

Schedule No. A-12
CUSTOM CALLING SERVICE

APPROVED

APPLICABILITY

Applicable to Custom Calling Service furnished in connection with individual line business and residence service.

TERRITORY

Within the exchange area, as said area is defined on a map filed as part of the tariff schedules.

RATES

	<u>Monthly Rate**</u>	
1. Individual Features, each line*		
a. Call Forwarding	3.50	
b. Call Waiting/Cancel Call Waiting	3.50	
c. 3-way Calling	3.50	
d. Customer Changeable Speed Calling		
1. Speed Call 8	2.00	
2. Speed Call 30	4.00	
e. Call Forward-Busy (Variable)	3.50	(T)
f. Call Forward-Busy (Fixed)	3.50	
g. Call Forward-No Answer (Variable)	3.50	
h. Call Forward-No Answer (Fixed)	3.50	
i. Call Forwarding-Remote Access	3.50	(T)
j. Six-Way Calling	4.00	(N)
k. Call Hold	1.00	
l. Call Transfer	2.00	
m. Home Intercom-Basic	2.00	
n. Home Intercom-Enhanced	3.00	
o. Hotline	2.00	
p. Personal Ringing		
1. Personal Ringing	3.00	
2. Personal Ringing Plus	5.00	
q. Toll Restriction	3.00	
r. Toll Restriction with PIN Override	3.50	(N)
2. Two Feature Packages, each line*		
a. Call Forwarding & Call Waiting	5.60	
b. Call Forwarding & Three-way Calling	5.60	
c. Call Waiting & Three-way Calling	5.60	
d. Call Forwarding & Customer Changeable Speed Calling		
1. 8 Code Capacity	4.40	
2. 30 Code Capacity	6.00	

* Includes all stations.

** No Multi-Element Service Charges apply.

(Continued)

Schedule No. A-12
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 (Continued)

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RATES - Continued

	<u>Monthly Rate **</u>	
2. Two Feature Packages, each line * - Continued		(D)
e. Call Waiting & Customer Changeable Speed Calling		
8 Code Capacity	4.40	
30 Code Capacity	6.00	(C)
f. Three-way Calling & Customer Changeable Speed Calling		
8 Code Capacity	4.40	
30 Code Capacity	6.00	
3. Three Feature Packages, each line *		
a. Call Forwarding, Call Waiting &		
1. Three-way Calling.....	8.40	
2. Customer Changeable Speed Calling		
8 Code Capacity	7.20	
30 Code Capacity	8.80	
b. Call Waiting, Three-way Calling & Customer Changeable Speed Calling		
8 Code Capacity	7.20	
30 Code Capacity	8.80	
c. Three-way Calling, Call Forwarding & Customer Changeable Speed Calling		
8 Code Capacity	7.20	
30 Code Capacity	8.80	(C)
* Includes all stations.		
** No Multi-Element Service Charges apply.		(T)

(Continued)

(To be inserted by utility)
 Advice Letter No.: 64B

Issued by
Michael A. Leavesseur
 NAME
 President
 TITLE

(To be inserted by Cal. P.U.C.)
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 Effective: May 1, 1997
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Schedule No. A-12
CUSTOM CALLING SERVICE
(Continued)

APPROVED

RATES - Continued

	<u>Monthly Rate **</u>	
4. Four Feature Packages, each line *		(D)
a. Call Waiting, Three-way Calling, Call Forwarding & Customer Changeable Speed Calling		
8 Code Capacity	\$ 10.00	(C)
30 Code Capacity	11.60	(C)

SPECIAL CONDITIONS

1. Custom Calling Service requires special central office equipment and will be provided only where facilities are available.
2. Custom Calling Service will not be provided in connection with party line, Semi-Public, or Private Branch Exchange Trunk Line Services.
3. Description of Service
 - a. Call Forwarding

Call Forwarding permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his or her discretion.
 - b. Call Waiting

Permits the customer engaged in a call, to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

* Includes all stations.

** No Multi-Element Service Charges apply.

(T)

(Continued)

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(To be inserted by Cal.P.U.C.)
Date Filed:
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CUSTOM CALLING SERVICE@ (C)
 (Continued)

SPECIAL CONDITIONS - (Continued) (T)

3. Description of Service - (Continued) (T)

c. Three-way Calling

Three-way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

d. Customer Changeable Speed Calling

Customer Changeable Speed Calling permits the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight or thirty code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one or two digit code (for eight code and thirty code lists respectively) plus the telephone number.

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 (L)

(L) SPECIAL CONDITIONS 4. and 5. are now shown on Cal. P.U.C. Sheet No. 489-T.

