OPTIONS FOR PROVIDING ENHANCED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 36 of this schedule are cancelled/withdrawn as of the date shown below.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	Sheet	Original or Number of Revision
A	45th *	10	3rd #
B	2nd #	11	4th #
1	10th #	12	4th #
2	7th #	13	7th #
2.1	Original #	14	4th #
2.2	1st #	15	4th #
3	9th #	15.1	1st #
3.1	5th #	16	Original #
3.2	3rd #	17	3rd #
4	12th #	18	5th #
4.1	13th #	18.1	Original #
4.2	6th #	19	5th #
4.3	4th #	20	3rd #
4.4	3rd #	21	2nd #
4.5	4th #		
5	10th #		
5.1	Original #		
6	5th #		
7	5th #		
8	9th #		
9	4th #		

* Denotes change
\# Withdrawn

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 21 of this schedule are effective as of the date shown on each 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	Sheet	Original or Number of Revision
A	44th * (P)	10	3rd #
B	2nd *	11	4th *
1	10th *	12	4th
2	7th #	13	7th (P)
2.1	Original #	14	4th *
2.2	1st #	15	4th *
3	9th #	15.1	1st #
3.1	5th #	16	Original #
3.2	3rd #	17	3rd *
4	12th *	18	5th * (P)
4.1	13th * (P)	18.1	Original (P)
4.2	6th #	19	5th *
4.3	4th #	20	3rd *
4.4	3rd #	21	2nd *
4.5	4th #		
5	10th #		
5.1	Original #		
6	5th #		
7	5th #		
8	9th #		
9	4th #		

* Denotes change
\# Withdrawn

(P) Pending approval of Advice Letter No. 10,364.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 21 of this schedule are effective as of the date shown on each 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	Sheet	Original or Number of Revision
A	43rd *	10	3rd #
B	1st	11	3rd
1	9th	12	4th
2	7th #	13	7th *
2.1	Original #	14	3rd
2.2	1st #	15	3rd
3	9th #	15.1	1st #
3.1	5th #	16	Original #
3.2	3rd #	17	2nd
4	11th	18	4th *
4.1	12th *	18.1	Original *
4.2	6th #	19	4th
4.3	4th #	20	2nd
4.4	3rd #	21	1st
4.5	4th #		
5	10th #		
5.1	Original #		
6	5th #		
7	5th #		
8	9th #		
9	4th #		

* Denotes change
\# Withdrawn

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 21 of this schedule are effective as of the date shown on each 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	Sheet	Original or Number of Revision
A	42nd *	10	3rd #
B	1st	11	3rd
1	9th	12	4th *
2	7th #	13	6th
2.1	Original #	14	3rd
2.2	1st #	15	3rd
3	9th #	15.1	1st #
3.1	5th #	16	Original #
3.2	3rd #	17	2nd
4	11th *	18	3rd
4.1	11th *	19	4th
4.2	6th #	20	2nd
4.3	4th #	21	1st
4.4	3rd #		
4.5	4th #		
5	10th #		
5.1	Original #		
6	5th #		
7	5th #		
8	9th #		
9	4th #		

* Denotes change
\# Withdrawn

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 21 of this schedule are effective as of the date shown on each 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		Sheet	Original or Number of Revision	
A	41st	*	10	3rd	#
B	1st		11	3rd	
1	9th		12	3rd	
2	7th	#	13	6th	*
2.1	Original	#	14	3rd	
2.2	1st	#	15	3rd	
3	9th	#	15.1	1st	#
3.1	5th	#	16	Original	#
3.2	3rd	#	17	2nd	
4	10th		18	3rd	
4.1	10th	*	19	4th	
4.2	6th	#	20	2nd	
4.3	4th	#	21	1st	
4.4	3rd	#			
4.5	4th	#			
5	10th	#			
5.1	Original	#			
6	5th	#			
7	5th	#			
8	9th	#			
9	4th	#			

* Denotes change
\# Withdrawn

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

TABLE OF CONTENTS

		Sheet	
I.	General	1	
	Applicability	1	(T)
	Territory	1	(T)
II.	Rates	4	
III.	Special Conditions	11	
	A. Definitions	11	
	B. General	14	
	C. Schedule of Planned Availability by End Office	19	

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

TABLE OF CONTENTS

		Sheet	
I.	General	1	
	APPLICABILITY	1	
	TERRITORY	1	
II.	Rates	4	(T)
III.	Special Conditions	11	
	A. Definitions	11	
	B. General	14	
	C. Schedule of Planned Availability by End Office	19	(T)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

I. GENERAL

APPLICABILITY

Applicable to the provision of certain network services, which expand a customer's ability to provide services to clients or which provide benefits directly to the customer.

