

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

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* New or revised page.

(To be inserted by utility)

Advice Letter No. 491

Decision No. 23-01-004

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Jan 18, 2023

Effective Feb 1, 2023

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.1 GENERAL INFORMATION

25.1.1 APPLICABILITY

Applicable to custom calling service furnished in connection with individual line business and residence service.

25.1.2 TERRITORY

Within the portion of exchanges where service is furnished from central offices equipped with digital equipment capable of providing custom calling services.

25.2 RATES

A. Custom Calling Service

		MONTHLY RATE	
		<u>Business</u>	<u>Residence</u>
1.	Custom Calling Service Individual Features, each line		
a.	Call Forwarding:		
	(1) Variable#	\$ 0.00	\$ 0.00
	(2) Fixed	2.16	2.16
	(3) Busy	0.00	0.00
	(4) No Answer	0.00	0.00
	(5) Busy and No Answer#	0.00	0.00
	(6) Remote Access*#	0.00	0.00
b.	Call Waiting With Cancel Call Waiting#	0.00	0.00
c.	Three-Way Calling	4.63	4.63
d.	Customer Changeable Speed Calling:		
	(1) Eight-Code Capacity	3.40	3.40
	(2) Thirty-Code Capacity	4.63	4.63
2.	Distinctive Ring	6.00	6.00

*Call Forwarding-Remote Access (25.2. A.1.a.(6)) is only available to customers subscribing to Call Forwarding-Variable (25.2. A.1.a.(1)). See Special Conditions 25.3. F.4., following.

#Custom calling service now included with basic rate for residential service and business service.

(Continued)

(To be inserted by utility)

Advice Letter No. 491A

Decision No. 23-01-004

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Mar 17, 2023

Effective Feb 1, 2023

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.2 RATES – Continued

A. Custom Calling Service – Continued

		MONTHLY RATE			
		<u>Business</u>	<u>Residence</u>		
3.	Custom Calling Service Four Feature Packages, each line				
	Call Forwarding (Variable, Fixed, Busy, No Answer, or Busy and No Answer), Call Waiting, Three-Way Calling, and:				
a.	Customer Changeable Speed Calling				
	(1) Eight-Code Capacity	\$5.86	\$5.86	(1)	(1)
	(2) Thirty-Code Capacity	7.10	7.10	(1)	(1)
b.	Call Forwarding-Remote Access* with a Four Feature Package (A.3.a.(1) or A.3.a.(2) preceding)	1.79	1.23	(1)	(1)
c.	Distinctive Ring with a Four Feature Package (A.3.a.(1) or A.3.a.(2) preceding)	3.70	3.70	(1)	(1)
4.	Toll Restriction, each line	3.00	2.50		
5.	Subscriber Activated Call Blocking, each line	2.50	2.50		

*Call Forwarding-Remote Access (25.2. A.1.a.(6)) is only available to customers
subscribing to Call Forwarding-Variable (25.2. A.1.a.(1)). See Special Conditions 25.3.
F.4., following.

(Continued)

(To be inserted by utility)
Advice Letter No. 448

Decision No. 17-11-016

Issued by
Cynthia A. Huber
NAME
President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed Dec 1, 2017
Effective January 1, 2018
Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.2 RATES – Continued

B. Advanced Custom Calling Service

		MONTHLY RATE			
		<u>Business</u>	<u>Residence</u>		
1. Non-Usage Sensitive Advanced Custom Calling Service Individual Features, each line					
a. Caller ID* (Calling Number Delivery)	\$ 8.02	\$ 8.02	(1)	(1)	
b. Repeat Dialing (Automatic Callback)	6.05	4.20	(1)	(1)	
c. Call Return (Automatic Recall)	6.05	4.20	(1)	(1)	
d. Anonymous Call Rejection	1.54	1.54	(1)	(1)	
e. Selective Call Rejection	3.70	3.70	(1)	(1)	
f. Calling Name and Number**	9.79	9.79	(1)	(1)	
g. Find Me/Single Number Service	7.00	7.00			
	Per				
	Successful Activation			Monthly	
	<u>Business</u>	<u>Residence</u>			<u>Cap***</u>
2. Usage Sensitive Advanced Custom Calling Service Individual Features, each line					
Call Trace					
(Customer Originated Trace)	\$4.90	\$4.90			\$24.50

*See Special Conditions 25.3. A.2.a., following.

