PRIMELINK℠ 976 SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 12 of this schedule are cancelled/withdrawn as of the date shown below. Services from this schedule will be provided from the Verizon Product Guide. (N) (N)

Sheet	Original or Number of Revision	
A	35th	*
1	7th	#
2	11th	#
3	10th	#
3.1	6th	#
4	9th	#
4.1	6th	#
4.2	1st	#
5	11th	#
5.1	1st	#
6	11th	#
6.1	1st	#
7	10th	#
7.1	1st	#
8	12th	#
8.1	4th	#
8.2	2nd	#
9	6th	#
10	10th	#
11	4th	#
12	1st	#

* Denotes Change
\# Withdrawn

Continued

PRIMELINK℠ 976 SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 9 of this schedule are effective as of the date shown on the sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof.

Sheet	Original or Number of Revision	
A	34th	*
1	7th	*
2	11th	*
3	10th	*
3.1	6th	*
4	9th	*
4.1	6th	*
4.2	1st	*
5	11th	*
5.1	1st	*
6	11th	*
6.1	1st	*
7	10th	*
7.1	1st	*
8	12th	*
8.1	4th	*
8.2	2nd	*
9	6th	*
10	10th	*
11	4th	*
12	1st	*

* Denotes Change

Continued

PRIMELINK 976 SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 9 of this schedule are effective as of the date shown on the sheet. Original or revised sheets contain all material including changes from the original schedule that are in effect on the date thereof.

Sheet	Original or Number of Revision
A	33rd *
1	6th
2	10th
3	9th
3.1	5th
4	8th
4.1	5th
4.2	Original
5	10th
5.1	Original
6	10th
6.1	Original
7	9th *
7.1	Original
8	11th
8.1	3rd
8.2	1st
9	5th
10	9th
11	3rd
12	Original

* Denotes change

Continued

PRIMELINK℠ 976 SERVICE

APPLICABILITY

Applicable to PrimeLink℠ 976 Service.

TERRITORY

Within the exchanges which constitute the PrimeLink℠ 976 Service Local Calling Areas as set forth under PrimeLink℠ 976 Service Calling Areas.

Continued

PRIMELINK 976 SERVICE (T)

APPLICABILITY

Applicable to PrimeLink_ 976 Service. (T)

TERRITORY

Within the exchanges which constitute the PrimeLink_ 976 Service Local Calling Areas as set forth under PrimeLink_ 976 Service Calling Areas. (T) (T)

Continued

PRIMELINK℠ 976 SERVICE

RATES

A. Applicable to the PrimeLink℠ 976 Service Provider (T)

	NRC	Monthly Rate	IOSC	
1. Initial establishment of PrimeLink℠ 976 Service, in each area code [1], on the same service order, per announcement or interactive program.	$ 325.00	-	14401	(T) (L) (L)
2. Any change in established call rate per announcement, interactive program, or telephone number.	100.00	-	14402	(T) (L) (L)
3. PrimeLink℠ 976 Service Access Lines, [2]				(T)
Per line	[3]	$ 25.50		(T)
4. Transport and Billing of Calls				(T)

a. Transport

Customer Established Call Rate	Initial 60 Seconds	Each Add'l 30 Seconds or Fraction Thereof [4]	
Per call	$ 0.07	$ 0.035	(T)

b. Billing and Collection Service

Billing and Collection charge billed to the PrimeLink℠ 976 Service Provider.

Provider Charge per Total Individual Call	$0.20 - $0.50	$0.51 - $2.00	(T)
Billing and Collection Rate, Per message	$ 0.08	$ 0.15	(T) (T)

[1] Area code in effect on January 1, 1984. (T) (L)
[2] Available in LATA 5, Westminster Extended PrimeLink℠ 976 Service Calling Area.
[3] Charges applicable as shown in Cal. P.U.C. No. A-41 for Individual Business Line Service.
[4] See Special Condition 3.K (T) (L)

(L) Material rearranged on page.

Continued

PRIMELINK 976 SERVICE

RATES

A. Applicable to the PrimeLink_ Provider

	NRC	Monthly Rate	
1. Initial establishment of PrimeLink_ 976 Service, in each area code*, on the same service order, per announcement or interactive program	$ 325.00	- (14401)	
2. Any change in established call rate per announcement, interactive program, or telephone number.	100.00	- (14402)	
3. PrimeLink_ 976 Access Lines@			(N)
Per line**	25.50		(N)

4. Transport and Billing of calls

a. Transport

Customer Established Call Rate	Initial 60 Seconds	#Each Add'l 30 Seconds or fraction thereof
Per call $0.07	$0.035	

b. Billing and Collection Service

Billing and Collection charge billed to the PrimeLink_ 976 Service Provider.

Provider charge per total individual call	$0.20-$0.50	$0.51-$2.00
Billing and Collection Rate Per Message	$0.08	$0.15

* Area code in effect on January 1, 1984.
** Charges applicable as shown in Cal. P.U.C. No. A-41 for Individual Business Line Service. (N)
# See Special Condition 3.K
@ Available in LATA 5, Westminster Extended PrimeLink_ Service Calling Area. (N)

Continued

PRIMELINK℠ 976 SERVICE

RATES - Continued

A. Applicable to the PrimeLink℠ 976 Service Provider - Continued (T)

		NRC	Monthly Rate	
5.	Moves and changes, on same premises	[1]	[1]	(T) (L)
6.	Allocation of blocking costs [2]	Each Billed Minute or Fraction Thereof		(T)
		$.02		

7. Cost Allocation Surcharge

Each month the Utility will assess a 5% cost allocation surcharge to PrimeLink℠ 976 Service Providers based on the amount due them. This surcharge allows the Utility to recover subscriber uncollectibles. Once actual uncollectible data by the Information Provider and/or Sponsor is available, the 5.0% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted to the Information Provider and/or Sponsor.

