FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services

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Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services

A. General

1. Service Offerings

Ancillary Services are available in the following categories:

a. Billing and Collection Service

- Call Recording Service
- Message Processing Service
- Assembly and Editing Service
- Call Record Provision Service
- Message Bill Processing Service
- Bill Rendering Service
- Message Investigation Service
- Bill Processing and Collection Service
- Invoice Billing Service
- Program Development
- Inquiry Service

b. Directory Assistance Operator Service

c. Operator Services (N)

Regulations, rates and charges as follow apply to Ancillary Services and shall not serve as a substitute for customer tariff offerings of services to end users. The provision of such Ancillary Services by the Utility, as set forth following, does not constitute a joint undertaking with the customer for the furnishing of any service.

The Utility's undertaking to provide Ancillary Services is made only in conjunction with intrastate services offered within its operating territory.

The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other sections of this tariff and in other tariffs of the Utility which are referenced herein.

The Utility shall not release any end user billing information to a customer unless the customer provides evidence that its tariff rules on files with the California Public Utilities Commission include provisions substantially identical to those of the Utility's Tariff Schedule Cal. P.U.C. No. D&R, Rules 44 and 45, governing release of information, and end user calling records.

Continued

FACITLITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued

1. Service Offerings - Continued (T)

When requested, the Utility will disclose to federal and state public utility commissions and law enforcement agencies, customer information, including but not limited to complaint levels and summaries, description of specific practices relating to cramming that the Utility has encountered generally, identity of SubCICs and/or service providers terminated or notified of a need to lower complaints. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. - Continued

2. Regulations

a. Undertaking of the Utility

(1) Provision of Ancillary Services

(a) The Utility, to the extent Ancillary Services are, or can be made available with reasonable effort, will provide to the customer Ancillary Services as described in V.A.3., at rates and charges as specified in the RATES section. (T)

(b) When the customer subscribes to Call Recording Service, as set forth in V.A.3.a.(1), and customer message detail is not available because the Utility lost or damaged tapes or incurred recording system outages, the Utility will estimate the volume of lost customer messages and associated revenue based on previously known values determined from historical data. In such events the extent of the Utility's liability for damages shall be limited to the granting of a corresponding credit adjustment on the customer's bill representing amounts due to the customer for the unbilled revenue.

When the Utility is notified that, due to error or omission, incomplete data has been provided to a customer, the Utility will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the customer at no additional charge. Such request to recover the data must be made within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of the Utility's liability for damages shall be limited as set forth in the preceding paragraph.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2.a.(1) - Continued

(c) The Utility shall be responsible for contacts and arrangements with the end user concerning the billing, collecting, crediting and adjusting of the customer's service charges, when the Utility provides Inquiry Service, as set forth in V.A.3.a.(11). (C) (C)

(d) Message Bill Processing, Bill Rendering, Bill Processing and Collection, Invoice Billing and Inquiry Services will only be offered by the Utility with the purchase of receivables. The Utility will purchase the customer's receivables at a discount from the face value. The exact contents of the discount factor and specific settlement procedures will be contained in individual contractual arrangements signed by each customer. (C) (C)

(e) When Ancillary Services are provided for 900 Services the following additional conditions apply:

The Utility will bill and collect only for charitable contributions, information or communication services provided over the telephone. The Utility will not bill or collect for goods and services that are not provided over the telephone.

The Utility will notify each end user when the end user's charges for 900 services reach the following limits.

1) Lifeline end users whose 900 service charges have reached $30.00 for the first time during a single billing cycle will be notified in writing.

2) Non-lifeline end users whose 900 service charges have reached $75.00 for the first time during the course of a single billing cycle will be notified in writing.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued

2.a.(1)(e) - Continued

3) All end users whose 900 service charges have reached $150.00 for the first time during the course of a single billing cycle will be contacted by telephone. If the end user cannot be reached immediately, the Utility will temporarily block the end user's access to 900 services until contact is made and the end user indicates the desire to resume service. (C)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2.a. - Continued

(2) Discontinuance and Refusal of Ancillary Services

(a) If the customer fails to comply with the provisions of this tariff, including any payments to be made by it on the dates or at the times herein specified, and fails to comply within thirty (30) days after written notice via certified mail from the Utility to an officer of the customer requesting payment for such noncompliance, the Utility may discontinue the provision of the Ancillary Services. In case of such discontinuance, all applicable charges shall immediately become due.

(b) If the customer repeatedly fails to comply with the provisions of this tariff in connection with the provision of Ancillary Services and fails to correct such course of action after notice as set forth preceding, the Utility may refuse applications for additional Ancillary Services.

(3) 900 Service Monitoring Report (C)

In compliance with Decision 91-03-021, Attachment C, the Utility, as billing agent for the customer, will provide the data required for reporting purposes. The specific information required by each customer may vary and will be negotiated on a customer specific basis. (C)

b. Obligations of the Customer

(1) References to the Utility

The customer may advise end users that Ancillary Services are provided by the Utility in connection with the service the customer furnishes to its end users.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

2. Regulations - Continued (N)

b. Obligations of the Customer - Continued (N)

(2) Request for Service

(a) Minimum Order Periods

The customer shall order Ancillary Services with the following minimum requirements:

The minimum period for which Call Recording Service is provided and for which charges apply is one month (30 days). A customer may cancel Call Recording Service on any date prior to the start of the next month's service. If written notice is not received from the customer or from the telephone company that ordered Call Recording Service prior to the start of the following month's service, the Utility shall assume that the service is to be extended for another month (30 days).

The initial minimum period for Message Processing, Message Bill Processing, Bill Rendering, Bill Processing and Collection, Invoice Billing and Inquiry Services is three years. Six months prior to the end of the initial order period, or subsequent extension, the customer shall notify the Utility, in writing, if the service is to be discontinued. If no notice is received from the customer, the Utility shall assume that the service is extended for another year.

Upon request, the customer will provide the documented authorization to the Utility, regulatory or governmental agency, or end user in a timely manner. (N) (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. 2. b. - Continued

(2) Request for Service

(a) Minimum Order Periods

The customer shall order Ancillary Services with the following minimum requirements:

The minimum period for which Call Recording Service is provided and for which charges apply is one month (30 days). A customer may cancel Call Recording Service on any date prior to the start of the next month's service. If written notice is not received from the customer or from the telephone company that ordered Call Recording Service prior to the start of the following month's service, the Utility shall assume that the service is to be extended for another month (30 days).

The initial minimum period for Message Processing, Message Bill Processing, Bill Rendering, Bill Processing and Collection, Invoice Billing and Inquiry Services is three years. Six months prior to the end of the initial order period, or subsequent extension, the customer shall notify the Utility, in writing, if the service is to be discontinued. If no notice is received from the customer, the Utility shall assume that the service is extended for another year. (C)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2.b.(2)(a) - Continued

Directory Assistance Operator Service will be initially ordered for a minimum period of two years with a discontinuance notification of six months. (T)

After the initial two year period, service may be ordered in six months increments, with a discontinuance notification of three months. (T)

Notification of discontinuance must be in writing to the Utility. If no notice is received from the customer, the Utility shall assume that the service is extended for another six months. (T)

(b) Order Requirements

When Call Recording Service is ordered, the customer shall furnish the Utility an estimate of the number of messages (message capacity) to be recorded. When Call Recording Service is provided from an end office switch, the estimate of the number of messages to be recorded shall be provided by end office. When Call Recording Service is provided from an access tandem, the estimate of the number of messages to be recorded shall be provided by access tandem. The message capacity shall be provided by year. (T)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2.b.(2)(b) - Continued

When Message Processing Service is ordered, the customer shall furnish the Utility an estimate of the number of messages (message capacity) to be processed. The number of messages shall be provided by year.

