

LIST OF EFFECTIVE SHEETS

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

<u>Revision</u> <u>Number</u>	<u>Sheet</u>
<b>3<sup>rd</sup> Revised</b>	<b>CS A*</b>
<b>3<sup>rd</sup> Revised</b>	<b>1*</b>
Original	1.1
1 <sup>st</sup> Revised	2
Original	2.1
1 <sup>st</sup> Revised	3
1 <sup>st</sup> Revised	4
Original	4.1
1 <sup>st</sup> Revised	5
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1 <sup>st</sup> Revised	8
1 <sup>st</sup> Revised	9

\*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. \_\_\_\_\_

A8. VOICE MAIL SERVICE

8.1 GENERAL INFORMATION

8.1.1 APPLICABILITY

Applicable to Voice Mail Service, an optional central office based voice message system, furnished to business and residence customers.

8.1.2 TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

8.2 RATES

MONTHLY  
RATE

A. Greeting Only Voice Mailbox  
Maximum message length - 4 minutes  
Maximum message/inquiry usage  
- 500 messages monthly

\$ 3.95

B. Tree Only Voice Mailbox  
Maximum message length - 4 minutes  
Maximum message/inquiry usage  
- 500 messages monthly

3.95

C. Economy Voice Mailbox\*\*  
Maximum message length - 2 minutes

(C)

Message storage - 20 minutes  
Message retention - 20 days

Maximum greeting length - 2 minutes

Includes the following features:

Auto Login/Semi Auto Login  
Busy Greeting Option  
Callback  
Call Screening with Pick-up  
Caller Specific Greetings  
Daily Notification  
Distribution List  
e-Forward™\*  
Internet Management  
Message Delivery Options  
Multiple Greetings  
Out Dial and Out Dial Administration  
Scheduling

0.00

(R)

\* Includes Internet Management capability. See Special Condition 8.3.B.14., following.

\*\* Economy Voice Mailbox service now included with basic rate for residential service and business service.

(N)

(N)

(Continued)

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Resolution No.

A8. VOICE MAIL SERVICE

8.2 RATES - Continued

MONTHLY  
RATE

- D. Economy Plus Voice Mailbox  
Maximum message length - 2 minutes  
Message storage - 40 minutes  
Message retention - 40 days  
Maximum greeting length - 2 minutes
- Includes the following features:  
Auto Login/Semi Auto Login  
Busy Greeting Option  
Callback  
Call Screening with Pick-up  
Caller Specific Greetings  
Daily Notification  
Distribution List  
e-Forward™\*  
Internet Management  
Message Delivery Options  
Multiple Associated Numbers  
Multiple Greetings  
Multiple Number Notifications  
Out Dial and Out Dial Administration  
Pager Notification  
Sequential Paging  
Scheduling  
Sub Mailboxes (5)

\$6.95

\*Includes Internet Management capability. See Special Condition 8.3.B.14., following.

(Continued)

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(N)

(N)

MONTHLY  
RATE

E. Select Voice Mailbox (T)  
Maximum message length - 3 minutes

(D)

(D)

Message storage – 40 minutes (T)

Message retention - 40 days (T)

(D)

(D)

Maximum greeting length – 3 minutes (T)

Includes the following features:

Auto Login/Semi Auto Login (N)

Busy Greeting Option	(N)
1. No greeting	10
2. Greeting	10

## Callback

Call Screening with Pick-up (N)

Caller Specific Greetings

Daily Notification  $(1)$   $(N)$ 

Distribution List

e-Forward™*	(N)
-------------	-----

Internet Management	(N)
---------------------	-----

Message Delivery Options	
<p> <input type="checkbox"/> <b>Standard</b>            Delivers messages to the recipient's mailbox as soon as possible.         </p>	<p> <input type="checkbox"/> <b>Delayed</b>            Delivers messages to the recipient's mailbox at a later time.         </p>

Multiple Associated Numbers	(N)
-----------------------------	-----

Multiple Greetings	
--------------------	--

Multiple Number Notifications		
-------------------------------	--	--

Out Dial and Out Dial Administration		
--------------------------------------	--	--

Pager Notification		
--------------------	--	--

Sequential Paging		
-------------------	--	--

Scheduling		
------------	--	--

Sub Mailboxes (9)	\$9.95	(N)
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\* Includes Internet Management capability. See Special Condition 8.3.B.14., following.