**See Special Conditions 25.3. A.2.g., following.

***See Special Conditions 25.3. A.2.f., following.

(Continued)

(To be inserted by utility)

Advice Letter No. 448

Decision No. 17-11-016

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Dec 1, 2017

Effective January 1, 2018

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.2 RATES – Continued

B. Advanced Custom Calling Service - Continued

	MONTHLY RATE			
	<u>Business</u>	<u>Residence</u>		
3. Advanced Custom Calling Service Three Feature Package, each line				
a. Caller ID*, Call Return, and Repeat Dialing	\$ 12.35	\$ 10.06	(I)	(I)
4. Custom Calling Service and Advanced Custom Calling Service Combined Features Packages, each line				
a. Privacy Package Caller ID*, Call Waiting, Anonymous Call Rejection, and Selective Call Rejection	10.49	10.49	(I)	(I)
b. Four Custom Calling Features, with Three Advanced Custom Calling Features including: Call Forwarding (Variable, Fixed, Busy, No Answer, or Busy and No Answer), Call Waiting, Three-Way Calling, Customer Changeable Speed Calling Eight-Code Capacity, Caller ID*, Call Return, and Repeat Dialing	16.98	12.96	(I)	(I)
c. Four Custom Calling Features, with Three Advanced Custom Calling Features including: Call Forwarding (Variable, Fixed, Busy, No Answer, or Busy and No Answer), Call Waiting, Three-Way Calling, Customer Changeable Speed Calling Thirty-Code Capacity, Caller ID*, Call Return, and Repeat Dialing	17.90	13.58	(I)	(I)

*See Special Conditions 25.3. A.2.a., following.

(Continued)

(To be inserted by utility)
Advice Letter No. 448

Decision No. 17-11-016

Issued by
Cynthia A. Huber
NAME

President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed Dec 1, 2017

Effective January 1, 2018

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.2 RATES – Continued

B. Advanced Custom Calling Service - Continued

MONTHLY RATE
Business Residence

4. Custom Calling Service and Advanced
Custom Calling Service Combined
Features Packages, each line - Continued

d. Privacy Plus Package

Four Custom Calling Features, with
Three Advanced Custom Calling
Features including:
Call Forwarding (Variable, Fixed, Busy,
No Answer, or Busy and No Answer),
Call Waiting, Three-Way Calling, Customer
Changeable Speed Calling Eight-Code
Capacity, Caller ID*,
Anonymous Call Rejection,
and Selective Call Rejection

\$ 16.30 \$ 16.30 (I) (I)

e. Savings Plus Package

Four Custom Calling Features, with
Five Advanced Custom Calling
Features including:
Call Forwarding (Variable, Fixed, Busy,
No Answer, or Busy and No Answer),
Call Waiting, Three-Way Calling, Customer
Changeable Speed Calling Eight-Code
Capacity, Repeat Dialing, Call Return,
Caller ID*, Anonymous Call Rejection,
and Selective Call Rejection

21.61 17.90 (I) (I)

*See Special Conditions 25.3. A.2.a., following.

(Continued)

(To be inserted by utility)

Advice Letter No. 448

Decision No. 17-11-016

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Dec 1, 2017

Effective January 1, 2018

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.2 RATES – Continued

B. Advanced Custom Calling Service - Continued

MONTHLY RATE
Business Residence

4. Custom Calling Service and Advanced
Custom Calling Service Combined
Features Packages, each line - Continued

f. Call Forwarding - Remote Access*
with Combined Features Package
(25.2.B.4.a. through B.4.e.,
preceding)

\$ 1.79 \$ 1.23 (1) (1)

g. Distinctive Ring with Combined
Features Package
(25.2.B.4.a. through B.4.e.,
preceding)

3.70 3.00 (1)

C. Caller ID Selective or Complete Blocking
Charges, each line

1. Each customer may change their blocking
selection one time free of charge.

No Charge

2. After the customer's one free change,
the customer will be charged for each
change in their blocking selection.

See Schedule Cal P.U.C.
No. A18, Multi-Element Service
Charges, Rates 18.2. A.3.

*Call Forwarding-Remote Access (25.2. A.1.a.(6)) is only available to customers
subscribing to Call Forwarding-Variable (25.2. A.1.a.(1)). See Special Conditions 25.3.
F.4., following.