When Message Bill Processing, Message Investigation, Bill Processing and Collection, Invoice Billing and Inquiry Services are ordered for MTS/WATS services, the customer shall furnish the Utility an estimate of the number of messages (message capacity) to be billed. The message capacity shall be provided by year. Separate estimates shall be furnished by the customer for MTS messages, bulk-billed messages (WATS/800 services) and invoice billing messages. (T) (C) (T)

When Bill Rendering Service is ordered, the customer shall furnish the Utility-an estimate of the number of bills for which Bill Rendering Service will be provided. The bill capacity shall be provided by year. Separate estimates shall be furnished by the customer for MTS bills, bulk billed bills (WATS/800) and invoice billing bills. (T)

When the customer is providing access to IPs, the customer must carry IP programs vending harmful matter on a separate prefix.

Billing and collection for harmful matter programs will be by contractual agreement between the interexchange carriers and the information providers until July 1, 1991 and by tariff on or after July 1, 1991.

Each program must contain a disclosure message of at least 12 seconds plus a delayed timing period of 3 seconds and a tone at the end of the delayed timing period. If the caller hangs up within this time period (i.e. prior to hearing the tone), the caller will not be billed for the call.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

2.b.(2)(b) - Continued (T)

The disclosure message shall contain, at a minimum, all of the following: (N)

1) the name of the program;
2) the information charge and billing increment for the call;
3) if the information is a recorded message, the date the information was recorded;
4) state that if the caller disconnects within the delayed timing period, there will be no charges for the call;
5) if the program is directed at minors:
   a) that minors must seek parental permission;
   b) that the cost of the call will be on the parent's telephone bill;
   c) that the minor should hang up if the program is adult in nature.
6) a disclosure of any additional charges that the caller will incur to get the full information or service.
7) if the IP is fund raising, the dollar amount (or percent of the total price of the call) that will go to charity.

Override feature information may be provided to callers at the end of the program. The message will inform callers how to override the disclosure message on future calls.

The override feature will be disabled for a period of no less than 5 days before and 15 days after a price change by the IP.

The IP charges to callers are limited to $5.00 for the first minute and $2.00 for each additional minute, with a maximum charge per call of $50.00 for all programs not directed at children.

(N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

2.b.(2)(b) - Continued (T)

The IP charges to callers are limited to $2.00 per minute and $4.00 per call for programs directed at children. (N)

The customer's tariff will require IP advertising to conform to the following guidelines:

1) every advertisement which is intended to promote the IP's program must clearly and conspicuously display and/or disclose the maximum charge per initial and subsequent minute and per call;

2) all advertisements must display and/or provide a voice-over with the phrase "Service may not be available in some areas";

3) if the advertising is for a fund-raising program the advertising will state the amount of money per call (dollars or percent) which will go to the charity and the name of the charity;

4) television advertisings for the IP must provide a voice-over announcement and visual display of the applicable maximum charge per initial and subsequent minutes and the maximum per call charge;

5) if the promotion is directed at minors the advertisement must include a warning that minors must have parental permission before calling;

6) IP programs directed to minors which include an inducement or "teaser" to call back shall include a warning that minors must have parental permission before calling back. All programs that encourage call backs shall quote the maximum charge per initial and subsequent minute and per call; (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

2.b.(2)(b) - Continued (T)

7) advertisements must include the increment of time in which the call will be billed. (N)
(N)

When Directory Assistance Operator Service is ordered, the customer shall furnish the Utility for each NPA , for each month in the order period, an estimate of the number of calls (call capacity) to be billed. At a minimum, the customer is required to revise this estimate semi-annually. More frequent estimates may be submitted, however, no more than once per month. (L)
(L)

(L) Material previously shown on 5th Revised Sheet 211.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2. - Continued

c. Payment Arrangements

(1) Minimum Charms

(a) Call Recording, Message Processing, Message Bill Processing, Bill Processing and Collection, Bulk-Billed, Invoice Billing and Inquiry Services are subject to minimum charges. (C) (C)

(b) Any minimum billing associated with the above services will be filed on an Individual Case Basis in the RATES section of this tariff. (N) (N)

(c) Directory Assistance Operator Service is subject to minimum monthly charges if in any month within the period ordered the actual monthly call volume for a specific month is less than 70% of the mutually agreed upon forecasted monthly-call volume for that month. (T)

Applicability of minimum charges shall be made by comparing the actual call volumes to the forecasted volumes.

The minimum monthly charge is computed using 70% of the mutually agreed upon forecasted monthly call volume for that month, multiplied by the appropriate Directory Assistance Charge.

The charges will be determined on a case by case basis as occasion requires.

(2) Cancellation of Application for Ancillary Services

(a) When an order for Ancillary Services is cancelled prior to the start of installation on such Ancillary Services, no charges will apply. Installation of Ancillary Services is considered to have started when the Utility incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2.c.(2) - Continued

(b) Where program development of Ancillary Services has been started prior to the cancellation, and to the extent the Utility has another use for the specially developed Ancillary Services, no charge applies. When the Utility has no other use for the specially developed Ancillary Services, a charge equal to the costs incurred prior to the date of cancellation applies. Such charge is determined as detailed following. (T)(L) (T) (L)

(c) The charge, as specified in paragraph (b), includes the cost, less the net salvage value of equipment and material either ordered, provided or installed, plus the nonrecoverable cost of system development and installation. Charges will be determined on an individual case basis as required and will be specified in the RATES section. (T) (T) (T) (T)

(D) (D)

(3) Acceptance of Gift Certificates (T)

The Utility will accept customer gift certificates for payment from end users, if the customer agrees in writing to redeem all such gift certificates.

(L) Material previously shown on 4th Revised sheet 212.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2.c. - Continued

(4) Minimum Period Disconnect Charges

Minimum period disconnect charges will apply, if service is discontinued prior to the expiration of the minimum period. For Call Recording Service, the Utility will use the most recent 30 day period for which data is available to determine the total minimum monthly charge. The customer will only be billed for the adjusted amount due, if payment has been received for any portion of the discontinued service.

If, for Message Processing, Message Bill Processing, Bill Rendering, Bill Processing and Collection, Invoice Billing and Inquiry Services, service is discontinued prior to the end of the period ordered, the customer will pay the minimum charges for the remaining months of the minimum order period specified in V.A.2.b.(2)(a). (T) (C)

The monthly charge for Message Processing, Message Bill Processing, Bill Rendering, Bill Processing and Collection Invoice Billing and Inquiry Services, will be one-twelfth of the appropriate yearly message capacity (i.e., MTS service billed or bulk-billed capacity estimate) furnished by the customer as set forth above, times the appropriate Message Processing, Message Bill Processing, Bill Rendering, Bill Processing and Collection, Invoice Billing and Inquiry Services rate. (C) (C)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.2.c.(4) - Continued

If service is discontinued prior to the end of the six months when Directory Assistance is ordered, then the customer shall be obligated to pay the Utility non-recoverable costs, less the net salvage value, for the discontinued service.

(5) Payment of Charges

When the Utility purchases Call Recording from another utility and/or Message Processing Services from another telephone company or entity for a customer, the rates and charges for such services contained in this tariff are applicable.

(6) Customer's End User Deposits

When Bill Rendering, Bill Processing and Collection and Invoice Billing Services are ordered, the Utility will determine and collect a deposit from the customer's end user in accordance with the Utility deposit regulations. The Utility will provide the customer with a copy of its deposit regulations upon request. (T)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

Material omitted now shown on 4th Revised Sheet 215.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services

Ancillary Services consist of Billing and Collection Service. Ancillary Services shall be furnished to subscribers to the Utility's access services, and in addition, other telecommunications service providers, including providers of telephone answering services or voice messaging services.