[1] Unless otherwise shown in this tariff schedule, charges are applicable as shown in Schedule Cal. P.U.C. No. A-41 for Individual Line Business Service. (T) (L)

[2] As authorized in Decision 91-04-031. (T) (D)

(L) Material rearranged on page.

Continued

PRIMELINK 976 SERVICE (T)

RATES - Continued

A. Applicable to the PrimeLink_ Service Provider (T)

	NRC	Monthly Rate
5. Moves and changes, on same premises	Unless otherwise shown in this tariff schedule, charges applicable as shown in Schedule Cal. P.U.C. No. A-41 for Individual Line Business Service.	
6. Allocation of blocking costs @	Each billed minute or fraction thereof	$.02

7. Cost Allocation Surcharge

Each month the Utility will assess a 5% cost allocation surcharge to PrimeLink_ 976 Service Providers based on the amount due them. This surcharge allows the Utility to recover subscriber uncollectibles. Once actual uncollectible data by the Information Provider and/or Sponsor is available, the 5.0% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted to the Information Provider and/or Sponsor. (T) (N) (N)

@ As authorized in Decision 91-04-031.
Material omitted now shown on 5th Revised Sheet 3.1.

Continued

PRIMELINK℠ 976 SERVICE

RATES - Continued

B. Applicable to the Caller

1. A remittance is made to the PrimeLink℠ 976 Service Provider for the following types of calls: (T)

Type of Call	Rate	
a. Directly-dialed sent paid calls from flat and measured rate access lines within the PrimeLink℠ 976 Service calling area, Each call	[1]	(N) (T) (L) (T) (L)
b. Directly-dialed sent paid calls from flat and measured rate access lines outside the PrimeLink℠ 976 Service calling area, Each call	[2]	(T) (L) (T) (L)

2. A remittance is **not** made to the PrimeLink℠ 976 Service Provider for the following types of calls: (T)

   a. Calls adjusted by the Utility

   b. Calls which are determined to be uncollectible

[1] A predetermined amount established by the PrimeLink℠ 976 Service Provider. The amount must be at least equal to the transport and billing rates stated in RATES, A.4, of this tariff. (T) (L)

[2] The appropriate rate for a call to a PrimeLink℠ 976 Service Provider plus the toll call rated to the appropriate toll rate center as shown under rates in RATES, D, of this tariff. (T) (L)

(L) Material rearranged on page.

Continued

PRIMELINK 976 SERVICE (T)

RATES - Continued

B. Applicable to the Caller (L)(T)

1. Calls for which a remittance is made to the PrimeLink_ 976 Service Provider: (T) (T)

a. Directly dialed sent paid calls from flat and measured rate access lines within the PrimeLink_ 976 Service calling area, each call	A predetermined amount established by the PrimeLink_ 976 Provider (The amount must be at least equal to the transport and billing rates stated in A.4. above)	(T) (T)
b. Directly dialed sent paid calls from flat and measured rate access lines outside the PrimeLink_ calling area, calling area, each call	The appropriate rate for a call to a PrimeLink_ 976 Provider plus the toll call rated to the appropriate toll rate center as shown under rates in D. following.	(T) (T) (L)(T) (T)

2. Calls for which no remittance is made to the PrimeLink_ 976 Service Provider: (T) (T)

a. Calls adjusted by the Utility

b. Calls which are determined to be uncollectible (N) (N)

(L) Material previously shown on 8th Revised Sheet 3.

Continued

PRIMELINK℠ 976 SERVICE

RATES - Continued

C. PrimeLink℠ 976 Service Calling Areas (T)

1. Covina Extended PrimeLink℠ 976 Service Calling Area

Covina	Pomona [1]	(T)
Monrovia	Whittier	

2. Los Angeles Extended PrimeLink℠ 976 Service Calling Area

Downey	Redondo	Sierra Madre
Downey D.A.	Santa Monica	Sunland-Tujunga
Norwalk D.A.	Mar Vista D.A.	West Los Angeles
Monrovia	Santa Monica D.A.	Whittier

3. Los Gatos Extended PrimeLink℠ 976 Service Calling Area

Los Gatos	Morgan Hill

4. Palm Springs Extended PrimeLink℠ 976 Service Calling Area

Desert Hot Springs	Palm Desert	Palm Springs

5. Sacramento Extended PrimeLink℠ 976 Service Calling Area

Meadowview	Isleton	Walnut Grove
Courtland		

6. Thousand Oaks Extended PrimeLink℠ 976 Service Calling Area

Thousand Oaks

7. Westminster Extended PrimeLink℠ 976 Service Calling Area

Huntington Beach	Long Beach [2]	Westminster	(T)

[1] Limited to calls originating from the Walnut Central Office of the Pomona Exchange. (T)
[2] Limited to calls originating from the Alamitos, Termino, Clark and Warner Central Office areas of the Long Beach Exchange. (T)

Continued

PRIMELINK 976 SERVICE (T)

RATES - Continued

D. PrimeLink_ 976 Service Calling Areas (T)

1. Covina Extended PrimeLink_ 976 Service Calling Area (T)

Covina	*Pomona
Monrovia	Whittier

2. Los Angeles Extended PrimeLink_ 976 Service Calling Area (T)

Downey	Redondo	Sierra Madre
Downey D.A.	Santa Monica	Sunland-Tujunga
Norwalk D.A.	Mar Vista D.A.	West Los Angeles
Monrovia	Santa Monica D.A.	Whittier