(Continued)

(To be inserted by utility)

Advice Letter No. 448a

Decision No. 17-11-016

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Dec 6, 2017

Effective January 1, 2018

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS

A. Description of Service

1. Custom Calling Service

a. Call Forwarding

Call Forwarding permits the customer to arrange his service to automatically forward (transfer) incoming calls to another telephone number. There are five types of Call Forwarding as listed in (1) through (5) following:

- (1) Call Forwarding – Variable, permits the customer to program, change and cancel the “forwarding to” number at his convenience.
- (2) Call Forwarding-Fixed, is pre-programmed by the Utility and is not changeable by the customer. The customer can, however, invoke and cancel Call Forwarding - Fixed at his convenience.*
- (3) Call Forwarding-Busy, allows the customer to have all calls forwarded to another number when his line is busy. The “forward to” number is pre-programmed by the Utility and is not changeable by the customer.*
- (4) Call Forwarding-No Answer, allows the customer to have all calls forwarded to another number when his calls have not been answered in a specified period of time. The “forward to” number is pre-programmed by the Utility and is not changeable by the customer.*
- (5) Call Forwarding-Busy and No Answer, allows the customer to have all calls forwarded to another number when his line is busy and when his calls have not been answered in a specified period of time. The “forward to” number is pre-programmed by the Utility and is not changeable by the customer.*

*Service Connection and Move and Change Charges as set forth in Cal. P.U.C. Schedule No. A18, Multi-Element Service Charges, Rates 18.2.A.2. will apply to changing the pre-programmed number.

(Continued)

(To be inserted by utility)

Advice Letter No. 365a

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

1. Custom Calling Service - Continued

a. Call Forwarding - Continued

- (6) Call Forwarding-Remote Access allows the customer to activate or deactivate their Call Forwarding-Variable feature and to change their forward-to number from a location other than where their service is located. Call Forwarding-Remote Access is only available to customers subscribing to Call Forwarding-Variable.

b. Call Waiting With Cancel Call Waiting

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.

Cancel Call Waiting, which is included with the Call Waiting Service, allows the customer to defer the Call Waiting feature on a per call basis. The feature is activated before or during a call by the customer.

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 re-establish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

(Continued)

(To be inserted by utility)

Advice Letter No. 365a

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

1. Custom Calling Service - Continued

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 code list 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 the eight code and thirty code lists, respectively) plus the telephone number.

e. Distinctive Ring

Distinctive Ring provides the customer with two separate telephone numbers on a line. Each telephone number has a distinctive ringing pattern. A published or non-published directory listing is provided for each number.

All billing will be to the primary directory number.

Call Waiting is available on lines equipped with distinctive ring. Distinctive call waiting tones indicate which directory number is being called.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

1. Custom Calling Service - Continued

f. Toll Restriction

Toll Restriction is available to business and residence individual line services, only through digital offices where facilities are available. This feature denies access to the Toll Network (all Dial 1+ numbers) thereby restricting calls to the local exchange areas plus Extended Area Service, (EAS) where available.

g. Subscriber Activated Call Blocking - Activation Code *92

Subscriber Activated Call Blocking permits the customer to activate and deactivate access to the Toll Network (all Dial 1+ numbers) on their telephone by use of a dialed code and a Utility assigned Personal Identification Number (PIN). Calls to 9-1-1 emergency services and the local exchange area are not blocked. When Subscriber Activated Call Blocking is activated, each 1+ call placed from the customers line reaches a prompt for the assigned PIN code to be entered. The caller must input the assigned PIN for the call to route to the Toll Network.

2. Advanced Custom Calling Service

a. Caller ID (Calling Number Delivery)

Caller ID (Calling Number Delivery) allows customers to receive the calling party number on incoming calls. A customer who subscribes to both Caller ID and Call Waiting features, either as individual features or as part of the Combined Features Packages, will receive the calling party number of an incoming caller while engaged in a call. The customer of the Caller ID feature must have a Customer Premises Equipment (CPE) device to be able to display the caller's telephone number.

The called party will not receive the telephone number when a caller chooses to block the delivery of their telephone number. The called party will receive a message on their display unit which will indicate that the caller does not want their telephone number delivered.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

2. Advanced Custom Calling Service - Continued

b. Repeat Dialing (Automatic Callback) - Activation Code *66

Repeat Dialing (Automatic Callback) permits the customer to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the customer with a distinctive ringing pattern when the busy number and the customer's line are free. The customer can continue to make and receive calls while the feature is activated.

c. Call Return (Automatic Recall) - Activation Code *69

Call Return (Automatic Recall) allows the customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The customer is alerted with a distinctive ringing pattern when the busy number is free. When the customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances, nor will Call Return be invoked if the calling party's number is marked "Private."

d. Anonymous Call Rejection - Activation Code *77

Anonymous Call Rejection allows a customer to reject calls from callers who are using a blocking option to prevent display of their telephone number. The customer activates or deactivates Anonymous Call Rejection by dialing a preassigned code. When Anonymous Call Rejection is activated, callers who have blocked their number will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to block display of their telephone number. The Caller ID feature is not required for Anonymous Call Rejection to function.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

