

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 21 of this schedule are cancelled/withdrawn as of the date shown at the bottom of this sheet. Competitive (N)
offers are available through the Verizon Product Guide. (N)

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	45th *	15	7th #
B	4th #	16	7th #
B.1	1st #	16.1	10th #
1	12th #	16.1.1	1st #
1.1	1st #	16.1.2	1st #
1.2	1st #	16.2	10th #
2	1st #	17	11th #
3	1st #	17.1	2nd #
4	1st #	18	8th #
5	1st #	18.1	8th #
6	1st #	18.2	4th #
7	1st #	19	10th #
8	1st #	20	4th #
9	2nd #	21	1st #
10	1st #		
11	1st #		
11.1	4th #		
11.2	2nd #		
11.3	2nd #		
11.4	1st #		
12	8th #		
12.1	5th #		
12.1.1	1st #		
12.2	1st #		
12.3	2nd #		
12.4	3rd #		
12.5	2nd #		
13	12th #		
13.1	5th #		
13.2	Original #		
13.3	1st #		
14	15th #		
14.1	6th #		
14.1.1	2nd #		
14.2	9th #		

* Denotes change
Withdrawn

Continued

Advice Letter No. 12,282

Issued By

Date Filed OCT 9, 2008
Effective DEC 1, 2008

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	44th *	15	7th
B	4th	16	7th
B.1	1st	16.1	10th
1	12th	16.1.1	1st
1.1	1st	16.1.2	1st
1.2	1st	16.2	10th
2	1st	17	11th
3	1st	17.1	2nd
4	1st	18	8th
5	1st	18.1	8th *
6	1st	18.2	4th
7	1st	19	10th
8	1st	20	4th
9	2nd	21	1st
10	1st		
11	1st		
11.1	4th		
11.2	2nd		
11.3	2nd		
11.4	1st		
12	8th		
12.1	5th		
12.1.1	1st		
12.2	1st		
12.3	2nd		
12.4	3rd		
12.5	2nd		
13	12th		
13.1	5th		
13.2	Original		
13.3	1st		
14	15th		
14.1	6th		
14.1.1	2nd		
14.2	9th		

* Denotes change

Continued

Advice Letter No. 12,162

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Effective April 19, 2008

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	43rd *	15	7th *
B	4th	16	7th
B.1	1st	16.1	10th
1	12th	16.1.1	1st
1.1	1st	16.1.2	1st
1.2	1st	16.2	10th
2	1st	17	11th
3	1st	17.1	2nd
4	1st	18	8th
5	1st	18.1	7th
6	1st	18.2	4th
7	1st	19	10th
8	1st	20	4th *
9	2nd	21	1st *
10	1st		
11	1st		
11.1	4th		
11.2	2nd		
11.3	2nd		
11.4	1st		
12	8th *		
12.1	5th		
12.1.1	1st		
12.2	1st		
12.3	2nd *		
12.4	3rd *		
12.5	2nd		
13	12th		
13.1	5th		
13.2	Original		
13.3	1st		
14	15th *		
14.1	6th		
14.1.1	2nd		
14.2	9th *		

* Denotes change

Continued

Advice Letter No. 12,122

Issued By

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Effective FEB 15, 2008

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	42nd *	15	6th
B	4th	16	7th
B.1	1st *	16.1	10th
1	12th	16.1.1	1st
1.1	1st	16.1.2	1st
1.2	1st	16.2	10th
2	1st	17	11th
3	1st	17.1	2nd
4	1st	18	8th
5	1st	18.1	7th *
6	1st	18.2	4th *
7	1st	19	10th *
8	1st	20	3rd
9	2nd	21	Original
10	1st		
11	1st		
11.1	4th		
11.2	2nd		
11.3	2nd		
11.4	1st		
12	7th		
12.1	5th		
12.1.1	1st		
12.2	1st		
12.3	1st		
12.4	2nd		
12.5	2nd		
13	12th		
13.1	5th *		
13.2	Original		
13.3	1st *		
14	14th		
14.1	6th		
14.1.1	2nd		
14.2	8th		

* Denotes change

Continued

Advice Letter No. 12,006

Issued By

Date Filed NOV 28, 2007

Effective DEC 01, 2007

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	41st *	15	6th
B	4th	16	7th
B.1	Original	16.1	10th
1	12th	16.1.1	1st
1.1	1st	16.1.2	1st
1.2	1st	16.2	10th
2	1st	17	11th
3	1st	17.1	2nd
4	1st	18	8th
5	1st	18.1	6th *
6	1st	18.2	3rd
7	1st	19	9th
8	1st	20	3rd
9	2nd	21	Original
10	1st		
11	1st		
11.1	4th		
11.2	2nd		
11.3	2nd		
11.4	1st		
12	7th		
12.1	5th		
12.1.1	1st		
12.2	1st		
12.3	1st		
12.4	2nd		
12.5	2nd		
13	12th		
13.1	4th *		
13.2	Original		
13.3	Original		
14	14th		
14.1	6th		
14.1.1	2nd		
14.2	8th		

* Denotes change

Continued

Advice Letter No. 11,976

Issued By

Date Filed OCT 09, 2007

Effective OCT 11, 2007

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	40th *	15	6th
B	4th	16	7th
B.1	Original	16.1	10th
1	12th	16.1.1	1st
1.1	1st	16.1.2	1st
1.2	1st	16.2	10th
2	1st	17	11th
3	1st	17.1	2nd
4	1st	18	8th
5	1st	18.1	5th *
6	1st	18.2	3rd
7	1st	19	9th
8	1st	20	3rd
9	2nd	21	Original
10	1st		
11	1st		
11.1	4th		
11.2	2nd		
11.3	2nd		
11.4	1st		
12	7th		
12.1	5th		
12.1.1	1st		
12.2	1st		
12.3	1st		
12.4	2nd		
12.5	2nd		
13	12th		
13.1	3rd		
13.2	Original		
13.3	Original		
14	14th		
14.1	6th		
14.1.1	2nd		
14.2	8th		

* Denotes change

Continued

Advice Letter No. 11,721

Issued By

Date Filed

JAN 03, 2007

Effective

JAN 05, 2007

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	39th *	15	6th
B	4th	16	7th
B.1	Original	16.1	10th
1	12th	16.1.1	1st
1.1	1st	16.1.2	1st
1.2	1st	16.2	10th
2	1st	17	11th
3	1st	17.1	2nd
4	1st	18	8th
5	1st	18.1	4th *
6	1st	18.2	3rd
7	1st	19	9th *
8	1st	20	3rd
9	2nd	21	Original
10	1st		
11	1st		
11.1	4th		
11.2	2nd		
11.3	2nd		
11.4	1st		
12	7th		
12.1	5th		
12.1.1	1st		
12.2	1st		
12.3	1st		
12.4	2nd		
12.5	2nd		
13	12th		
13.1	3rd		
13.2	Original		
13.3	Original		
14	14th		
14.1	6th		
14.1.1	2nd		
14.2	8th		

* Denotes change

Continued

Advice Letter No. 11,568

Issued By

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Effective JUN 16, 2006

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE 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 (T)
material including changes from the original schedule that are in effect on the date hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	38th *	15	6th *
B	4th *	16	7th *
B.1	Original *	16.1	10th *
1	12th *	16.1.1	1st *
1.1	1st *	16.1.2	1st *
1.2	1st *	16.2	10th *
2	1st *	17	11th *
3	1st *	17.1	2nd *
4	1st *	18	8th *
5	1st *	18.1	3rd *
6	1st *	18.2	3rd *
7	1st *	19	8th *
8	1st *	20	3rd *
9	2nd *	21	Original *
10	1st *		
11	1st *		
11.1	4th *		
11.2	2nd *		
11.3	2nd *		
11.4	1st *		
12	7th *		
12.1	5th *		
12.1.1	1st *		
12.2	1st *		
12.3	1st *		
12.4	2nd *		
12.5	2nd *		
13	12th *		
13.1	3rd *		
13.2	Original *		
13.3	Original *		
14	14th *		
14.1	6th *		
14.1.1	2nd *		
14.2	8th *		

* Denotes change

Continued

Advice Letter No. 11,364

Issued By

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Effective NOV 23, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	37th *	15	5th
B	3rd	16	6th
1	11th	16.1	9th
1.1	Original	16.1.1	Original
1.2	Original	16.1.2	Original
2	Original	16.2	9th
3	Original	17	10th
4	Original	17.1	1st
5	Original	18	7th
6	Original	18.1	2nd
7	Original	18.2	2nd
8	1st	19	7th
9	1st	20	2nd
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
11.4	Original		
12	6th *		
12.1	4th *		
12.1.1	Original *		
12.2	Original		
12.3	Original		
12.4	1st		
12.5	1st		
13	11th		
13.1	2nd *		
14	13th		
14.1	5th		
14.1.1	1st		
14.2	7th		

* Denotes change

Continued

Advice Letter No. 11,296

Issued By

Date Filed SEP 16, 2005
Effective SEP 20, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	36th * (P)	15	5th
B	3rd	16	6th
1	11th	16.1	9th
1.1	Original	16.1.1	Original
1.2	Original	16.1.2	Original
2	Original	16.2	9th
3	Original	17	10th
4	Original	17.1	1st
5	Original	18	7th
6	Original	18.1	2nd
7	Original	18.2	2nd
8	1st	19	7th
9	1st	20	2nd * (P)
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
11.4	Original		
12	5th		
12.1	3rd		
12.2	Original		
12.3	Original		
12.4	1st (P)		
12.5	1st (P)		
13	11th		
13.1	1st		
14	13th		
14.1	5th		
14.1.1	1st		
14.2	7th		

* Denotes change

(P) Pending approval of Advice Letter No. 11,147.

Continued

Advice Letter No. 11,148

Issued By

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Effective MAY 27, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	35th *	15	5th
B	3rd	16	6th
1	11th	16.1	9th
1.1	Original	16.1.1	Original
1.2	Original	16.1.2	Original
2	Original	16.2	9th
3	Original	17	10th
4	Original	17.1	1st
5	Original	18	7th
6	Original	18.1	2nd
7	Original	18.2	2nd
8	1st	19	7th
9	1st	20	1st *
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
11.4	Original		
12	5th		
12.1	3rd		
12.2	Original		
12.3	Original		
12.4	1st *		
12.5	1st *		
13	11th		
13.1	1st		
14	13th		
14.1	5th		
14.1.1	1st		
14.2	7th		

* Denotes change

Continued

Advice Letter No. 11,147

Issued By

Date Filed APR 25, 2005
Effective JUN 06, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	34th * (P) (P1)	15	5th
B	3rd (P1)	16	6th
1	11th (P1)	16.1	9th (P)(P1)
1.1	Original	16.1.1	Original
1.2	Original	16.1.2	Original
2	Original	16.2	9th (P1)
3	Original	17	10th *
4	Original	17.1	1st *
5	Original	18	7th
6	Original	18.1	2nd (P)
7	Original	18.2	2nd (P)
8	1st	19	7th (P1)
9	1st	20	Original
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
11.4	Original		
12	5th (P1)		
12.1	3rd (P1)		
12.2	Original		
12.3	Original		
12.4	Original		
12.5	Original		
13	11th (P1)		
13.1	1st (P1)		
14	13th (P1)		
14.1	5th (P)(P1)		
14.1.1	1st (P1)		
14.2	7th (P1)		

* Denotes change

(P) Pending approval of Advice Letter No. 10,925.
(P1) Pending approval of Advice Letter No. 10,970.