All subscribers of Ancillary Services are subject to the terms and conditions contained within this tariff. Should the customer choose to perform his/her own ancillary functions and require sufficient information to do so, customer information may be purchased consistent with state regulations governing any rights to privacy. Charges for such lists will be calculated on an individual case basis.

a. Billing and Collection Services (D)

The Utility will provide to the customer billing service for send-paid, operator-assisted, directory assistance, and international calls. The Utility shall not be obligated to provide billing service for any other services, call types or charges including recurring or nonrecurring service fees, membership fees, charges for merchandise, catalogs, and political or charitable contributions unless the Utility specifically agrees to do so in writing. It is the customer's responsibility to ensure that all call types, services, and programs sent to the Utility for billing are in full compliance with the Utility's guidelines or with all applicable rules and regulations. Details regarding the Utility's guidelines, policies, and procedures are set forth in the Billing User's Guide which is provided to the customer upon ordering of billing services. (C)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. - Continued

3. Description of Ancillary Services

Ancillary Services consist of Billing and Collection Service. Ancillary Services shall be furnished to subscribers to the Utility's access services, and in addition, other telecommunications service providers, including providers of telephone answering services or voice messaging services. (C)

All subscribers of Ancillary Services are subject to the terms and conditions contained within this tariff. Should the customer choose to perform his/her own ancillary functions and require sufficient information to do so, customer information may be purchased consistent with state regulations governing any rights to privacy. Charges for such lists will be calculated on an individual case basis. (N)

a. Billing and Collection Services

(1) Call Recording Service

The Utility will provide Call Recording in Utility suitably equipped end offices or tandems. Call recording is available with FGC, FGD or similar Feature Group offerings when used in the provision of MTS/WATS services. Call Recording is the entering on magnetic tape or other acceptable media the details of customer messages originated through Switched Access Service or Switched Access-like Service for which answer and disconnect supervision has been received. The Utility will provide the customer, upon request, the recorded message detail, as agreed to by both parties, for each completed intrastate message generated by end users gaining access to the customer from the Access Area.

Material omitted now shown on Original Sheet 216.1.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued

a. Billing and Collection Services - Continued

(D)

The Utility will provide an escalated complaint package to the customer on a monthly basis which will summarize each escalated complaint[1] received regarding that customer which excludes PIC disputes. If the percentage of complaints, based on cumulative three month's data, exceeds the threshold (see Escalated Complaint Threshold Table below), the customer will be notified. The customer must then submit an action plan to the Utility to reduce the number of complaints. If the customer's percentage of escalated complaints is not reduced within 30 days, the customer may be charged $2,000 for every escalated complaint over the threshold. If escalated complaint levels are still above threshold after an additional three months (90 days), the customer may be given notice that its service will be terminated. (C)

Escalated Complaint Threshold Bands

Bills Rendered Annually	Threshold
0 - 100,000	0.009%
100,001 - 500,000	0.008%
500,001 - 2,000,000	0.005%
2,000,001 - 12,000,000	0.002%
12,000,000+	0.001%

(C)

Note 1: An escalated complaint is defined as those complaints issued by the end user to any regulatory or law enforcement agency (such as the FCC, FTC, a state Attorney General, or a public utility/service commission) or to the Utility's executive officer. (N) (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. - Continued

3. Description of Ancillary Services - Continued

a. Billing and Collection Services - Continued

(1) Call Recording Service - Continued

The equipment at the customer designated location shall provide such signals as may be required for the proper operation of the Utility's automatic call recording equipment used to perform this function. (L)

The Utility may purchase Call Recording Service from another telephone company. Another telephone company or entity may purchase Call Recording Service from the Utility. (L)

(L) Material previously appeared on 5th Revised Sheet 216.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued

a. Billing and Collection Services - Continued

Upon request the customer must provide to the Utility information regarding the billed services including but not limited to the name, date and issue number for any publication(s) in which the service will be advertised, advertisement placement plans, copy of actual advertisement, internet web page address where service will be advertised or where the end-user customer may subscribe to the service, description of how the service is ordered, including telemarketing scripts, detailed description of how the service can be canceled, detailed description of how the end-user customer can generate questions, request adjustments, and copy of actual post sale fulfillment documentation. The Utility may reject billing records for any services which it has not already billed or recourse the record traffic to the customer without further obligation on the Utility's part and adjust such record traffic off the end user's bill if, upon its review, the Utility finds that the associated information materials explicitly or implicitly refers to sexual conduct, contain indecent, obscene, or profane language, alludes to bigotry, racism, sexism, or other forms of discrimination, is deceptive, misleading, unclear, or may take unfair advantage of the elderly, minors, or the general public, is prohibited by applicable law, reflects negatively upon the Utility, results in an unacceptable level of end user complaints or is deemed unacceptable, inappropriate, or objectionable by the Utility. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued

a. Billing and Collection Services - Continued

Customers who are clearinghouses, (entities that aggregate billing for other service provider customers, called SubCICs), must submit the information and data which includes but is not limited to the SubCIC's name, company address, company officer names, state of incorporation, CA Public Utilities certification if required, state registration, information regarding whether the company, its affiliates and its principals or any company that its principals have been associated with have been subject to prior conviction for billing related or other consumer fraud, had access to billing services terminated or been denied access to billing services, type of data to be billed, estimated number of customers to be billed, inquiry company name and address, inquiry procedures, names of other companies with whom they have a billing contract, and number of complaints and adjustments associated with other billing companies. Information requirements on SubCICs are listed in the Billing User's Guide. The Utility may reject records for any SubCIC's services which it has not already billed or recourse the charges to the customer without further obligation on the Utility's part and adjust such charges off the end user's bill. The customer will only submit charges for each of its SubCICs for services that have been previously approved by the Utility. The monthly escalated complaint package given to the customer will identify each escalated complaint received by SubCIC. (N)

The customer shall hold its SubCICs responsible for complying with this tariff.

The Utility may terminate billing services to the customer, for the customer's SubCIC, if it is determined that the customer or the customer's SubCIC has sold a service to the end user while misrepresenting itself as the Utility or agent of the Utility. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued

a. Billing and Collection Services - Continued

The Utility retains discretion as to what charges will appear on its local telephone bill. The Utility may modify its billing policies based upon, but not limited to regulatory agency rules, any negative impact to the Utility's image or reputation, and end user complaint levels. The Utility will provide notice of its billing policies changes. The Utility reserves the right to review and reevaluate any previously approved customer's service. The Utility may terminate or suspend all billing services provided to the customer or, in the case that the customer is a clearinghouse, to the individual customer's SubCICs, if any terms and conditions noted in this tariff are not met or whose billing generates customer complaints that indicate a pattern consistent with cramming. (N)

The Utility may recourse adjustments for any non-deniable charges that are unpaid after being on the end user's bill for a period of 90 days.

Customers who subscribe to this service will provide to the Utility all text phrases which the customer wishes to print on the end user's telephone bill and the associated charges. Only those text and associated charges that have been reviewed and approved by the Utility will appear on the end user customer's bill.

If the customer subscribes to billing services, it will submit for billing only charges for non-message telephone services that are authorized by end users which are documented by the customer by one of the following methods: a voice recording, a signed document, or independent third party verification. (Charges that are authorized by regulatory or governmental agencies may also be submitted for billing). (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued

a. Billing and Collection Services - Continued

End user authorizations will include the following information: date of authorization, name and telephone number of the end user, question and answer to ensure that the end user is qualified to make requested changes and authorize billing, question and answer regarding the end user's age, explanation of the product or service being offered, explanation of applicable charges, explicit end user acknowledgement that the charges will be reflected on the telephone bill, information on whom to call, including the appropriate toll free number, for inquiries. Authorizations will be retained by the customer for a period of not less than two years. Failure to fulfill such obligations may result in the Utility terminating its services with the customer. (N)

A customer that is the end user customer's pre-selected provider of toll or local telephone service may submit other charges for customer used or requested telecommunications-related products or services without additional documented authorization. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(1) - Continued

A standard format for the provision of the recorded message detail will be established by the Utility. The Utility will provide to the customer the precise details of the format. If, in the course of Utility business, it is necessary to change the format, the Utility will provide notification to the customer six months in advance of the change. (D)

(2) Message Processing Service (T)

Message Processing Service consists of the transformation of recorded customer message details into rated messages. Message Processing Service will be provided for each intrastate message generated by end users gaining access to the customer from the Access Area of the Utility. Message Processing Service includes the following: (T)

(a) Assembly of Message Detail (T)

This function consists of arranging the customer's recorded message details into a format required for subsequent processing. (T)

(b) Editing of Message Detail (T)

This function consists of examining individual message details and identifying the messages with errors or the messages which require further examination. (T)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on 4th Revised Sheets 219 and 220.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(2) - Continued

(c) Rating of Messages

This function consists of calculating the charges for messages based on the customer's schedule of charges and the message detail.

