

VOICEMAIL SERVICES

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I. **GENERAL**

A. **APPLICABILITY**

Residential

Verizon Voice Mail, a central office based voice mail service, is a computer-based system which provides a reliable method of answering calls, whether the telephone line is busy or unanswered.

Business

Voice Messaging is a service offering of the Verizon Enhanced Service Provider (VZ ESP) to Verizon West Coast Inc. end users, which provides voice mail boxes, message storage, message retention and a variety of additional features.

B. **DEFINITIONS OF SERVICES**

OnePoint Voice Mail (OPVM) Service. A voice message service that provides residential and business customers the ability to utilize a single voice mailbox for both wireless and wireline voice messages.

Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capabilities are available to residential customers only). Home Voice Mail is also available with Ring Options where facilities and conditions permit.

Voice Messaging Service. A service that provides the ability for business customers to record and store messages for playback at a later time. The customer needs no additional equipment other than a touchtone telephone.

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II. **REGULATIONS**

These Regulations apply in addition to the Rules and Regulations set forth in Section 2, Rules and Regulations of this tariff.

A. **APPLICATION FOR SERVICE**

The Utility, on its sole discretion, shall offer Home Voice Mail/Voice Messaging Service in locations where technical capabilities exist.

B. **RATES AND CHARGES**

Rates and charges for Home Voice Mail/Voice Messaging Services are set forth in the applicable product specific tariff sheets.

C. **CHANGES TO RATES AND CHARGES**

1. The Utility may also enter into contracts for Home Voice Mail/Voice Messaging Services at rates other than current tariff rates. These contracts will be filed with the Commission and become effective on the thirty-first day after filing absent any protest.

2. The Utility may seek to change terms and conditions of the tariff other than rates and charges by filing revised tariff sheets.

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II. REGULATIONS (Continued)

D. LIMITATION OF LIABILITY

1. Limitations

Limitations of liability for Home Voice Mail/Voice Messaging Services are as specified in Section 2, Rules & Regulations, Limitation of Liability.

2. Temporary Suspension for Repairs

The Utility shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system. For information regarding unplanned outages, see Section 2, Credit for Interruptions, B. 2 of this tariff.

3. Installation

Upon request, Customers will be given an estimated installation date. The Utility is not liable if installation of the service is delayed.

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II. REGULATIONS (Continued)

E. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE

1. Establishment and Reestablishment of Credit

Establishment and reestablishment of credit for Home Voice Mail/Voice Messaging Services shall be consistent with the specifications in Section 2, Rules and Regulations of this tariff.

2. Advance Payments and Deposits

Advance payments and deposits for Home Voice Mail/Voice Messaging Services shall be consistent with the specifications in Section 2, Rules and Regulations of this tariff.

3. Rendering and Payment of Bills

Rendering and payment of bills for Home Voice Mail/Voice Messaging Services shall be as specified in Section 2, Rules and Regulations of this tariff.

4. Disputed Bills

Disputed bills for Home Voice Mail/Voice Messaging Services shall be resolved as specified in Section 2, Rules and Regulations of this tariff.

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II. REGULATIONS (Continued)

F. PROMOTIONAL OFFERINGS

The Utility may offer promotions per the terms and conditions specified under Promotional Campaigns in Section 2, Rules and Regulations. The Utility will file the required tariffs in advance of promotions and such filings require prior Commission approval.

G. REFUSAL, TERMINATION OR DISCONTINUANCE OF HOME VOICE MAIL/VOICE MESSAGING SERVICES

1. Termination or Refusal of Home Voice Mail/Voice Messaging Services

If the Customer is in violation of any provision under this tariff, and such default continues after notice thereof is given by the Utility, the Utility may, without liability and without waiving any other remedies available to it, cease providing the Home Voice Mail/Voice Messaging Service(s) to the Customer.

2. Discontinuance of Home Voice Mail/Voice Messaging Services

The Utility, on its sole discretion, may discontinue offering Home Voice Mail/Voice Messaging Services, in part or in its entirety, without liability to affected Customers and applicants.

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II. REGULATIONS (Continued)

G. REFUSAL, TERMINATION OR DISCONTINUANCE OF HOME VOICE MAIL/VOICE MESSAGING SERVICES -
(Continued)

3. Termination by Customer

The Customer may order Home Voice Mail/Voice Messaging Services on a term commitment plan basis, as opposed to month-to-month.

In the case of termination of any service purchased on a month-to-month basis, the minimum charge for any portion of the month shall not be less than the monthly recurring charge for that service.

If a customer has nonrecurring charges waived due to a promotion requiring a minimum service commitment (e.g., 1 year) and the customer subsequently disconnects prior to the completion of the agreed upon period, the customer may be liable for the previously waived nonrecurring charges.