@ The revisions filed in Advice Letter No. 64, Cal. P.U.C. Sheet No. 458-T, are pending approval of the Rate Case Filing and are not reflected above. (N)
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 (N)

(Continued)

Schedule No. A-12
CUSTOM CALLING SERVICE
(Continued)

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SPECIAL CONDITIONS – (Continued)

3. Description of Service – (Continued)

e. **Call Forwarding-Busy (Variable)**

This service routes incoming calls to another telephone number when the customer's dedicated number is busy. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - Busy, a customer must dial a special access code. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

f. **Call Forward-Busy (Fixed)**

This service automatically redirects incoming calls to a predesignated telephone number or voice mail service when the customer's line is busy. The customer activates the service by contacting the telephone company and designating the number to which all calls will be forwarded when the line is busy. The telephone company then establishes the fixed forward-to telephone number within the switch. To cancel the service or change the forward-to telephone number, the customer must contact the telephone company. All call forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

g. **Call Forward-No Answer (Variable)**

This service redirects incoming calls not answered after a predetermined number of rings to another telephone number. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - No Answer, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

h. **Call Forward-No Answer (Fixed)**

This service automatically redirects incoming calls to another telephone number or voice mail service when the customer's telephone is not answered in a pre-determined number of rings. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer activates the service by contacting the telephone company and designating the number to which all calls will be forwarded when the telephone is not answered within an established period of time. The telephone company then establishes the fixed forward-to telephone number within the switch. To cancel the service or change the forward-to telephone number, the customer must contact the telephone company. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

(Continued)

(To be inserted by utility)
Advice Letter No.: 174

Decision No.:

Issued by
Paul E. Pederson
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: May 25, 2005
Effective: June 27, 2005
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Schedule No. A-12
CUSTOM CALLING SERVICE
(Continued)

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SPECIAL CONDITIONS – (Continued)

3. Description of Service – (Continued)

i. **Call Forwarding – Remote Access**

This feature provides a customer with the Call Forwarding Busy or No-Answer Variable feature with the capability to activate and deactivate the service remotely from any line/equipment capable of touch tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forward-to telephone number.

j. **6-Way Calling**

This service allows a customer to call up to five parties and establish a six-way conference call. To activate this service, the customer dials an access code, dials the desired telephone number (calling party must answer), depresses the switchhook to add the calling party to the line, then depresses the switchhook again to receive a new dial tone. If the called party line is busy or there is no answer, the customer must dial a special access code to drop the line. This process needs to be repeated until all parties (up to five) have been connected to the customer's line. All 6-Way Calls are subject to transmission limitations and all applicable local and long distance charges.

k. **Call Hold**

This service allows a customer to place a current caller on hold, which frees the line so the customer can initiate another call. To activate Call Hold, the customer depresses the switchhook to receive a dial tone and then dials a specific code. Only one call per access line can be placed on hold at a time. The held call cannot be added to another call, however, the customer can toggle between each call.

l. **Call Transfer**

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

m. **Home Intercom-Basic**

This service allows customers to redial their own directory number in order to talk to another party at a different extension. To activate this service, customers redial their own directory number and then hang-up. After a short interval, the phone will ring back. Once both parties pick-up the phone, they will be able to have a two-way conversation. This service is also known as Revertive Ringing.

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SPECIAL CONDITIONS – (Continued)

3. Description of Service – (Continued)

n. **Home Intercom-Enhanced**

This service allows customers to establish a talking path between two or more of their extensions. To activate this service, the customer dials one of the access code numbers predetermined by the Company, receives an announcement, and then hangs up the phone. The phone will ring back in one of the distinctive patterns, depending on the access code dialed. Also included in this package is dialable hold, where one extension can transfer an outside call to another extension.

o. **Hotline**

This service allows a call to be automatically placed to a pre-assigned number determined by the customer as soon as the customer's phone goes off-hook. The Company will program the pre-assigned number for the customer.

p. **Personal Ringing**

This service allows the customer to have up to four distinct telephone numbers on a single line. The second, third and fourth number will each have a distinctive ringing pattern so the customer can identify which number has been called. If a customer also subscribes to Call Waiting, each phone number will have a distinctive Call Waiting tone. If a customer also subscribes to Call Forward, the main directory number or all four telephone numbers can be forwarded.

- (1) *Personal Ringing* consists of one additional telephone number associated with an individual access line.
- (2) *Personal Ringing Plus* consists of up to three additional telephone numbers associated with an individual access line.

q. **Toll Restriction**

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

r. **Toll Restriction with PIN override**

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. In addition, the customer will have the ability to override the restriction on a per call basis by using a Personal Identification Number (PIN). To activate the override, the customer dials a code, the PIN, waits for a dial tone and then dials the toll number. When a restricted call is attempted without the PIN, from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

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