The Utility will provide Message Processing Service only for customer calls originated within the Access Area. (D)

For the purpose of performing Message Processing Service, the Utility may purchase Message Processing Service from another telephone company or entity as set forth in V.A.2.c.(5). Another utility or entity may purchase Message Processing Service from the Utility.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(2)(c) - Continued

Where the customer provides its own message details, it must be in the standard format established by the Utility. The Utility will provide to the customer the precise details of the required format. If, in the course of Utility business, it is necessary to change the format, the Utility will provide notification to the customer six months in advance of the change. (N)

Where the Utility has rated customer messages which are to be billed to an end user by another telephone company or entity, the Utility will enter the customer messages on a magnetic tape or data file and transmit the rated messages as set forth in V.A.3.a.(4). (T)(L) (T)(L)

(L) Material previously shown on 3rd Revised Sheet 218.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. - Continued

(3) Assembly and Editing Service

Assembly is the aggregation of recorded message details to create individual messages for rating. Editing is the process of verifying that the assembled message data is in accordance with the Utility standard format and prescribed Exchange Message Interface (EMI) specifications.

The editing function consists of examining individual message details and identifying the messages with errors or the messages requiring further examination. The editing process includes the validations of data categories such as; but not limited to, the following: (T) (T)

- Called Telephone Number
- Calling Telephone Number
- Date

The assembled and edited recorded message detail will be provided to the customer as set forth in V.A.3.a.(4).

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. - Continued

(4) Call Record Provision Service (T)(L)

Call Record Provision Service is the transmission and receipt of rated and unrated message data. It also includes the transmission of end user data as a result of customer generated activity (i.e., transmitting end user data during conversion activities, etc.). (C)

The billing information and/or end user data may be transmitted or received on magnetic tape or other acceptable media via either of two principal methods: (C)

- Hand carried recording media (i.e., magnetic tape). (T)
- Direct interface (data link) to the Utility billing center. (T)(L)

The Utility will determine the number of magnetic tapes required to transmit message/record data to the customer, another utility or billing entity. (N)

(L) Material previously shown on 4th Revised Sheet 221.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. - Continued

(5) Message Bill Processing Service (N)

Message Bill Processing Service is the accumulation, guiding and preparation of messages (including the application of taxes) for end user bill rendering for MTS/WATS services.

Message-Billed Message Bill Processing Service is the accumulation, guiding, posting and formatting of rated message detail for bill rendering. The Utility will process Call Plans (i.e., Directory Assistance, Optional Calling Plans, Dial-It calls, etc.) that require the application of a discount to aggregate MTS usage as a part of its Message-Billed Message Bill Processing Service.

Bulk-Billed Message Bill Processing Service is the accumulation, guiding and posting of rated message detail where the individual message detail is not provided on the bill rendered to the end user.

The rating may have been done by the Utility, another entity or the customer. Where a customer subscribes to Message Processing Service, as set forth in V.A.3.a.(2), the rate customer messages will be used as the input. If the customer provides the rated messages, the end user account to be billed shall be identified and the records shall be provided in the standard format established by the Utility and delivered, as set forth in V.A.3.a.(4) or V.A.4.a.(13), to the location specified by the Utility. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(5) - Continued (N)

If the customer provided rated messages must be converted by the Utility to the standard format, and the Utility agrees to make the conversion, program development charges as set forth in the RATES section apply for the hours required to design, develop, test and maintain the necessary programs. If, in the course of Utility business, it is necessary to change the format, the Utility will provide notification to the customer six months in advance of the change.

The Utility will only provide Message Bill Processing Service when Bill Rendering Service and Record Keeping are ordered.

(N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued (N)

a. Billing and Collection Services - Continued (N)

(6) Bill Rendering Service

Bill Rendering Service is the printing and mailing of statements showing amounts due from end users for services provided by the customer. Bill Rendering Service includes payment and remittance processing, treatment, denial of service and collection of deposits (where appropriate) and other monies due from the end user. Bill Rendering Service is provided on a per bill basis.

When the Utility provides Bill Rendering Service, the customer's statement of the amount due may, at Utility option, be included as part of the regular monthly bill for local exchange service mailed to the end user.

The Utility may, in accordance with its deposit regulations, determine and collect a deposit from the end user for the customer's services as set forth in V.A.2.c.(6). (D)

(D)

Bill Rendering Service will only be provided in conjunction with the purchase of a customer's receivables. The Utility will not be responsible for any customer's balance due from end users prior to the initial order period.

The Utility will only provide Bill Rendering Service when Message Bill Processing Service with Record Keeping is ordered or when Invoice Billing Service is ordered.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. - Continued

(6) Bill Rendering Service

Bill Rendering Service is the printing and mailing of statements showing amounts due from end users for services provided by the customer. Bill Rendering Service includes payment and remittance processing, treatment, denial of service and collection of deposits (where appropriate) and other monies due from the end user. Bill Rendering Service is provided on a per bill basis. (T)

When the Utility provides Bill Rendering Service, the customer's statement of the amount due may, at Utility option, be included as part of the regular monthly bill for local exchange service mailed to the end user.

The Utility may, in accordance with its deposit regulations, determine and collect a deposit from the end user for the customer' s services as set forth in V.A.2.c.(6). When necessary, the Utility in accordance with its treatment procedures, shall deny the customer's services and/or local exchange services to an end user. Where local exchange service access is denied, access to the customer services will also be denied.

Bill Rendering Service will only be provided in conjunction with the purchase of a customer's receivables. The Utility will not be responsible for any customer's balance due from end users prior to the initial order period.

The Utility will only provide Bill Rendering Service when Message Bill Processing Service with Record Keeping is ordered or when Invoice Billing Service is ordered. (C) (C)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. - Continued

(7) Message Investigation Service (N)

The Utility will provide Message Investigation Service when requested by the customer. Message Investigation Service is that activity undertaken by the Utility to secure, or attempt to secure proper billing information in an effort to sustain or recharge the customer's message. The Utility will investigate, at the request of the customer, unbillable messages to correct message detail information to allow for the proper billing application.

The customer's request for Message Investigation Service shall identify the customer message, the date the customer message was billed and the amount of the customer message. Message Investigation Service is provided on a per message investigated basis.

Message Investigation Service will be provided for each intrastate message generated by end users gaining access to the customer MTS/WATS services from the Access Area of the Utility. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. - Continued

(8) Bill Processing and Collection Service

Bill Processing and Collection Service includes the preparation of bills, mailing of the bills to the end users and the collection of deposits and monies due from the end users. Bill Processing and Collection service also includes master file maintenance. (D)

Bill Processing and Collection Service is provided on a per message billed basis (message-billed). The Utility will process Calling Plan (i.e., Directory Assistance, Optional Calling Plans, Dial-It calls, etc.) that require the application of a discount to aggregate MTS usage as a part of its message-billed billing.