Additional requirements for refusal, termination or discontinuance of Home Voice Mail/Voice Messaging Services are detailed under 4. Termination Liability of this section.

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II. REGULATIONS (Continued)

G. REFUSAL, TERMINATION OR DISCONTINUANCE OF HOME VOICE MAIL/VOICE MESSAGING SERVICES -
(Continued)

4. Termination Liability

- a. In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \text{\# of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge}$$

- b. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

c. End of Term Options

Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Commit to a new term period,
- Arrange for a change of service, or
- Arrange for termination of the service.

In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under tariff (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

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II. REGULATIONS (Continued)

G. REFUSAL, TERMINATION OR DISCONTINUANCE OF HOME VOICE MAIL/VOICE MESSAGING SERVICES -
(Continued)

4. Termination Liability (Continued)

d. Early termination charges will not be assessed under the following circumstances:

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.

Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;

Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

- The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
- The Company provides the new service via tariff or on an individual case basis (ICB), and
- The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

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II. REGULATIONS (Continued)

H. RESTRICTIONS ON CUSTOMER USE AND RESALE OF HOME VOICE MAIL/VOICE MESSAGING SERVICES

1. Resale

No Customer may resell a Home Voice Mail/Voice Messaging Services without the express written permission of the Utility.

2. Regulations and Codes

The Customer shall comply with all applicable federal, state and local laws, regulations and codes, including, but not limited to, the procurement of permits, certificates and licenses when needed in the provisioning and use of Home Voice Mail/Voice Messaging Services. The Customer shall indemnify and hold the Utility harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of the Customer's failure to comply with such federal, state and local laws, regulations and codes.

3. Fraudulent Use

The Customer may not charge any calls to the service access number or mailbox number, or otherwise use a Home Voice Mail/Voice Messaging Service in a fraudulent manner. The Utility is not liable for any such charges.

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II. REGULATIONS (Continued)

I. ASSIGNMENT

1. Customer Assignment

The Customer may not assign its rights or delegate its obligations and duties regarding the provisioning of Home Voice Mail/Voice Messaging Services to another Customer, without the prior written consent of the Utility.

2. Utility Assignment

The Utility may, at any time, assign any and all of its rights and delegate its duties under this tariff to (i) any present or future affiliate, or (ii) any other company, if such assignment will, in Utility's opinion, assist in the implementation of any law or ruling issued by any judicial or other governmental authority. Said assignee will not be bound by the terms and conditions of this tariff, and is free to offer such Home Voice Mail/Voice Messaging Services under new terms and conditions.

J. SPECIAL FEATURES

From time to time, customers may request features which are not described in this tariff. These special feature requests will be offered on an individual case basis and provided under contract at the discretion of the company.

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III. VOICE BASED SERVICES

A. PRELIMINARY STATEMENTS

This section is applicable to enhanced services provided in the State of California by the Utility in compliance with the State of California Public Utilities Code and according to requirements established by the California Public Utilities Commission for services classified as enhanced.

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III. VOICE BASED SERVICES (Continued)

(N)

B. SPECIAL CONDITIONS

1. Home Voice Mail/Voice Messaging Service

- a. Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities.

Home Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox), Saved Message Retention - 30 days, and Automatic Message Review.

Home Voice Mail - Standard includes 30 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox), Saved Message Retention - 30 days, Automatic Message Review, Reminder Messages, and Wake-Up Calls.

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Home Voice Mail to a higher level service. Customers who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

- b. Voice Messaging Service. Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features.

Answer Only Mailbox. Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers.

BASIC Mailbox. A basic-feature mailbox sold exclusively to business customers with single-line(s), non-CentraNet, service. BASIC Mailbox offers a simplified pattern of prompts as an alternative to the Standard Mailbox with full-features. Optional features available with the BASIC Mailbox are: Spanish Prompts, Customer Controllable Ringing (CCR), Audible Ring Burst (ARB) and Visual Message Waiting Indicator (MWI).

A nonrecurring charge is not applicable for customers who choose to upgrade any existing Home Voice Mail to a higher level service. Customers who choose to downgrade their mailbox service will be charged the standard one-time, nonrecurring charge for the new mailbox.

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III. VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service (Continued)

Enhanced Mailbox. An enhancement to a message box which will permit mail to be delivered up to 365 days into the future, a five-minute message length, ten group lists, and a thirty-day period for undelivered messages.

Extension Message Box. A message storage service which permits Voice Messaging customers to have as many as 98 secondary message boxes. The secondary message boxes must be set by Verizon.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Voice Messaging receives a message for storage.

Message Notification

Where facilities permit, the residence or business customer may also elect to have the Utility send and receive instructions relating to the customer's voicemails; e.g. send a message waiting notification, send a copy of the voicemail, delete the voicemail, to a non-Utility device that is technically capable of accepting and sending those instructions.

