TELEPHONE ANSWERING SERVICE

Sheets 1 through 33 of this schedule are cancelled/withdrawn as of the date shown below.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	80th *	20	12th #
1	12th #	20.1	10th #
5	14th #	21	9th #
5.1	11th #	22	4th #
5.2	11th #	23	8th #
5.3	2nd #	24	8th #
6	20th #	25	3rd #
		26	5th #
		27	7th #
		28	8th #
		30	10th #
		31	Original #
		32	2nd #
		33	2nd #

* Denotes change
# Withdrawn

Continued

TELEPHONE ANSWERING SERVICE

Sheets A through 33 of this schedule are effective as of the date shown on each sheet. Original or revised sheets contain all (T) material including changes from the original schedule that are in effect on the date hereof.

Sheet	Original or Number of Revision	Sheet	Original Or Number of Revision
A	79th *	13	10th #
1	12th	14	9th #
1.1	6th #	15	11th #
2	8th #	16	8th #
2.1	5th #	16.1	2nd #
3	10th #	17	7th #
4	10th #	18	5th #
4.1	8th #	19	4th #
4.2	5th #	20	12th
4.3	7th #	20.1	10th *
4.4	7th #	21	9th
4.5	4th #	22	4th
5	14th	23	8th *
5.1	11th	24	8th
5.2	11th	25	3rd
5.3	2nd	26	5th
6	20th	27	7th
6.1	5th #	28	8th
7	12th #	29	8th #
7.1	7th #	29.1	8th #
8	11th #	29.2	7th #
9	8th #	29.3	5th #
10	8th #	29.4	5th #
11	5th #	30	10th *
12	8th #	31	Original
		32	2nd
		33	2nd

* Denotes change
# Withdrawn

Continued

TELEPHONE ANSWERING SERVICE

APPLICABILITY

Applicable to the termination of answering and secretarial line services individual line primary service on services furnished to a customer for the purpose of providing telephone answering service to his clients (SEE SPECIAL CONDITIONS).

TERRITORY

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

A. (D)

(D)

Continued

TELEPHONE ANSWERING SERVICE

RATES - Continued

A. - Continued	BTC	NRC	Monthly Rate
1. Concentrator-identifier*# system arrangement(s) provided entirely within exchange(s) of the Utility (SEE SPECIAL CONDITION 13)			
a. Concentrator-indentifier system equipped for terminating 100 or less lines, equipped for 4 circuits, each	$3,150.00	$4,735.00	$292.60 (00475)
(1) Arranged for 5th or 6th circuit	650.00	1,102.00	99.00 (24251)

The Utility's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus appropriate mileage (transport) rate as shown in Schedule No. C-1. (T)

Continued

TELEPHONE ANSWERING SERVICE

RATES - Continued

	NRC	Rate	Monthly
A. 1.# - Continued BTC			
c. Rearrangeing concentrator-identifier jackstrips			
(1) To change the location of a concentrator-identifier jackstrip			
(a) Each 10-line jackstrip	$ -	$ 25.00	$ -
(b) Each 20-line jackstrip	-	34.00	-
(c) Each line associated with the jackstrips			
1.1 First line of an order	-	25.00	-
1.2 Each additional line of an order	-	3.00	-
2. Concentrator-identifier system* arrangement(s) provided jointly with a connecting utility			
a. Identifier in an exchange of the Utility (SEE SPECIAL CONDITION 14)			
(1) Identifier	800.00	848.00	222.75 (00449)
(a) Arranged for 5th and 6th circuit	265.00	449.00	90.75 (24201)
(2) Concentrator (refer to appropriate connecting utility tariffs)			

The Utility's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus applicable mileage (transport) rate as shown in Schedule No. C-1. (T)