When Bill Processing and Collection Service is ordered, the Utility will accumulate, guide and post rated messages in preparation for billing (includes the application of taxes). The Utility will also print and mail statements showing amounts due from end users for MTS services provided by the customer.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued (N)

a. Billing and Collection Services - Continued (N)

(8) Bill Processing and Collection Service - Continued (N)

Collection Service provided to the customer will include receiving payments from the customer's end users, treatment of receivables, treatment of accounts, master file maintenance and collection of deposits (where appropriate) as set forth in V.A.2.c.(6). (D)

(D)

An end user's basic service (as defined in D.96-10-066, appendix B, page 5) will not be denied because of failure to pay 900 charges. In addition, outstanding 900 charges may not be included in the amount which must be paid to avoid disconnection of local exchange service on any notices mailed to end users. (T)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(8) - Continued

Collection Service provided to the customer will include receiving payments from the customer's end users, treatment of receivables, treatment of accounts, master file maintenance and collection of deposits (where appropriate) as set forth in V.A.2.c.(6). When necessary, the Utility, in accordance with its treatment procedures, shall deny the customer' s services and/or local exchange services to an end user. Where local exchange service access is denied, access to the customer services will also be denied.

An end user's basic service will not be denied because of failure to pay 900 charges. In addition, outstanding 900 charges may not be included in the amount which must be paid to avoid disconnection of local exchange service on any notices mailed to end users.

Material omitted now shown in a different form on 6th Revised Sheet 222 and 4th Revised Sheet 222.1.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General Continued (T)

3.a.(8) - Continued (T)

An end user will receive a one time waiver of 900 charges for the first occasion of inadvertent, mistaken, or unauthorized use. (N)

The Utility may block the end user's access to all 900 services if inadvertent, mistaken or unauthorized use recurs after the first waiver and the end user refuses to pay the charges.

The customer or Utility may remove from the caller's bill any charge(s) which the caller disputes or refuses to pay. The caller is eligible for an adjustment if dissatisfied with an IP program for any justified reason.

The end user will not be blocked from access to 900 service for charges which are under review as disputed charges. If after completion of the investigation the end user is found to be liable for the charges and still refuses to pay access to 900 service may be blocked. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(8) - Continued

(D)

(D)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(8) - Continued

The rating may have been done by the Utility, another entity or the customer. Where the customer subscribes to Message Processing Service as set forth in V.A.3.a.(2), the rated customer messages will be used as the input. If the customer or another entity provides the rated messages, the end user account to be billed shall be identified and the records shall be provided in the standard format established by the Utility and delivered as set forth in V.A.3.a.(4) or V.A.4.a.(13). X

Bill Processing and Collection Service will only be provided in conjunction with the purchase of a customer's receivables. The Utility will not be responsible for any customer's balance due from end users prior to the initial order period.

(9) Invoice Billing Service (T)

Invoice Billing Service is the centralized receipt of invoice billing records for inclusion on the end user bill. (T) (T)

Invoice Billing Service includes the preparation of bills, mailing of statements of the amount due for services provided by the customer and the collection of deposits (where appropriate) and monies due from the customer's end users. Invoice Billing Service also includes account establishment, maintenance of accounts and treatment of accounts. (T) (T)

X Correction

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

(T)

A. General - Continued

(N)

3. Description of Ancillary Services - Continued

(N)

a. Billing and Collection Services - Continued

(N)

(9) Invoice Billing Service - Continued

When the Utility provides Invoice Billing Service, the customer shall rate its end users' messages, calculate the taxes and the total amount (surcharges, discounts, allowances, recurring fees, etc.) to be billed for services it provided to its end users, prior to sending the invoice billing records to the Utility.

(D)

(D)

As a part of its treatment procedures, the Utility shall have the final authority to make adjustments or deny service for disputed charges on the end user's account.

Invoice Billing Service will only be provided in conjunction with the purchase of a customer's receivables. The Utility will not be responsible for any customer's balance due from end users prior to the initial order period.

Call Record Provision charges, as set forth in the RATES section, shall apply for the receipt of accepted messages. Bill Rendering charges, as set forth in the RATES section, shall apply for each bill rendered. In addition, the Invoice Billing Service charges, as set forth in the RATES section, shall apply.

(10) Program Development Service

Program Development Service consists of developing the customer's schedule of rates into a rating program and changing the bill format when requested by the customer. Program Development Service also includes converting message data, transmitted to the Utility by the customer or another entity into the Utility standard format for processing.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(9) - Continued

When the Utility provides Invoice Billing Service, the customer shall rate its end users messages, calculate the taxes and the total amount (surcharges, discounts, allowances, recurring fees, etc.) to be billed for services it provided to its end users, prior to sending the invoice billing records to the Utility. (T)

The customer's statement of the amount due may, at Utility option, be included as part of the regular monthly bill for local exchange service mailed to the end user.

As a part of its treatment procedures, the Utility shall have the final authority to make adjustments or deny service for disputed charges on the end user's account.

Invoice Billing Service will only be provided in conjunction with the purchase of a customer's receivables. The Utility will not be responsible for any customer's balance due from end users prior to the initial order period. (T)

Call Record Provision charges, as set forth in the RATES section, shall apply for the receipt of accepted messages. Bill Rendering charges, as set forth in the RATES section, shall apply for each bill rendered. In addition, the Invoice Billing Service charges, as set forth in the RATES section, shall apply. (T)(C)(C)(T)

(10) Program Development Service

Program Development Service consists of developing the customer's schedule of rates into a rating program and changing the bill format when requested by the customer. Program Development Service also includes converting message data, transmitted to the Utility by the customer or another entity into the Utility standard format for processing.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a.(10) - Continued

A Program Development Charge, as set forth in the RATES section applies for the programming hours required for software designing and coding.

A Program Implementation Charge applies for table updating, testing, administration, documenting program changes and other implementation activities.

Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of an order from the customer requesting such change. When modification to the rating program Is required, a Program Development Charge will also apply. Changes in rate structure will normally be completed within six months of a customer's order.

The complexity of the structural change will determine the exact length of time necessary to fulfill the request. Rate structure changes will be made only when the Utility can accommodate such changes.

(11) Inquiry Service

(C)(L)

Inquiry Service consists of answering end user questions about charges billed for the customer's services, applying credits and adjustments to end user accounts, and reviewing messages removed from end user's bills.

When the Utility provides Inquiry Service, the Utility will be responsible for contacts and arrangements (either written or oral) with the customer's end users concerning the billing, collecting, crediting, adjusting and message investigation of the customer's service charges in accordance with written instructions furnished by the customer and agreed to by the Utility. Billed messages removed from an end user's bill will be appropriately adjusted to the customer's accounts receivable as agreed to by both parties.

(C)(L)

Material omitted now shown on 4th Revised Sheet 222.1 and 1st Revised Sheet 222.2.
(L) Material previously shown in a different form on 7th Revised Sheet 220.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. General - Continued (T)

3. Description of Ancillary Services - Continued (N)

a. Billing and Collection Services - Continued (N)

(11) Inquiry Service - Continued (N)

The Utility will not become involved in disputes between a customer and its end users. Consequently, utilizing Utility guidelines previously established for the collection process for its own accounts, the Utility may remove a disputed customer's charge from an end user's bill and deduct that amount from the customer's accounts receivable. It will be the customer's responsibility to pursue the collection of the disputed amount.

Unauthorized charges that are removed from the end user's bill by the Utility may not be submitted for rebilling by the Customer. If an end user contacts the customer rather than the Utility with a complaint of being charged without authorization, the customer should provide a credit adjustment on the end user's bill and will not resubmit the charge to the Utility for billing of the end user. (N)

The Utility shall have the final authority to make adjustments or deny service for disputed charges on the end users' accounts.

Inquiry Service will only be provided in conjunction with the purchase of a customer's receivables. The Utility will not be responsible for any customer's balances due from end users prior to the initial order period.

Inquiry Service will only be provided when Message Bill Processing and Bill Processing and Collection Service is ordered. Inquiry Service will only be provided in the Utility's operating territory.

Inquiry Service consists of a bifurcated rate structure, a per message billed rate and a per adjustment rate.