TERRITORY

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

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

I. GENERAL

APPLICABILITY

Applicable to the provision of certain network services, which expand a customer's ability to provide services to clients or which provide benefits directly to the customer.

(D)
(D)

TERRITORY

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

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES (T)

II. RATES

	NRC	Monthly Rate	
A. Message Waiting Indication--Audible, Per client line or DID number	1	$ 0.50	
B. Forwarded Call Information--Intraoffice, Per client line or DID number	1	1.00	
C. Data Link, Per Data Link	$ 1000.00	300.00	
D. User Transfer, Per customer individual line or trunk line	1	1.75	
E. Queuing, Per customer individual line or trunk line	1	1.50	
F. Call Forwarding Busy Line--Fixed, Per client line or DID number	2	2	(D)
G. Call Forwarding No Answer--Fixed, Per client line or DID number	2	2	(D)
H. Call Forwarding Busy Line Don't Answer, Per client line or DID number	2	2	(D)

1 See Schedule Cal. P.U.C. No. A-41, A.1.b.(2), for Rate A.l.b.(2) for non-recurring charges. (T)

2 See Schedule Cal. P.U.C. No. A-40, II.A.1.a.(2)(c), for monthly rates, and Schedule Cal. P.U.C. No. A-41, A.1.b.(2)a, for non-recurring charges.

Continued

ENHANCED SERVICES

II. RATES

	NRC	Monthly Rate	
A. Message Waiting Indication--Audible, Per client line or DID number	1	$ 0.50	(T) (T)
B. Forwarded Call Information--Intraoffice, Per client line or DID number	1	1.00	(T) (T)
C. Data Link, Per Data Link	$ 1000.00	300.00	(T) (T)
D. User Transfer, Per customer individual line or trunk line	1	1.75	(T) (T)
E. Queuing, Per customer individual line or trunk line	1	1.50	(T) (T)
F. Call Forwarding Busy Line--Fixed, Per client line or DID number See Definitions.	2	2	(T) | (T)
G. Call Forwarding No Answer--Fixed, Per client line or DID number See Definitions.	2	2	(T) | (T)
H. Call Forwarding Busy Line Don't Answer, Per client line or DID number See Definitions.	2	2	(T) | (T)

1 See Schedule Cal. P.U.C. No. A-41 for Rate A.I.b.(2) for non-recurring charges. (T)

2 See Schedule Cal. P.U.C. No. A-40, II.A.!.a.(2)(c), for monthly rates, and Schedule Cal. P.U.C. No. A-41, A.1.b.(2)a, for non-recurring charges. (T)

Continued

ENHANCED SERVICES

II. RATES

	NRC	Monthly Rate
A. Message Waiting Indication--Audible. Per client line or DID number.	#	$ 0.50
B. Forwarded Call Information--Intraoffice. Per client line or DID number.	#	1.00
C. Data Link. Per Data Link.	$1000.00	300.00
D. User Transfer. Per customer individual line or trunk line.	#	1.75
E. Queuing. Per customer individual line or trunk line.	#	1.50
F. Call Forwarding Busy Line--Fixed. See Definitions. Per client line or DID number.	*	*
G. Call Forwarding No Answer--Fixed. See Definitions. Per client line or DID number.	*	*
H. Call Forwarding Busy/No Answer--Fixed. See Definitions. Per client line or DID number.	*	*

See Schedule Cal. P.U.C. No. A-41 for Rate A.l.b.(2) for non-recurring charges.

* See Schedule Cal. P.U.C. No. A-40 for monthly rates and Schedule Cal. P.U.C. No. A-41 for non-recurring charges, rate A.1.b.(2)a.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. RATES - Continued

	NRC	Monthly Rate	
I. Customer Controllable Ringing (CCR), Per client line or DID number	--	$ 1.00	(T)
J. Message Waiting Indication - Audible Ring Burst (ARB), Per client line or DID number	--	1.50	(T)
K. Three-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, and Forwarded Call Information, Per line or DID number	[1]	2.00	
L. Five-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, Forwarded Call Information - Intraoffice, Message Waiting Indication - Audible Ring Burst (ARB), and Customer Controllable Ringing (CCR)	--	2.75	(T)
M. Enhanced Call Transfer			
(1) per customer [2]	$ 25.00	--	
(2) per trunk	--	19.00	
N. Message Waiting Indication - Visual, Per line or DID number	--	.50	(T)
O. Inter-Switch Voice Messaging (ISVM), [3] Each arrangement	2,000.00	3,000.00	

[1] See Schedule Cal. P.U.C. No. A-40, II.A.1.a.(2)(c), for monthly rates, and Schedule Cal. P.U.C. No. A-41, A.1.b.(2)a, for non-recurring charges.
[2] Non-recurring charges from Schedule Cal. P.U.C. No. A-41 may be applicable in addition to this rate.
[3] See Special Condition B.23.b.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES (T)