Continued

TELEPHONE ANSWERING SERVICE

RATES - Continued

		NRC	Rate	Monthly
A. 2.# - Continued BTC				
b. Concentrator in an exchange of the Utility (SEE SPECIAL CONDITION 16)				
(1) Concentrator (Capacity 6 trunks)				
	(a) First 2 trunks	$1,600.00	$ 678.00	$371.25 (00409)
	(b) Additional 2 trunks, each	-	297.00	41.25 (00410)
(2) Identifier (refer to appropriate connecting utility tariffs)				
(3) Concentrator - Identifier trunks (SEE SPECIAL CONDITION 16.e)				
3. Concentrator (Candela AUTOTAS™) in Utility central office - identification provided by customer on customer premises.				
a. Master concentrator equipped with line card for 32 client lines and 2 trunks. (SEE SPECIAL CONDITION 30)		3,079.00	5,000.00 (24211)	400.00* (24212)
(1) Additional 2 trunks, each set		370.00	300.00 (24213)	50.00* (24214)
(2) Line Card- 32 client terminations, each card		2,523.00	200.00 (24215)	65.00 (24216)

The Utility's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus mileage (transport) rate as shown in Schedule No. C-1. (T)

Continued

TELEPHONE ANSWERING SERVICE

RATES - Continued

A. 5. - Continued	BTC#	NRC	Monthly Rate
b. Slave concentrator (maximum 2 per system) line card(s) required, each	$2,620.00	$3,000.00 (24217)	$175.00 (24218)
c. Optional equipment			
(1) Data modem (central office) for customized ring count (SEE SPECIAL CONDITION 30.g)	275.00	250.00 (24219)	45.00* (24220)

*Plus special access from Schedule No. C-1. (T)
#See SPECIAL CONDITION 9

Continued

TELEPHONE ANSWERING SERVICE

RATES - Continued

	NRC	Monthly Rate	
B. Lines Terminating on Telephone Answering Serving Arrangements			
1. Answering lines			
a. Each individual line appearing on a concentrator- identifier arrangement (SEE SPECIAL CONDITION 2)			
(1) Terminated on concentrator-identifier arrangement	$ *	$ 11.84# (00476)	(I)
b. Answering lines appearing on utility concentrator (Candela AUTOTAS™) in central office. Each line**	*	4.15# (24222)	
2. Secretarial lines			
a. Each individual line appearing on a concentrator-identifier arrangement (refer to Schedule C-1 for mileage (transport))			(T)
(1) Terminated in concentrator-identifier arrangement (SEE SPECIAL CONDITION 13.e)	*	11.84 (00476)	(I)
b. Secretarial appearing on utility concentrator (Candela AUTOTAS™) in central office. Each line**	*	4.15 (24222)	
3. The following applies in Kenwood, Los Gatos, Morgan Hill and Novato			
a. Answering line service different subscriber, each line	***	15.70 (73122)	
Rate applicable to business individual line service, whichever is less.			

* Applicable charges in Schedule No. A-41
** Schedule C-1 for applicable mileage (transport) (T)
*** Restricted to customers in service before July 19, 1989
\# Plus applicable business individual line rate

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS

1. Application of Service

   a. A customer is considered engaged in the telephone answering service business when 10 or more off-premises extension station line services of one or more different clients of the customer are terminated on a premises of said customer and will be required to subscribe to telephone answering service as set forth in this schedule.

   b.

   c. Telephone answering service is furnished to enable customers to answer incoming calls on lines of customer's clients and for the conduct of the customers business. The telephone answering service will be provided two-way individual line primary service for its use.

      The clients of a telephone answering service will be provided only one-way incoming service over the Utility's lines to telephone answering service arrangements by means of primary service (answering) lines or extension service (secretarial lines). Clients of a telephone answering service may also terminate the following:

      (1) A local private line channel provided the other termination is in customer-provided station equipment on a different premises.

      (2) Interexchange private line channels, which contemplate a two-point connection with one end being the telephone answering service. Connection of such channels to the exchange network through primary lines of the customer or extension to another private line is not contemplated, nor may the arrangement be used for switching of calls, a service normally provided by the Utility. Such switching for the purpose of circumventing service charges of the Utility, is in violation of the Rules of the Utility.

   d. Service under this schedule does not contemplate communication service through the connection of two lines which terminate on the connecting block except as set forth in Special Conditions.