Continued

Advice Letter No. 10,971

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Effective NOV 09, 2004

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	33rd * (P)	15	5th
B	3rd *	16	6th
1	11th *	16.1	9th * (P)
1.1	Original	16.1.1	Original
1.2	Original	16.1.2	Original
2	Original	16.2	9th *
3	Original	17	9th
4	Original	17.1	Original
5	Original	18	7th
6	Original	18.1	2nd (P)
7	Original	18.2	2nd (P)
8	1st	19	7th *
9	1st	20	Original
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
11.4	Original		
12	5th *		
12.1	3rd *		
12.2	Original		
12.3	Original		
12.4	Original		
12.5	Original		
13	11th *		
13.1	1st *		
14	13th *		
14.1	5th * (P)		
14.1.1	1st *		
14.2	7th *		

* Denotes change

(P) Pending approval of Advice Letter No. 10,925.

Continued

Advice Letter No. 10,970

Issued By

Date Filed OCT 08, 2004

Effective NOV 09, 2004

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	32nd * (P)	15	5th
B	2nd (P)	16	6th
1	10th (P)	16.1	8th *
1.1	Original	16.1.1	Original (P)
1.2	Original	16.1.2	Original (P)
2	Original	16.2	8th
3	Original	17	9th
4	Original	17.1	Original
5	Original	18	7th
6	Original	18.1	2nd *
7	Original	18.2	2nd *
8	1st	19	6th
9	1st	20	Original (P)
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
11.4	Original (P)		
12	4th		
12.1	2nd		
12.2	Original (P)		
12.3	Original (P)		
12.4	Original (P)		
12.5	Original (P)		
13	10th		
13.1	Original #		
14	12th		
14.1	4th *		
14.1.1	Original		
14.2	6th		

* Denotes change

(P) Pending approval of Advice Letter No. 10,915.

Continued

Advice Letter No. 10,925

Issued By

Date Filed JUL 26, 2004

Effective MAR 21, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No. T-16870

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	31st * (P)	15	5th
B	2nd *	16	6th
1	10th *	16.1	7th
1.1	Original	16.1.1	Original *
1.2	Original	16.1.2	Original *
2	Original	16.2	8th
3	Original	17	9th (P)
4	Original	17.1	Original (P)
5	Original	18	7th
6	Original	18.1	1st
7	Original	18.2	1st
8	1st	19	6th
9	1st	20	Original *
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
11.4	Original *		
12	4th		
12.1	2nd		
12.2	Original *		
12.3	Original *		
12.4	Original *		
12.5	Original *		
13	10th		
13.1	Original #		
14	12th		
14.1	3rd		
14.1.1	Original		
14.2	6th		

* Denotes change

(P) Pending approval of Advice Letter No. 10,911.

Continued

Advice Letter No. 10,915

Issued By

Date Filed

JUL 15, 2004

Effective

SEP 01, 2004

Decision No. 04-05-058

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	30th *	17	9th *
B	1st	17.1	Original *
1	9th #	18	7th
1.1	Original	18.1	1st
1.2	Original	18.2	1st
2	Original	19	6th
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st		
9	1st		
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
12	4th		
12.1	2nd		
13	10th		
13.1	Original #		
14	12th		
14.1	3rd		
14.1.1	Original		
14.2	6th		
15	5th		
16	6th		
16.1	7th		
16.2	8th		

* Denotes change

Continued

Advice Letter No. 10,911

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JUL 14, 2004
JUL 15, 2004

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	29th *	17	8th *
B	1st	18	7th *
1	9th #	18.1	1st *
1.1	Original	18.2	1st *
1.2	Original	19	6th
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st		
9	1st		
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
12	4th		
12.1	2nd		
13	10th		
13.1	Original #		
14	12th		
14.1	3rd		
14.1.1	Original		
14.2	6th		
15	5th		
16	6th		
16.1	7th		
16.2	8th *		

* Denotes change

Continued

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Executive Director
Regulatory Affairs

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	27th *	17	7th
B	1st	18	6th
1	8th #	18.1	Original
1.1	Original	18.2	Original
1.2	Original	19	6th
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st		
9	1st		
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
12	4th		
12.1	2nd *		
13	10th		
13.1	Original #		
14	12th		
14.1	3rd		
14.1.1	Original		
14.2	6th		
15	5th		
16	6th		
16.1	7th		
16.2	7th		

* Denotes change

Continued

Advice Letter No. 10,551

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Director

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	26th *	17	7th
B	1st	18	6th
1	7th	18.1	Original *
1.1	Original	18.2	Original *
1.2	Original	19	6th *
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st		
9	1st		
10	Original		
11	Original		
11.1	3rd		
11.2	1st		
11.3	1st		
12	4th		
12.1	1st		
13	10th *		
13.1	Original #		
14	12th *		
14.1	3rd *		
14.1.1	Original *		
14.2	6th		
15	5th		
16	6th		
16.1	7th *		
16.2	7th		

* Denotes change

Continued

Advice Letter No. 10,490

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Director
Regulatory Affairs

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	24th *		
B	1st		
1	7th		
1.1	Original		
1.2	Original		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st		
9	1st		
10	Original		
11	Original		
11.1	3rd *		
11.2	1st		
11.3	1st		
12	4th		
12.1	1st		
13	8th		
14	10th		
14.1	1st		
14.2	6th		
15	5th		
16	6th		
16.1	5th		
16.2	7th		
17	7th		
18	6th		
19	5th		

* Denotes change

Continued

Advice Letter No. 9976

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Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	23rd * (P)		
B	1st (P)		
1	7th (P)		
1.1	Original (P)		
1.2	Original (P)		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	1st (P)		
13	8th		
14	10th *		
14.1	1st		
14.2	6th *		
15	5th		
16	6th		
16.1	5th (P)		
16.2	7th *		
17	7th		
18	6th		
19	5th		

* Denotes change
 (P) Pending approval of Advice Letter No. 9909.

Continued

Advice Letter No. 9949

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Decision No.

Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	22nd * (P)		
B	1st *		
1	7th *		
1.1	Original *		
1.2	Original *		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	1st *		
13	8th		
14	9th (P)		
14.1	1st		
14.2	5th (P)		
15	5th		
16	6th		
16.1	5th *		
16.2	6th (P)		
17	7th		
18	6th		
19	5th		

* Denotes change
 (P) Pending approval of Advice Letter No. 9769.

Continued

Advice Letter No. 9909

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Effective DEC 10, 2001

Decision No.

Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	21st * (P)		
B	Original		
1	7th		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	1st *		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	Original		
13	8th		
14	9th (P)		
14.1	1st		
14.2	5th (P)		
15	5th		
16	6th		
16.1	4th		
16.2	6th (P)		
17	7th		
18	6th		
19	5th		

* Denotes change
(P) Pending approval of Advice Letter No. 9769.

Continued

Advice Letter No. 9833

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Director
Regulatory Affairs

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	20th * (P)		
B	Original		
1	7th		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	Original		
13	8th (P)		
14	9th * (P)		
14.1	1st		
14.2	5th * (P)		
15	5th		
16	6th		
16.1	4th		
16.2	6th * (P)		
17	7th		
18	6th		
19	5th		

* Denotes change
(P) Pending approval of Advice Letter No. 9768.

Continued

Advice Letter No. 9769

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Effective JUN 20, 2001

Decision No.

Director
Regulatory Affairs

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	19th *		
B	Original		
1	7th		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	Original		
13	8th *		
14	8th *		
14.1	1st		
14.2	4th *		
15	5th		
16	6th		
16.1	4th		
16.2	5th *		
17	7th		
18	6th		
19	5th		

* Denotes change

Continued

Advice Letter No. 9768

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Effective MAY 14, 2001

Decision No.

Director
 Regulatory Affairs

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	18th *		
B	Original		
1	6th		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	Original		
13	7th		
14	7th		
14.1	1st		
14.2	3rd		
15	5th		
16	6th		
16.1	4th		
16.2	4th		
17	7th *		
18	6th		
19	5th		

* Denotes change

Continued

Advice Letter No. 9730

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Effective MAY 01, 2001

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Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	17th * (P)		
B	Original		
1	6th (P)		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	Original		
13	7th (P)		
14	6th		
14.1	1st		
14.2	3rd		
15	5th		
16	6th		
16.1	4th (P)		
16.2	4th *		
17	6th		
18	6th		
19	4th (P)		

* Denotes change
(P) Pending approval of Advice Letter No. 9175.

Continued

Advice Letter No. 9559

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Date Filed AUG 23, 2000
Effective OCT 04, 2000

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Director
Regulatory Affairs

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	16th * (P)		
B	Original		
1	6th (P)		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	Original		
13	7th (P)		
14	6th		
14.1	1st		
14.2	3rd *		
15	5th		
16	6th		
16.1	4th (P)		
16.2	3rd *		
17	6th		
18	6th		
19	4th (P)		

* Denotes change
 (P) Pending approval of Advice Letter No. 9175.

Continued

Advice Letter No. 9403

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Decision No.

Director
 Regulatory Affairs

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COMPETITIVE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets A through 19 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 hereof.

<u>Sheet</u>	<u>Original or Number of Revision</u>	<u>Sheet</u>	<u>Original or Number of Revision</u>
A	15th *		
B	Original		
1	6th *		
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
9	1st		
10	Original		
11	Original		
11.1	2nd		
11.2	1st		
11.3	1st		
12	4th		
12.1	Original		
13	7th *		
14	6th		
14.1	1st		
14.2	1st		
15	5th		
16	6th		
16.1	4th *		
16.2	1st		
17	6th		
18	6th		
19	4th *		

* Denotes change

Continued

Advice Letter No. 9175

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Effective DEC 22, 1999

Decision No.

Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

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II. REGULATIONS		
A. Application for Service	2	
B. Rates and Charges	2	
C. Changes to Rates and Charges	2	
D. Limitation of Liability	4	
E. Payment Arrangements and Credit Allowance	6	
F. Promotional Offerings, Service Warranties, Discounted Offerings, Donated Offerings and Price Guarantees	7	
G. Refusal, Termination or Discontinuance of Category III Services	7	
H. Restrictions on Customer Use and Resale of Category III Services	9	
I. Assignment	10	
J. Existing Customers	10	
K. Special Features	10	
III. VOICE BASED SERVICES		
A. Preliminary Statements	11	
B. List of Service Exchanges		
1. Verizon Home Voice Mail/ Verizon Voice Messaging Service	11.1	(T)
2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service	11.2	
3. Automated Information Service (AIS)	11.3	
4. Customer Name and Address (CNA) Service	11.4	(T)
C. Special Conditions		
1. Verizon Home Voice Mail/ Verizon Voice Messaging Service	12	(L)
2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service	13	
3. Automated Information Service (AIS)	14	
4. Customer Name and Address (CNA) Service	14.1	

(L) Material formerly on this sheet moved to Original Sheet B.1.