(12) Communications Services

For those customers provided Bill Processing and Collection Service or Message Bill Processing Service, the Utility will offer the following Communications Services. The service offers customer two methods of communicating with their pre-subscribed end users and casual end users depending on space availability and technical capability. This service is limited to the customer's page of the bill. (T)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. (11) - Continued

The Utility will not become involved in disputes between a customer and its end users. Consequently, utilizing Utility guidelines previously established for the collection process for its own accounts, the Utility may remove a disputed customer's charge from an end user's bill and deduct that amount from the customer's accounts receivable. It will be the customer's responsibility to pursue the collection of the disputed amount.

The Utility shall have the final authority to make adjustments or deny service for disputed charges on end users' accounts.

Inquiry Service will only be provided in conjunction with the purchase of a customer's receivables. The Utility will not be responsible for any customer's balances due from end users prior to the initial order period.

Inquiry Service will only be provided when Message Bill Processing and Bill Processing and Collection Service is ordered. Inquiry Service will only be provided in the Utility's operating territory.

Inquiry Service consists of a bifurcated rate structure, a per message billed rate and a per adjustment rate.

(12) Communications Services

For those ICs provided Bill Processing and Collection Service or Message Bill Processing Service, the Utility will offer the following Communications Services. The service offers the IC two methods of communicating with their presubscribed end users and casual end users depending on space availability and technical capability. This service is limited to the IC's page of the bill. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3.a. (12) - Continued

(a) Bill Message Page

The Bill Message Page will be included in the Utility's billing envelope. The maximum message is 70 lines of text on one page.

(b) Bill Insert

An ICs provided bill enclosure will be included in the Utility's billing envelope with the presubscribed end user's bill. Due to limitations in the billing system, should there be an excess of three ICs requesting a bill insert in the same month, the offering will be provided by lottery. (T) (C)

For those ICs provided Invoice Billing Service, the Utility will offer the following Communications Services. This service offers the IC three methods of communicating with their presubscribed end users and casual end users depending on space availability and technical capability. This service is limited to the IC's page of the bill. (N) (N)

(c) 10 Line Bill Phrase

A printed message which contains up to 10 lines of text. The message appears at an IC designated location on the IC's bill page(s). More than one message may be contained within the 10 line bill phrase.

(d) One 5 Line Message

A printed message which appears at an IC designated location on the IC's bill page(s). The message contains up to 5 lines of text.

(e) Two 5 Line Messages

Two printed messages which appear at the IC designated location on the IC's bill page(s). The two messages contain up to a total of 10 lines of text.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.3. - Continued

b. Directory Assistance Operator Service (L)

Directory Assistance Operator Service provides access to Directory Assistance Service locations, use of Directory Assistance Service equipment and use of Directory Assistance Operators. This function consists of Directory Assistance to a customer to enable end users to obtain local telephone numbers maintained by the Utility. (L)

(L) Material previously shown on Original Sheet 222.2.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A. - Continued

4. Rate Regulations

a. Billing and Collection Service

(1) Call Recording Service for MTS/WATS services includes the functions listed in V.A.3.a.(1). The rate, as set forth in the RATES section, applies per message recorded. (T)

(T)

(2) Message Processing Service for MTS/WATS services includes the functions listed in V.A.3.a.(2). The rate, as specified in the RATES section, applies per message processed. In those locations where WATS services are metered, or the billing record is summarized by another utility, the Message Processing rate, as set forth in the RATES section will apply per billing record processed. For rating purposes, a billing record is defined as any record which is required to be processed to accomplish billing of a customer's WATS usage. (N)

(3) Assembly and Editing Service for MTS/WATS services consists of the functions listed in V.A.3.a.(3). The rate, as specified in the RATES section, applies per message assembled and edited.

(4) When message detail is transmitted to or received from the customer, another utility or billing entity, a Call Record Provision charge will apply. For this purpose, a record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file. The rate, as specified in the RATES section applies per record transmitted or received. The Utility will determine the Call Record Provision charge based on its count of the records transmitted or received.

(N)

(D)

Material omitted now shown on 4th Revised Sheet 222.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.a. - Continued

(5) The Message Bill Processing Service charge applies whenever the Utility performs the functions listed in V.A.3.a.(5). The rate for Message Bill Processing Service shall be the rate corresponding to the Message Bill Processing Service rate for such volume of messages, both intrastate and interstate, as set forth in the RATES section on a calendar year basis. As used in the tariff, the term calendar year shall mean the period from January l through December 31 (both dates inclusive) of a given year. (N)

The Utility will use the customer provided message capacity to determine the band and its associated rate the first year of the initial minimum period. During the first quarter of the next year, the customer and the Utility will determine the actual volume of messages for which the Utility performed Message Bill Processing Service. Such actual volumes shall be compared to the Message Bill Processing Service bands as set forth in the RATES section to determine in which band such actual volume of messages fall. If the actual volume is greater than or less than customer provided message capacity, the actual volume will be multiplied by the appropriate band rate and compared to the billed volume to determine either a charge or credit. This charge or credit will be applied to the customer's subsequent bill.

For each year thereafter, the Utility and the customer shall utilize the previous year s actual volume of messages and the customer provided message capacity in an effort to determine the appropriate band for the next calendar year. In the first quarter of each year, the procedure described in the previous paragraph will be followed.

The rate, as specified in the RATES section applies per message processed. The bulk-billed Message Bill Processing Service charge applies per WATS/800 message processed. (N)

Material omitted now shown on 6th Revised Sheet 223.2 and 5th Revised Sheet 223.3.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.a. - Continued

(6) Bill Rendering Service includes the functions listed in V.A.3.a(6). The rate for Bill Rendering shall be the rate corresponding to the Bill Rendering Service rate for such volume of bills, both intrastate and interstate, as set forth in the RATES section on a calendar year basis. As used in this tariff, the term calendar year shall mean the period from January 1 through December 31 (both dates inclusive) of a given year. (C)(L) (N)

The Utility will use the customer provided bill capacity to determine the band and its associated rate the first year of the initial minimum period. During the first quarter of the next year, the customer and the Utility will determine the actual volume of bills for which the Utility performed Bill Rendering Service. Such actual volumes shall be compared to the Bill Rendering Service bands as set forth in the RATES section to determine in which band such actual volume of bills fall. If the actual volume is greater than or less than the customer provided bill capacity, the actual volume will be multiplied by the appropriate band rate and compared to the billed volume to determine either a charge or credit. This charge or credit will be applied to the customer's subsequent bill.

For each year thereafter, the Utility and the customer shall utilize the previous year s actual volume of bills and the customer provided bill capacity in an effort to determine the appropriate band for the next calendar year. In the first quarter of each year, the procedures described in the previous paragraph will be followed. (N)

The rate, as specified in the RATES section applies per bill rendered. A factor, based on actual interstate and intrastate billed messages, will be used by the Utility to apportion the Bill Rendering charge by jurisdiction. (T)(L) (L)

Material omitted now shown on 5th Revised Sheet 223.4.
(L) Material previously shown on 7th Revised Sheet 223.1.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.a. - Continued

(7) Message Investigation Service consists of the functions listed in V.A.3.a.(7). The rate, as specified in the RATES section, applies per message investigated by the Utility. (L)

(8) Bill Processing and Collection Service consists of the functions listed in V.A.3.a.(8). The rate, as set forth in the RATES section, applies per message.

