

LIST OF EFFECTIVE SHEETS

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

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(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. _____

A9. PUBLIC ACCESS LINE SERVICE

9.1 GENERAL INFORMATION

9.1.1 APPLICABILITY

Applicable to Public Access Line (PAL) Service, which is offered for the purpose of providing access line service to a Customer-Owned Pay Telephone (COPT).

9.1.2 TERRITORY

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

9.2 RATES

MONTHLY
RATE

| | | |
|--|---|------------|
| A. Each Public Access Line (PAL), flat rate service | Rate applicable to business primary service, as listed in Schedule Cal. P.U.C. No. A3, Individual Line Service | (T) (T) |
| B. Payphone Service Providers Enforcement (PSPE) Program Surcharge, each PAL | * | |
| C. Public Policy Payphone Surcharge, each PAL | * | |
| D. Optional Features and Functions Central Office Implemented Coin Line Features, includes Answer Supervision and Coin Collection and Return | Rate applicable to Coin Supervision Additive as filed in National Exchange Carrier's Association (NECA) Tariff F.C.C. No. 5 – Section 17.4.4 (N) - Coin Supervision Additive. | |

*See Pacific Bell Telephone Company's (d.b.a. AT&T California) Schedule Cal. P.U.C. No. A5, Section 5.5.3.E.2 for applicable Commission established pay telephone surcharge rates.

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A9. PUBLIC ACCESS LINE SERVICE

9.2 RATES - Continued

MONTHLY
RATE

E. Multi-line Business End User
Common Line (EUCL), per
Public Access Line (PAL)

Rate applicable to End
User Common Line (EUCL)-
Multi-line, as filed in
NECA Tariff F.C.C. No. 5
Section 17.1.2 - End
User Access Service, (C).

9.3 SPECIAL CONDITIONS

A. Description of the Service

Public Access Line (PAL) Service provides a flat rate access line for use with a Customer-Owned Pay Telephone (COPT) and is available where facilities and operating conditions permit. COPTs include coin telephones or coinless card-reader telephones for purposes of this tariff schedule. The customer, for purposes of this service, is the individual who subscribes to the PAL Service.

This service allows the customer, within certain limitations to establish the call rate for sent paid local and long distance calls placed from the PAL.

B. Explanation of Terms

1. **Answer Supervision:** An optional feature that provides central office signaling on the line providing notification that the called party has answered.
2. **Coin Collection and Return:** An optional feature that provides central office signaling on the line that enables an operator services provider and/or an operator system to provide coin control to the COPT.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

- C. The Rules and Regulations found in this tariff are applicable to the provision of PAL Service.
- D. Service Connection and Move and Change Charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, will apply to this service.
- E. PAL Service will be considered a business service for the purposes of applying the conditions in the rules of this tariff concerning establishing/re-establishing credit and customer deposits.
- F. In regard to the exchange message rate, that is effective until October 7, 1997, customers may deposit \$.25 as payment for a local coin message. Such customers shall not be entitled to a refund of the extra \$.05.
- G. A maximum of one COPT may be connect to any one PAL Service. Extensions are not permitted.
- H. PAL Service is available where equipment, facilities, and operation conditions permit.
- I. A COPT cannot be used with any other class of service.
- J. Provisions covering limitation of liability and allowance for interruption of service set forth in Schedule Cal. P.U.C. No. A2, Rule 24, Limitations of Liability, shall apply to this service.
- K. Directory listings will be furnished in accordance with Schedule Cal. P.U.C. No. A16, Directory Listings & Joint User Service, as it applied to PAL Service.
- L. Joint User Service is not furnished with PAL Service.
- M. One telephone directory will be provided to each PAL Service each year at no charge. Subsequent directories will be available at the retail rate.

(Continued)

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

- N. Pay telephone features that require the services of an operator services provider in order to be implemented, such as coin collection and return, are the responsibility of the customer. Operator services provider functions are not included in the rate for these features.
- O. The Utility shall not offer refunds, make refunds, or be liable for shortage of coins collected and deposited at the customer's equipment.
- P. The limits of the Utility's liability for any type of end user fraud occurring at or in association with the customer's equipment shall be governed by provisions of this tariff and the rules and regulations of the California Public Utilities Commission (CPUC). In case of conflict between the tariff provisions and the CPUC regulations, the regulations shall prevail.
- Q. The Utility may discontinue the PAL Service of a customer for non-compliance with other rules. Refer to Schedule Cal. P.U.C. No. A2, Rule 11, Discontinuance and Restoration of Service.
- R. Connection of a Customer-Owned Pay Telephone to the Utility's Public Switched Network
1. The demarcation point between Utility facilities and customer facilities will be the Local Loop Demarcation Point (LLDP) at the customer's premises. A Standard Network Interface (SNI) may be installed at a location determined by the Utility which is accessible to both the customer and the Utility. The SNI is a type of protector which allows access by the customer to a test jack and connecting block on the customer's side of the protector. The SNI will be the point of connection between Utility owned wiring and customer owned wiring.
 2. All wiring performed by the customer on the customer's side of the SNI shall meet the technical specification and standards outlined in the National Electrical Code.
 3. The PAL Service must be configured in such a way that the access line provides a unique address to the 9-1-1 Public Safety Answering Point when 9-1-1 is dialed.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities

1. The customer is responsible for compliance with the FCC's Rules and Regulations and the CPUC's Rules and Regulations regarding the use of COPTs.
2. The customer must comply with CPUC General Order 107-B Rules and Regulations concerning the Privacy of Telephone Communications.
3. It is the responsibility of the customer to assure technical and operational compatibility of the COPT with the PAL Service and the Optional Features and Functions offered by the Utility.
4. The customer shall be responsible for the installation and maintenance of any inside wire and standard jack(s) on the customer's side of the Local Loop Demarcation Point (LLDP).
5. The customer agrees to notify the Utility of any COPT installation, transfer of ownership, relocation, or replacement of the COPT by the customer. The Utility may, at its discretion accept oral or written confirmation from the customer for such additions or changes in service.
6. The customer shall be responsible for the installation, operation and maintenance of the COPT plus all ancillary equipment such as booth, shelves, lighting, and directories used in connection with PAL Service.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities - Continued

7. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including Directory Assistance Calls.
8. The customer is responsible for all applicable federal, state, or local taxes on the PAL Service and on the calls made from the Public Access Line.
9. The customer must allow local calls of a minimum of 15 minutes duration.
10. The customer shall be responsible for the payment of charges for visits by a Utility employee to the customer's COPT when the service difficulty is caused by customer-owned equipment of facilities.
11. The customer is required to provide access to the California Relay Service (CRS) via the 7-1-1 abbreviated dialing code on or before, October 1, 2001.
12. The customer is required to provide free access to CRS via the 7-1-1 abbreviated dialing code on or before, October 1, 2001.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer's Responsibilities - Continued

13. The customer will be responsible for permanently installing on, or adjacent to, each COPT a prominent display indicating the following in well-lighted and clearly legible form:

Cost information: (a) The cost of a sent paid local call will be prominently displayed, (b) the time limit on a call (if any), (c) procedures for obtaining long distance rates, and (d) local calls made by use of 10XXX, calling card, or operator handled services may cost more than directly dialing the local number.

Dialing instructions: (a) Dialing sequence (coin or dial first), (b) dial 0 to reach an operator, (c) dialing instructions for reaching long distance operator; and (d) 1+ and 0+ dialing instructions.

No charge telephone numbers: (a) E9-1-1 Emergency - prominently displayed, (b) owner/operator, (c) refunds, repairs, complaints, and (d) repair service.

Effective January 1, 2002, pay telephone signage must state that 7-1-1 is a free call to the California Relay Service (CRS) using the language, "7-1-1 is a free call to TRS/CRS."

Identification: (a) Name and free number of owner/operator, (b) name of operator services provider, (c) long distance provider (optional), (d) state if no incoming calls are allowed, (e) location of the telephone, and (f) pay telephone number or identification for emergency use.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities - Continued

14. The COPT will have the following operational characteristics:

- a. Must be able to access the Utility operator and/or the interLATA operator at no charge and without using a coin.
- b. Must be able to access E9-1-1 Emergency Service, where available, at no charge, without using a coin, and when the PAL service is located in an exchange area which can only access E9-1-1 Emergency Service by use of a dialing sequence other than E9-1-1, must prominently display on such instrument, the appropriate dialing sequence to access E9-1-1 Emergency Service, when available.
- c. Must be able to access 6-1-1 Repair Service, at no charge, without using a coin, and customer's repair service for reporting trouble or complaints, and requesting refunds or general assistance.
- d. Must be able to access 1+ Directory Assistance Service, or directly dialed calls to Directory Assistance outside the caller's Area Code but within the LATA.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities - Continued

14. The COPT will have the following operational characteristics: - Continued

e. The COPT, plus all ancillary equipment, must comply with all applicable federal, state, and local laws, rules, and regulations concerning the use of these telephone by disabled persons and the hearing impaired, which includes the following general requirements:

- (1) Handset cord is a minimum of 29" in length.
- (2) Telephone books, if provided, shall be located in a position that complies with reach ranges.
- (3) If the total number of four or more public telephones are provided (including both interior and exterior) at a site, and at least one is in an interior location, then at least one interior public text-telephone shall be provided.
- (4) Rates for calls via 7-1-1 to the CRS shall not be more than rates for calls made through CRS via alternative connection methods.
- (5) Pay telephone owners are not permitted to charge for connection to California Relay Service via 7-1-1.

f. Must install pay telephone and enclosures which are in compliance with California handicap access requirements.

All customers operating 100 or more pay telephones shall ensure that at least 5 percent, including at least one accessible telephone, of pay telephones in high traffic areas will be equipped with volume control (amplified handsets) and appropriate identification signage per D. 87-04-027.

