

## 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	\$0.11		\$0.11

/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</u>	<u>Additional</u>
	<u>Minute</u>	<u>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</u>	<u>Additional</u>
	<u>Minute</u>	<u>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 - per call, night/weekend rate period	\$ .20 (I) .20 (I)	\$ .20 (I) .20 (I)	(C)
	<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.

<u>Option 1</u>	<u>Option 2</u>	<u>Option 3</u>	
			(D)
			(D)
(900) NXX	(900) NXX	(900) NXX	(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> <sup>/2/</sup>				
Change Telephone Number	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

a. Toll Blocking

- each line equipped

<u>Monthly Rate<sup>2/</sup></u>	<u>USOC</u>	(C)
\$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>	(C)
	<u>Residence</u>	<u>Business</u>		(N)
a. Toll Blocking				
- 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)  
z correction (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>		<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.