(9) Invoice Billing Service consists of the functions listed in V.A.3.a.(9). The rates, as set forth in the RATES section apply per message. (T) (L)

(10) A Record Keeping charge applies for each end user account maintained by the Utility for the customer. An end user account is a record which has a name and address and a unique billing identification number assigned by the Utility to which a bill is .rendered. The Record Keeping charge, as specified in the RATES section, applies per month for each account and/or line maintained. A factor, based on actual interstate and intrastate billed messages, will be used to apportion the Record Keeping charge by jurisdiction. (L)

(11) An Exchange Carrier Memorandum (EC Memo) charge will be assessed each time the customer requests an adjustment to an end user account. The EC Memo charge, as specified in the RATES section, applies per account adjusted per memo. When necessary, a factor (based on actual interstate and intrastate adjusted messages) will be used to apportion the EC Memo charge by jurisdiction. (L)

(L) Material previously shown on 7th Revised Sheet 223.1 and 5th Revised Sheet 223.2.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.a. - Continued

(12) A Service Order Change Charge applies whenever a billing service order is accepted by the Utility to update (i.e., add, change or delete) its billing file to implement the requested activity. The Service Order Change Charge, as set forth in the RATES section, applies per order processed. (L)

(13) A Centralized Message Dispersion charge will apply when the Utility provides a single point for the receipt of customer message data. The Utility will receive, edit, sort, dispense and confirm the number of accepted billable messages and the total amount due the customer for services provided to its end users. In addition, the rated and/or unrated message data is dispersed to the appropriate location for further processing and/or billing. The rates, as set forth in the RATES section will apply per message processed. Call Record Provision charges, as set forth in the RATES section, will apply for the receipt of each billable message and the transmission of each unbillable message. This charge does not apply to Invoice Billing Service. (L) (T) (T) (T)(L)

(14) (Reserved for Future Use) (N)

(15) Inquiry Service includes the functions listed in V.A.3.a.(11). Inquiry Service consists of a bifurcated rate structure, a per message billed and a per adjustment rate. The Inquiry Service per message billed rate applies for each customer message billed by the Utility. The per message adjustment rate applies for each occurrence of an adjustment made to an end user bill.

A PIU factor will be used by the Utility to apportion the message adjustment rate by jurisdiction. (N)

Material omitted now shown on 4th Revised Sheet 223.5
(L) Material previously shown on 5th Revised Sheet 223.2 and 4th Revised Sheet 223.3.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

b. Directory Assistance Operator Service

(1) The Utility Directory Assistance operator, when furnished a name, will provide or attempt to provide the telephone number listed in the Utility Directory Assistance records associated with the given name. The Utility's contact with the end user shall be limited to such contact necessary to process an end user's request for a telephone number. (L)

(2) A maximum of two requests for telephone numbers will be processed per access to the Directory Assistance operator.

(3) A telephone number which is not listed in Directory Assistance records will not be available to the end user.

(4) The Utility reserves the right to determine from which Directory Assistance Service location the service will be provided.

(5) In the event that a telephone number is not listed in Directory Assistance records and no number is provided, no credit applies for the call to the Directory Assistance Operator.

(6) The Directory Assistance charge per call applies for each call to a Directory Assistance Service location. A chargeable call is one which has been answered by or forwarded to a Directory Assistance operator. The charge applies whether or not the Directory Assistance operator provides the requested number. The number of calls answered or forwarded to Directory Assistance operators will be accumulated by the Utility measuring equipment. (L)

(L) Material previously shown on 4th Revised Sheet 223.4.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4. - Continued

c. Operator Services

(1) Operator Services described in this Section will be provided to access customers as an optional feature in conjunction with Feature Group C (FGC), Feature Group D (FGD), BSA-C or BSA-D Switched Access Services from designated Operator Services Switching Locations in those LATAs where the Telephone Company has the capability to provide such services. Operator Services includes Inward Operator Assistance which enables a customer to provide operator related services to their end users (C) (C) (D)

(2) General Description

(a) Reserved for Future Use (C) (D) (D)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4. - Continued

c. Operator Services

(1) Operator Services described in this Section will be provided to access customers as an optional feature in conjunction with Feature Group C (FGC), Feature Group D (FGD), BSA-C or BSA-D Switched Access Services from designated Operator Services Switching Locations in those LATAs where the Telephone Company has the capability to provide such services. Operator Services include Operator Transfer and Inward Operator Assistance functions which enable a customer to provide operator related services to their end users. A customer may order both Operator Transfer and Inward Operator Assistance Services or may order them individually. (C)

(2) General Description

(a) Operator Transfer Service

Operator Transfer Service is an originating service that provides call transfer of 0- (the digit 0 with no additional digits) intrastate calls to a participating customer as requested by the calling end user. Operator Transfer Service is provided when an end user dials "0" and is routed to the Telephone Company's operator and requests completion of an intrastate call. Operator Transfer Service provides for the routing of the call from the Telephone Company's Operator Services Switching Location to one customer designated location in the same LATA. (C) (C)

The Telephone Company operator will ask the end user to identify the customer to which they desire to be connected. The operator will then transfer the call to the designated customer.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(2)(a) - Continued

(D)

(D)

(b) Inward Operator Assistance Service

Inward Operator Assistance Service provides for operator assistance on inward calls received from a customer's operator. (C)

(D)

(D)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(2)(a) - Continued (N)

If the end user has no preference, or the identified customer has not subscribed to Operator Transfer Service, the end user will be asked to select from a list of participating customers. The list of participating Operator Transfer Service customers will be updated monthly. The order in which participating customers will appear on the list will be initially determined by use of a random drawing. For each subsequent monthly update following the initial selection, the customer in the first position will be moved to the last position on the list. All other customers will be moved up one position. New Operator Transfer Service customers will be placed at the bottom of the list of participating customers pending the next monthly update.

(b) Inward Operator Assistance Service

Inward Operator Assistance Service provides for operator assistance on inward calls received from a customer's operator. Three Inward Operator Assistance functions are provided as described below. Each call may include any combination of functions for the same telephone number. Only one telephone number per call will be handled by the operator.

(1) Busy Line Verification - The Telephone Company operator, at the request of the customer's operator, will determine the status of an exchange service line (e.g., conversation in progress) and report the status to the customer's operator. The Telephone Company operator will not complete the call after performing Busy Line Verification. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(2)(b) - Continued

(D)
|
(D)

Operator Assistance - The Telephone Company operator will provide the customer's operator with assistance or information regarding service conditions. (T)

(3) Service Provisioning

(a) (D)
|
(D)

The Telephone Company will provide Inward Operator Assistance Service for calls associated with exchange service lines in end offices served by the Operator Services Switching Location.

A list of end offices served by the Operator Services Switching Location will be provided to the customer upon request.

(b) Operator Services will be provided over FGC or FGD trunk groups, arranged for either one-way or two-way calling, from the Operator Services Switching Location to one customer designated location in the same LATA. (C)
(D)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(2)(b) - Continued (N)

(2) Busy Line Interrupt - The Telephone Company operator will, at the request of the customer's operator, interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made. The Telephone Company operator will not complete the call after performing Interrupt.

(3) Operator Assistance - The Telephone Company operator will provide the customer's operator with assistance or information regarding service conditions.

(3) Service Provisioning

(a) The Telephone Company will provide Operator Transfer Service for calls originating from all end offices within the LATA served by a designated Operator Services Switching Location.

The Telephone Company will provide Inward Operator Assistance Service for calls associated with exchange service lines in end offices served by the Operator Services Switching Location.

A list of end offices served by the Operator Services Switching Location will be provided to the customer upon request.

(b) Operator Services will be provided over FGC or FGD trunk groups, arranged for either one-way or two-way calling, from the Operator Services Switching Location to one customer designated location in the same LATA. Both Operator Transfer and Inward Operator Assistance traffic may be combined on the same trunk group.

(N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(3) - Continued

(c) Switched Access used in conjunction with Operator Services will be provisioned in accordance with the technical specifications and requirements set forth in Section II of this tariff.

(d) Designated Telephone Company Operator Services Switching Locations are identified in The National Exchange Carrier Association Tariff FCC No. 4. The designated locations will be in those LATAs in which the Telephone Company is able to provide Operator Services.

(4) Rate Regulations

Where the Telephone Company has measurement capability for Operator Services per call charges, the Telephone Company will bill the actual usage measured on a per call basis. (C) (D) (D)

When measurement capability is not available, the customer shall furnish a forecast of the number of calls (call capacity) anticipated for each month of the succeeding year by type of call (i.e., Inward Operator Assistance calls) and by Operator Services Switching Location at the time the order is placed. For mixed intrastate and interstate services, the customer's estimate shall include the percent of interstate calls. At a minimum, the customer shall revise this forecast annually. More frequent revisions of the forecast may be submitted, however, no more than once per month.