3. Los Gatos Extended PrimeLink_ 976 Service Calling Area (T)

Los Gatos	Morgan Hill (N)

4. Palm Springs Extended PrimeLink_ 976 Service Calling Area (T)

Desert Hot Springs	Palm Desert	Palm Springs (T)

5. Sacramento Extended PrimeLink_ 976 Service Calling Area (T)

Meadowview	Isleton	Walnut Grove (N)
Courtland		(N)

6. Thousand Oaks Extended PrimeLink_ Service Calling Area (T)

Thousand Oaks (T)

7. Westminster Extended PrimeLink_ 976 Service Calling Area (T)

Huntington Beach	**Long Beach	Westminster

* Limited to calls originating from the Walnut Central Office of the Pomona Exchange.

** Limited to calls originating from the Alamitos, Termino, Clark and Warner Central Office areas of the Long Beach Exchange.

Continued

PRIMELINK℠ 976 SERVICE

RATES - Continued

C. PrimeLink℠ 976 Service Calling Areas - Continued (T)

8. Fresno Extended PrimeLink℠ 976 Service Calling Area

Badger	Lindsay	Squaw Valley
Fowler	Miramonte	Strathmore
Grant Grove	Reedley	

9. San Francisco Extended PrimeLink℠ 976 Service Calling Area

Novato

10. Santa Rosa Extended PrimeLink℠ 976 Service Calling Area

Kenwood

(D)

Continued

PRIMELINK 976 SERVICE (T)

RATES - Continued

D. PrimeLink_ 976 Service Calling Areas (T)

8. Fresno Extended PrimeLink_ 976 Service Calling Area (N)

Badger	Lindsay	Squaw Valley
Fowler	Miramonte	Strathmore
Grant Grove		Reedley

9. San Francisco Extended PrimeLink_ 976 Service Calling Area

Novato

10. Santa Rosa Extended PrimeLink_ Service Calling Area

Kenwood (N)

Material omitted now shown on Original Sheet 4.2.

Continued

PRIMELINK℠ 976 SERVICE

RATES - Continued

D. PrimeLink℠ 976 Service Calling Areas Exchange Toll Rate Centers (T)

Charges referred to under Rates comprehend calls to PrimeLink℠ 976 Service in the following PrimeLink℠ 976 Service calling area:

PrimeLink℠ 976 Service Calling Area	Area Code	Prefix	Exchange Toll Rate Center	
1. Los Angeles [1]	818	976	Los Angeles District Area No. 1	(T)
2. Los Angeles	213/310	976	Los Angeles District Area No. 1	
3. San Jose [1]	408	976	San Jose	(T)
4. San Diego [1]	619	976	San Diego	(T)
5. Sacramento	916	976	Sacramento Main District Area	
6. Thousand Oaks [2]	805	976	Thousand Oaks	(T)
7. Westminster	714	976	Westminster	
8. Fresno	209	976	Fresno	
9. San Francisco	415	976	San Francisco	
10. Santa Rosa	707	976	Santa Rosa	

[1] NPA 818 formerly shown as Covina; NPA 619 formerly shown as Palm Springs; NPA 408 formerly shown as Los Gatos. (T)
[2] Not available at this time. (T)
(D)

Continued

PRIMELINK 976 SERVICE (L)(T)

RATES - Continued

E. PrimeLink_ 976 Service Calling Areas Exchange Toll Rate Centers (T)

Charges referred to under Rates comprehend calls to PrimeLink_ 976 Service in the following PrimeLink_ 976 Service calling area: (T) (T)

	PrimeLink_ Calling Area	Area Code	Prefix	Exchange Toll Rate Center	
1.	Los Angeles *	818	976	Los Angeles District Area No. 1	(T)
2.	Los Angeles	213/310	976	Los Angeles District Area No. 1	(N)
3.	San Jose *	408	976	San Jose	
4.	San Diego *	619	976	San Diego	
5.	Sacramento	916	976	Sacramento Main District Area	
6.	Thousand Oaks**	805	976	Thousand Oaks	
7.	Westminster	714	976	Westminster	(C)
8.	Fresno	209	976	Fresno	
9.	San Francisco	415	976	San Francisco	
10.	Santa Rosa	707	976	Santa Rosa	(L)

* NPA 818 formerly shown as Covina; NPA 619 formerly shown as Palm Springs; NPA 408 formerly shown as Los Gatos.
** Not available at this time.
(L) Material previously shown on 4th Revised Sheet 4.1.

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS

1. Description of Service

   a. PrimeLink℠ 976 Service consists of service and facilities for customer provided pre-recorded announcements or interactive programs. This service enables a caller, for a charge, to dial a PrimeLink℠ 976 Service telephone number and receive a PrimeLink℠ 976 Service Provider's recorded announcement or interactive program. As a part of this service the Utility will transport calls and bill callers on behalf of the PrimeLink℠ 976 Service Provider. Each completed call to a PrimeLink℠ 976 Service number will be made at a charge to the caller.

   b. An interactive program is a program whereby a caller through the use of a touch call pad or similar device can communicate with the PrimeLink℠ 976 Service Provider equipment for the purpose of sending or receiving information.

(D)

2. An Information Provider and/or sponsor is a person providing Pay-Per-Call Services who wishes the Utility to bill callers on its behalf for all calls completed to the Provider's announcement or interactive program and for whom the Utility agrees to provide such billing. A caller to a 976 number is a client of the Information Provider and/or 976 Program sponsor.

   a. "Pay-Per-Call" services are telecommunications services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.