II. RATES - Continued

	NRC	Monthly Rate	
I. Customer Controllable Ringing (CCR), Per client line or DID number		$ 1.00	
J. Message Waiting Indication - Audible Ring Burst (ARB), Per client line or DID number		1.50	
K. Three-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, and Forwarded Call Information, Per line or DID number	[1]	2.00	
L. Five-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, Forwarded Call Information - Intraoffice, Message Waiting Indication - Audible Ring Burst (ARB), and Customer Controllable Ringing (CCR)		2.75	
M. Enhanced Call Transfer			
(1) per customer [2]	$ 25.00	--	
(2) per trunk	--	19.00	
N. Message Waiting Indication - Visual, Per line or DID number		.50	
O. Inter-Switch Voice Messaging (ISVM), [3]			(N)
Each arrangement	2,000.00	3,000.00	(N)

[1] See Schedule Cal. P.U.C. No. A-40, II.A.1.a.(2)(c), for monthly rates, and Schedule Cal. P.U.C. No. A-41, A.1.b.(2)a, for non-recurring charges.
[2] Non-recurring charges from Schedule Cal. P.U.C. No. A-41 may be applicable in addition to this rate.
[3] See Special Condition B.23.b. (N)

Continued

ENHANCED SERVICES

II. RATES - Continued (T)

	NRC	Monthly Rate	
I. Customer Controllable Ringing (CCR), Per client line or DID number		$ 1.00	(T)
J. Message Waiting Indication - Audible Ring Burst (ARB), Per client line or DID number		1.50	(T)
K. Three-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, and Forwarded Call Information, Per line or DID number	[1]	2.00	(T) (T) (T) (T)
L. Five-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, Forwarded Call Information - Intraoffice, Message Waiting Indication - Audible Ring Burst (ARB), and Customer Controllable Ringing (CCR)		2.75	(T) (T) (T) (T)
M. Enhanced Call Transfer			
(1) per customer [2]	$ 25.00	--	(T)
(2) per trunk	--	19.00	
N. Message Waiting Indication - Visual, Per line or DID number		.50	(T)

[1] See Schedule Cal. P.U.C. No. A-40, II.A.1.a.(2)(c), for monthly rates, and Schedule Cal. P.U.C. No. A-41, A.1.b.(2)a, for non-recurring charges.

[2] Non-recurring charges from Schedule Cal. P.U.C. No. A-41 may be applicable in addition to this rate.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. RATES

	NRC	Monthly Rate	
I. Customer Controllable Ringing (CCR) Per client line or DID number		$ 1.00	
J. Message Waiting Indication - Audible Ring Burst (ARB) Per client line or DID number		1.50	
K. Three-Service Package. (Call Forwarding Busy/No Answer, Message Waiting Indication, and Forwarded Call Information). Per line or DID number.	*	2.00	
L. Five-Service Package (Call Forwarding Busy/No Answer-Fixed, Message Waiting Indication, Forwarded Call Information - Intraoffice, Message Waiting Indication - Audible Ring Burst (ARB), Customer Controllable Ringing (CCR)).		2.75	
M. Enhanced Call Transfer			
(1) per customer**	$ 25.00	--	
(2) per trunk	--	19.00	
N. Message Waiting Indication - Visual			(N) |
Per line or DID number		.50	(N)

* See Schedule Cal. P.U.C. No. A-40 for monthly rates and Schedule Cal. P.U.C. No. A-41 for non-recurring charges, rate A.1.b.(2)a.

** Non-recurring charges from Schedule Cal. P.U.C. No. A-41 may be applicable in addition to this rate.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS (T)

A. Definitions

1. Enhanced Service Provider (ESP). A customer of the Utility who provides Enhanced Services, which are defined as services, offered over Local Exchange Carrier, i.e., Utility, exchange and transmission facilities used in intraLATA communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different, or restructured information or involve subscriber interaction with stored information. (A customer of an ESP is, in turn and with respect to this tariff, a client.)

2. Message Waiting Indication--Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage.

3. Forwarded Call Information--Intraoffice service provides information relating to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy or no-answer condition) for calls being forwarded.

4. Data Link service provides the capability to deliver Forwarded Call Information to an ESP.

5. User Transfer service provides a customer subscribing to trunk lines or station lines used in conjunction with an ESP's equipment with the ability to place on hold an established call and originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

A. Definitions

1. Enhanced Service Provider (ESP). A customer of the Utility who provides Enhanced Services, which are defined as services, offered over Local Exchange Carrier, i.e., Utility, exchange and transmission facilities used in intraLATA communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different, or restructured information or involve subscriber interaction with stored information. (A customer of an ESP is, in turn and with respect to this tariff, a client.)