2. Advanced Custom Calling Service - Continued

e. Selective Call Rejection - Activation Code *60

Selective Call Rejection allows a customer to create and/or modify a list of up to 12 telephone numbers from which they do not wish to receive calls. The customer may either pre-program numbers into their list or add the last telephone number that called them to the list by dialing a special code. In either case, the caller hears a recorded message informing them that the customers number is not accepting calls at this time. The customers telephone does not ring. The customer has the ability to activate and deactivate the Selective Call Rejection feature.

f. Call Trace (Customer Originated Trace) - Activation Code *57

Call Trace (Customer Originated Trace) allows customers to initiate a trace on the last incoming call by dialing an activation code. The information is securely stored by the Utility and disclosed only to a law enforcement agency for investigation purposes. The customer must contact the Utility within 10 days after activating a trace or the trace record will be deleted. Only calls from areas employing technology capable of routing the calling party's number are traceable.

Call Trace (Customer Originated Trace) is billed on a per activation basis. A maximum of 5 traces to any number during a billing period will be charged. The customer must place an order to have Call Trace placed on the line.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

2. Advanced Custom Calling Service - Continued

g. Calling Name and Number

Calling Name and Number is an Advanced Custom Calling Service Feature which transmits the calling party's name and telephone number to the call recipient. A customer who subscribes to both Calling Name and Number and Call Waiting features, either as individual features or as part of the Combined Features Packages, will receive the calling party name and telephone number of an incoming caller while engaged in a call. The customer of the Calling Name and Number Feature must have a Customer Premises Equipment (CPE) device to be able to display the caller's name and telephone number.

If there is no available name associated with the calling number, the city/state associated with the calling number's area code and prefix and the calling number will be displayed. If the calling party subscribes to complete blocking or invokes selective blocking, the call recipient will receive a "Private Message" or "not available" message on the display device.

h. Find Me/Single Number Service (T)

Find Me/Single Number Service is an Advanced Custom Calling Service Feature which allows the customer to specify a list of up to nine additional telephone numbers to either ring at the same time or in succession whenever the customer's telephone number is dialed. The customer controls whether Find Me/Single Number Service is active or inactive and controls the specified telephone number(s) in their list. (T) (C)

The Find Me/Single Number Service customer has the option of allowing their calls to either bypass answering machines or voice mail or allowing the caller to leave a message on any telephone number with message capability that the customer has programmed to their Find Me/Single Number Service. If there is no message capability on a telephone number programmed for the caller to leave a message when the customer is not available, or if the customer does not specify that the call should be answered by their answering machine or Voice Mail, the caller is instructed to call back later. (T) (T) (T) (T)

(Continued)

(To be inserted by utility)

Advice Letter No. 387

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Jan 24, 2011

Effective March 09, 2011

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

2. Advanced Custom Calling Service - Continued

h. Find Me/Single Number Service - Continued

(T)

Find Me/Single Number Service has the ability to transfer a call that is already in progress to another phone on the call sequence list.

(N)

Find Me/Single Number Service offers optional call verification, which verifies the customer is present at the called telephone number via an announcement. It is able to be configured to operate only during specific times of day.

Find Me/Single Number Service provides the customer with conference functionality to any configured number in the customer's call sequence list when an incoming call is received, and the customer has enabled their Find Me/Single Number Service feature.

Internet Management allows a Find Me/Single Number Service customer to manage their service configuration and settings.

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 387

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Jan 24, 2011

Effective March 09, 2011

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

A. Description of Service - Continued

3. Caller ID Selective or Complete Blocking

In order to ensure the right to privacy of certain customers who may wish not to have their telephone number and name* made available to the called party, the Utility offers two privacy options, however Caller ID Blocking does not work when calling 800/866/877/888/900, or 9-1-1 telephone numbers. Caller ID Blocking does not prevent the customer's telephone number from being disclosed when Call Trace (Customer Originated Trace) is activated (See Special Conditions 25.3.A.2.f., preceding).

Each customer may change their blocking option one time free of charge.

a. Selective Blocking (Per Call Blocking)

Customers may prevent the display of their telephone number and name* on a per call basis by activating Selective Blocking (Per Call Blocking) immediately prior to making a call by pressing *67 or 1167 from a rotary telephone. If a calling party has activated Selective Blocking (Per Call Blocking), their telephone number and name* will not be transmitted to the display equipment of a Caller ID or Calling Name and Number customer. Instead, the Caller ID or Calling Name and Number customer will receive a privacy indicator. After the calling party goes on-hook again, Selective Blocking (Per Call Blocking) will be disabled and their telephone number and name* will revert to its normal public/private status.