(L)
Continued

Advice Letter No. 11,364

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Effective NOV 23, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

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I. GENERAL		
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B. Definitions	1	
C. Availability	1.1	
II. REGULATIONS		
A. Application for Service	2	
B. Rates and Charges	2	
C. Changes to Rates and Charges	2	
D. Limitation of Liability	4	
E. Payment Arrangements and Credit Allowance	6	
F. Promotional Offerings, Service Warranties, Discounted Offerings, Donated Offerings and Price Guarantees	7	
G. Refusal, Termination or Discontinuance of Category III Services	7	
H. Restrictions on Customer Use and Resale of Category III Services	9	
I. Assignment	10	
J. Existing Customers	10	
K. Special Features	10	
III. VOICE BASED SERVICES		
A. Preliminary Statements	11	
B. List of Service Exchanges	11.1	
C. Special Conditions		
1. Verizon Voice Mail Service/ Verizon Voice Messaging Service	12	(T)
2. Inside Wire Maintenance and Billable Repair Service	12.2	
3. Automated Information Service (AIS)	14.1	
4. Customer Name and Address (CNA) Service	14.1.1	(T)
D. Rates		
1. Nonrecurring Rates		
Verizon Voice Mail	14.2	
Verizon Voice Messaging	15	
AIS	16.1	
Customer Name and Address (CNA) Service	16.1	
Simple Inside Wire Billable Repair Service - Residence	16.1.1	
Simple Inside Wire Billable Repair Service - Business	16.1.2	
2. Monthly Rates		
Verizon Voice Mail	16.2	
Verizon Voice Messaging	17	
AIS	19	
Inside Wire Maintenance (IWM)	20	
Landlord Inside Wire Maintenance Service	20	

Continued

Advice Letter No. 10,970

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Executive Director
Regulatory Affairs

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COMPETITIVE SERVICES

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A. Applicability	1	
B. Definitions	1	
C. Availability	1.1	
II. REGULATIONS		
A. Application for Service	2	
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C. Changes to Rates and Charges	2	
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F. Promotional Offerings, Service Warranties, Discounted Offerings, Donated Offerings and Price Guarantees	7	
G. Refusal, Termination or Discontinuance of Category III Services	7	
H. Restrictions on Customer Use and Resale of Category III Services	9	
I. Assignment	10	
J. Existing Customers	10	
K. Special Features	10	
III. VOICE BASED SERVICES		
A. Preliminary Statements	11	
B. List of Service Exchanges	11.1	
C. Special Conditions	12	
D. Rates		(T)
1. Nonrecurring Rates		(N)
Verizon Voice Mail	14.2	(T)
Verizon Voice Messaging	15	
AIS	16.1	
Customer Name and Address (CNA) Service	16.1	(T)
Simple Inside Wire Billable Repair Service - Residence	16.1.1	(N)
Simple Inside Wire Billable Repair Service - Business	16.1.2	
2. Monthly Rates		
Verizon Voice Mail	16.2	
Verizon Voice Messaging	17	
AIS	19	
Inside Wire Maintenance (IWM)	20	
Landlord Inside Wire Maintenance Service	20	(N)

Continued

Advice Letter No. 10,915

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Decision No. 04-05-058

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

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<u>Section</u>	<u>Sheet</u>	(T)
I. GENERAL		
A. Applicability	1	
B. Definitions	1	
C. Availability	1.1	(N)
II. REGULATIONS		
A. Application for Service	2	
B. Rates and Charges	2	
C. Changes to Rates and Charges	2	
D. Limitation of Liability	4	
E. Payment Arrangements and Credit Allowance	6	
F. Promotional Offerings, Service Warranties, Discounted Offerings, Donated Offerings and Price Guarantees	7	(T)
G. Refusal, Termination or Discontinuance of Category III Services	7	
H. Restrictions on Customer Use and Resale of Category III Services	9	(T)
I. Assignment	10	
J. Existing Customers	10	
K. Special Features	10	
III. VOICE BASED SERVICES		
A. Preliminary Statements	11	
B. List of Service Exchanges	11.1	
C. Special Conditions	12	
D. Rates	15	
(1) Verizon Voice Mail	14.2	(N)
(2) Verizon Voice Messaging	15	
(3) AIS	16.1	
(4) Customer Name and Address (CNA) Service	16.1	(N)

Continued

Advice Letter No. 9909

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Decision No.

Director
Regulatory Affairs

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COMPETITIVE SERVICES

(N)

TABLE OF CONTENTS

<u>SECTION</u>	<u>Sheet</u>	
I. GENERAL		
A. Applicability	1	
B. Definitions	1	
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A. Application for Service	2	
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C. Changes to Rates and Charges	2	
D. Limitation of Liability	4	
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F. Promotional Offerings, Service Warranties, Discounted Offerings, Donated Offerings and Price Guarantees	7	
G. Refusal, Termination or Discontinuance of Category III Services	7	
H. Restrictions on Customer Use and Resale of Category III Services	9	
I. Assignment	10	
J. Existing Customers	10	
K. Special Features	10	
III. VOICE BASED SERVICES		(L)(T)
A. Preliminary Statements	11	(L)
B. List of Service Exchanges	11.1	
C. Special Conditions	12	(L)
D. Rates	15	(L) (N)

(L) Material previously shown in different form in Schedule Cal.
P.U.C. No. E-3, 1st Revised Sheet B.

Continued

Advice Letter No. 7710A

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Decision No.

Regional Director
Regulatory & Industry Affairs

Resolution No. T-15808

COMPETITIVE SERVICES

TABLE OF CONTENTS

<u>Section</u>	<u>Sheet</u>	
III. VOICE BASED SERVICES - Continued		
D. Rates		
1. Verizon Home Voice Mail/Verizon Voice Messaging Service		
a. Verizon Home Voice Mail		
Nonrecurring Charges	14.2	
Monthly Rates	15	
b. Verizon Voice Messaging		
Nonrecurring Charges	16	
Monthly Rates	16.1.2	
2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service		
a. Inside Wire Maintenance (IWM)		
Monthly Rates	18.1	
b. Inside Wire Maintenance (IWM) Alternative Offer		(N)
Monthly Rates	18.1	(N)
c. Simple Inside Wire Billable Repair Service - Residence		(T)
Nonrecurring Charges	18.2	
d. Simple Inside Wire Billable Repair Service - Business		(T)
Nonrecurring Charges	19	
3. Automated Information Services (AIS)		
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Continued

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COMPETITIVE SERVICES

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(L) Material moved from 4th Revised Sheet B and reordered.

Continued

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

I. GENERAL

A. **APPLICABILITY**

This schedule is applicable to Category III Services provided by Verizon California within the State of California as outlined in D.87-10-031 and D.94-09-065.

B. **DEFINITIONS OF SERVICES**

(T)

Automated Information Service (AIS). An automated attendant service which allows business customers to answer and process incoming calls quickly, without human assistance. Callers reaching an AIS system receive a recorded greeting. They can then select from a menu of options using their touch tone phone.

Customer Name and Address (CNA) Service. This service provides reverse search capability, allowing a customer to receive the name and/or address associated with a complete telephone number provided to the Utility's directory assistance operator.

Category III Service. Category III Services are fully competitive telecommunications services with full pricing flexibility and minimal tariff requirements as set forth by the Public Utilities Commission of the State of California in D.94-09-065.

Inside Wire Maintenance Plan (IWMP). The Inside Wire Maintenance Plan is an optional monthly service for residential and small business customers (B1s not terminating in a multiline system; key, PBX, etc.) IWMP provides repair protection for the telephone jacks and telephone inside wire on the customer's side of the demarcation point. IWMP is not required for basic telephone service and may be cancelled at any time.

Landlord Inside Wire Maintenance Service. An optional insurance plan available to building owners/agents to cover repairs of inside wire and jacks for tenants residing in residential rental units.

Simple Inside Wire. All non-system premise telephone wiring, including the associated jacks, on the customer's side of the current demarcation point, whether owned and installed by the customer or premises owner, or their agent, or previously installed and maintained by the Utility under tariff. Simple Inside Wire does not include customer premises equipment.

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

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

(T)

(T)

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

Continued

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Resolution No.

COMPETITIVE SERVICES

I. GENERAL

A. **APPLICABILITY**

This schedule is applicable to Category III Services provided by Verizon California within the State of California as outlined in D.87-10-031 and D.94-09-065.

B. **DEFINITIONS**

Automated Information Service (AIS). An automated attendant service which allows business customers to answer and process incoming calls quickly, without human assistance. Callers reaching an AIS system receive a recorded greeting. They can then select from a menu of options using their touch tone phone.

Customer Name and Address (CNA) Service. This service provides reverse search capability, allowing a customer to receive the name and/or address associated with a complete telephone number provided to the Utility's directory assistance operator.

Category III Service. Category III Services are fully competitive telecommunications services with full pricing flexibility and minimal tariff requirements as set forth by the Public Utilities Commission of the State of California in D.94-09-065.

Inside Wire Maintenance Plan (IWMP). The Inside Wire Maintenance Plan is an optional monthly service for residential and small business customers (B1s not terminating in a multiline system; key, PBX, etc.) IWMP provides repair protection for the telephone jacks and telephone inside wire on the customer's side of the demarcation point. IWMP is not required for basic telephone service and may be cancelled at any time.

Landlord Inside Wire Maintenance Service. An optional insurance plan available to building owners/agents to cover repairs of inside wire and jacks for tenants residing in residential rental units.

Simple Inside Wire. All non-system premise telephone wiring, including the associated jacks, on the customer's side of the current demarcation point, whether owned and installed by the customer or premises owner, or their agent, or previously installed and maintained by the Utility under tariff. Simple Inside Wire does not include customer premises equipment.

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

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

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

Continued

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

I. GENERAL

A. **APPLICABILITY**

This schedule is applicable to Category III Services provided by Verizon California within the State of California as outlined in D.87-10-031 and D.94-09-065.

B. **DEFINITIONS**

Automated Information Service (AIS). An automated attendant service which allows business customers to answer and process incoming calls quickly, without human assistance. Callers reaching an AIS system receive a recorded greeting. They can then select from a menu of options using their touch tone phone.

Customer Name and Address (CNA) Service. This service provides reverse search capability, allowing a customer to receive the name and/or address associated with a complete telephone number provided to the Utility's directory assistance operator.