2. Message Waiting Indication--Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage.

3. Forwarded Call Information--Intraoffice service provides information relating to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy or no-answer condition) for calls being forwarded.

4. Data Link service provides the capability to deliver Forwarded Call Information to an ESP.

5. User Transfer service provides a customer subscribing to trunk lines or station lines used in conjunction with an ESP's equipment with the ability to place on hold an established call and originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use.

Continued

ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

6. Queuing service is a supplement to rotary service, which places calls in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged for rotary service.

7. Call Forwarding Busy-Line--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters a normal busy-line condition. (T)

8. Call Forwarding No-Answer--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters a no answer condition after a specified number of rings. (T)

9. Call Forwarding Busy Line Don't Answer is a permanently activated service which automatically redirects calls placed to a customer or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition. (T)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

6. Queuing service is a supplement to rotary service, which places calls in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged for rotary service.

7. Call Forward Busy-Line--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters a normal busy-line condition.

8. Call Forward No-Answer--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters a no answer condition after a specified number of rings.

9. Call Forward Busy-Line/No Answer--Fixed is a permanently activated service which automatically redirects calls placed to a customer or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the utility's customer, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

10. Customer Controllable Ringing (CCR). A service that provides customers with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a No Answers situation. To select the number of rings desired (1-9), the customer will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

11. Message Waiting Indication - Audible Ring Burst (ARB). A service that provides ringing at a special cadence to signal the customer that a message is waiting. This reminder will be repeated at a specific interval programmed by the Utility. This is in addition to the stutter dial tone that normally represents a message waiting.

12. Enhanced Call Transfer. Enhanced Call Transfer allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Enhanced Call Transfer is offered to customers who have existing digital facilities. Customers requiring additional digital facilities must purchase them separately from Schedule Cal. P.U.C. No. C-1.

13. Message Waiting Indication-Visual. Message Waiting Indication-Visual is a feature that provides the Enhanced Service Provider with the ability to send an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the Enhanced Service Provider to inform its end user that a message(s) is waiting.

14. Inter-Switch Voice Messaging (ISVM). Inter-Switch Voice Messaging (ISVM) service is available to Enhanced Service Providers (ESPs) who subscribe to Data Link service and individual-line business service, trunk-line business service, or CentraNet® service. Data Link service operates on an intra-switch basis only. This service, combined with ISVM service, enables voice mail and call answering capabilities to be extended via intra- and inter-switch connectivity, thereby allowing the ESP to serve clients within a Local Access Transport Area (LATA).

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

10. Customer Controllable Ringing (CCR). A service that provides customers with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a No Answers situation. To select the number of rings desired (1-9), the customer will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

11. Message Waiting Indication - Audible Ring Burst (ARB). A service that provides ringing at a special cadence to signal the customer that a message is waiting. This reminder will be repeated at a specific interval programmed by the Utility. This is in addition to the stutter dial tone that normally represents a message waiting.

12. Enhanced Call Transfer. Enhanced Call Transfer allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Enhanced Call Transfer is offered to customers who have existing digital facilities. Customers requiring additional digital facilities must purchase them separately from Schedule Cal. P.U.C. No. C-1.

13. Message Waiting Indication-Visual. Message Waiting Indication-Visual is a feature that provides the Enhanced Service Provider with the ability to send an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the Enhanced Service Provider to inform its end user that a message(s) is waiting.

14. Inter-Switch Voice Messaging (ISVM). Inter-Switch Voice Messaging (ISVM) service is available to Enhanced Service Providers (ESPs) who subscribe to Data Link service and individual-line business service, trunk-line business service, or CentraNet® service. Data Link service operates on an intra-switch basis only. This service, combined with ISVM service, enables voice mail and call answering capabilities to be extended via intra- and inter-switch connectivity, thereby allowing the ESP to serve clients within a Local Access Transport Area (LATA). (N)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

10. Customer Controllable Ringing (CCR). A service that provides customers with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a No Answers situation. To select the number of rings desired (1-9), the customer will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

11. Message Waiting Indication - Audible Ring Burst (ARB). A service that provides ringing at a special cadence to signal the customer that a message is waiting. This reminder will be repeated at a specific interval programmed by the Utility. This is in addition to the stutter dial tone that normally represents a message waiting.

12. Enhanced Call Transfer. Enhanced Call Transfer allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Enhanced Call Transfer is offered to customers who have existing digital facilities. Customers requiring additional digital facilities must purchase them separately from Schedule Cal. P.U.C. No. C-1.

13. Message Waiting Indication-Visual. Message Waiting Indication-Visual is a feature that provides the Enhanced Service Provider with the ability to send an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the Enhanced Service Provider to inform its end user that a message(s) is waiting. (N)

(N)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General

1. Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.