(T)

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

2. Answering line service is service employing a central office line terminating a connecting block and is designed to enable the customer to answer incoming calls of a client.

3. Secretarial line service is provided for clients only and is furnished by means of an extension of a client's service terminating on a connecting block. It is furnished only in connection with individual line primary service as set forth under Special Condition 12 or PBX station line service or multiples of PBX trunks or dial mobile unit when transfer circuit is provided. (C)

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

4. Individual primary line service employing a central office line equipped for 2-way service is furnished only in the name of the telephone answering service. The line will terminate on a connecting block.

5. (T)

(D)

(D)

6. An application for connection of a client's line to a telephone answering serving arrangement shall be accepted from the client or from his telephone answering service. The Utility will verify with the client when service is to be discontinued at one telephone answering service and connected at another answering service.

7. Charges for answering lines, secretarial lines and mileage will be billed to the clients. The other charges will be billed to the customer. (T)

8. If for any reason service to the customer is discontinued, all service associated with the telephone answering service arrangement will also be discontinued. If for any reason the exchange service to the client is discontinued, the line to the answering arrangement will be discontinued.

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

9. Telephone answering serving arrangements may be furnished by the Utility at its option subject to the regulations as set forth under a. or b. following:

   a. At initial payment, payable upon request prior to the installation of the serving arrangement(s), equal to the cost of the arrangement(s) and cable facilities necessary in connection with the furnishing of the service to clients of the telephone answering service customer and installation less the cost of the recoverable serving arrangement(s) and facilities plus the estimated cost of removal, shall be made to the Utility by the customer. For each full month the customer retains such service the Utility will refund to the customer an amount of money equal to 1/60th of the amount of the initial payment, except that the refunds will be accumulated for a twelve month period, at which time payment will be made to the customer. These annual refunds will include interest on the refunded amount and on the refunded balance at the rate of seven percent per annum. In the event the customer does not retain service for a full twelve month period the Utility will refund to the customer, the accumulated credit for each full month the customer retained service in that portion of the twelve month period service was discontinued with seven percent interest per annum.

   b. The Utility may enter into a contract with a customer requiring that if the service is not retained by the customer in conjunction with exchange service for a minimum of five years from the date of installation, the customer will pay to the Utility an amount of money equal to the net cost of installing and removing any serving arrangement and cable facilities necessary in connection with the furnishing of the service to clients of the telephone answering service customer less the amount paid as installation charges; this amount to decrease by 1/60th for each month the customer retains service.

   c. The Utility has the option of applying either of the regulations under section a. or b. Nothing in this condition shall be construed as limiting or in any way affecting the right of the Utility to collect from the customer any other or additional sum of money which may become due and payable to the Utility from the customer by reason of the service furnished or to be furnished hereunder.

   d. Basic Termination Charges will apply in addition to initial or subsequent payment agreements relative to the retention by the customer of services for not less than five full years.

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

(D)

(D)

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

12.

a.

b.

13. Applicable to Concentrator-Identifier System Serving Arrangements

a. Concentrator-identifier systems will be furnished only in connection with cord type answering service.

b. Each concentrator-identifier system will consist of one concentrator unit and one identifier unit with a minimum of two and a maximum of six circuits between the units.

c. Concentrator-identifier serving arrangement(s) will be offered intra-exchange# and inter-exchange provided that facilities and operating conditions permit and that the concentrator unit and the identifier unit be located in the same or contiguous exchange, or district area of this Utility as the associated cord type answering attendant position.

d. Charges for the concentrator-identifier system and for the mileage between the concentrator unit and the identifier unit will be billed to the customer. Charges for secretarial lines, multiples of a PBX trunk, or answering lines terminating on concentrator-identifier arrangement(s) will be billed to the clients.

e. The furnishing of a concentrator-identifier system contemplates a minimum of forty secretarial lines or multiples of a PBX trunk terminating on the service. If there are less than forty such lines, the customer will be billed the difference between the actual number of lines terminating on the service and forty lines, at the rate per month of $11.84 per station. (I)

SEE SPECIAL CONDITION NO. 13.i.