Category III Service. Category III Services are fully competitive telecommunications services with full pricing flexibility and minimal tariff requirements as set forth by the Public Utilities Commission of the State of California in D.94-09-065.

Inside Wire Maintenance (IWM). Inside Wire Maintenance is an optional monthly service for residential and small business customers (B1s not terminating in a multi-line system; key, PBX, etc.) IWM provides repair protection for the telephone jacks and telephone inside wire on the customer's side of the demarcation point. IWM is not required for basic telephone service and may be cancelled at any time.

(N)

(N)

Landlord Inside Wire Maintenance Service. An optional insurance plan available to building owners/agents to cover repairs of inside wire and jacks for tenants residing in residential rental units.

(L)

(L)

Simple Inside Wire. All non-system premise telephone wiring, including the associated jacks, on the customer's side of the current demarcation point, whether owned and installed by the customer or premises owner, or their agent, or previously installed and maintained by the Utility under tariff. Simple Inside Wire does not include customer premises equipment.

(L¹)

(L¹)

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

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

(L) Material moved from Schedule Cal. P.U.C. No. A-9, 6th Revised Sheet 4, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

(L¹) Material moved from Schedule Cal. P.U.C. No. A-9, 4th Revised Sheet 4.1, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

Continued

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COMPETITIVE SERVICES

I. GENERAL

A. **APPLICABILITY**

This schedule is applicable to Category III Services provided by Verizon California within the State of California as outlined in D.87-10-031 and D.94-09-065. (T)

B. **DEFINITIONS**

Automated Information Service (AIS). An automated attendant service which allows business customers to answer and process incoming calls quickly, without human assistance. Callers reaching an AIS system receive a recorded greeting. They can then select from a menu of options using their touch tone phone.

Customer Name and Address (CNA) Service. This service provides reverse search capability, allowing a customer to receive the name and/or address associated with a complete telephone number provided to the Utility's directory assistance operator. (N)
|
(N)

Category III Service. Category III Services are fully competitive telecommunications services with full pricing flexibility and minimal tariff requirements as set forth by the Public Utilities Commission of the State of California in D.94-09-065.

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

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

(T)

(L)
|
(L)

(L) Material rearranged on page for alphabetical order.

Continued

Advice Letter No. 9909

Issued By

Date Filed OCT 31, 2001

Effective DEC 10, 2001

Decision No.

Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

I. GENERAL

A. **APPLICABILITY**

This schedule is applicable to Category III Services provided by GTE California within the State of California as outlined in D.87-10-031 and D.94-09-065.

B. **DEFINITIONS**

Automated Information Service (AIS). An automated attendant service which allows business customers to answer and process incoming calls quickly, without human assistance. Callers reaching an AIS system receive a recorded greeting. They can then select from a menu of options using their touch tone phone.

Category III Service. Category III Services are fully competitive telecommunications services with full pricing flexibility and minimal tariff requirements as set forth by the Public Utilities Commission of the State of California in D.94-09-065.

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

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

(D)
—
(D)

Continued

COMPETITIVE SERVICES

I. GENERAL

A. **APPLICABILITY**

This schedule is applicable to Category III Services provided by GTE California within the State of California as outlined in D.87-10-031 and D.94-09-065.

B. **DEFINITIONS**

Automated Information Service (AIS). An automated attendant service which allows business customers to answer and process incoming calls quickly, without human assistance. Callers reaching an AIS system receive a recorded greeting. They can then select from a menu of options using their touch tone phone.

Category III Service. Category III Services are fully competitive telecommunications services with full pricing flexibility and minimal tariff requirements as set forth by the Public Utilities Commission of the State of California in D.94-09-065.

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

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

FaxThru. A fax service which allows the business subscriber's fax machine to rarely appear busy or unavailable because the fax line is set up to call forward to a special FaxThru memory storage at a fax server. Transmission of the fax message to the subscriber is then attempted at set intervals for several hours.

Continued

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Regulatory Affairs

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RESERVED FOR FUTURE USE

(L)

(L)

(L) Material formerly on this sheet moved to 1st Revised Sheet 11.4.

Continued

COMPETITIVE SERVICES

(N)

I. GENERAL - Continued

C. **AVAILABILITY**

Customer Name and Address (CNA) Service is offered in the following Verizon exchanges where technically feasible.

Alamitos	Covelo	Hi Vista
Alpaugh	Covina-Baldwin Park	Homestead Valley
Alpine	Crestline	Hoopla
Arrowhead	Crowley Lake	Huntington Beach
Azusa-Glendora	Cuyama	Idyllwild
Badger	Desert Center	Independence
Banning-Beaumont	Desert Hot Springs	Indio
Barstow -	Diamond Bar	Inyokern
Barstow D.A.	Dos Palos	Joshua Tree
Yermo D.A.	Downey	June Lake
Benton Station	Dunlap	Kenwood
Berrenda Mesa	Eagle Mountain	Kernville
Big Bear City	Earp	Knights Landing
Big Bear Lake	El Mirage	Laguna Beach
Big Pine	El Rio	La Habra
Bishop	Elsinore	La Puente
Blythe	Etiwanda	Lake Hughes
Boron	Exeter	Lake Isabella
Bridgeport	Farmington	Lakeview - Nuevo
Buttonwillow	Fort Irwin	Lakewood
California City	Fowler	Lancaster
California Hot Springs	Garberville	Laytonville -
Calimesa	Gaviota	Sherwood Ranch D.A.
Camarillo	Gilroy	Lee Vining
Carpinteria	Glennville	Leggett
Cazadero	Grant Grove	Lemon Cove
Chino	Guadalupe	Lenwood
Claremont-San San Dimas	Havas Lake	Linden
Clements	Hayfork	Lindsay
Coleville	Hemet -	Lompoc
Colfax -	Anza D.A.	Lone Pine
Colfax D.A.	Hemet D.A.	
Weimar D.A.	Homeland D.A.	
Conejo	Sage D.A.	
Corcoran	San Jacinto D.A.	

(N)

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COMPETITIVE SERVICES

RESERVED FOR FUTURE USE

(L)

(L)

(L) Material formerly on this sheet moved to 1st Revised Sheet 11.4.

Continued

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

I. GENERAL - Continued

C. **AVAILABILITY** - Continued

Long Beach	Perris	Santa Ynez
Los Alamos	Pico Rivera	Sierra Madre
Los Gatos	Piercy	Snelling
Lost Hills	Pine Creek	Somis
Lucerne Valley	Pinyon	Squaw Valley
Mad River	Point Mugu	Summit Valley
Malibu	Pomona	Sun City
Mammoth Lakes	Randsburg	Sunland - Tujunga
Manteca	Redlands	Taft
Marshall	Redondo	Temecula
McFarland	Reedley	Thousand Oaks
McKittrick	Ridgecrest	Timbercove -
Mentone	Ripon	Sea Ranch D.A.
Miramonte - Pinehurst	Robbins	Tivy Valley
Monrovia	Running Springs	Trona
Moreno	Salton City	Twentynine Palms
Morgan Hill	San Bernardino	Upland
Morongo Valley	San Fernando -	Victorville -
Murrieta	Granado Hills D.A.	Adelanto D.A.
Newberry	Pacoima D.A.	Apple Valley D.A.
Newbury Park	San Fernando D.A.	Hesperia D.A.
Norwalk	Sepulveda D.A.	Victorville D.A.
Novato	San Gabriel Canyon	Weaverville
Olancho	Sanger	Weldon
Ontario	San Joaquin	West Los Angeles
Orleans	San Miguel	Westminster
Oxnard	Santa Barbara	Whitethorn
Palm Desert	Santa Maria	Whittier
Palm Springs	Santa Monica -	Willow Creek
Palo Verde	Mar Vista D.A.	Wrightwood -
Parker Dam	Santa Monica D.A.	Phelan D.A.
Parkfield	Santa Paula	Yucca Valley

(N)

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Director
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Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS

These Regulations apply in addition to the Rules and Regulations set forth in Schedule Cal. P.U.C. No. D&R.

A. APPLICATION FOR SERVICE

Applications for Category III Services will be accepted by the Utility provided that the Category III Service is available. The Utility, on its sole discretion, shall offer Category III in locations where technical capabilities exist and market conditions warrant. The availability of each service is listed by exchange in III.B.

B. RATES AND CHARGES

Rates and charges for Category III Services are set forth in the applicable product specific tariff sheets. Rates and charges for Category III Services provided under this tariff may not exceed the maximum level set for each product.

C. CHANGES TO RATES AND CHARGES

1. The Utility may adjust the current rates and charges for a Category III Service by filing revised tariff sheets provided these new rates and charges are below the approved maximum level. The tariff sheets will become effective upon the first day after the file date, and parties may not protest the adjustment. If the adjustment is greater than the maximum level, the revised tariff sheets will also adjust the maximum levels, as set forth in II.C.2. below.

Continued

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS

These Regulations apply in addition to the Rules and Regulations set forth in Schedule Cal. P.U.C. No. D&R.

A. APPLICATION FOR SERVICE

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B. RATES AND CHARGES

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C. CHANGES TO RATES AND CHARGES

1. The Utility may adjust the current rates and charges for a Category III Service by filing revised tariff sheets provided these new rates and charges are below the approved maximum level. The tariff sheets will become effective upon the first day after the file date, and parties may not protest the adjustment. If the adjustment is greater than the maximum level, the revised tariff sheets will also adjust the maximum levels, as set forth in II.C.2. below.

(N)

Continued

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Regional Director
Regulatory & Industry Affairs

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Resolution No. T-15808

COMPETITIVE SERVICES

II. REGULATIONS - Continued

C. CHANGES TO RATES AND CHARGES - Continued

2. The Utility may change the maximum level by filing revised tariff sheets. Increases to the maximum level of rates and charges by 5 percent or less will become effective upon the fifth day from the file date. These increases may, at the Utility's discretion, be considered temporary tariffs. Absent a protest within the twenty day period, the temporary status of the tariff will automatically become permanent. If a protest is filed, the tariff will remain a temporary tariff until the protest is either withdrawn or resolved by the Commission. The Utility will refund the difference between the current rate under a temporary tariff and the Commission authorized rate should a protest of the temporary tariff result in non-approval of the proposed rate.
3. Revised tariff sheets which increase the maximum level of rates and charges by more than five percent will require a thirty day notice period. Absent a protest, such tariffs will become effective upon the thirtieth day after the file date. If a protest is filed within the twenty day protest period, the tariff may, at the Utility's discretion, be considered a temporary tariff, effective upon the thirtieth day after the file date. When a protest is filed, the tariff will remain a temporary tariff until the protest is either withdrawn or resolved by the Commission. The Utility will refund the difference between the current rate under a temporary tariff and the Commission authorized rate should a protest of the temporary tariff result in non-approval of the proposed rate.
4. The Utility may enter into contracts for Category III Services at current tariff rates without prior Commission approval. The Utility will file with the Commission advice letters for Category III Service contracts at least one day prior to putting those contracts into effect.