2. The Utility will not provide instructions for operating services of customers. Instructing clients is the responsibility of the customer.

3. The Utility is not required to notify a customer (such as an ESP) when the Utility disconnects a service subscribed to by another customer who is also the customer's (ESP's) client.

4. The Utility will not disconnect or discontinue the tariffed services subscribed to by a customer who is also a client of another customer (such as an ESP) because of nonpayment of charges billed to the other customer. The Utility will discontinue or disconnect services billed directly to a customer for nonpayment in accordance with the rules of the Utility's tariffs. The Utility is not responsible for harm or damages to a customer or its clients resulting from services disconnected in accordance with tariff rules, terms, and conditions.

5. Each customer and each customer's client shall indemnify, defend, protect, and save harmless the Utility against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this tariff or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General

1. Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.

2. The Utility will not provide instructions for operating services of customers. Instructing clients is the responsibility of the customer.

3. The Utility is not required to notify a customer (such as an ESP) when the Utility disconnects a service subscribed to by another customer who is also the customer's (ESP's) client.

4. The Utility will not disconnect or discontinue the tariffed services subscribed to by a customer who is also a client of another customer (such as an ESP) because of nonpayment of charges billed to the other customer. The Utility will discontinue or disconnect services billed directly to a customer for nonpayment in accordance with the rules of the Utility's tariffs. The Utility is not responsible for harm or damages to a customer or its clients resulting from services disconnected in accordance with tariff rules, terms, and conditions.

5. Each customer and each customer's client shall indemnify, defend, protect, and save harmless the Utility against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this tariff or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General - Continued

6. Each customer, not the Utility, has responsibility and control over the content, quality, and characteristics of the services provides and conversations conducted over its equipment. The Utility is not responsible for quality of, defects in, or content of the services which a customer provides its clients. The customer is responsible for complying with law, with rules and regulations of governmental agencies, and with the terms and conditions of the Utility's tariffs.

7. A customer may neither use the Utility's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Utility in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP or jointly by the ESP and the Utility, unless the customer first obtains written permission from the Utility for each advertisement, announcement, or other informational media to be released.

8. Customers must agree to subscribe to a sufficient number of lines to maintain an average level of service, whereby no more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week or the busy season, as measured at the Utility's office.

9. Each customer subscribing to User Transfer service is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.

10. User Transfer (Call Transfer) is part of the standard CentraNet and EBSS services. Therefore, User Transfer rates from this Schedule are not billed to CentraNet or EBSS customers.

11. Queuing is available to CentraNet® customers in accordance with the rates, charges, and conditions of Schedule Cal. P.U.C. No. A-2. (T)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General - Continued

6. Each customer, not the Utility, has responsibility and control over the content, quality, and characteristics of the services provides and conversations conducted over its equipment. The Utility is not responsible for quality of, defects in, or content of the services which a customer provides its clients. The customer is responsible for complying with law, with rules and regulations of governmental agencies, and with the terms and conditions of the Utility's tariffs.

7. A customer may neither use the Utility's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Utility in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP or jointly by the ESP and the Utility, unless the customer first obtains written permission from the Utility for each advertisement, announcement, or other informational media to be released.

8. Customers must agree to subscribe to a sufficient number of lines to maintain an average level of service, whereby no more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week or the busy season, as measured at the Utility's office.

9. Each customer subscribing to User Transfer service is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.

10. User Transfer (Call Transfer) is part of the standard CentraNet and EBSS services. Therefore, User Transfer rates from this Schedule are not billed to CentraNet or EBSS customers.

11. Queuing is available to CentraNet customers in accordance with the rates, charges, and conditions of Schedule Cal. P.U.C. No. A-2.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General - Continued

12. Each customer, such as an ESP, ordering services from the utility on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible for orders involving clients for whom no agency agreement exists.

13. A subsequent order charge, as specified for business and residence customers in Schedule Cal. P.U.C. No. A-41 for Verizon Calling Services, will be billed to the customer whenever services associated with a clients line and subscribed to by the customer on behalf of the customer's client are established. (T)

14. The customer is responsible for placing orders for disconnecting or discontinuing services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Utility will continue billing the customer for services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.

15. Customers ordering services on behalf of clients will not be charged for a subsequent order record charge for changing the customer's record.

16. Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.

17. Services available to CentraNet® customers from Schedule Cal. P.U.C. No. A-2 and available to EBSS customers from Schedule Cal. P.U.C. No. A-3 will be billed in accordance with the rates, charges, and conditions included in those schedules. (T)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General - Continued

12. Each customer, such as an ESP, ordering services from the utility on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible for orders involving clients for whom no agency agreement exists.