Such estimates shall be used as a basis for billing the Operator Services per call charges until such time as the Telephone Company has actual measurement capability available. The customer shall maintain records supporting such estimates.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(3) - Continued (N)

(c) Switched Access used in conjunction with Operator Services will be provisioned in accordance with the technical specifications and requirements set forth in Section II of this tariff.

(d) Designated Telephone Company Operator Services Switching Locations are identified in The National Exchange Carrier Association Tariff FCC No. 4. The designated locations will be in those LATAs in which the Telephone Company is able to provide Operator Services.

(4) Rate Regulations

Where the Telephone Company has measurement capability for Operator Services per call charges, the Telephone Company will bill the actual usage measured on a per call basis. For Operator Transfer Service, FCC and FGD access minutes will also be billed in addition to the per call charge.

When measurement capability is not available, the customer shall furnish a forecast of the number of calls (call capacity) anticipated for each month of the succeeding year by type of call (i.e., Operator Transfer and Inward Operator Assistance calls) and by Operator Services Switching Location at the time the order is placed. For mixed intrastate and interstate services, the customer's estimate shall include the percent of interstate calls. At a minimum, the customer shall revise this forecast annually. More frequent revisions of the forecast may be submitted, however, no more than once per month.

Such estimates shall be used as a basis for billing the Operator Services per call charges until such time as the Telephone Company has actual measurement capability available. The customer shall maintain records supporting such estimates. (N)

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(4) - Continued

(a) Reserved for Future Use (C)

(D)

(D)

(b) Inward Operator Assistance Service

Inward Operator Assistance Service includes Operator Assistance. The Inward Operator Assistance rate applies on a per call basis. Each call may include any combination of functions for the same telephone number. A call is considered an Inward Operator Assistance call when the call is received at the Telephone Company's operator position. (C)

Switched Access Charges

FGC or FGD Switched Access usage charges do not apply to Inward Operator Assistance Service.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

A.4.c.(4) - Continued

(a) Operator Transfer Service

Operator Transfer Service Rate

The Operator Transfer Service Rate is assessed per 0- call transferred to a customer. A 0- call is considered transferred when the Telephone Company Operator activates the transfer function sending the call to the designated customer.

Switched Access Charges

FGC or FGD Switched Access usage charges will also apply per minute of use for Operator Transfer Service. (C)

(b) Inward Operator Assistance Service

Inward Operator Assistance Service includes the functions of Busy Line Verification, Busy Line Interrupt and Operator Assistance. The Inward Operator Assistance rate applies on a per call basis. Each call may include any combination of functions for the same telephone number. A call is considered an Inward Operator Assistance call when the call is received at the Telephone Company's operator position.

Switched Access Charges

FGC or FGD Switched Access usage charges do not apply to Inward Operator Assistance Service.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheets 207.15 and 207.16.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheets 207.16 and 207.17.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material has been deleted.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material previously shown in different form on 3rd Revised Sheet 204.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown in a different form on 3rd Revised Sheets 204 and 205.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

RATES

		Charge	
A.	Billing and Collection Service		
1.	Program Development Charge, Per Hour	$ 94.00	(I)
2.	Program Implementation Charge		(N)
	Per Hour	55.00	(N)
3.	Service Order Change Charge,		(T)
	Per Order	4.00	(I)
4.	Call Recording Service,		(T)
	MTS/WATS Services, Per Message	.0150	(R)(T)
5.	Message Processing Service,		(T)
	MTS/WATS Services, Per Message	.0100	(R)(T)
6.	Assembly and Editing Service,		(N)
	MTS/WATS Services, Per Message	.0075	(N)
7.	Call Record Provision Service		(T)(L)
a.	Via Magnetic Tape		(D)
	Per Message Record		(T)
	Transmitted or Received	.0100	(T)
b.	Via Direct Interface		
	Per Message Record		(T)(L)
	Transmitted or Received	.0020	

Material omitted now shown on 4th Revised Sheet 227.

(L) Material previously shown on 3rd Revised Sheet 227.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

RATES - Continued

		Charge	
A.	Billing and Collection Service - Continued		
8.	Message Bill Processing Service		
a.	Message Billed, per message		(T)
	0 to 97,827,399 messages	$ 0.0762	(C)
	97,827,400 to 130,436,499 messages	0.0320	
	130,436,500 to 195,654,699 messages	0.0266	
	195,654,700 to 228,263,899 messages	0.0220	
	228,263,900 to 293,482,099 messages	0.0200	
	293,482,100 to 358,700,000 messages	0.0180	
	Greater than 358,700,000 messages	0.0170	
b.	Bulk-Billed, per message	0.0200	(C)
9.	Bill Rendering Service, per bill		(C)
	0 to 2,307,600 bills	0.3500	
	2,307,601 to 3,333,200 bills	0.3000	
	3,333,201 to 17,432,999 bills	0.2700	
	17,433,000 to 20,509,000 bills	0.2500	
	Greater than 20,509,000 bills	0.2300	(C)

(D)
(D)

Material omitted now shown on 6th Revised Sheet 228.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued

RATES - Continued

A. Billing and Collection Service - Continued	Charge	
10. Message Investigation Service, per message	2.50	(T)(L)
11. Bill Processing and Collection Service, per message		(C)
a. MTS Message Billed Service	.0995	
b. Bulk-Billed (WATS) Service	.0995	(C)(L)
12. Invoice Billing Service, per message Messages per end user account per month		(L)
a. 1 - 10 messages	.0310	(R)
b. Over 10 messages	.0190	(R)(L)
13. EC Memo, per account	10.00	(T)
14. Record Keeping, per account	.0300	(R)(T)
15. Centralized Message Dispersion Charge, per message	.0020	(T)
16. Inquiry Service		(N)
a. per customer message billed	.0078	
b. per adjustment	2.00	(N)

Material omitted now shown on 4th Revised Sheet 229.
(L) Material previously shown on 4th Revised Sheet 227.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued — Charge

RATES - Continued

17. Communications Services, per bill

(a)	Bill Message Page, per page	$ .19
(b)	Bill Insert, per insert	.13
(c)	10 Line Bill Phrase, per phrase	.04
(d)	One 5 Line Message, per one phrase	.035
(e)	Two 5 Line Messages, per two phrases	.06

18. In accordance with V.A.2.c.(2)(c), the rates and charges will be developed on an individual case basis and listed below.

(Reserved for Future Use)

B. Directory Assistance Operator Service

Per Call .2800

C. Operator Services (D)

(D)

1. Inward Operator Assistance Service (T)

(a) Per call, per telephone number .65

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued — Charge

RATES - Continued

17. Communications Services, per bill

(a)	Bill Message Page, per page	$ .19
(b)	Bill Insert, per insert	.13
(c)	10 Line Bill Phrase, per phrase	.04
(d)	One 5 Line Message, per one phrase	.035
(e)	Two 5 Line Messages, per two phrases	.06

18. In accordance with V.A.2.c.(2)(c), the rates and charges will be developed on an individual case basis and listed below.

(Reserved for Future Use)

B. Directory Assistance Operator Service

Per Call .2800 (I)

C. Operator Services

1. Operator Transfer Service

(a) Per call transferred .35

2. Inward Operator Assistance Service

(a) Per call, per telephone number .65

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheets 207.1 and 207.2.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheet 207.2.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheet 207.3.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheets 207.3 and 207.4.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheets 207.4 and 207.5.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on 3rd Revised Sheet 226.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on 3rd Revised Sheets 226 and 227.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheet 207.18.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheet 207.19.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheet 207.20.

Continued

FACILITIES FOR INTRASTATE ACCESS

V. Ancillary Services - Continued (T)

Material omitted now shown on Original Sheet 207.21.

Continued