The Utility may also enter into contracts for Category III Services at rates other than current tariff rates. These contracts will become temporarily effective on five-day notice and permanent on the twenty-first day after filing absent any protests.

Continued

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS - Continued

C. **CHANGES TO RATES AND CHARGES** - Continued

2. The Utility may change the maximum level by filing revised tariff sheets. Increases to the maximum level of rates and charges by 5 percent or less will become effective upon the fifth day from the file date. These increases may, at the Utility's discretion, be considered temporary tariffs. Absent a protest within the twenty day period, the temporary status of the tariff will automatically become permanent. If a protest is filed, the tariff will remain a temporary tariff until the protest is either withdrawn or resolved by the Commission. The Utility will refund the difference between the current rate under a temporary tariff and the Commission authorized rate should a protest of the temporary tariff result in non-approval of the proposed rate.
3. Revised tariff sheets which increase the maximum level of rates and charges by more than five percent will require a thirty day notice period. Absent a protest, such tariffs will become effective upon the thirtieth day after the file date. If a protest is filed within the twenty day protest period, the tariff may, at the Utility's discretion, be considered a temporary tariff, effective upon the thirtieth day after the file date. When a protest is filed, the tariff will remain a temporary tariff until the protest is either withdrawn or resolved by the Commission. The Utility will refund the difference between the current rate under a temporary tariff and the Commission authorized rate should a protest of the temporary tariff result in non-approval of the proposed rate.
4. The Utility may enter into contracts for Category III Services at current tariff rates without prior Commission approval. The Utility will file with the Commission advice letters for Category III Service contracts at least one day prior to putting those contracts into effect.

The Utility may also enter into contracts for Category III Services at rates other than current tariff rates. These contracts will become temporarily effective on five-day notice and permanent on the twenty-first day after filing absent any protests.

(N)

Continued

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Regional Director
Regulatory & Industry Affairs

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Resolution No. T-15808

COMPETITIVE SERVICES

II. REGULATIONS - Continued

C. CHANGES TO RATES AND CHARGES - Continued

5. The Utility may seek to change terms and conditions of the tariff other than rates and charges by filing revised tariff sheets. Such tariff sheets become effective on the first day after the file date. These changes will be considered temporary tariffs. Absent a protest within the twenty day period, the temporary status of the tariff will automatically become permanent on the twentieth day. If a protest is filed, the tariff will remain a temporary tariff until the protest is either withdrawn or resolved by the Commission.

D. LIMITATION OF LIABILITY

1. Limitations

Limitations of liability for Category III Services are as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 26.

Continued

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Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS - Continued

C. CHANGES TO RATES AND CHARGES - Continued

5. The Utility may seek to change terms and conditions of the tariff other than rates and charges by filing revised tariff sheets. Such tariff sheets become effective on the first day after the file date. These changes will be considered temporary tariffs. Absent a protest within the twenty day period, the temporary status of the tariff will automatically become permanent on the twentieth day. If a protest is filed, the tariff will remain a temporary tariff until the protest is either withdrawn or resolved by the Commission.

D. LIMITATION OF LIABILITY

1. Limitations

Limitations of liability for Category III Services are as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 26.

(N)

Continued

Advice Letter No. 7710

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Regulatory & Industry Affairs

Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS - Continued

D. LIMITATION OF LIABILITY - Continued

2. Temporary Suspension for Repairs

The Utility shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system. For information regarding unplanned outages, see Schedule Cal. P.U.C. No. D&R, Rule No. 26.

3. Installation

Upon request, Customers will be given an estimated installation date. The Utility is not liable if installation of the service is delayed. If a Customer wants service installation to be expedited, the Customer may be required to pay a special charge as determined by the Utility.

Continued

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Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS - Continued

D. **LIMITATION OF LIABILITY** - Continued

2. Temporary Suspension for Repairs

The Utility shall make necessary repairs, modifications, upgrades, or changes in its facilities at any time and may, without liability, suspend or interrupt services temporarily for the purpose of making the necessary repairs, modifications, upgrades, or changes in its system. For information regarding unplanned outages, see Schedule Cal. P.U.C. No. D&R, Rule No. 26.

3. Installation

Upon request, Customers will be given an estimated installation date. The Utility is not liable if installation of the service is delayed. If a Customer wants service installation to be expedited, the Customer may be required to pay a special charge as determined by the Utility.

(N)

Continued

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Regional Director
Regulatory & Industry Affairs

Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS - Continued

E. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE

1. Establishment and Reestablishment of Credit

Establishment and reestablishment of credit for Category III Services shall be consistent with the specifications in Schedule Cal. P.U.C. No. D&R, Rule No. 5.

2. Advance Payments and Deposits

Advance payments and deposits for Category III Services shall be consistent with the specifications in Schedule Cal. P.U.C. No. D&R, Rule No. 6.

Customers may be required to prepay 25% when estimated non-recurring charges are over \$5,000.00; and 50% when estimated non-recurring charges are over \$10,000.

3. Rendering and Payment of Bills

Rendering and payment of bills for Category III Services shall be as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 10, with the exception of Section J of that Rule. Category III Services are not subject to any limitations on backbilling.

4. Disputed Bills

Disputed bills for Category III Services shall be resolved as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 12.

Continued

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS - Continued

E. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCE

1. Establishment and Reestablishment of Credit

Establishment and reestablishment of credit for Category III Services shall be consistent with the specifications in Schedule Cal. P.U.C. No. D&R, Rule No. 5.

2. Advance Payments and Deposits

Advance payments and deposits for Category III Services shall be consistent with the specifications in Schedule Cal. P.U.C. No. D&R, Rule No. 6.

Customers may be required to prepay 25% when estimated non-recurring charges are over \$5,000.00; and 50% when estimated non-recurring charges are over \$10,000.

3. Rendering and Payment of Bills

Rendering and payment of bills for Category III Services shall be as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 10, with the exception of Section J of that Rule. Category III Services are not subject to any limitations on backbilling.

4. Disputed Bills

Disputed bills for Category III Services shall be resolved as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 12.

(N)

Continued

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Decision No.

Regional Director
Regulatory & Industry Affairs

Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS - Continued

F. PROMOTIONAL OFFERINGS, SERVICE WARRANTIES, DISCOUNTED OFFERINGS, DONATED OFFERINGS AND PRICE GUARANTEES

The Utility may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, donated offerings and guaranteed pricing. The Utility will notify the Commission in advance of such promotions, service warranties, discounted offerings, donations or guarantees; however, no such offerings require approval.

G. REFUSAL, TERMINATION OR DISCONTINUANCE OF CATEGORY III SERVICES

1. Termination or Refusal of Category III Services

If the Customer is in violation of any provision under this tariff, and such default continues after notice thereof is given by the Utility, the Utility may, without liability and without waiving any other remedies available to it, cease providing the applicable Category III Service to the Customer.

2. Discontinuance of Category III Services

The Utility, on its sole discretion, may discontinue offering a Category III Service, in part or in its entirety, without liability to affected Customers and applicants.

The Utility may file and make effective on one day's notice advice letters freezing and withdrawing Category III Service offerings. Category III Service offerings may be frozen as of the effective date of the advice letter. Category III Services to current customers may be withdrawn no sooner than the fortieth day after the advice letter is filed.

Continued

Advice Letter No. 11,364

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Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS - Continued

F. PROMOTIONAL OFFERINGS, SERVICE WARRANTIES, DISCOUNTED OFFERINGS, DONATED OFFERINGS AND PRICE GUARANTEES

The Utility may offer promotional offerings (e.g., free installation, first month free, etc.), service warranties, discounted offerings, donated offerings and guaranteed pricing. The Utility will notify the Commission in advance of such promotions, service warranties, discounted offerings, donations or guarantees; however, no such offerings require approval.

G. REFUSAL, TERMINATION OR DISCONTINUANCE OF CATEGORY III SERVICES

1. Termination or Refusal of Category III Services

If the Customer is in violation of any provision under this tariff, and such default continues after notice thereof is given by the Utility, the Utility may, without liability and without waiving any other remedies available to it, cease providing the applicable Category III Service to the Customer.

2. Discontinuance of Category III Services

The Utility, on its sole discretion, may discontinue offering a Category III Service, in part or in its entirety, without liability to affected Customers and applicants.

The Utility may file and make effective on one day's notice advice letters freezing and withdrawing Category III Service offerings. Category III Service offerings may be frozen as of the effective date of the advice letter. Category III Services to current customers may be withdrawn no sooner than the fortieth day after the advice letter is filed.

(N)

Continued

Advice Letter No. 7710

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Regional Director
Regulatory & Industry Affairs

Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS - Continued

G. REFUSAL, TERMINATION OR DISCONTINUANCE OF CATEGORY III SERVICES - Continued

3. Termination by Customer

The Customer may order Category III Services on a long term basis, as opposed to month-to-month. See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules. (C)

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

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

Additional requirements for refusal, termination or discontinuance of Category III Services are as specified in Schedule Cal. P.U.C. No. D&R Rule No. 31.

Continued

Advice Letter No. 9833

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Effective AUG 28, 2001

Decision No.

Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS - Continued

G. **REFUSAL, TERMINATION OR DISCONTINUANCE OF CATEGORY III SERVICES** - Continued

3. Termination by Customer

The Customer may order Category III Services on a long term basis, as opposed to month-to-month. If the Customer terminates service before the end of the term, the Customer will give the Utility thirty (30) days' prior written notice. Furthermore, the Utility may charge the Customer a termination fee. The termination fee will not exceed the greatest monthly total of charges billed for the service during the term multiplied by the number of months remaining in the term.

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

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

Additional requirements for refusal, termination or discontinuance of Category III Services are as specified in Schedule Cal. P.U.C. No. D&R No. 31.

(N)

Continued

Advice Letter No. 7710

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Decision No.

Regional Director
Regulatory & Industry Affairs

Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS - Continued

H. RESTRICTIONS ON CUSTOMER USE AND RESALE OF CATEGORY III SERVICES

1. Resale

No Customer may resell a Category III Service without the express written permission of the Utility.

Per Decision 98-10-020, Verizon Home Voice Mail and Voice Messaging Services are available to end users of a CLEC when the end-user's service is provided on a resold line of Verizon. Service may be ordered by an end user or by a CLEC acting as the agent of the end user. (T)
(T)

2. Regulations and Codes

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

3. Fraudulent Use

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

Continued

Advice Letter No. 11,364

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS - Continued

H. RESTRICTIONS ON CUSTOMER USE AND RESALE OF CATEGORY III SERVICES

1. Resale

No Customer may resell a Category III Service without the express written permission of the Utility.

Per Decision 98-10-020, GTE Voice Mail and Voice Messaging Services are available to end users of a CLEC when the end-user's service is provided on a resold line of GTE. Service may be ordered by an end user or by a CLEC acting as the agent of the end user.