(D)

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS

1. Description of Service

   a. PrimeLink_ 976 Service consists of service and facilities for customer provided pre-recorded announcements or interactive programs. This service enables a caller, for a charge, to dial a PrimeLink_ 976 Service telephone number and receive a PrimeLink_ 976 Service Provider's recorded announcement or interactive program. As a part of this service the Utility will transport calls and bill callers on behalf of the PrimeLink_ 976 Service Provider. Each completed call to a PrimeLink_ 976 Service number will be made at a charge to the caller. (T)

   b. An interactive program is a program whereby a caller through the use of a touch call pad or similar device can communicate with the PrimeLink_ 976 Service Provider equipment for the purpose of sending or receiving information. (T)

   c.

2. An Information Provider and/or sponsor is a person providing Pay-Per-Call Services who wishes the Utility to bill callers on its behalf for all calls completed to the Provider's announcement or interactive program and for whom the Utility agrees to provide such billing. A caller to a 976 number is a client of the Information Provider and/or 976 Program sponsor. (T)

   a. "Pay-Per-Call" services are telecommunications services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call. (N)

Material omitted from this sheet now appears on Original Sheet 5.1.

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS

3. General

a. Because the capacity of central office equipment and network facilities to furnish PrimeLink℠ 976 Service is limited:

(1) Service will only be furnished where facilities and operating conditions permit.

(2) If the Utility has reason to believe that permitting the commencement or continuation of the 976 Program under this tariff schedule is adversely affecting or would adversely affect the Utility's ability to provide complete or maintain the level of or quality of its other services to its other subscribers, the Utility may refuse to provide PrimeLink℠ 976 Service or may discontinue providing such service. Unless, in the judgement of the Utility, an emergency condition exists or is threatened, the Utility shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Utility shall give notice of discontinuance as promptly as reasonably possible.

(D)
(D)

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS

3. General (L)

a. Because the capacity of central office equipment and network facilities to furnish PrimeLink_ 976 Service is limited: (T)

(1) Service will only be furnished where facilities and operating conditions permit.

(2) If the Utility has reason to believe that permitting the commencement or continuation of the 976 Program under this tariff schedule is adversely affecting or would adversely affect the Utility's ability to (T)
provide complete or maintain the level of or quality of its other services to its other subscribers, the Utility may refuse to provide PrimeLink_ 976 Service or may discontinue providing such service. (T)
Unless, in the judgement of the Utility, an emergency condition exists or is threatened, the Utility shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Utility shall give notice of discontinuance as promptly as reasonably possible. x (L)

(L) Material previously appeared on 9th Revised Sheet 5.
x Correction

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

3. - Continued

b. The PrimeLink℠ 976 Service Provider must ensure that the PrimeLink℠ 976 Service Provider program does not provide messages containing harmful matter as defined in California Penal Code Section 313(a). The Utility provides a separate prefix for programs containing harmful matter in Schedule Cal. P.U.C. No. A-11.

c. PrimeLink℠ 976 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Utility from providing service to another PrimeLink℠ 976 Service Provider sponsoring the same or similar announcement or program.

d. The PrimeLink℠ 976 Service Provider shall indemnify and defend the Utility against and hold the Utility harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or Caller while using or attempting to use PrimeLink℠ 976 Service said service and facilities.

e. The limitation of the Utility's liability is set forth in Rule No. 26, Schedule Cal. P.U.C. No. D&R.

f. PrimeLink℠ 976 Service access lines are provided as inward only service in LATA 5, Westminster Extended PrimeLink℠ 976 Service Calling Area. (T)

Temporary service, as defined in Schedule Cal. P.U.C. No. D&R, Rule 35, is not offered with PrimeLink℠ 976 Service. (T)

g. One Executive Directory listing per announcement or program will be furnished without charge in each directory within a PrimeLink℠ 976 Service Calling Area. Directory listings for PrimeLink℠ 976 Service must specify that additional charges apply to calls placed to a listed number.

Continued

PRIMELINK 976 SERVICE

SPECIAL CONDITIONS - Continued

3. - Continued

b. The PrimeLink_ 976 Service Provider must ensure that the PrimeLink_ 976 Service Provider program does not provide messages containing harmful matter as defined in California Penal Code Section 313(a). The Utility provides a separate prefix for programs containing harmful matter in Schedule Cal. P.U.C. No. A-11.

c. PrimeLink_ 976 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Utility from providing service to another PrimeLink_ 976 Service Provider sponsoring the same or similar announcement or program.

d. The PrimeLink_ 976 Service Provider shall indemnify and defend the Utility against and hold the Utility harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or Caller while using or attempting to use PrimeLink_ 976 Service said service and facilities.

e. The limitation of the Utility's liability is set forth in Rule No. 26, Schedule Cal. P.U.C. No. D&R.

f. PrimeLink_ 976 access lines are provided as inward only service in LATA 5, Westminster Extended PrimeLink_ Service Calling Area. (N)

Temporary service, as defined in Schedule Cal. P.U.C. No. D&R, Rule 35, is not offered with PrimeLink_ 976. (N)

g. One directory listing per announcement or program will be furnished without charge in each directory within a PrimeLink_ 976 Service Calling Area. Directory listings for PrimeLink_ 976 Service must specify that additional charges apply to calls placed to a listed number.