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III. VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service (Continued)

Home Voice Mail/Voice Messaging Optional Features. Ring Count Change (RCC), Audible Ring Burst (ARB), and Spanish Prompts are network enhanced features available with both Home Voice Mail and Voice Messaging services where technically feasible.

Ring Count Change (RCC) allows the Home Voice Mail customer to choose the number of times the phone will ring before forwarding to the Home Voice Mail mailbox. The customer can choose between 1 and 9 rings, and the number of rings can be changed at the customer's discretion via access codes. This replaces the default forwarding, which is based on seconds, not actual rings (on an average the phone will ring between 3 and 5 times).

Audible Ring Burst (ARB) allows the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting.

Spanish Prompt is available upon request at time of new order at no additional charge

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III. VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

- c. OnePoint Voice Mail (OPVM) Service. An electronic voice mailbox service for residential and business customers that provides the customer with the ability to utilize a single voice mailbox for both wireless and wireline voice messages.

- 1) OnePoint Voice Mail (OPVM) Service includes 50 message capacity, Standard or Personal Greeting, Busy Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox and to Non-Subscribers), Group Lists, Saved Message Retention - 30 days, Automatic Message Review, Reminder Messages, Wake-Up Calls, Personal Receptionist, Pager Notification, Special Delivery, Multiple Number Service, and Ring Count Change. Also includes up to eight Individual Mailboxes for residential customers or eight Extension Message Boxes for business customers.

2) Conditions

OnePoint Voice Mail (OPVM) Service allows up to four additional Verizon or non-Verizon wireline or wireless telephone numbers (Multiple Number Service), in addition to the main telephone number, to forward calls into a single mailbox.

In order to forward calls to the OPVM mailbox, the four additional numbers must subscribe to the Call Forwarding feature with the Busy Line Don't Answer function.¹ Customers who desire a non-Verizon number as one of the four additional numbers must contact the provider of that number to order the Call Forwarding feature.

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

OnePoint Voice Mail (OPVM) Service is available where equipment and facilities permit, in accordance with the rules and special conditions specified in this tariff and other Verizon tariff schedules. Non-Verizon wireline and wireless numbers may or may not work as additional numbers, as the data received from the provider may not be compatible with Verizon's network.

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any Home Voice Mail or Voice Messaging Service to OPVM. Customers who choose to downgrade their mailbox service will be charged the standard one-time, nonrecurring charge for the new mailbox.

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¹ See Section 6, Custom Calling Service for applicable Call Forwarding rates.

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III. VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

c. OnePoint Voice Mail (OPVM) Service (Continued)

3) Feature Descriptions

Group List. A feature that allows customers to create a list with the mailbox numbers of people to whom they send frequent broadcast-type messages. The customer records a message from the OnePoint Voice Mail (OPVM) mailbox or a Voice Messaging Services mailbox and then sends it to a specified group list. This feature is available with Voice Messaging Service and OnePoint Voice Mail (OPVM) Service for residential and business customers.

Individual Mailbox. Permits residential customers to set up as many as eight secondary message boxes. Available as Extension Message Boxes to business customers.

Multiple Number Service. A feature of OnePoint Voice Mail (OPVM) Service that allows up to four additional Verizon or non-Verizon wireline or wireless telephone numbers, in addition to the main telephone number, to forward calls into a single mailbox.

Personal Receptionist. A feature which permits a caller who has reached the OnePoint Voice Mail (OPVM) to press "zero" and be transferred to another telephone number (local or toll-free number only).

Ring Count Change (RCC). A feature that allows the Home Voice Mail customer to choose the number of times the phone will ring before forwarding to the Home Voice Mail mailbox. The customer can choose between 1 and 9 rings, and the number of rings can be changed at the customer's discretion via access codes. This replaces the default forwarding, which is based on seconds, not actual rings (on an average the phone will ring between 3 and 5 times).

Audible Ring Burst (ARB). Permits the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting.

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III. VOICE BASED SERVICES (Continued)

B. SPECIAL CONDITIONS (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

c. OnePoint Voice Mail (OPVM) Service (Continued)

3) Feature Descriptions (Continued)

Wake-Up Calls. Allows the customer to program their Home Voice Mail to call their home telephone number at the time and day they have scheduled.

Reminder Messages. Allows the customer to record a message and choose a future and time for delivery to their home telephone number.

Spanish Prompt is available upon request at time of new order at no additional charge.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Voice Messaging receives a message for storage.

Message Notification

Pager Notification. A feature which dials the customer's pager device when messages are received in the OPVM and shows the voice mail access number in the pager display window. The customer then calls the access number to retrieve their messages.

Special Delivery. A feature which calls a number in the customer's regional calling area programmed by the customer and announces that a voice mail message has been deposited in their OPVM box. The customer inputs their passcode and the voice mail messages are played.

