information only will apply as set forth in Part 3 Section 1.		
5. Number Referral Service charges do not apply to:		
a. A disconnect or number change with no referral.		
b. The primary number of any Residence or Business Service account with the Basic Referral Service option (See Basic Referral Service - primary number, C.2.a. and b. and C.3.a. and b. preceding.).		
c. Utility initiated number changes. ^{/2/}		
d. Directory errors caused by the Utility.		

/1/ See Regulations, B.8.b., preceding.

/2/ If the telephone number change is initiated due to a high volume of misdirected calls, a number change with Operator Referral Service will be provided at no charge.