(N)

(N)

2. Regulations and Codes

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

3. Fraudulent Use

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

Continued

Advice Letter No. 8920

Issued By

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Effective JAN 19, 1999

Director

Decision No.

Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

II. REGULATIONS - Continued

I. ASSIGNMENT

1. Customer Assignment

The Customer may not assign its rights or delegate its obligations and duties regarding the provisioning of Category III Services to another Customer, without the prior written consent of the Utility.

2. Utility Assignment

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

J. EXISTING CUSTOMERS

The terms and conditions of this tariff supersede all other tariffs for customers with Category III Services, which became effective on or before the date of this tariff. However, all mutually executed agreements for Category III Services, which were in effect on or before the effective date of this tariff, shall remain in full force and effect to the extent they are consistent with the terms and conditions of this tariff.

K. SPECIAL FEATURES

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

Continued

Advice Letter No. 11,364

Issued By

Date Filed NOV 22, 2005

Effective NOV 23, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

(N)

II. REGULATIONS - Continued

I. **ASSIGNMENT**

1. Customer Assignment

The Customer may not assign its rights or delegate its obligations and duties regarding the provisioning of Category III Services to another Customer, without the prior written consent of the Utility.

2. Utility Assignment

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

J. **EXISTING CUSTOMERS**

The terms and conditions of this tariff supersede all other tariffs for customers with Category III Services, which became effective on or before the date of this tariff. However, all mutually executed agreements for Category III Services, which were in effect on or before the effective date of this tariff, shall remain in full force and effect to the extent they are consistent with the terms and conditions of this tariff.

K. **SPECIAL FEATURES**

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

(N)

Continued

Advice Letter No. 7710

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Decision No.

Regional Director
Regulatory & Industry Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES

A. PRELIMINARY STATEMENTS

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

These Services are Category III services provided below the line (BTL) as established in Decision No. 89-10-031.

Rates for Voicemail Service should be set at a level no lower than the sum of the Long Run Incremental Cost of the Basic Service Elements bundled with this service and the contribution of the monopoly service that a competitor would most appropriately use in its competing service.

Continued

Advice Letter No. 11,364

Issued By

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Effective NOV 23, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

<u>COMPETITIVE SERVICES</u>		(N)
III.	<u>VOICE BASED SERVICES</u>	(T)
A.	PRELIMINARY STATEMENTS	(L)
This section is applicable to enhanced services provided in the State of California by the Utility in compliance with the State of California Public Utilities Code and according to requirements established by the California Public Utilities Commission for services classified as enhanced.		
These Services are Category III services provided below the line (BTL) as established in Decision No. 89-10-031.		(T)
Rates for Voicemail Service should be set at a level no lower than the sum of the Long Run Incremental Cost of the Basic Service Elements bundled with this service and the contribution of the monopoly service that a competitor would most appropriately use in its competing service.		(T) (L)(N)
(L) (P)	Material previously shown in Schedule Cal. P.U.C. No. E-3, 2nd Revised Sheet 1. Pending Advice Letter No. 7709.	(P)
Continued		
Advice Letter No. 7710	Issued By	Date Filed JUN 16, 1995 Effective APR 28, 1996

Decision No.

Regional Director
Regulatory & Industry Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. LIST OF SERVICE EXCHANGES

1. Verizon Home Voice Mail/Verizon Voice Messaging Service

(T)

<u>Exchanges</u>	<u>Exchanges</u>	<u>Exchanges</u>
Alamitos	La Puente	Santa Barbara
Arrowhead	Lompoc	Santa Maria
Azusa-Glendora	Long Beach	Santa Monica
Banning-Beaumont	Los Alamos	Santa Paula
Calimesa	Los Gatos	Santa Ynez
Camarillo	Malibu	Sierra Madre
Carpinteria	Marshall	Somis
Chino	Mentone	Sun City
Claremont-San Dimas	Monrovia	Sunland/Tujunga
Conejo ¹	Moreno	Temecula
Covina-Baldwin Park	Morgan Hill	Thousand Oaks
Crestline	Morongo Valley	Twentynine Palms
Desert Hot Springs	Murrieta	Upland
Diamond Bar	Newbury Park	West Los Angeles
Downey	Newport Beach ⁴	Westminster
El Rio	Norwalk	Whittier
Elsinore	Novato	Yucca Valley
Etiwanda	Ontario	
Guadalupe	Oxnard	
Hemet ²	Palm Desert ³	
Homestead Valley	Palm Springs	
Huntington Beach	Perris	
Indio	Pico Rivera	
Joshua Tree	Point Mugu	
Laguna Beach	Pomona	
La Habra	Redlands	
Lakewood	Redondo	
Lakeview-Nuevo	San Bernardino	
Lancaster	San Fernando	
	San Gabriel Canyon ⁵	

¹ Not available from the Santa Rosa Central Office.

² Not available from the Sage Central Office.

³ Not available from the Thousand Palms or Desert Center Central Offices.

⁴ Pacific Bell exchange.

⁵ Not available from the San Gabriel Canyon Central Office.

Continued

Advice Letter No. 11,364

Issued By

Date Filed NOV 22, 2005

Effective NOV 23, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. LIST OF SERVICE EXCHANGES

1. Verizon Voice Mail Service and Voice Messaging Service

(T)

Exchanges

Alamitos
Arrowhead
Azusa-Glendora
Banning-Beaumont
Calimesa
Camarillo
Carpinteria
Chino
Claremont-San Dimas
Conejo ¹
Covina-Baldwin Park
Crestline
Desert Hot Springs
Diamond Bar
Downey
El Rio
Elsinore
Etiwanda
Guadalupe
Hemet ²
Homestead Valley
Huntington Beach
Indio
Joshua Tree
Laguna Beach
La Habra
Lakewood
Lakeview-Nuevo
Lancaster

Exchanges

La Puente
Lompoc
Long Beach
Los Alamos
Los Gatos
Malibu
Marshall
Mentone
Monrovia
Moreno
Morgan Hill
Morongo Valley
Murrieta
Newbury Park
Newport Beach ⁴ (N)
Norwalk
Novato
Ontario
Oxnard
Palm Desert ³
Palm Springs
Perris
Pico Rivera
Point Mugu
Pomona
Redlands
Redondo
San Bernardino
San Fernando
San Gabriel Canyon ⁵ (T)

Exchanges

Santa Barbara
Santa Maria
Santa Monica
Santa Paula
Santa Ynez
Sierra Madre
Somis
Sun City
Sunland/Tujunga
Temecula
Thousand Oaks
Twentynine Palms
Upland
West Los Angeles
Westminster
Whittier
Yucca Valley

¹ Not available from the Santa Rosa Central Office.

(T)

² Not available from the Sage Central Office.

|

³ Not available from the Thousand Palms or Desert Center Central Offices.

(T)

⁴ Pacific Bell exchange.

(N)

⁵ Not available from the San Gabriel Canyon Central Office.

(T)

Continued

Advice Letter No. 9976

Issued By

Date Filed JAN 18, 2002

Effective JAN 19, 2002

Decision No.

Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. LIST OF SERVICE EXCHANGES

1. GTE Voice Mail Service and Voice Messaging Service

(C)

<u>Exchanges</u>	<u>Exchanges</u>	<u>Exchanges</u>
Alamitos	La Puente	Santa Barbara
Arrowhead	Lompoc	Santa Maria
Azusa-Glendora	Long Beach	Santa Monica
Banning-Beaumont	Los Alamos	Santa Paula
Calimesa	Los Gatos	Santa Ynez
Camarillo	Malibu	Sierra Madre
Carpinteria	Marshall	Somis
Chino	Mentone	Sun City
Claremont-San Dimas	Monrovia	Sunland/Tujunga
Conejo ¹	Moreno	Temecula
Covina-Baldwin Park	Morgan Hill	Thousand Oaks
Crestline	Morongo Valley	Twentynine Palms
Desert Hot Springs	Murrieta	Upland
Diamond Bar	Newbury Park	West Los Angeles
Downey	Norwalk	Westminster
El Rio	Novato	Whittier
Elsinore	Ontario	Yucca Valley
Etiwanda	Oxnard	
Guadalupe	Palm Desert ³	
Hemet ²	Palm Springs	
Homestead Valley	Perris	
Huntington Beach	Pico Rivera	
Indio	Point Mugu	
Joshua Tree	Pomona	
Laguna Beach	Redlands	
La Habra	Redondo	
Lakewood	San Bernardino	
Lakeview-Nuevo	San Fernando	
Lancaster	San Gabriel Canyon ⁴	

Note 1: Not available from the Santa Rosa Central Office.

Note 2: Not available from the Sage Central Office.

Note 3: Not available from the Thousand Palms or Desert Center Central Offices.

Note 4: Not available from the San Gabriel Canyon Central Office.

Continued

Advice Letter No. 8813

Issued By

Date Filed AUG 24, 1998

Effective OCT 06, 1998

Decision No.

Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICE - Continued

B. LIST OF SERVICE EXCHANGES - Continued

2. Inside Wire Maintenance and Billable Repair Service

Inside Wire Maintenance and Billable Repair Service is available in all existing Verizon exchanges as listed in Schedule Cal. P.U.C. No. AB, Sheets 1 and 2.

(D) (L) (T)
|
(L) (T)

(D)

(L) Material moved from 1st Revised Sheet 11.4.

Continued

Advice Letter No. 11,364

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Effective NOV 23, 2005

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. LIST OF SERVICE EXCHANGES - Continued

2. FaxThru Service

<u>Exchanges</u>	<u>Exchanges</u>	<u>Exchanges</u>
Alamitos	La Habra	Pomona
Azusa-Glendora	Lakewood	Redondo
Camarillo	La Puente	San Gabriel Canyon
Chino	Long Beach	Santa Monica
Claremont-San Dimas	Malibu (N)	Santa Paula
Conejo	Monrovia (N)	Sierra Madre
Covina-Baldwin Park	Newbury Park	Thousand Oaks
Diamond Bar	Norwalk	Upland
Downey	Ontario	West Los Angeles
El Rio	Oxnard	Westminister
Etiwnada	Pico Rivera	Whittier
Huntington Beach	Point Mugu	

Continued

Advice Letter No. 8134

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Effective JUL 03, 1996

Decision No.