Where facilities permit, the residence or business customer may also elect to have the Utility send and receive instructions relating to the customer's voicemails to a non-Utility device that is technically capable of accepting and sending those instructions. (e.g. send a message waiting notification, send a copy of the voicemail, delete the voicemail)

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III. VOICE BASED SERVICES (Continued)

C. RATES

1. Home Voice Mail/Voice Messaging Service

a. Home Voice Mail Service¹

	<u>Unit</u>	<u>NRC</u>	<u>Monthly Rate</u>
Home Voice Mail - Basic	each box	10.00	6.95
Home Voice Mail - Standard	each box	10.00	7.95
Home Voice Mail Optional Features			
- Ring Count Change	each line	--	1.00
- Audible Ring Burst (ARB)	each line	--	1.50
- Spanish Prompt	each line	--	--
- Message Waiting Indication			
Visual – FSK (Frequency Shift Keying)	each box	--	.50
OnePoint Voice Mail (OPVM) Service ²	each box	15.00	8.95

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¹ NRC's apply in lieu of Service Charges in Section 5 of this tariff.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

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III. VOICE BASED SERVICES (Continued)

C. RATES (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service

	<u>Unit</u>	<u>NRC ¹</u>	<u>Monthly Rate</u>
Remote Call Notification	each box	--	\$3.00
Pager Notification	each box	--	5.00
Ring Count Change (RCC)	each line	--	1.00
Audible Ring Burst (ARB)	each line	--	1.50
BASIC Mailbox ²			
No term plan	each order	\$ 15.00	6.95
12-month term	each order	15.00	4.95
Message Boxes - CentraNet® Lines ²			
No term plan	each box	2.50	14.00
12-month term plan			
from 1 to 50 boxes	each box	2.50	12.00
from 51 to 250 boxes	each box	2.50	9.50
36-month term plan			
from 1 to 50 boxes	each box	2.50	10.00
from 51 to 250 boxes	each box	2.50	8.75
from 251 to 600 boxes	each box	2.50	7.50
more than 600 boxes	each box	2.50	6.75
Message Boxes - All Other Lines			
No term plan	each order	15.00	14.00
12-month term plan	each order	n/a	12.00
36-month term plan	each order	n/a	10.00

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¹ NRC's apply in lieu of Service Charges in Section 5 of this tariff.

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² See Section 2 for termination liability rules.

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III. VOICE BASED SERVICES (Continued)

C. RATES (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service (Continued)

	<u>Unit</u>	<u>NRC</u>	<u>Monthly Rate</u>
Extension Message Boxes ^{1, 2, 3}			
First Message Box			
CentraNet® Lines			
No term plan	each box	\$ 2.50	\$ 19.95
12 month term plan			
from 1 to 50 boxes	each box	2.50	17.95
from 51 to 250 boxes	each box	2.50	15.95
36 month term plan			
from 1 to 50 boxes	each box	2.50	16.95
from 51 to 250 boxes	each box	2.50	14.95
All Other Lines			
No Term plan	each box	15.00	19.95
12-month term plan			
from 1 to 50 boxes	each box	--	17.95
from 51 to 250 boxes	each box	--	15.95
36-month term plan			
from 1 to 50 boxes	each box	--	16.95
from 51 to 250 boxes	each box	--	14.95
Additional Message Box			
CentraNet® Lines	each box	2.50	5.00
All Other Lines	each box	15.00	5.00
Enhanced Mailboxes			
with 50 Message Capacity	each box	--	4.00
with 100 Message Capacity	each box	--	15.00
CentraNet® Enhanced Mailboxes			
with 50 Message Capacity	each box	--	4.00
with 100 Message Capacity	each box	--	15.00

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¹ NRC's apply in lieu of Service Charges in Section 5 of this tariff.

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² See Section 2, for termination liability rules.

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III. VOICE BASED SERVICES (Continued)

C. RATES (Continued)

1. Home Voice Mail/Voice Messaging Service (Continued)

b. Voice Messaging Service - Continued

	<u>Unit</u>	<u>NRC¹</u>	<u>Monthly Rate</u>
Answering Mailboxes ^{1, 2}			
CentraNet® Lines			
Five (5) Minute Box	each box	\$ 2.50	\$ 21.90
Three (3) Minute Box	each box	2.50	9.95
All Other Lines			
Five (5) Minute Box	each box	15.00	21.90
Three (3) Minute Box	each box	15.00	9.95
Message Waiting Indicator Visual-FSK	each line	--	.50
OnePoint Voice Mail (OPVM) Service			
Single Line	each box	20.00	16.00
Hunt Group	each box	20.00	24.00

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¹ NRC's apply in lieu of Service Charges in Section 5 of this tariff.

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