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

13. - Continued (T)

f. In multiposition installations not equipped with an all trunks busy unit, the 100-line jacks associated with one concentrator-identifier system shall not be divided between more than two adjacent positions.

g. Only concentrator-identifier terminations will appear in jack-strips associated with concentrator-identifier system.

h. Answering line service terminated on concentrator-identifier arrangement is furnished only to parties other than the customer to the telephone answering service.

i. Service between central offices within an exchange will be limited to those ordered or installed prior to August 22, 1978.

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

14. Jointly Provided Concentrator-Identifier System (Identifier in an exchange of the Utility) (T)

a. Applicable to a serving arrangement where the identifier unit is located in an exchange of the Utility.

b. Service will only be provided between contiguous exchanges where facilities and operating conditions permit. The utility providing the identifier will determine the facilities and operating conditions.

c. For new systems, there will be minimum of two and a maximum of six circuits between the concentrator and identifier units. Where an existing service cannot be modified, the maximum will remain at four circuits.

d. Charges, rates and conditions applicable to the identifier unit and the concentrator-identifier trunks will be those of the utility who provides the identifier. Charges, rates and conditions applicable to the concentrator unit include services terminated on that concentrator unit, except concentrator-identifier trunks, will be those of the utility who provides the concentrator unit.

e. Charge and rates for the concentrator, identifier and concentrator-identifier drunks are to be billed to the customer.

f. Identifier units will be furnished only in connection with cord-type attendant positions.

g. To meet operating conditions, additional outside plant facilities for talking and/or signaling and supervision on a concentrator-identifier system may be required, and the rate for each additional such facility required will be the same as the mileage rate set forth in Schedule No. A-4 for each concentrator-identifier trunk.

h. In multi-positions installations not equipped with an all trunks busy unit, the 100-line jacks associated with one concentrator-identifier system shall not be divided between more than two adjacent positions.

i. Only concentrator-identifier terminations will appear in jack-strips associated with concentrator-identifier system.

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

14. - Continued

j. Answering line service terminated on concentrator-identifier arrangement is furnished only to parties other than the customer to the telephone answering service.

15. (D)

(D)

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

16. Jointly Provided Concentrator-Identifier Systems
(Concentrator in an exchange of the Utility)

a. Applicable to a serving arrangement where the concentrator unit is located in an exchange of the Utility.

b. Service will only be provided between contiguous and noncontiguous exchanges where facilities and operating conditions permit. The Utility providing the identifier will determine the facilities and operating conditions.

c. Charges, rates and conditions applicable to the identifier unit and the concentrator-identifier trunks will be those of the utility who provides the identifier. Charges, rates and conditions applicable to the concentrator unit including services terminated on that concentrator unit, except concentrator-identifier trunks, will be those of the utility who provides the concentrator unit.

d. Charges and rates for the concentrator, identifier and concentrator-identifier trunks are to be billed to the customer.

e. To meet operating conditions, additional outside plant facilities for talking and/or signaling and supervision on a concentrator-identifier system may be required, and the rate for each additional such facility required will be the same as the mileage (transport) rate set forth in Schedule No. C-1, for each concentrator-identifier trunk. (T)

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

27. When a building complex consisting of one or more structures is owned, leased or managed by a single entity and all portions may be served without crossing a public thoroughfare or property of another, the facility between the serving central office and the attendant position is a special access line as shown in schedule No. C-1. Conduit required between structures will be provided at the expense of the customer. (T)

28. Where structures of a complex are separated by a public thoroughfare, the above mileage charges will be applicable and the customer pays for any unusual costs which may be involved in the furnishing of facilities across the public thoroughfare, or the customer furnishes at his expense, an underground (or enclosed overhead) pedestrian passageway suitable for the running of telephone circuits between the structure of the complex separated by the thoroughfare.

29. When the Utility revises a central office serving area boundary, or an exchange boundary, which may increase billing for mileage to clients of an answering bureau or to the customer, the Utility will apply the existing mileage billing on a deviation basis for a period not to exceed five years from the date of such revision, unless the service is terminated, changed or suspended within such time period.