(L) Material now shown on Cal. P.U. C. Sheet No. 2.1.

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A8. VOICE MAIL SERVICE

8.2 RATES - Continued

MONTHLY  
RATE

F. Optional Features		(T)	(L)
1. Individual Features			
a. Multiple Greetings	2.00		
b. Multiple Associated Numbers	2.00		
c. Multiple Number Notifications	2.00	(T)	
d. Daily Notification	2.00		
e. e-Forward™*	3.00	(T)	
2. Feature Packages			
a. Plus Package Includes Individual Features 8.2.F.1.a. through F.1.d. preceding	4.00	(T)	
b. Enhanced Paging Package Includes Pager Notification and Sequential Paging	3.00		
G. Excess Message/Inquiry Usage		(T)	
Message/inquiry volumes in excess of 500 per month	.01 per call		
			(L)

\* Includes Internet Management capability. See Special Condition 8.3.B.14., following. (T)

(L) Material previously shown on Cal. P.U. C. Sheet No. 2.

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A8. VOICE MAIL SERVICE

8.2 RATES - Continued

	NON-RECURRING <u>CHARGE</u>	MONTHLY <u>RATE</u>	(T)
H. Auto Attendant			
- Without Call Forwarding		\$17.95	
- With Call Forwarding		19.95	
1. Initial Set Up Fee	\$19.95	N/A	
2. Change Order Charge	19.95	N/A	
3. Alternate ID			
- With Call Forwarding	10.00	4.95	
- Without Call Forwarding	10.00	2.95	

8.3 SPECIAL CONDITIONS

A. Voice Mail Service requires special central office equipment and will be provided where there is available central office equipment with proper program updates as determined by the Utility.

B. Explanation of Terms

1. **Alternate ID:** The customer's primary and/or secondary telephone number(s) that may be forwarded to an Auto Attendant. For the purposes of Auto Attendant, a Remote Call Forward number which points to an Auto Attendant will be considered as an Alternate ID Without Call Forwarding. Alternate ID numbers must be customer-specified in order to be included within the Auto Attendant.
2. **Auto Login:** This feature allows the customer to call the Voice Mail system from the telephone subscribed to Voice Mail and not be prompted for their mailbox number and password. The customer can enable or disable the feature.
3. **Auto Attendant:** An optional call processing system. The recorded greeting(s) act as a general menu-type message that directs callers to specific messages, directory numbers, or extensions.

(Continued)

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A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

B. Explanation of Terms - Continued

4. **Busy Greeting:** This feature allows the Voice Mail customer to choose the option so if a call is forwarded to Voice Mail because the line is busy, the system announces, "*the party you have reached is on the phone*" before playing the customer's custom greeting. (N)  
(N)
5. **Callback:** This feature allows the Voice Mail customer to return the call of the person who left the Voice Mail message (without dialing the number), and then return directly to Voice Mail. Applies only to local calls. (T)
6. **Call Screening with Pick-up:** This feature provides the Voice Mail customer the ability to listen in on callers who are leaving a message in the customer's Voice Mailbox or Sub Mailboxes. The customer is given the option to take the call, delete the message, or let the message go into the mailbox. (L) (N)  
(N)
7. **Caller Specific Greetings:** This feature allows the Voice Mail customer to record a unique greeting and play it for certain calling numbers. (N)  
(N)
8. **Customized Voice Mailbox:** Any Voice Mailbox arrangement that deviates from the standard Voice Mailbox offerings. Customized voice mailboxes will be handled on an individual case basis. (T)  
(T)
9. **Daily Notification:** This feature allows a Voice Mail customer to program a telephone number and time for the system to notify them if they have received new Voice Mail messages. (T)  
(T)

(L) Material now shown on Cal. P.U. C. Sheet No. 4.1.