13. A subsequent order charge, as specified for business and residence customers in Schedule Cal. P.U.C. No. A-41 for Smart Call, will be billed to the customer whenever services associated with a clients line and subscribed to by the customer on behalf of the customer's client are established.

14. The customer is responsible for placing orders for disconnecting or discontinuing services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Utility will continue billing the customer for services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.

15. Customers ordering services on behalf of clients will not be charged for a subsequent order record charge for changing the customer's record.

16. Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.

17. Services available to CentraNet customers from Schedule Cal. P.U.C. No. A-2 and available to EBSS customers from Schedule Cal. P.U.C. No. A-3 will be billed in accordance with the rates, charges, and conditions included in those schedules.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General - Continued

18. CentraNet® customers subscribing to CENPAC--Basic Control Package are not charged for changing the number of rings before calls are forwarded. (T)

19. Each Call Forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each package containing any of these services must be associated with a specific individual line, with a specific DID trunk-line telephone number, or with a specific CentraNet® station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a customer or a customer's client.

20. A customer must specify which services are to be associated with each client's telephone service.

21. Each customer providing voice message services must subscribe to either individual-line business services, trunk-line business services, or CentraNet® service for access to the Utility's switched network. The network connection will be used to pass messages to and from the ESP's voice mail system.

22. Enhanced Call Transfer is available where facilities and conditions permit.

23. Inter-Switch Voice Messaging (ISVM)

a. ISVM is offered as an optional enhancement only to the Data Link service.

b. Customers subscribing to ISVM must also subscribe to Data Link service.

c. ISVM is offered subject to the availability of both Data Link and ISVM facilities.

d. The Utility will determine which central office and transmission facilities are used to provide service.

e. Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.

f. Signaling control and data communication protocols are defined by the Utility and the Utility retains the right to change these protocols.

g. ISVM is available to compatible and suitably-equipped CentraNet® customers.

h. The Utility assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.

i. The integrity of the customer's database information is solely the responsibility of the customer. The Utility assumes no liability for any errors, misdirected calls, or misdirected message waiting indications resulting from problems with the customer's database. The Utility will bill time and material charges to the customer to correct a condition on client's line as a result of the customer's incorrect database information.

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General - Continued

18. CentraNet® customers subscribing to CENPAC--Basic Control Package are not charged for changing the number of rings before calls are forwarded.

19. Each Call Forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each package containing any of these services must be associated with a specific individual line, with a specific DID trunk-line telephone number, or with a specific CentraNet® station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a customer or a customer's client. (T)

20. A customer must specify which services are to be associated with each client's telephone service.

21. Each customer providing voice message services must subscribe to either individual-line business services, trunk-line business services, or CentraNet® service for access to the Utility's switched network. The network connection will be used to pass messages to and from the ESP's voice mail system.

22. Enhanced Call Transfer is available where facilities and conditions permit.

23. Inter-Switch Voice Messaging (ISVM) (N)

a. ISVM is offered as an optional enhancement only to the Data Link service.

b. Customers subscribing to ISVM must also subscribe to Data Link service.

c. ISVM is offered subject to the availability of both Data Link and ISVM facilities.

d. The Utility will determine which central office and transmission facilities are used to provide service.

e. Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.

f. Signaling control protocols and data communication protocols are defined by the Utility and the Utility retains the right to change these protocols.

g. ISVM is available to ESPs with compatible and suitably-equipped individual-line business service, trunk-line business service, or CentraNet® service. (N)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

B. General - Continued

18. CentraNet customers subscribing to CENPAC--Basic Control Package are not charged for changing the number of rings before calls are forwarded.

19. Each call forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each package containing any of these services must be associated with a specific individual line, with a specific DID trunk-line telephone number, or with a specific CentraNet station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a customer or a customer's client.

20. A customer must specify which services are to be associated with each client's telephone service.

21. Each customer providing voice message services must subscribe to either individual-line business services, trunk-line business services, or CentraNet service for access to the Utility's switched network. The network connection will be used to pass messages to and from the ESP's voice mail system.

22. Enhanced Call Transfer is available where facilities and conditions permit.

(N)
(N)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES (N)

III. SPECIAL CONDITIONS - Continued

B. General - Continued

23. Inter-Switch Voice Messaging (ISVM) - Continued

h. The Utility assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.

i. The integrity of the customer's database information is solely the responsibility of the customer. The Utility assumes no liability for any errors, misdirected calls, or misdirected message waiting indications resulting from problems with the customer's database. The Utility will bill time and material charges to the customer to correct a condition on client's line as a result of the customer's incorrect database information. (N)

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

C. Schedule of Planned Availability by End Office

The following provides a list by End Office of the planned availability of Basic Service Elements for the provisions of enhanced services.