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

30. Candela AUTOTAS™ (N)

Electronic concentrator located in the Utility central office. Client lines are terminated on the concentrator unit. Identification of client lines is provided by the customer at the customer premises.

a. Master Concentrator

A master concentrator provides capacity for up to 256 client lines. A maximum of 2 slave concentrators may be connected to the master concentrator to provide up to 768 client lines and 16 trunk capability.

b. Slave Concentrator

The slave concentrator provides capability for an additional 256 client lines to be connected to the master concentrator.

c. Line Card

The line card provides for connection of up to 32 client lines to the concentrator. Eight line cards may be connected for a single 256 line concentrator assembly. The line card is used for both the master and slave concentrators.

d. Data Modem

The optional data modem allows the customer to change the ring count on a client's line. One data modem is required in the utility central office and one must be provided by the customer at the customer premises.

e. Applications and Regulations

(1) Each concentrator is restricted for use by one customer.

(2) Electronic concentrators are not compatible with existing concentrators.

(3) Only a Utility provided concentrator will be installed in a utility central office. (N)

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

30. e. - Continued

(4) Concentrators may be located in the same serving central office area as the telephone answering bureau, within a district area of the same exchange and in contiguous and noncontiguous exchanges where facilities and operating conditions permit.

(5) Electronic concentrator equipment will be furnished between exchanges of the Utility and other local exchange carriers where facilities, operating conditions and tariffs permit. Rates, charges and regulations applicable to the electronic concentrator and the services terminated on the concentrator will be those of the utility providing the concentrator equipment.

(6) Concentrator equipment will be furnished only so long as it provides answering service arrangements to the exchange or area designated by the customer to be serviced by the concentrator.

(7) Electronic concentrator systems will be furnished only in connection with customer's electronic answering service. Customer premises equipment compatible with the electronic concentrator is solely the responsibility of the customer.

(8) Each concentrator system will consist of one concentrator unit with a minimum of 2 and a maximum of 16 circuits between the concentrator and the customer premises. A concentrator system contemplates a minimum of 32 client lines terminating on the unit. If there are less than 32 client lines, the customer will be billed the difference between the actual number of client lines terminating on the unit and 32 lines, at the rate of $4.15 per month per station.

(9) Charges for the concentrator system and for circuit mileage between the concentrator unit and the customer premises will be billed to the customer. The circuit mileage (transport) rate is set forth under Schedule Cal. P.U.C. No. C-1. Charges for answering or secretarial (client) lines terminating on the concentrator unit will be billed to the client. (T)

Continued

TELEPHONE ANSWERING SERVICE

SPECIAL CONDITIONS - Continued

30. e. - Continued

(10) Concentrator trunk circuits will terminate on a standard network device at the customer premises and be so labeled by the Utility.

(11) The telephone answering service will specify the circuitry the client line is to occupy on the concentrator.

f. Jointly Provided Concentrator System

(1) Applicable to an arrangement where the customer premises (telephone answering service) is ocated in the territory of a different utility.

(2) Service will only be provided between contiguous exchanges where facilities and operating conditions permit.

(3) There will be a minimum of 2 and a maximum of 16 trunk circuits between the concentrator and customer premises identification equipment.

(4) The charges and rates for the concentrator and concentrator circuits (trunks) will be billed to the customer.

(5) Customer premises equipment compatible with the electronic concentrator is solely the responsibility of the customer.

g. Optional Equipment - Data Modem

(1) The Candela™ concentrator uses a fixed ring count as a standard feature. The customer has the option of subscribing to a customized ring count and the ability to change the ring count.

The option consists of: a central office data modem, a customer provided data modem, and a special access line (SAL). Conditioning from Schedule No. C-1 may be required. (T)

(2) The customer must provide a data modem on the customer premises that is compatible with a Rixon model No. 4624/VS.

(3) The customer must order a special access line from Schedule No. C-1. The SAL will connect the customer's premises to the central office in which the concentrator is located. (T)

Continued