Calls made from payphones will display the telephone number unless *67 is used to block the call.

b. Complete Blocking (Per Line Blocking)

Customers who wish to keep their telephone number and name* private on all calls may request Complete Blocking (Per Line Blocking). The customer can unblock the line by pressing *82 or dialing 1182 from a rotary telephone prior to placing a call and their telephone number and name* will be made available to the called party. After the calling party goes on-hook again, their telephone number and name* will revert to its normal public/private status.

*See Special Conditions 25.3.A.2.g., preceding.

(Continued)

(To be inserted by utility)

Advice Letter No. 365a

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

- B. Custom Calling Service requires special central office equipment and will be provided only where facilities are available.
- C. Custom Calling Service will be limited to One-Party Service.
- D. Custom Calling Service may be provided to customers with either rotary dial telephones or touch calling telephones.
- E. The applicable Service Connection and Move and Change charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, Rates 18.2.A.2., will apply to additions, deletions, or changes of Custom Calling Features or Advanced Custom Calling Features when requested by the customer.
- F. Custom Calling Service Features
1. The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
 2. The Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between his call forwarding equipped station and the station to which the call is forwarded. This charge, local, or dial station toll, applies to all forwarded calls that are answered at the station to which the calls are forwarded.

Charges between the originating station and the call forwarding equipped station are applicable in accordance with regularly filed tariffs, local, dial station, operator station or person toll.

(Continued)

(To be inserted by utility)

Advice Letter No. 365a

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

F. Custom Calling Service Features - Continued

3. Call Forwarding-Remote Access requires a pre-assigned ten-digit telephone number per switch capable of provisioning this service. The customer is also required to have a five digit Personal Identification Number (PIN).
4. Call Forwarding-Remote Access is only available to customers subscribing to Call Forwarding-Variable. Call Forwarding-Remote Access is not available on Call Forwarding-Fixed, Call Forwarding-Busy, Call Forwarding-No Answer, or Call Forwarding-Busy and No Answer.
5. Subscriber Activated Call Blocking cannot be assigned to lines that have the Toll Restriction option.

G. Advanced Custom Calling Service Features

The features will be functional under the following conditions:

1. When the originating customer and the terminating customer are served from the same central office, or
2. When the call originating customer and the call terminating customer are served from different central offices that are equipped for Advanced Custom Calling Service and are linked by appropriate facilities.
3. When the customer of the Caller ID Feature has a Customer Premises Equipment (CPE) device capable of displaying the caller's telephone number.
4. When the customer of the Calling Name and Number Feature has a Customer Premises Equipment (CPE) device capable of displaying the caller's telephone number and name.
5. There must be at least one telephone number on the Selective Call Rejection list in order to activate the service.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A25. CUSTOM CALLING SERVICE

25.3 SPECIAL CONDITIONS - Continued

- H. Central Office equipment technical limitations and restrictions which apply to the Custom Calling Service features in Rates 25.2.A. and B., preceding, determine the compatibility or incompatibility and/or interactions between the various Custom Calling Service features and functions, and also determine the order of precedence of each feature or function over another, including the compatibility or incompatibility of a Custom Calling Service with other types of services offered in the tariff.
- I. The name and telephone number information displayed to the subscriber of the Calling Name and Number Feature is provided from information databases not maintained by the Utility. The Utility assumes no responsibility for the accuracy of the Calling Name and Number information displayed to the subscriber of the feature.
- J. The Utility has no control over release of non-published information where the information is unblocked by the calling party or where the calling party name and/or telephone number may already be disclosed in another telephone company's published directory or directory database and it is not designated by the disclosing source as non-published information.
- K. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the party to whom the calls are forwarded. (N)
- L. Find Me Service is not available as a substitute for Remote Call Forwarding.
- M. Find Me Service is not available on PBX trunks or DID/DOD trunks; or available to Public Access Line (coin telephone) Service.
- N. Find Me Service is not limited to calls within the local calling area unless the customer has Toll Restriction on their telephone number. The customer is responsible for applicable long distance toll charges for calls between the customer's station and the station to which the customer has programmed into their Find Me Service list.
- O. When a customer's Find Me Service calls are forwarded to a cellular telephone number normal air time charges will apply on the redirected call.
- P. If a telephone number in the customer's Find Me Service list is busy at the time an attempt is made to find the customer, the outgoing call to that line will end and will be treated as if the customer is not available at that telephone number. (N)

(To be inserted by utility)

Advice Letter No. 370

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Jan 15, 2009

Effective Feb 19, 2009

Resolution No. _____