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS

3. - Continued

h. Each directly dialed sent paid call (toll or local), will be at a predetermined amount established by PrimeLink℠ 976 Service Provider plus any other appropriate rate. Any request by the PrimeLink℠ 976 Service Provider for a change in the amount the Utility is to bill per call must be received by the Utility in writing, at least 30 days prior to the proposed effective date.

i. Directly dialed sent paid calls from flat or measured rate access lines within the PrimeLink℠ 976 Service Calling Area do not incur message unit or Zone Calling unit charges, nor are they included in local flat rate service charges.

(D)

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS (L)

3. - Continued

h. Each directly dialed sent paid call (toll or local), will be at a predetermined amount established by the PrimeLink_ 976 Service Provider plus any other appropriate rate. Any request by the PrimeLink_ 976 Service Provider for a change in the amount the Utility is to bill per call must be received by the Utility in writing, at least 30 days prior to the proposed effective date. (T) (T)

i. Directly dialed sent paid calls from flat or measured rate access lines within the PrimeLink_ 976 Service Calling Area do not incur message unit or Zone Calling unit charges, nor are they included in local flat rate service charges. (T) (L)

(L) Material previously appeared on 8th Revised Sheet 6.

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

j. Remittance to the Information Provider and/or Sponsor is based upon the total number of California 976-XXX-5689 completed calls which are qualifying. A qualifying call is any call which is billed by the Utility with the Information Provider's and/or Sponsor's designated information charge.

The following are non-qualifying types of calls and the Utility will attempt to restrict such calls from connecting to California 976 telephone numbers: (T)

- Third party calls billed third party to California 976 telephone numbers
- Collect calls
- Calls requiring time and charges quoted by the Utility operator
- Calls originating from the Prison Class of Service
- Calls originating from the Utility operator handled and direct dialed Mobile Class of Service
- Calls originating from the Utility WATS Class of Service including Universal and Two-Way WATS
- Calls originating from the Hospital Class of Service
- Calls originating from the Hotel/Motel Class of Service
- Calls billed to Commercial Credit Cards
- Coin Sent Paid calls
- Person to Person calls handled by the Utility operator
- Out-of-LATA calls
- Customer-owned and Utility-owned Pay Telephone calls
- Cellular and other Exchange and Interexchange Carriers with whom the Utility has no billing arrangement
- Third Party billed and Credit card calls charged to an account outside of the Utility's territory
- Calls made through Dual Party Relay Service.
- 10XXX Calls

Continued

PRIMELINK 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

j. Remittance to the Information Provider and/or Sponsor is based upon the total number of California 976-XXX-5689 completed calls which are qualifying. A qualifying call is any call which is billed by the Utility with the Information Provider's and/or Sponsor's designated information charge.

The following are non-qualifying types of calls and the Utility will attempt to restrict such calls from connecting to California 976 telephone numbers;

- Third party calls billed third party to California 976 telephone numbers
- Collect calls
- Calls requiring time and charges quoted by the Utility operator
- Calls originating from the Prison Class of Service
- Calls originating from the Utility operator handled and direct dialed Mobile Class of Service
- Calls originating from the Utility WATS Class of Service including Universal and Two-Way WATS
- Calls originating from the Hospital Class of Service
- Calls originating from the Hotel/Motel Class of Service
- Calls billed to Commercial Credit Cards
- Coin Sent Paid calls
- Person to Person calls handled by the Utility operator
- Out-of-LATA calls
- Customer-owned and Utility-owned Pay Telephone calls
- Cellular and other Exchange and Interexchange Carriers with whom the Utility has no billing arrangement
- Third Party billed and Credit card calls charged to an account outside of the Utility's territory
- Calls made through Dual Party Relay Service.
- 10XXX Calls

(N)

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

k. The minimum length of each message shall be 78 seconds or one complete cycle of a 60 second message, a 15 second disclosure message, and 3 seconds for the caller to hang up if they do not wish to complete the call. Following the initial 78-second message, message length may be increased in 30 second increments. Total length of a message shall never exceed 198 seconds. If the agreed upon message length is more than 78 seconds, the PrimeLink℠ 976 Service Provider will pay the additional time rate. The provider must notify the Utility whenever the message length is to be increased or decreased. (T)

If the message length is longer than that agreed upon, the Utility may terminate the service.

l. Within the first 15 seconds of a call and prior to the connection to a PrimeLink℠ 976 Service program, the Information Provider will notify the caller of the following: (T)

(1) Specific information stating:

(a) The name of the program.
(b) The information charge for the call.
(c) The date the information was recorded, if the information is a recorded message.
(d) If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
(e) That minors must have parental permission (if the program is directed to minors).
(f) That minors should be aware that the cost of the call will appear on their parent's bill (if the program is directed to minors).
(g) That minors should hang up if the program is adult in nature.
(h) Any additional charges that the caller must incur to obtain the full information or service.
(i) The dollar amount (or percent of the total price of the call) that will go to which charity, if an Information Provider and/or sponsor is fund raising.

(D)

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS - Continued

3. General - Continued

k. The minimum length of each message shall be 78 seconds or one complete cycle of a 60 second message, a 15 second disclosure message, and 3 seconds for the caller to hang up if they do not wish to complete the call. Following the initial 78 second message, message length may be increased in 30 second increments. Total length of a message shall never exceed 198 seconds. If the agreed upon message length is more than 78 seconds, the PrimeLink_ 976 Service Provider will pay the additional time rate. The provider must notify the Utility whenever the message length is to be increased or decreased. (L) (T) (T)

If the message length is longer than that agreed upon, the Utility may terminate the service.

l. Within the first 15 seconds of a call and prior to the connection to a PrimeLink_ 976 program, the Information Provider will notify the caller of the following: (T)

(1) Specific information stating:

(a) The name of the program.
(b) The information charge for the call.
(c) The date the information was recorded, if the information is a recorded message.
(d) If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
(e) That minors must have parental permission (if the program is directed to minors).
(f) That minors should be aware that the cost of the call will appear on their parent's bill (if the program is directed to minors).
(g) That minors should hang up if the program is adult in nature.
(h) Any additional charges that the caller must incur to obtain the full information or service.
(i) The dollar amount (or percent of the total price of the call) that will go to which charity, if an Information Provider and/or sponsor is fund raising. (T) (L)

(L) Material previously shown on 7th Revised Sheet 7.