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A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

B. Explanation of Terms - Continued

- |   |     |            |
|---|-----|------------|
| 10. <b>Dial by Name:</b> For customers with Automated Attendant mailboxes, this feature allows callers to dial the name of the party they wish to reach. When a recognized name is entered the service prompts the caller, "You have spelled <recorded name>," and prompts, "If this is the name of the person you are calling press 1, to spell a different name, press 2, to hear the name again, press 3." | (N) |            |
|   | (N) |            |
| 11. <b>Distribution List:</b> This feature allows a Voice Mail customer to establish and send a Voice Mail message to a group of Voice Mailboxes simultaneously.  | (L) | (T)<br>(T) |
| 12. <b>e-Forward™:</b> This feature allows the Voice Mail customer to retrieve, sort, manage, and forward Voice Mail messages within their e-mail application. The customers Voice Mail messages are forwarded to their designated e-mail account as a compressed .wav file. Voice Mail Messages marked as Private or Urgent by the sender will display the designated marking to the recipient.              |     | (T)<br>(T) |
| 13. <b>Integrated Mailbox:</b> A Voice Mailbox that is provisioned with a local telephone exchange line and is activated when a telephone call is forwarded from that line to a designated telephone number that is terminated on the Voice Mail system.  |     | (T)<br>(T) |
| 14. <b>Internet Management:</b> Allows a Voice Mail or Auto Attendant Service customer to manage their service configuration and settings.  |     | (T)        |
| 15. <b>Maximum Message/Inquiry Usage:</b> The maximum number of incoming calls that can be received at a Voice Mailbox and included in the basic monthly rate. Voice Mail messages in excess of the maximum number will be charged on a per call basis.   |     | (T)        |
| 16. <b>Maximum Message Length:</b> The maximum amount of time allowed for a greeting, caller's message, and introductory comments for a forwarded Voice Mail message.   | (L) | (T)<br>(T) |

(L) Material previously shown on Cal. P.U. C. Sheet No. 4.

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A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

B. Explanation of Terms - Continued

17. **Message Delivery:** This feature provides notification to a specific local telephone number that a new Voice Mail message is in the Voice Mailbox. The Voice Mailbox calls the designated number, identifies itself, requests and verifies a pass code, and then delivers the new Voice Mail message. (T)  
(T)
18. **Message Retention:** The number of days a played or un-played Voice Mail message will be allowed to remain in a Voice Mailbox. (N)  
(N)
19. **Message Storage:** The quantity of minutes a Voice Mailbox can retain for subsequent retrieval. (T)
20. **Message Waiting Notification:** Special dial tone which indicates a new Voice Mail message is waiting. Regular dial tone returns after the Voice Mail message is retrieved, erased, or stored. Due to equipment limitations this feature is not available at all locations. (T)  
(T)
21. **Multiple Associated Numbers:** This feature allows multiple (up to nine) telephone numbers to share the same Voice Mailbox. Message Waiting Indication can be configured for each associated telephone number. (T)  
(T)
22. **Multiple Greetings:** This feature allows the Voice Mail customer to record up to ten different greetings and to select the active greeting. For example, with this feature, the Voice Mail customer can record a regular greeting and an "out of office" greeting. (T)  
(T)
23. **Multiple Number Notifications (stutter dial tone):** This option allows the Voice Mail customer to assign up to five telephone numbers to their Voice Mailbox. These telephone numbers should have their message waiting indicator (stutter dial tone or indicator light, if equipped) activated when the Voice Mailbox receives a new Voice Mail message. (L) (T)  
(T)  
(T)  
(T)
24. **Out Dial (Transfer to Number) and Out Dial Administration:** This feature allows the caller listening to a Voice Mail greeting to transfer to another number pre-programmed by the Voice Mail customer. Voice Mail customers can manage their own Out Dial number by accessing their Voice Mailbox setup options. (L) (N)  
(L) (N)

(L) Material now shown on Cal. P.U.C. Sheet No. 5.1.

