

Schedule No. A-31

APPROVED

VOICE MAIL SERVICE

A. **GENERAL**

(N)

Voice Mail Service (VMS) is a central office based service which provides customers with the capability to receive, send, store, and retrieve voice messages over the telephone network.

VMS answers incoming calls placed to the customer's telephone line, when the called number is busy and/or if the called number does not answer. The service will greet incoming callers with a personal or a company-provided greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any touchtone telephone.

B. **SERVICE DESCRIPTIONS**

1. **General**

Voice Mailbox - Incoming calls to existing telephone lines are forwarded to a "mailbox" in the VMS equipment when the line is busy and/or when the call is not answered after a company-defined number of rings (4). Callers are asked to leave a message in the mailbox. Voice Mail can greet callers with a personal or company-provided greeting and the mailbox receives and saves the caller's message for review by the customer. The Voice Mail customer can thereafter access the mailbox at any time to retrieve stored messages using suitable customer premise equipment (CPE) from any location connected to the telephone network. After listening to each message, the customer has the option to erase or retain the message for future reference.

Where available, whenever there is a message stored in the mailbox, the customer receives a message waiting indication via a Stutter Dial Tone or Message Lamp Indication. The indicator will continue until the customer has retrieved the message.

(N)

(To be inserted by utility)
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Jeffrey Jung
NAME
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TITLE

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B. SERVICE DESCRIPTIONS (Continued)

1. General (Continued)

Voice Mailbox options are available to Residential and Business customers. The basic mailbox for each will have the following limits:

Personal Voice Mail	Default Greeting Length	Default Message Length	Minutes of Stored Messages Allowed⁽¹⁾	Days Messages Stored⁽²⁾
Personal Voice Mailbox ⁽³⁾	4 minutes	4 minutes	100 minutes	30 days

(1) When the mailbox limit is reached, no further messages can be stored until existing messages are deleted. (T)

(2) For played messages only. Messages will be erased by the Company, unless erased by the customer first. Mailboxes with increased limits are available as listed in the rate section.

(3) Personal Voice Mailboxes include local outdialing to a pager number. (N)

a. **Greeting Only Mailbox** - Greeting Only Mailbox service provides a dedicated telephone number and associated announcement. The Greeting Only Mailbox answers incoming calls with a user-programmable message which is up to four (4) minutes in length. This service does not receive and save callers' messages. Disconnection will occur immediately upon completion of message delivery. The customer may include call transfer with this mailbox. This feature will allow the caller to transfer to a predetermined number by pressing zero (0). (T)

b. **Family Mailbox** - Family Mailbox provides a residential customer with a Greeting Only Mailbox and up to four (4) Basic Residential Mailboxes. The Greeting Only Mailbox will allow the caller to select which mailbox they would prefer to leave a message at. (T)

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B. SERVICE DESCRIPTIONS (Continued)

1. General (Continued)

- c. Voice Mailbox Plus Pager – Voice Mailbox Plus Pager is included with the Personal Voice Mailbox and provides four (4) minutes of greeting time, 100 minutes of messages and 30 days of storage. This service will notify the customer's pager when a message is waiting. The customer can choose to be notified immediately when urgent messages are left, or when any message is left. Notification can be either automatic or at the discretion of the caller. This service is limited to Paging Numbers in the local exchange or EAS areas.

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- d. Tree Service - An optional front-end call routing mailbox that allows callers to make quick connections to a certain mailbox by pressing digits on a touch tone telephone. This is used in conjunction with two or more Business Tree Mailboxes and is a greeting only box.

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C. CONDITIONS

1. Touchtone Calling Service is required for the provision of VMS. Customers must use a touchtone telephone or similar dual tone multifrequency (DTMF) device to access VMS.
2. Customers must have their lines equipped with Call Forward-Busy/Call Forward After Call Waiting and Call Forward-No Answer to operate Voice Mail.

Call Forward-Busy/Call Forward After Call Waiting Line and Call Forward-No Answer are programmed in the central office and the customer does not control these services. The services are programmed to forward calls only to the mailbox when the line is busy or is not answered. There is no additional charge, to local exchange customers, for Call Forward-Busy/Call Forward After Call Waiting or Call Forward-No Answer when used with Voice Mail Service.

Any additional call forwarding features requested by the Voice Mail subscriber will be provisioned from the Custom Calling Services Tariff.

With Call Waiting (a separate custom calling service), the Voice Mail customer who is already off hook, will receive a Call Waiting signal which is notification that another call is waiting. If the customer does not choose to answer the call which is waiting, the call will be forwarded to the customer's mailbox. To have this capability, Call Waiting must be separately subscribed to at applicable tariff rates and must be able to be provided by the central office.

3. Wake-Up Mailboxes are limited to customers in the local calling area of this telephone company's respective exchanges. "Local" is defined as all local and EAS calls.
4. A message waiting lamp indication may be connected to the line indicating a message has been received. This service is provided where available in the central office to exchange customers only. The customer must provide compatible customer premise equipment (CPE) capable of receiving and displaying the message waiting lamp indication.
5. The Company shall not be liable for any other damages, regardless of the theory, whether direct, indirect, incidental, special or consequential.

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C. **CONDITIONS** (Continued)

6. The Company is not responsible for any claimed damage associated with the installation, provision, termination, maintenance, repair or restoration of service. The Company is not responsible for any claimed damage (i.e., lost messages, service interruptions, etc.). The Company makes no warranties to the customer and it expressly excludes and disclaims any implied warranties such as warranties of fitness for a particular purpose or merchantability.
7. The Company may disconnect, without advance notice, any VMS which is used in such a manner as to prevent, obstruct, delay or otherwise interfere with the service of other users.
8. The Company, at its discretion, may change the customers' interface such as the recorded prompts and directions, the length of time available for leaving messages, the number of messages which may be left and other aspects of the service without prior notice to the customer.
9. A one (1) month minimum service period applies to VMS.
10. The rates for VMS are in addition to the rates and charges for all associated services.
11. Non-recurring charges do not apply to Voice Mail Service.

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D. RATES

VOICE MAIL RATE SCHEDULE		
SERVICE	MONTHLY CURRENT RATE	TRANS CODE
PERSONAL VOICEMAIL OPTIONS: <i>4 mins of greeting/4 min mess length/50 mins of messages/30 days storage</i> <i>4 mins of greeting/4 min mess length/75 mins of messages/30 days storage</i> <i>4 mins of greeting/4 min mess length/100 mins of messages/30 days storage</i>	\$3.95	PRVM1
	\$5.95	PRVM2
	\$7.00	BRSVM
FAMILY MAILBOX <i>Parent Box (Greeting Only and One Basic Residential Box)</i> <i>Child Mailbox (up to 3 additional boxes)</i>	\$7.95	VRFMY
	\$0.00	CRBOX
GREETING ONLY MAILBOX		
Standard (includes Call Transfer)	\$5.00	VRPGS
TREE MAIL <i>Tree Mail Router Box</i> <i>4 mins of greeting/4 min mess length/100 mins of messages/30 days storage</i>	\$0.50	VRBGP
	\$3.50	VRBGR
AUTO ATTENDANT	\$30.00	

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