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

l. - Continued

(2) At least three seconds at the end of the message within the delayed timing period for the caller to hang up without being charged if he or she has not already disconnected the call.

The customer shall not be billed for any calls that are disconnected within the delayed timing period. If the delayed timing period is exceeded, the caller will be billed from the time of the initial connection, and transport charges shall be billed to the information provider from the time of initial connection.

m. If the service is disconnected, all remittance money due to the PrimeLink℠ 976 Service Provider may be credited or applied to the final bill issued for the recurring charges associated with the tariff schedule, or for the facilities provided to connect the customers premises equipment to the serving central office.

n. Upon termination of a PrimeLink℠ 976 Service, the PrimeLink℠ 976 Service telephone number will not be reassigned for at least six (6) months.

o. The PrimeLink℠ 976 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary customer premises equipment.

p. The PrimeLink℠ 976 Service Provider provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS - Continued

3. General - Continued

1. - Continued

(2) At least three seconds at the end of the message within the delayed timing period for the caller to hang up without being charged if he or she has not already disconnected the call.

The customer shall not be billed for any calls that are disconnected within the delayed timing period. If the delayed timing period is exceeded, the caller will be billed from the time of the initial connection, and transport charges shall be billed to the information provider from the time of initial connection.

m. If the service is disconnected, all remittance money due to the PrimeLink_ 976 Service Provider may be credited or applied to the final bill issued for the recurring charges associated with the tariff schedule, or for the facilities provided to connect the customers premises equipment to the serving central office. (T) (T)

n. Upon termination of a PrimeLink_ 976 Service, the PrimeLink_ 976 Service telephone number will not be reassigned for at least six (6) months. (T) (T)

o. The PrimeLink_ 976 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary customer premises equipment. (T)

p. The PrimeLink_ 976 Service Provider provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message. (T)

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

q. The PrimeLink℠ 976 Service Provider provided equipment will be furnished in accordance with the conditions and applicable rates as set forth in Schedules Cal. P.U.C. No. D&R, Rule 41 and A-15.

r. The PrimeLink℠ 976 Service Provider established call rate will not be less than $0.20 or more than $2.00. (D)

s. The name, address and telephone number for inquiries of information providers which have billing and transport arrangements with the Utility may be released to callers upon request. The Utility may, at its discretion and if the information is available, release the same information for providers with whom it does not have billing and transport arrangements. (T)

t. The Utility will immediately terminate service to any PrimeLink℠ 976 Service Provider for fraud or unlawful business practices. (T)

u. The Utility will provide, where conditions permit, Billing and Collecting Service containing neither fewer nor more than the following elements: (T)

(1) Call Recording - The recording of completed calls to a specific 976 number. (D)
(2) Message Processing - The transformation of recorded call detail into rated calls in preparation for billing of those calls. (D)
(3) Bill Processing and Collection (with inquiry) - The preparation of bills and subsequent collection of payment by subscribers to Information Services. The Utility will be responsible for all matters concerning billing, collection, adjustment, and call investigation. (D)

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS - Continued

3. General - Continued

q. The PrimeLink_ 976 Service Provider provided equipment will be furnished in accordance with the conditions and applicable rates as set forth in Schedules Cal. P.U.C. No. D&R, Rule 41 and A-15. (T)

r. The PrimeLink_ 976 Service Provider established call rate will not be less than $0.20 or more than $2.00. (T)(C)

s.

t. The name, address and telephone number for inquiries of information providers which have billing and transport arrangements with the Utility may be released to callers upon request. The Utility may, at its discretion and if the information is available, release the same information for providers with whom it does not have billing and transport arrangements.

u. The Utility will immediately terminate service to any PrimeLink_ 976 Service Provider for fraud or unlawful business practices. (T) (T)

v. The Utility will provide, where conditions permit, Billing and Collecting Service containing neither fewer nor more than the following elements:

(1) Call Recording - The recording of completed calls to a specific 976 number.
(2) Message Processing - The transformation of recorded call detail into rated calls in preparation for billing of those calls.
(3) Bill Processing and Collection (with inquiry) - The preparation of bills and subsequent collection of payment by subscribers to Information Services. The Utility will be responsible for all matters concerning billing, collection, adjustment, and call investigation.

w.

x.

y.

z.

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

4. PrimeLink℠ 976 Service Provider Obligation

   a. The Provider will provide continuous uninterrupted automatic recorded announcement or interactive program service.

   b. The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.

   c. The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations.

   d. Each Provider advertisement, publication or other communication continuing the PrimeLink℠ 976 Service telephone number to be called shall clearly and conspicuously display the PrimeLink℠ 976 Service Calling Area, what the per call rate is for directly dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the PrimeLink℠ 976 Service call rate.

      In addition, all television advertisements must include a voice-over announcement of the price of the 976 Call and, in those advertisements directed to minor children, an admonition to seek parental permission before calling the 976 number.