END OFFICE	AVAILABILITY DATE
Alamitos	3rd Qtr 1991
Artesia	3rd Qtr 1991
Azusa	3rd Qtr 1991
Baldwin Park	3rd Qtr 1991
Bel Air	3rd Qtr 1991
Bellflower	3rd Qtr 1991
Bundy	3rd Qtr 1991
Bushnard	3rd Qtr 1991
Camarillo	3rd Qtr 1991
Chino	3rd Qtr 1991
Covina	3rd Qtr 1991
Del Amo	3rd Qtr 1991
Del Rey	3rd Qtr 1991
Downey	3rd Qtr 1991
El Nido	3rd Qtr 1991
Glendora	3rd Qtr 1991
Huntington Beach Main	3rd Qtr 1991
Imperial	3rd Qtr 1991
La Puente	3rd Qtr 1991
La Verne	3rd Qtr 1991
Long Beach Main	3rd Qtr 1991
Manhattan Beach	3rd Qtr 1991
Mar Vista	3rd Qtr 1991
Monrovia	3rd Qtr 1991
Norwalk	3rd Qtr 1991
Ontario	3rd Qtr 1991
Pacific Palisades	3rd Qtr 1991
Palm Springs	3rd Qtr 1991
Palos Verdes	3rd Qtr 1991
Pomona	3rd Qtr 1991
Redondo Beach	3rd Qtr 1991
Rolling Hills	3rd Qtr 1991
San Bernardino	3rd Qtr 1991
Santa Barbara	3rd Qtr 1991
Santa Monica	3rd Qtr 1991

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

C. Schedule of Planned Availability by End Office (T)

The following provides a list by End Office of the planned availability of Basic Service Elements for the provisions of enhanced services.

END OFFICE	AVAILABILITY DATE
Alamitos	3rd Qtr 1991
Artesia	3rd Qtr 1991
Azusa	3rd Qtr 1991
Baldwin Park	3rd Qtr 1991
Bel Air	3rd Qtr 1991
Bellflower	3rd Qtr 1991
Bundy	3rd Qtr 1991
Bushnard	3rd Qtr 1991
Camarillo	3rd Qtr 1991
Chino	3rd Qtr 1991
Covina	3rd Qtr 1991
Del Amo	3rd Qtr 1991
Del Rey	3rd Qtr 1991
Downey	3rd Qtr 1991
El Nido	3rd Qtr 1991
Glendora	3rd Qtr 1991
Huntington Beach Main	3rd Qtr 1991
Imperial	3rd Qtr 1991
La Puente	3rd Qtr 1991
La Verne	3rd Qtr 1991
Long Beach Main	3rd Qtr 1991
Manhattan Beach	3rd Qtr 1991
Mar Vista	3rd Qtr 1991
Monrovia	3rd Qtr 1991
Norwalk	3rd Qtr 1991
Ontario	3rd Qtr 1991
Pacific Palisades	3rd Qtr 1991
Palm Springs	3rd Qtr 1991
Palos Verdes	3rd Qtr 1991
Pomona	3rd Qtr 1991
Redondo Beach	3rd Qtr 1991
Rolling Hills	3rd Qtr 1991
San Bernardino	3rd Qtr 1991
Santa Barbara	3rd Qtr 1991
Santa Monica	3rd Qtr 1991

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

C. Schedule of Planned Availability by End Office - Continued

END OFFICE	AVAILABILITY DATE
Sierra Madre	3rd Qtr 1991
Stadium	3rd Qtr 1991
Sunnymead	3rd Qtr 1991
Thousand Oaks	3rd Qtr 1991
University	3rd Qtr 1991
Uptown	3rd Qtr 1991
West Los Angeles	3rd Qtr 1991
Westminster	3rd Qtr 1991
Westwood	3rd Qtr 1991
Claremont	4th Qtr 1991
Clark	4th Qtr 1991
Diamond Bar	4th Qtr 1991
Redlands	4th Qtr 1991
Sunset	4th Qtr 1991
Walnut #2	4th Qtr 1991
Warner	4th Qtr 1991
Anza	1st Qtr 1992
Conejo	1st Qtr 1992
Cucamonga	1st Qtr 1992
El Rio	1st Qtr 1992
Etiwando	1st Qtr 1992
Florence	1st Qtr 1992
Hemet	1st Qtr 1992
Lakewood	1st Qtr 1992
Loma Linda	1st Qtr 1992
Los Serrandos	1st Qtr 1992
Malibu	1st Qtr 1992
Mantilla	1st Qtr 1992
Maplegrove	1st Qtr 1992
Market	1st Qtr 1992
Marshall	1st Qtr 1992
Mugu	1st Qtr 1992
Newberry Park	1st Qtr 1992
Ontario South	1st Qtr 1992
Oxnard	1st Qtr 1992
Rowland	1st Qtr 1992
San Dimas	1st Qtr 1992