- g. Must be able to access 950-XXXX, where facilities permit, at no charge, without using a coin.
- h. Must be able to access 800/888-XXX-XXXX dialing at no charge, without using a coin.
- i. Must be able to access 101XXXX, where FGD is available.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities – Continued

14. The COPT will have the following operational characteristics: - Continued

- j. Must return coins deposited in the event of an attempted but uncompleted call.

This coin return shall be made immediately after the call hangs up. An attempted but uncompleted call refers to a call which results in a caller encountering (1) a busy signal, (2) a ring no answer, or (3) a network recording. In addition, the customer shall make refunds promptly upon plausible user complaint about failure of the COPT to return coins, poor transmission, premature disconnection, or other service problems.

- k. Must provide access to sent-paid and non-sent paid calling and local, intraLATA toll, and interLATA calling requirements by type of pay telephone as follows:

| | <u>LOCAL</u> | | <u>INTRALATA</u> | | <u>INTERLATA</u> | |
|----------------------------|--------------|---------------|------------------|---------------|------------------|---------------|
| | Sent Paid | Non-Sent Paid | Sent Paid | Non-Sent Paid | Sent Paid | Non-Sent Paid |
| Coin-Single Denomination | X | X | | | | X |
| Coin-Multiple Denomination | X | X | X | | | X |
| Non-Coin | | X | | | | X |
| Universal Coin/Credit | X | X | X | | | X |

- l. Intrastate/interLATA directory assistance shall be available to the caller at the same (or lower) rate the customer is charged by the Interexchange carrier for intrastate interLATA directory assistance calling from pay telephones.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities - Continued

15. The COPT equipment must be programmed as follows:

- a. The rates and charges for intrastate calling and service from all pay telephones must be in accordance with applicable tariffs and any rate caps authorized by the CPUC.
- b. The length of a sent-paid local call may be limited by requiring the deposit of additional money. The minimum time period before cut-off of a local coin call shall be 15 minutes. If a time limit is imposed, the customer shall provide the caller with a voice-over instruction or beep warning at the end of the time period to afford the caller the opportunity to deposit more money before the call is terminated.
- c. The customer may set a maximum rate of not more than the authorized Utility coin rate for a sent-paid local call from a PAL.
- d. Non-local IntraLATA coin calls:

The charge for these calls shall be made on a pre-paid basis for an initial three minutes. Additional minutes may be charged on a pre-paid basis, priced on two minute increments rounded to the nearest \$0.05, with announcement of additional charges and pending termination of the call made at least five seconds before expiration of the current calling period, or charged on a post-pay basis in incremental periods (e.g. each five minutes of overtime used beyond the initial three minutes). COPT operators may charge end users an additional coin surcharge of ten cents per call.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities – Continued

15. The COPT equipment must be programmed as follows: - Continued

e. IntraLATA non-sent paid calling:

All pay telephone providers shall be authorized, but not required, to charge end users a non-sent paid "Pay Station Service Charge" up to 25 cents per non-sent paid intraLATA call made over its pay telephones. No pay telephone provider shall be required to impose this charge.

When imposed, this charge shall be an incremental rate applicable for pay stations in addition to the Utility's presently tariffed surcharges for revenue producing 0 intralata calls.

The customer may provide 0+ operator and billing service for 0+ intraLATA calls either in conjunction with the Utility or not.

If a caller dials 0 from a PAL to make an intraLATA non-sent paid call and reaches the Utility operator, the operator shall advise the caller to dial 0+. If the caller, after being advised by the Utility operator to dial 0+ expresses a preference to complete the intraLATA call utilizing 0- operator assistance, the Utility operator will complete the call.

Operator response time shall not exceed 20 seconds after the called number is dialed by the caller.

Operator service personnel shall quote the appropriate rates for their services at the caller's request, for the call as placed.

In the intraLATA 0+ and 0- operator services market serving pay telephones, operator service personnel shall refer the caller to the appropriate dialing pattern if the caller prefers to use the LEC operator services (on a 0 or 0-basis, effectively) to complete on intraLATA 0+ or 0- call.

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A9. PUBLIC ACCESS LINE SERVICE

9.3 SPECIAL CONDITIONS - Continued

S. Customer Responsibilities – Continued

15. The COPT equipment must be programmed as follows: - Continued

e. IntraLATA non-sent paid calling: - Continued

A 150-day backbilling period shall be imposed for non-sent paid calls originating from pay telephones (i.e., the billed party must be billed for non-sent paid calls originating from pay telephones within 150 days from the date the calls were made, if they are to be billed at all.)

The “mechanized rate” shall be applied to the calling card and commercial credit card calls unless the caller requests that the operator complete the call using 0- procedures.

16. InterLATA calls:

The customer may set a maximum rate of not more than ten cents per call above the authorized rate of AT&T Communications of California.

For interLATA 0+, the operator services personnel shall instruct the caller to dial 950-XXXX, 101XXXX, or 800/888 XXX-XXXX if the caller prefers to use the operator service/interexchange carrier of his/her choice to make a non-sent paid interLATA call. The operator services personnel shall not be required to provide the caller with the specific number for reaching the caller’s preferred carrier/operator services provider. Determination of the number shall be the caller’s responsibility.

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