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS - Continued

4. PrimeLink_ 976 Service Provider Obligation (T)

   a. The Provider will provide continuous uninterrupted automatic recorded announcement or interactive program service. (T)

   b. The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording. (T)

   c. The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations. (T)

   d. Each Provider advertisement, publication or other communication continuing the PrimeLink_ 976 Service telephone number to be called shall clearly and conspicuously display the PrimeLink_ 976 Service Calling Area, what the per call rate is for directly dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the PrimeLink_ 976 Service call rate. (T) (T)

      In addition, all television advertisements must include a voice-over announcement of the price of the 976 Call and, in those advertisements directed to minor children, an admonition to seek parental permission before calling the 976 number. (T) (T)

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

4. PrimeLink℠ 976 Service Provider Obligation - Continued (T)

   d. - Continued

      All PrimeLink℠ 976 Service programs directed to minor children which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and indicate charges are involved in making the call. All PrimeLink℠ 976 Service programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted PrimeLink℠ 976 Service call.

   e. The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the customer premises equipment, producing the announcement or interactive program development, advertising and promotional expense.

   f. For exchange toll network sizing and protection, each Provider must provide the Utility with an estimate of annual call volumes, the expected busy hour and busy hour call volumes and message lengths for each announcement or interactive program.

(D)

(D)

   g. The Provider assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the equipment located on the customer's premises to the central office which serves the particular prefix code used for PrimeLink℠ 976 Service. (T)

5. Utility's Obligation

   a. On behalf of the PrimeLink℠ 976 Service Provider, the Utility will bill the Provider's clients (Callers) for all directly dialed sent paid calls completed to the announcement or program from flat and measured rate access lines.

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS - Continued

4. d. - Continued

All PrimeLink_ 976 Service programs directed to minor children which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and indicate charges are involved in making the call. All PrimeLink_ 976 Service programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted PrimeLink_ 976 Service call. (T)

e. The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the customer premises equipment, producing the announcement or interactive program development, advertising and promotional expense. (T)

f. For exchange toll network sizing and protection, each Provider must provide the Utility with an estimate of annual call volumes, the expected busy hour and busy hour call volumes and message lengths for each announcement or interactive program. (T)

g. (D)

h.

i. The Provider assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the equipment located on the customer's premises to the central office which serves the particular prefix code used for PrimeLink_ 976 Service. (D) (T) (T)

5. Utility's Obligation

a. On behalf of the PrimeLink_ 976 Service Provider, the Utility will bill the Provider's clients (Callers) for all directly dialed sent paid calls completed to the announcement or program from flat and measured rate access lines. (T) (T)

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

5. Utility's Obligation - Continued (T)

b. The one-time adjustment per subscriber shall apply to 976 charges incurred when it is established that (1) for calls by a minor child, the calls were made by the minor child without parental consent, or (2) the calls were not authorized by the subscriber. The subscriber must request an adjustment within 60 days of the bill date on the bill in question. These adjustments apply to the vendor charge only. Toll/ZUM charges shall not be included in the adjustment.

c. The Provider must establish a specific complaint procedure and an adjustment policy as defined in Decision No. 91-03-021, Attachment D. The Utility will adopt the established procedure when the Utility provides Billing and Collection services for the Provider.

d. The Utility may remove from the subscriber's bill any amount the subscriber disputes or refuses to pay. Subscribers are eligible for an adjustment if dissatisfied with an Information Provider's and/or Sponsor's program for any justified reason.

(D)

e. The Utility may block access to PrimeLink℠ 976 Service for subscribers who fail or refuse to pay PrimeLink℠ 976 Service charges (except for charges for which an adjustment is granted.) (T)

(D)

f. The Utility shall obtain a signed declaration from a subscriber requesting an adjustment of one hundred dollars ($100.00) or more. The Utility may, at its discretion, obtain a signed declaration for adjustments of less than one hundred dollars ($100.00). (T)

g. The Utility will issue a remittance check monthly to the PrimeLink℠ 976 Service Provider based on the total number of directly dialed sent paid calls, completed to the PrimeLink℠ 976 Service Provider's announcement or program minus any calls adjusted by the Utility. (T)

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS - Continued

5. - Continued

b. The one-time adjustment per subscriber shall apply to 976 charges incurred when it is established that (1) for calls by a minor child, the calls were made by the minor child without parental consent, or (2) the calls were not authorized by the subscriber. The subscriber must request an adjustment within 60 days of the bill date on the bill in question. These adjustments apply to the vendor charge only. Toll/ZUM charges shall not be included in the adjustment.

c. The Provider must establish a specific complaint procedure and an adjustment policy as defined in Decision No. 91-03-021, Attachment D. The Utility will adopt the established procedure when the Utility provides Billing and Collection services for the Provider. (T) (T)

d. The Utility may remove from the subscriber's bill any amount the subscriber disputes or refuses to pay. Subscribers are eligible for an adjustment if dissatisfied with an Information Provider's and/or Sponsor's program for any justified reason.

e.

f. The Utility may block access to PrimeLink_ 976 Service for subscribers who fail or refuse to pay PrimeLink_ 976 Service charges (except for charges for which an adjustment is granted.) (T) (T)

g.

h. The Utility shall obtain a signed declaration from a subscriber requesting an adjustment of one hundred dollars ($100.00) or more. The Utility may, at its discretion, obtain a signed declaration for adjustments of less than one hundred dollars ($100.00). (T)

i. The Utility will issue a remittance check monthly to the PrimeLink_ 976 Service Provider based on the total number of directly dialed sent paid calls, completed to the PrimeLink_ 976 Service Provider's announcement or program minus any calls adjusted by the Utility. (T) (T)