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## B. Explanation of Terms - Continued

- |  |     |     |
|--|-----|-----|
| 25. <b>Pager Notification:</b> This feature provides a signal to a specific pager unit that a Voice Mail message is in the Voice Mailbox. Repaging intervals can also be established. The customer can enable and disable this feature from the Voice Mailbox.   | (L) | (T) |
|  |     | (T) |
|  |     | (T) |
|  |     | (D) |
|  |     | (D) |
| 26. <b>Private Sending:</b> This feature allows a Voice Mail customer to mark a message as “private” before sending it to another Voice Mailbox. This marking prevents the recipient from sending the message to another Voice Mailbox. Voice Mail messages that are converted to a .wav file for optional delivery to e-Forward™ may be sent and shared via e-mail irrespective of marking the message “private”. |     | (T) |
|  |     | (T) |
| 27. <b>Return Receipt:</b> This feature allows the Voice Mail customer to mark a Voice Mail message as “return receipt requested” before sending it to another Voice Mailbox. A return receipt voice message is given to the sender when the recipient plays the Voice Mail message.   | (L) | (T) |
|  |     | (T) |
| 28. <b>Scheduling:</b> This feature allows the Voice Mail customer to play a specific greeting based on time of day. This includes Special Event scheduling. Special Event scheduling is used to define actions to be performed on specific days of the year, such as holidays.  |     | (N) |
|  |     | (N) |
| 29. <b>Semi Auto Login:</b> This feature allows the Voice Mail customer to call the Voice Mail system from the telephone subscribed to Voice Mail and not be prompted for their Voice Mailbox number. The user is prompted for their Voice Mail password. The customer can enable or disable the feature.  |     | (N) |
|  |     | (N) |
| 30. <b>Sequential Paging:</b> This option allows a Voice Mail customer to configure the service to attempt to notify a series of phone numbers of new Voice Mail messages. When the pager type to notify is set to <i>Sequential</i> , the service will attempt to notify each number on the list sequentially.  | (L) | (T) |
|  |     | (T) |
|  | (L) |     |

(L) Material previously shown on Cal. P.U.C. Sheet Nos. 5 and 6.

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Resolution No.

A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

B. Explanation of Terms - Continued

31. **Stand Alone Mailbox:** A Voice Mailbox that has a separate local telephone number and is activated directly or with call forwarding. (L) (T)
32. **Sub Mailboxes:** An individual Voice Mailbox may be partitioned into sub mailboxes. The Economy Plus Voice Mailbox is allowed a maximum of 5 Sub Mailboxes and the Select Voice Mailbox is allowed a maximum of 9 Sub Mailboxes. Sub Mailboxes have private greetings and PIN numbers. The service may be configured to announce which of the Voice Mailboxes has new Voice Mail messages waiting. (N)  
(N)  
(L) (D)  
(D)
33. **Urgent Sending:** This feature allows a Voice Mail customer to mark a message as "urgent" before sending it to another Voice Mailbox. This marking will establish the Voice Mail message as a priority for playing by the recipient. (T)  
(T)

C. Description of Service

Voice Mail Service is a software controlled system located in the Utility's central office. The system records and stores Voice Mail messages for subsequent playback in a Voice Mailbox arrangement. (T)  
(T)

Voice Mailboxes are established as either integrated or stand alone type mailboxes. Integrated Voice Mailboxes are provisioned with an existing local telephone exchange line and are activated when a telephone call is forwarded from that line to a designated telephone number that is terminated on the Voice Mail system. Stand alone Voice Mailboxes have separate local telephone numbers and are not provisioned with a local telephone exchange line. They are activated directly or with call forwarding. (T)  
(T)  
(T)  
(T)

Each Voice Mailbox provides a personalized greeting for callers, usage prompts, customer tutorial, mnemonic commands, pass code security, and name confirmation upon customer entry. The Economy, Economy Plus, and Select Voice Mailboxes also provide storage of the callers' Voice Mail messages with time-date stamp on each message, the ability to override prompts, message forwarding to other Voice Mailboxes, and message waiting notification on Voice Mailboxes that are provisioned with a local exchange access line. (T)  
(N)  
(T)  
(T)  
(T)

(L) Material now shown on Cal. P.U.C. Sheet No. 5.1.