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

C. Schedule of Planned Availability by End Office - Continued (T)

END OFFICE	AVAILABILITY DATE
Sierra Madre	3rd Qtr 1991
Stadium	3rd Qtr 1991
Sunnymead	3rd Qtr 1991
Thousand Oaks	3rd Qtr 1991
University	3rd Qtr 1991
Uptown	3rd Qtr 1991
West Los Angeles	3rd Qtr 1991
Westminster	3rd Qtr 1991
Westwood	3rd Qtr 1991
Claremont	4th Qtr 1991
Clark	4th Qtr 1991
Diamond Bar	4th Qtr 1991
Redlands	4th Qtr 1991
Sunset	4th Qtr 1991
Walnut #2	4th Qtr 1991
Warner	4th Qtr 1991
Anza	1st Qtr 1992
Conejo	1st Qtr 1992
Cucamonga	1st Qtr 1992
El Rio	1st Qtr 1992
Etiwando	1st Qtr 1992
Florence	1st Qtr 1992
Hemet	1st Qtr 1992
Lakewood	1st Qtr 1992
Loma Linda	1st Qtr 1992
Los Serrandos	1st Qtr 1992
Malibu	1st Qtr 1992
Mantilla	1st Qtr 1992
Maplegrove	1st Qtr 1992
Market	1st Qtr 1992
Marshall	1st Qtr 1992
Mugu	1st Qtr 1992
Newberry Park	1st Qtr 1992
Ontario South	1st Qtr 1992
Oxnard	1st Qtr 1992
Rowland	1st Qtr 1992
San Dimas	1st Qtr 1992

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

C. Schedule of Planned Availability by End Office - Continued

END OFFICE	AVAILABILITY DATE
Slater	1st Qtr 1992
Topanga	1st Qtr 1992
Upland	1st Qtr 1992
Zuma	1st Qtr 1992
Aliso	2nd Qtr 1992
Bradley	2nd Qtr 1992
Carpinteria	2nd Qtr 1992
Ellwood	2nd Qtr 1992
Goleta	2nd Qtr 1992
Granada Hills	2nd Qtr 1992
Guadalupe	2nd Qtr 1992
Indio	2nd Qtr 1992
La Quinta	2nd Qtr 1992
Laguna Beach	2nd Qtr 1992
Las Positas	2nd Qtr 1992
Lompoc	2nd Qtr 1992
Los Alamos	2nd Qtr 1992
Montecito	2nd Qtr 1992
Pacoima	2nd Qtr 1992
Palm Desert	2nd Qtr 1992
Pico	2nd Qtr 1992
Rancho Mirage	2nd Qtr 1992
San Fernando	2nd Qtr 1992
Santa Maria	2nd Qtr 1992
Santa Paula	2nd Qtr 1992
Santa Ynez	2nd Qtr 1992
Sepulveda	2nd Qtr 1992
Sunland	2nd Qtr 1992
Sylmar	2nd Qtr 1992
Termino	2nd Qtr 1992
Valley View	2nd Qtr 1992
Washington St.	2nd Qtr 1992
Whittier South	2nd Qtr 1992
Whitwood	2nd Qtr 1992

Continued

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. SPECIAL CONDITIONS - Continued

C. Schedule of Planned Availability by End Office - Continued (T)

END OFFICE	AVAILABILITY DATE
Slater	1st Qtr 1992
Topanga	1st Qtr 1992
Upland	1st Qtr 1992
Zuma	1st Qtr 1992
Aliso	2nd Qtr 1992
Bradley	2nd Qtr 1992
Carpinteria	2nd Qtr 1992
Ellwood	2nd Qtr 1992
Goleta	2nd Qtr 1992
Granada Hills	2nd Qtr 1992
Guadalupe	2nd Qtr 1992
Indio	2nd Qtr 1992
La Quinta	2nd Qtr 1992
Laguna Beach	2nd Qtr 1992
Las Positas	2nd Qtr 1992
Lompoc	2nd Qtr 1992
Los Alamos	2nd Qtr 1992
Montecito	2nd Qtr 1992
Pacoima	2nd Qtr 1992
Palm Desert	2nd Qtr 1992
Pico	2nd Qtr 1992
Rancho Mirage	2nd Qtr 1992
San Fernando	2nd Qtr 1992
Santa Maria	2nd Qtr 1992
Santa Paula	2nd Qtr 1992
Santa Ynez	2nd Qtr 1992
Sepulveda	2nd Qtr 1992
Sunland	2nd Qtr 1992
Sylmar	2nd Qtr 1992
Termino	2nd Qtr 1992
Valley View	2nd Qtr 1992
Washington St.	2nd Qtr 1992
Whittier South	2nd Qtr 1992
Whitwood	2nd Qtr 1992

Continued