Regional Director
Regulatory & Industry Affairs

Resolution No. T-15808

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. LIST OF SERVICE EXCHANGES - Continued

3. Automated Information Service (AIS) List of Services Exchanges. (T)

<u>Exchanges</u>	<u>Exchanges</u>	<u>Exchanges</u>
Alamitos	La Puente	Santa Barbara
Arrowhead	Lompoc	Santa Maria
Azusa-Glendora	Long Beach	Santa Monica
Banning-Beaumont	Los Alamos	Santa Paula
Calimesa	Los Gatos	Santa Ynez
Camarillo	Malibu	Sierra Madre
Carpinteria	Marshall	Somis
Chino	Mentone	Sun City
Claremont-San Dimas	Monrovia	Sunland/Tujunga
Conejo ¹	Moreno	Temecula
Covina-Baldwin Park	Morgan Hill	Thousand Oaks
Crestline	Morongo Valley	Twentynine Palms
Desert Hot Springs	Murrieta	Upland
Diamond Bar	Newbury Park	West Los Angeles
Downey	Norwalk	Westminster
El Rio	Novato	Whittier
Elsinore	Ontario	Yucca Valley
Etiwanda	Oxnard	
Guadalupe	Palm Desert ³	
Hemet ²	Palm Springs	
Homestead Valley	Perris	
Huntington Beach	Pico Rivera	
Indio	Point Mugu	
Joshua Tree	Pomona	
Laguna Beach	Redlands	
La Habra	Redondo	
Lakewood	San Bernardino	
Lakeview-Nuevo	San Fernando	
Lancaster	San Gabriel Canyon ⁴	

¹ Not available from the Santa Rosa Central Office.

² Not available from the Sage Central Office.

³ Not available from the Thousand Palms or Desert Center Central Offices.

⁴ Not available from the San Gabriel Canyon Central Office.

(T)

|

(T)

(T)

Continued

Advice Letter No. 11,364

Issued By

Date Filed NOV 22, 2005

Effective NOV 23, 2005

Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. LIST OF SERVICE EXCHANGES

1. Automated Information Service (AIS) List of Services Exchanges.

<u>Exchanges</u>	<u>Exchanges</u>	<u>Exchanges</u>
Alamitos	La Puente (N)	Santa Barbara (N)
Arrowhead (N)	Lompoc (N)	Santa Maria
Azusa-Glendora	Long Beach	Santa Monica (N)
Banning-Beaumont (N)	Los Alamos (N)	Santa Paula
Calimesa (N)	Los Gatos (N)	Santa Ynez (N)
Camarillo	Malibu	Sierra Madre
Carpinteria (N)	Marshall (N)	Somis (N)
Chino	Mentone (N)	Sun City
Claremont-San Dimas	Monrovia	Sunland/Tujunga
Conejo ¹ (T)	Moreno (N)	Temecula (N)
Covina-Baldwin Park	Morgan Hill	Thousand Oaks
Crestline (N)	Morongo Valley	Twentynine Palms (N)
Desert Hot Springs (N)	Murrieta (N)	Upland
Diamond Bar	Newbury Park	West Los Angeles
Downey	Norwalk	Westminster
El Rio	Novato (N)	Whittier
Elsinore (N)	Ontario	Yucca Valley (N)
Etiwanda	Oxnard	
Guadalupe	Palm Desert ³ (T)	
Hemet ² (N)	Palm Springs	
Huntington Beach	Perris (N)	
Indio	Pico Rivera	
Joshua Tree (N)	Point Mugu	
Laguna Beach	Pomona	
La Habra	Redlands (N)	
Lakewood	Redondo	
Lakeview-Nuevo (N)	San Bernardino	
Lancaster (N)	San Fernando	
	San Gabriel	
	Canyon ⁴ (N)	

Note 1: Not available from the Santa Rosa Central Office.

Note 2: Not available from the Sage Central Office.

Note 3: Not available from the Thousand Palms or Desert Center Central Offices.

Note 4: Not available from the San Gabriel Canyon Central Office.

(N)

(N)

Continued

Advice Letter No. 8143

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Date Filed JUN 14, 1996

Effective JUN 20, 1996

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Regional Director
Regulatory & Industry Affairs

Resolution No. T-15808

COMPETITIVE SERVICES

III. VOICE BASED SERVICE - continued

B. LIST OF SERVICE EXCHANGES - Continued

4. Customer Name and Address (CNA) Service

(L)(L¹) (T)

Customer Name and Address (CNA) Service is available in all existing Verizon exchanges as listed in Schedule Cal. P.U.C. No. AB, Sheets 1 and 2.

| |
(L)(L¹)

(L) Material formerly on this sheet moved to 2nd Revised Sheet 11.2.
(L¹) Material moved from 1st Revised Sheets 1.1 and 1.2 and condensed.

Continued

Advice Letter No. 11,364

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICE - continued

B. LIST OF SERVICE EXCHANGES - Continued

3. Inside Wire Maintenance

(N)

Inside Wire Maintenance is available in all existing Verizon exchanges as listed in Schedule Cal.
P.U.C. No. AB, Sheets 1 and 2.

(N)

Continued

Advice Letter No. 10,915

Issued By

Date Filed JUL 15, 2004

Effective SEP 01, 2004

Decision No. 04-05-058

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service

- a. Verizon Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

Home Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox) ¹, Saved Message Retention - 30 days ¹, and Automatic Message Review.

Home Voice Mail - Standard includes the features of Home Voice Mail - Basic with 30 message capacity ¹, plus Reminder Messages and Wake Up Service.

Home Voice Mail - Deluxe ² includes the features of Home Voice Mail - Standard with 50 message capacity, plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification and Special Delivery. ¹ (T)

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service.

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

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

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

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service.

Customers with an existing Verizon Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

¹ Where equipment and facilities permit.

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

(N)

(N)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service (T)

- a. Verizon Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only). (T)

Home Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox) ¹, Saved Message Retention - 30 days ¹, and Automatic Message Review.

Home Voice Mail - Standard includes the features of Home Voice Mail - Basic with 30 message capacity ¹, plus Reminder Messages and Wake Up Service.

Home Voice Mail - Deluxe includes the features of Home Voice Mail - Standard with 50 message capacity, plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification and Special Delivery. ¹

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service.

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

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

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

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service.

Customers with an existing Verizon Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

¹ Where equipment and facilities permit.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS

(T)

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service

- a. Verizon Voice Mail Service. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

Home Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox) ¹, Saved Message Retention - 30 days ¹, and Automatic Message Review.

Home Voice Mail - Standard includes the features of Home Voice Mail - Basic with 30 message capacity ¹, plus Reminder Messages and Wake Up Service.

Home Voice Mail - Deluxe includes the features of Home Voice Mail - Standard with 50 message capacity, plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification and Special Delivery. ¹

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service. (N)

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

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

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

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service. (N)

Customers with an existing Verizon Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

¹ Where equipment and facilities permit.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service (T)
 - a. Verizon Voice Mail Service. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only). (L)
 (L)

Home Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox) ¹, Saved Message Retention - 30 days ¹, and Automatic Message Review. (L¹)(L²)(T)

Home Voice Mail - Standard includes the features of Home Voice Mail - Basic with 30 message capacity ¹, plus Reminder Messages and Wake Up Service.

Home Voice Mail - Deluxe includes the features of Home Voice Mail - Standard with 50 message capacity, plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification and Special Delivery. ¹ (L¹)(L²)(T)
 - b. Verizon Voice Messaging Service. Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features. (L)
 (L)

Answer Only Mailbox. Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers. (L³)

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

Customers with an existing Verizon Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox. (T)
 (L³)

¹ Where equipment and facilities permit.

(L) Material moved from 13th Revised Sheet 14.
 (L¹) Material formerly on this sheet moved to 5th Revised Sheet 14.1.
 (L²) Material moved from 5th Revised Sheet 14.1.
 (L³) Material rearranged on this sheet.

Continued

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Executive Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS

1. Descriptions

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

Automated Information Service (AIS). An automated attendant service which allows a subscriber's callers to interact with information through a touch tone telephone. The caller is able to navigate through one or several menus to choose their desired destination, which may include a subscriber's line, an individual extension, a voice mailbox or a prerecorded voice narrative.

The AIS service group includes three options: Automated Attendant, Overflow Attendant and Information Bulletin Board. Automated Attendant and Overflow Attendant answer incoming calls and present the caller with a menu of choices which allow the caller to self direct the call to its destination. Information Bulletin Board delivers to the caller commonly desired information selected by the caller through their touch tone telephone.

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

(N)

Customers with an existing GTE Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

(N)

Material omitted now shown on Original Sheet 12.1.

Continued

Advice Letter No. 8954

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Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service - Continued

(T)

b. Verizon Voice Messaging Service - Continued

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

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

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

Message Notification -

Pager Notification. A service which dials the customer's pager device or cell phone and shows voice mail access number in display window. The customer then calls the access number to retrieve voice mail.

Special Delivery. A service which calls a number programmed by the customer and announces that a voice mail message has been deposited. The customer inputs a passcode and the voice mail message is played.

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

Continued

Advice Letter No. 11,364

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service - Continued

b. Verizon Voice Messaging Service - Continued

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

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

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

Message Notification -

Pager Notification. A service which dials the customer's pager device or cell phone and shows voice mail access number in display window. The customer then calls the access number to retrieve voice mail.

Special Delivery. A service which calls a number programmed by the customer and announces that a voice mail message has been deposited. The customer inputs a passcode and the voice mail message is played.

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

(N)
|
(L) |
(N)

(L) Material formerly on this sheet moved to Original Sheet 12.1.1.

(L)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service - Continued (T)

b. Verizon Voice Messaging Service - Continued (T)

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

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

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch generated signal. (L¹)(L²)
The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE).
The light informs users that they have a voice message(s) waiting. Verizon Voice Messaging receives a message for storage.

Message Notification -

Pager Notification. A service which dials the customer's pager device or cell phone and shows voice mail access number in display window. The customer then calls the access number to retrieve voice mail. (T)

Special Delivery. A service which calls a number programmed by the customer and announces that a voice mail message has been deposited. The customer inputs a passcode and the voice mail message is played. (L²)(T)

Verizon Voice Mail/Voice Messaging Optional Features. Ring Count Change (RCC) and Audible Ring Burst (ARB) are network enhanced features available with both Verizon Voice Mail and Verizon Voice Messaging services. (L³)(T)

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

Audible Ring Burst (ARB) allows the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting. (L¹)

Spanish Prompt is available upon request at time of new order at no additional charge. Spanish Prompt is available where technically feasible. (T)
(L³)

- (L) Material formerly on this sheet moved to 5th Revised Sheet 14.1.
(L¹) Material formerly on this sheet moved to 1st Revised Sheet 14.1.1.
(L²) Material moved from 11th Revised Sheet 13 and text changed.
(L³) Material moved from 13th Revised Sheet 14.

Continued

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Descriptions - Continued

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

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

EZ-AIS. A single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options.

Customer Name and Address (CNA) Service. This service allows a customer to request a name and/or address by providing a telephone number to the directory assistance operator. Customers have access to name and address information associated with local and/or national listings included in Verizon's directory assistance database. Information is not provided for non-published listings. Charges will apply in the event that no information is available.

(C)
|
(C)

CNA is available for both residential and business customers in the exchanges specified in I.C of this tariff where technically feasible.

CNA may be accessed by dialing 411. The customer will receive a maximum of two listings per call; for example:

- two NDA numbers, or
- one NDA number and one CNA listing, or
- two CNA listings

Operator assisted calls to CNA will be assessed the applicable rate for CNA in addition to the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

CNA does not provide a call allowance.

