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3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup>

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.

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

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(C)

Option 1 blocks access to IEC 900 programs.

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

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/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

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

A. DESCRIPTION (cont'd)

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

Option 1

Option 2

(C)

(900) NXX

(900) NXX

(C)

- (900) NXX is Interexchange Carrier 900 Services programs

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

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

(N)

**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**

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(D)

/1/ California 900 and California 976 services withdrawn effective November 1, 2010.

(N)

(D)

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

**Caller**

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

**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>

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<sup>/1/</sup>**

**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 and 1MS. May include hunting. (C)  
(D)

**Subscriber**

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

<sup>/1/</sup> California 900 and California 976 services withdrawn effective November 1, 2010.

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

(N)

**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 900 IEC by Central Office provisioning for:<sup>/1/</sup>

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(D)

**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 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 900 IEC services for subscribers who fail or refuse to pay 900 IEC charges, except charges for which an adjustment has been granted.<sup>/2/</sup> The subscriber will be charged the customary fee, if any, for this service.

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(C)

(D)

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

<sup>/2/</sup> The Company may only block access for non-payment of 900 IEC charges for those companies in which the Company prepares the billing. (C)

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

D. REGULATIONS (Cont'd)

1. Company's Obligation (cont'd)

a. General (cont'd)

(6) The Company will temporarily block access to 900 IEC if the residence subscriber exceeds \$150.00 in charges<sup>/2/</sup>, and the Company is unable to contact the residence subscriber.<sup>/1/</sup> (C) (C) (D)

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. (C) (C)

(2) The Company has the responsibility for blocking directly dialed calls, Company's operator-assisted and the Company's operator-entered billing calls to 900 IEC when and for so long as ISCB is ordered by the subscriber. (C) (C)

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

/2/ See Schedule Cal. P.U.C. No. 175-T, Section 8.4. (N)

3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup> (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>/3/</sup>	NO	CL1
Option 2 - per line	0.01	NO	CL2
			(D)
Call Blocking			
Individual Line Measured Rate			
Residence Service			
Option 1 - per line	0.01 <sup>/3/</sup>	NO	CL1
Option 2 - per line	0.01	NO	CL2
			(D)
Call Blocking			
California LifeLine			
Option 1 - per line	NO	NO	CL1
Option 2 - per line	NO	NO	CL2
			(D)
<u>Change Phone Number/Remove ISCB</u>			
<sup>/2/</sup> Change Telephone Number	NO	NO	
Remove ISCB			
Option 1 - per line	4.75	NO	CLX
Option 2 - per line	4.75	NO	CLX
			(D)
<u>Company Initiated Blocking</u>			
Remove ISCB - per line <sup>/4/</sup>	NO	NO	CLXPB

<sup>/1/</sup> California 900 and California 976 services withdrawn effective November 1, 2010.<sup>/2/</sup> Applicable when a telephone number change is required to provide ISCB.<sup>/3/</sup> 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.<sup>/4/</sup> 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 (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>/2/</sup>	NO	CL1PB (C)
Change Between Options			
- per line	NO	NO	

/1/

California 900 and California 976 services withdrawn effective November 1, 2010.  
 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.

(N)

(C)

3. INFORMATION SERVICES CALL BLOCKING<sup>/1/</sup> (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>/4/</sup>		
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>
	14.25	NO	CL9 <sup>/5/</sup>
	NO	NO	CL9 <sup>/8/</sup>
	14.25 <sup>/7/</sup>	NO	CL8

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

/2/ Information Services Call Blocking on COMMSTAR I & II<sup>/9/</sup>, 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.

/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.

/5/ COMMSTAR I & II<sup>/9/</sup>, 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.

/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.

/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.

/9/ Commstar I & II are Grandfathered services. See Part 20, Section 7, for details. (N)

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>
New Connect or Transfer of Service - per line	NO	NO	CL1
ISCB with other network change order <sup>/2/, /3/</sup> - per line	NO	NO	CL1

(C)

/1/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)  
 /2/ Information Services Call Blocking for Centrex customers may be established utilizing treatment (C)  
 codes, Exchange and Toll Message Diverting or Flexible Route Selection as set forth in  
 Guidebook, Part 8, Section 10.  
 /3/ Applicable to any move, change, rearrangement or modification to a business subscribers (C)  
 access line as defined in Guidebook, Part 3, Section 1.

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>
<u>Change Telephone Number/ Remove ISCB</u>			
Change Telephone Number <sup>/2/</sup>	NO	NO	(C)
Remove ISCB - per line	\$14.25	NO	CLY
<u>Company Initiated Blocking</u>			
Company Initiated ISCB Option 1 - per line	NO	NO	CL9PB

/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)

**4. LOCAL SERVICE OPTIONS (cont'd)****A. TOLL BLOCKING<sup>/2/</sup>**

(C)

**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>/1,3/</sup>

(C)

**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+, 00+ originating calls, collect calls, and third number billed calls<sup>/1, 3/</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.

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

(N)

(N)

**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>		
	Residence	Business	USOC
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)**

**D. BILL BLOCKING**

Bill Blocking<sup>1</sup> blocks non-presubscribed carrier (e.g. third party) charges from being billed on the Utility's bill. Per D.04-05-057, Rule 3: Service Initiation and Changes, subsection c:

1. Carriers offering basic service shall provide consumers initiating service, including those adding additional lines to existing accounts, with the following information whenever applicable:
  - a. Availability and effect of blocking non-presubscribed carrier (e.g., third party) charges from being billed on the telephone bill.

/1/      Available July 31, 2005.