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

5. Utility's Obligation - Continued (T)

g. - Continued (T)

The amount of remittance will be the difference between the PrimeLink℠ 976 Service Provider's established rate per call and the Utility's Transport and Billing rate per call times the number of qualifying calls less any nonrecurring or recurring charge owed the Utility by the PrimeLink℠ 976 Service Provider. (T)

Pursuant to CPUC Decision 91-10-043, issued October 23, 1991, all one time adjustments for 976 calls made on or after November 22, 1991, pursuant to Special Condition 5.b. preceding, will be recharged net of billing and collection and transport charges to the appropriate PrimeLink℠ 976 Service Provider's account.

h. Included with the PrimeLink℠ 976 Service Provider's monthly bill will be a summary of the number of calls on which the amount of remittance is based. (T)

i. Notification of Subscribers (T)

(1) The Utility will notify subscribers of California 976 information charges under the following conditions:

(a) Lifeline subscribers whose California 976 and 900 information charges exceeded $30.00 for the first time:

(b) Subscribers whose California 976 and 900 information charges for the first time exceed $75.00 during the course of a single billing cycle;

(c) Subscribers whose California 976 and 900 information charges exceed $150.00 in a single billing cycle.

(d) If the Utility determines a caller is generating high 976 usage, the Utility may contact the caller of such charges for early notification.

(2) When contact is made, the Utility shall inform the subscriber of the charges and of blocking options. If contact cannot be made under (1)(c), the Utility shall temporarily block California 976 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service.

Continued

PRIMELINK 976 SERVICE (T)

SPECIAL CONDITIONS - Continued

5. - Continued

i. - Continued

The amount of remittance will be the difference between the PrimeLink_ 976 Service Provider's established rate per call and the Utility's Transport and Billing rate per call times (x) the number of qualifying calls less any nonrecurring or recurring charge owed the Utility by the PrimeLink_ 976 Service Provider. (T) (T)

Pursuant to CPUC Decision 91-10-043, issued October 23, 1991, all one time adjustments for 976 calls made on or after November 22, 1991, pursuant to Special Condition 5.b. preceding, will be recharged net of billing and collection and transport charges to the appropriate PrimeLink_ 976 Service Provider's account. (T)

j. Included with the PrimeLink_ 976 Service Provider's monthly bill will be a summary of the number of calls on which the amount of remittance is based. (T)

k. Notification of Subscribers

(1) The Utility will notify subscribers of California 976 information charges under the following conditions:

(a) Lifeline subscribers whose California 976 and 900 information charges exceeded $30.00 for the first time:

(b) Subscribers whose California 976 and 900 information charges for the first time exceed $75.00 during the course of a single billing cycle;

(c) Subscribers whose California 976 and 900 information charges exceed $150.00 in a single billing cycle.

(d) If the Utility determines a caller is generating high 976 usage, the Utility may contact the caller of such charges for early notification.

(2) When contact is made, the Utility shall inform the subscriber of the charges and of blocking options. If contact cannot be made under (1) (c), the Utility shall temporarily block California 976 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service. (N) (N)

Continued

PRIMELINK℠ 976 SERVICE

SPECIAL CONDITIONS - Continued

6. PrimeLink℠ 976 Service Facilities (T)

a. Prior to installation of PrimeLink℠ 976 Service access lines, for Utility exchange toll network sizing and protection, each Information Provider and/or Sponsor must furnish the Utility an estimate of the monthly call volumes for each service area, expected average busy hour(s), busy hour call volumes, and holding times. If the Information Provider and/or Sponsor fails to do this, the Utility will not establish the Information Provider's and/or Sponsor's program. (T)

The Information Provider's and/or Sponsor's premises equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 41, Customer-Provided Facilities Connected to Utility Exchange Facilities. If the Information Provider and/or Sponsor violates this requirement, the Utility shall disconnect the Information Provider's and/or Sponsor's program.

The Information Provider and/or Sponsor is required to subscribe to access facilities capable of supporting a minimum of two simultaneous connections for each Program. The Information Provider and/or Sponsor is required to subscribe to as many additional access facilities as, in the judgement of the Utility, are required to adequately handle calls without impairing service to others. If the Information Provider and/or Sponsor violates this requirement, the Utility shall disconnect the Information Provider's and/or Sponsor's Program.

Continued

PRIMELINK_ 976 SERVICE

SPECIAL CONDITIONS - Continued

6. PrimeLink_ 976 Facilities

a. Prior to installation of PrimeLink_ 976 access lines, for Utility exchange toll network sizing and protection, each Information Provider and/or Sponsor must furnish the Utility an estimate of the monthly call volumes for each service area, expected average busy hour(s), busy hour call volumes, and holding times. If the Information Provider and/or Sponsor fails to do this, the Utility will not establish the Information Provider's and/or Sponsor's program. (N)

The Information Provider's and/or Sponsor's premises equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 41, Customer-Provided Facilities Connected to Utility Exchange Facilities. If the Information Provider and/or Sponsor violates this requirement, the Utility shall disconnect the Information Provider's and/or Sponsor's program.

The Information Provider and/or Sponsor is required to subscribe to access facilities capable of supporting a minimum of two simultaneous connections for each Program. The Information Provider and/or Sponsor is required to subscribe to as many additional access facilities as, in the judgement of the Utility, are required to adequately handle calls without impairing service to others. If the Information Provider and/or Sponsor violates this requirement, the Utility shall disconnect the Information Provider's and/or Sponsor's Program. (N)

Continued