(Continued)

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A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

C. Description of Service - Continued

There are five types of Voice Mail Service offered, as follows: (T)

1. Greeting Only Voice Mailbox - A Voice Mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum message length is 4 minutes and the maximum message usage is 500 messages/inquiries per month. (T)

2. Tree Only Voice Mailbox - A routing Voice Mailbox equipped to play a personal greeting to the caller and then allow single digit touch calling selection and routing of the call to another Voice Mailbox selected by the caller. The calling party is not able to leave a message. The maximum message length is 4 minutes and the maximum message usage is 500 messages/inquiries per month. (T)

3. Economy Voice Mailbox - A Voice Mailbox equipped to play a personal greeting to the caller and record the caller's message. Auto Login/Semi Auto Login, Busy Greeting Option, Callback, Call Screen with Pick-up, Caller Specific Greetings, Daily Notification, Distribution List, e-Forward™, Internet Management, Message Delivery Options, Multiple Greetings, Out Dial and Out Dial Administration, and Scheduling are included. Optional Individual Features and/or Feature Packages listed in Rates 8.2.F., preceding, may be added to this Voice Mailbox at the applicable additional charge(s). The maximum message length is 2 minutes, maximum message storage is 20 minutes, and message retention is 20 days. (T)

4. Economy Plus Voice Mailbox - A Voice Mailbox equipped to play a personal greeting to the caller and record the caller's message. Auto Login/Semi Auto Login, Busy Greeting Option, Callback, Call Screen with Pick-up, Caller Specific Greetings, Daily Notification, Distribution List, e-Forward™, Internet Management, Message Delivery Options, Multiple Associated Numbers, Multiple Greetings, Multiple Number Notifications, Out Dial and Out Dial Administration, Pager Notification, Sequential Paging, and Scheduling are included. In addition, the Economy Plus Mailbox allows up to five Sub Mailboxes. The maximum message length is 2 minutes, maximum message storage is 40 minutes, message retention is 40 days, and maximum greeting length is 2 minutes. (N)

(L) Material now shown on Cal. P.U.C. Sheet No. 7.1.

(Continued)

(L)

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A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

C. Description of Service - Continued

There are five types of Voice Mail Service offered, as follows - Continued:

5. Select Voice Mailbox - A Voice Mailbox equipped to play a personal greeting to the caller and record the caller's message. Auto Login/Semi Auto Login, Busy Greeting Option, Callback, Call Screening with Pick-up, Caller Specific Greetings, Daily Notification, Distribution List, e-Forward™, Internet Management, Message Delivery Options, Multiple Associated Numbers, Multiple Greetings, Multiple Number Notifications, Out Dial and Out Dial Administration, Pager Notification, Sequential Paging, and Scheduling are included.

In addition, the Select Voice Mailbox allows up to nine Sub Mailboxes. The maximum message length is 3 minutes, maximum message storage is 40 minutes, message retention is 40 days, and maximum greeting length is 3 minutes.

Auto Attendant is an optional call-processing system located in the Utility's central office. Auto Attendant may be established as integrated with existing local telephone exchange service, or as stand-alone with one or more remote call forward numbers. Auto Attendant allows the customer to define unlimited menu levels that may be used for Auto Attendant or Voice Bulletin Boards. From each menu, options 0-9 may be configured to play a message, forward a call to a particular Directory Number, or allow the caller to dial the party by Name or Extension. Auto Attendant allows time of day routing, and specific greetings based on time of day, and day of week configuration. This feature is available for use with or without mailboxes. Four Alternate IDs are included. Three additional Alternate IDs can be purchased for an additional charge. Customers who are Internet Access-enabled can configure their Automated Attendant settings using a web browser and pre-recorded audio files. Customers may also call a number to access the administration functions, configure their Automated Attendant settings, and record greetings over the phone.

(L) Material previously shown on Cal. P.U.C. Sheet No. 7.

(Continued)

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A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

D. Voice Mail Service:

1. Is furnished for a minimum period and/or charge of one month.
2. Established in an integrated Voice Mailbox arrangement is provided on single party lines only. (T)
3. Requires that a customer's line is equipped with touch calling service.
4. Requires use of a dual tone multi-frequency (DTMF) compatible telephone set.

E. Auto Attendant:

1. Is furnished for a minimum period and/or charge of one month.
2. Will incur a non-recurring Set Up Fee, listed in Rates 8.2.H.1., preceding at the time of the customer's initial order. (T)
3. Requires a Change Order Charge, listed in Rates 8.2.H.2., preceding for each affected number when a customer requests a change that impacts the current functions and/or set up of the Auto Attendant. (T)
4. May have a maximum of seven Alternate ID numbers.

F. Directory Listings

The Utility will furnish one alphabetical directory listing without charge per stand alone Voice Mailbox, if requested. Additional listing will be offered subject to the provisions outlined in Schedule Cal. P.U.C. No. A16, Directory Listings and Joint User Service or may be provided at no charge if in the judgment of the Utility such listings will improve service to the public, reduce Utility operating costs, or both. (T)

- G. The numbers outdialed for the Enhanced Paging Package, Message Delivery Options, Daily Notification, and Out Dial (Transfer to Number) are restricted to the local calling area. (N)

(Continued)

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A8. VOICE MAIL SERVICE

8.3 SPECIAL CONDITIONS - Continued

- H. Certain trunk hunting services may not be compatible with Voice Mail Service.
- I. Call Waiting takes precedence over Call Forwarding to a Voice Mailbox.
- J. Calls made to local exchange telephone lines equipped with an integrated Voice Mailbox will be automatically terminated on a designated Voice Mailbox when the line is busy or unanswered after a designated number of rings, unless otherwise specified by the customer. (T)
- K. Message Waiting Notification is provided only on Voice Mailboxes associated with local exchange lines. Due to equipment limitation this feature is not available at all locations. (T)
- L. Service Connection Move and Change Charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, will apply to Voice Mail Services listed in Rates 8.2.A through 8.2.G., preceding. (T)
- M. The non-recurring charges listed in Rates 8.2.H., preceding, for Set Up Fees, Change Order Charges and Alternate ID are applicable to Auto Attendant and are required in addition to any other applicable non-recurring charges for services, for example new telephone lines or remote call forward paths, that may be necessary to provision an Auto Attendant. (T)
- N. Rates for customized Voice Mailboxes will be provided under specific special assembly agreements, subject to General Order No. 96-A, Section X. (T)
- O. Charges for Voice Mail Services for residential and single line business customers are non-deniable charges as defined in Schedule Cal. P.U.C. No. A2, Rule 1, Definitions, and will not be included in charges that may be subject to disconnection as described in Schedule Cal. P.U.C. No. A2, Rule 11, Discontinuance and Restoration of Service.
- P. Partitioning of Voice Mailboxes into Sub Mailboxes does not increase the storage capacity of the Voice Mailbox. Partitioning subdivides the storage capacity of the Voice Mailbox. (N)  
(N)
- Q. Limitation of Liability (T)

The Utility makes no guarantee and assumes no liability for accuracy, performance, or non-performance of the Voice Mail Service.

Provisions covering limitation of liability and allowance for interruption in service set forth in Schedule Cal. P.U.C. No. A2, Rule 24, Limitation of Liability, shall apply to this service.

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