CNA will not be provided on WATS telephone numbers.

The Utility assumes no responsibility or liability for any error in the information furnished. The customer shall indemnify the Utility and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions - Continued

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

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

EZ-AIS. A single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options.

Customer Name and Address (CNA) Service. This service allows a customer to request a name and/or address after providing a complete telephone number to the directory assistance operator. Customers have access to name and address information associated with local and/or national listings within the United States. Nonpublished and non-listed listings will not be released except where a listing may already be disclosed in another telephone company published directory or directory database. When a nonpublished (or non-listed) name/address is requested, the message "Nonpublished number/address" or "NP" is displayed and no information will be available. (N)

CNA is available for both residential and business customers in the exchanges specified in I.C of this tariff where technically feasible.

CNA may be accessed by dialing 411. The customer will receive a maximum of two listings per call; for example:

- two NDA numbers, or
- one NDA number and one CNA listing, or
- two CNA listings

Operator assisted calls to CNA will be assessed the applicable rate for CNA in addition to the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

CNA does not provide a call allowance.

CNA will not be provided on WATS telephone numbers.

The Utility assumes no responsibility or liability for any error in the information furnished. The customer shall indemnify the Utility and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service. (N)

(D)
(D)

Continued

Advice Letter No. 9909

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Director
Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions - Continued

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

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

EZ-AIS. A single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options. (P)
(L)(P)

(L) Material previously shown on 3rd Revised Sheet 12.
(P) Pending approval of Advice Letter No. 8722.

Continued

Advice Letter No. 8954

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service - Continued (T)

b. Verizon Voice Messaging Service - Continued

Verizon Home Voice Mail/Verizon Voice Messaging Optional Features. Ring Count Change (RCC) and (T)
Audible Ring Burst (ARB) are network enhanced features available with both Verizon Home Voice Mail (T)
and Verizon Voice Messaging services.

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

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

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

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service - Continued

b. Verizon Voice Messaging Service - Continued

Verizon Voice Mail/Voice Messaging Optional Features. Ring Count Change (RCC) and Audible Ring Burst (ARB) are network enhanced features available with both Verizon Voice Mail and Verizon Voice Messaging services.

(L)

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

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

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

(L)

(L) Material moved from 4th Revised Sheet 12.1.

Continued

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service - Continued

(L) (L¹)(T)

b. Verizon Voice Messaging Service - Continued

Verizon Voice Messaging Packages:

Verizon Advantage Pack ¹ offers business customers a combination of services including Verizon IntraLATA Toll, a choice of CentraNet® Service, CentraNet® CustoPAK Service, or WorkSmart Service, and a choice of one of three Verizon Voice Messaging services. Customers subscribing to Verizon Advantage Pack will receive discounted monthly recurring charges for the Verizon Voice Messaging services offered in this package. The customer must select Verizon California Inc. as their carrier of choice for all lines in their account. If the customer discontinues any of the services noted in (a) or (b), the discounted rate for Verizon Voice Messaging in (c) will revert back to the full rate as listed under RATES,III.D.2.

(a) Verizon IntraLATA Toll ²

(b) The customer may choose one of the following services: ³

- (1) CentraNet® Service
- (2) CentraNet® CustoPAK Service
- (3) WorkSmart Service

(c) The customer may choose one of the following Verizon Voice Messaging services at a discounted rate: ⁴

- (1) Message Boxes
- (2) Answering Mailboxes
- (3) Extension Message Boxes - First Message Box

(L)

¹ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted.

² See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

³ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services.

(L¹)

(L) Material formerly on this sheet moved to 12th Revised Sheet 13.

(L¹) Material moved from 12th Revised Sheet 13.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Descriptions - Continued

Inside Wire Maintenance (IWM)

(L)

Inside Wire Maintenance (IWM) is available to residence and business customers subscribing to individual-line Basic Exchange Access Line Service, and CentraNet® customers.

Inside Wire Maintenance (IWM) includes the following:

Determining source of trouble.

Repair or replacement of defective, damaged, or improperly operating standard inside wire or standard jacks.

Inside Wire Maintenance (IWM) excludes the following:

Repair of marine, recreational vehicle (RV), and construction trailer jacks and wiring.

Repair of damage due to natural disasters.

Repair or replacement of non-industry-standard wire and jacks.

Repair of damage due to malicious activity.

Repair of complex inside wiring or jacks associated with complex inside wiring, WATS, or data services.

Repair of customer-provided equipment.

(L)

(L) Material moved from Schedule Cal. P.U.C. No. A-9, 7th Revised Sheet 7, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service - Continued

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

- 1) Verizon OnePoint Voice Mail (OPVM) Service includes the features of Home Voice Mail - Standard (except with 50 message capacity), plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification, Special Delivery, Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service. (T)
(T)

2) Conditions

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

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

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

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

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any existing Home Voice Mail or Voice Messaging Service to OPVM.

¹ See Schedule Cal. P.U.C. No. A-40, II. RATES, A.1.a for Call Forwarding rates.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service - Continued

(T)

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

(L) (L²)

- 1) Verizon OnePoint Voice Mail (OPVM) Service includes the features of Home Voice Mail - Deluxe plus Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service.

- 2) Conditions

(L)

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

(L¹)

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

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

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

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any existing Home Voice Mail or Voice Messaging Service to OPVM.

(L¹)

¹ See Schedule Cal. P.U.C. No. A-40, II. RATES, A.1.a for Call Forwarding rates.

(L²)

(L) Material formerly on this sheet moved to Original Sheet 13.3.

(L¹) Material formerly on this sheet moved to 3rd Revised Sheet 13.1.

(L²) Material moved from 3rd Revised Sheet 13.1.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Descriptions - Continued

Billable Repair Service

(L)

The charges for Billable Repair Service commence after a customer accepts the charges, as specified in this Schedule, and the Utility's technician is on the premises. Prior to the commencement of actual repair, the customer must be notified that the trouble is on the customer's side of the LLDP and must be advised of competitive alternatives.

Billable Repair Service will be provided to residence and business customers subscribing to individual-line Basic Exchange Access Line Services, WATS, 800, or Private Line and Special Access Service or to any combination of those services.

Inside Wire Maintenance (IWM)

Lines of customers who subscribe to Inside Wire Maintenance (IWM) or who receive Billable Repair Service may be disconnected for nonpayment of rates and charges for either service.

The services provided in accordance with this Schedule do not include removal, installation, or re-installation of inside wire nor do they include installation of additional wire or jacks.

An Inside Wire Maintenance (IWM) agreement does not imply resolution of a problem within any specific time period.

Customers who subscribe to Inside Wire Maintenance (IWM) must subscribe on a per-line basis for full coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) with the initial order for telephone service, will receive immediate inside wire maintenance coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) after service has been initiated, will have a thirty (30) day waiting period before inside wire maintenance coverage becomes effective.

(L)

(L) Material moved from Schedule Cal. P.U.C. No. A-9, 7th Revised Sheet 8, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

Continued

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Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service - Continued

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

3) Feature Descriptions

Group List. A feature that allows customers to create a list with the mailbox numbers of people to whom they send frequent broadcast-type messages. The customer records a message from the Verizon OnePoint Voice Mail (OPVM) mailbox or a Voice Messaging Services mailbox and then sends it to a specified group list. This feature is available with Home Voice Mail - Deluxe ¹, (T) Verizon Voice Messaging Service and Verizon OnePoint Voice Mail (OPVM) Service.

Individual Mail Box. A message storage service which permits customers to set up as many as eight secondary message boxes. Available in the Deluxe ¹ Package and One Point Voice Mail for (T) residential customers. Available as Extension Message Boxes to business customers.

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

Personal Receptionist. A service which permits a caller who has reached the Home Voice Mail - Deluxe ¹ or Verizon OnePoint Voice Mail (OPVM) mailbox to press "zero" and be transferred to a live (T) answer number.

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. (N)
No moves, changes or additions will be permitted. (N)

Continued

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Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Home Voice Mail/ Verizon Voice Messaging Service - Continued

(L) (L¹) (T)

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

3) Feature Descriptions

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

Individual Mail Box. A message storage service which permits customers to set up as many as eight secondary message boxes. Available in the Deluxe Package and One Point Voice Mail for residential customers. Available as Extension Message Boxes to business customers.

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

Personal Receptionist. A service which permits a caller who has reached the Home Voice Mail - Deluxe or Verizon OnePoint Voice Mail (OPVM) mailbox to press "zero" and be transferred to a live answer number.

(L¹)

(L)

(L) Material formerly on this sheet moved to Original Sheet 13.2.

(L¹) Material moved from 14th Revised Sheet 14.

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Descriptions - Continued

Landlord Inside Wire Maintenance ¹

(T)

Landlord Inside Wire Maintenance is available to landlords whose tenants subscribe to residential-class exchange service or Universal Lifeline Telephone Service.

The landlord must sign up for all units in a rental building/complex regardless of occupancy. Repairs will only be made if a line is in-service in the unit.

Landlord Inside Wire Maintenance includes the following:

- Determining the source of the trouble.
- Repairing or replacing defective, damaged, or improperly operating standard inside wire and jacks.

Landlord Inside Wire Maintenance excludes the following:

- Replacing non-standard wire and/or jacks.
- Repairing complex inside wire and associated jacks, WATS, or data services.
- Repairing customer-provided equipment.
- Repairing damage due to malicious activity.
- Repairing damage due to natural disasters.
- Repairing marine, recreational vehicle (RV), and construction trailer jacks and wiring.

Landlords of tenants who have hardwired equipment (without modular jacks) are responsible, at their expense, for providing modular jacks and associated inside wire to restore tenant service.

The Utility at its discretion may modularize jacks and wiring if a tenant has trouble with hardwired equipment which supports non-modular handicapped services.

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

(N)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Descriptions - Continued

Landlord Inside Wire Maintenance

(L)

Landlord Inside Wire Maintenance is available to landlords whose tenants subscribe to residential-class exchange service or Universal Lifeline Telephone Service.

The landlord must sign up for all units in a rental building/complex regardless of occupancy. Repairs will only be made if a line is in-service in the unit.

Landlord Inside Wire Maintenance includes the following:

Determining the source of the trouble.
Repairing or replacing defective, damaged, or improperly operating standard inside wire and jacks.

Landlord Inside Wire Maintenance excludes the following:

Replacing non-standard wire and/or jacks.
Repairing complex inside wire and associated jacks, WATS, or data services.
Repairing customer-provided equipment.
Repairing damage due to malicious activity.
Repairing damage due to natural disasters.
Repairing marine, recreational vehicle (RV), and construction trailer jacks and wiring.

Landlords of tenants who have hardwired equipment (without modular jacks) are responsible, at their expense, for providing modular jacks and associated inside wire to restore tenant service.

The Utility at its discretion may modularize jacks and wiring if a tenant has trouble with hardwired equipment which supports non-modular handicapped services.

(L)

(L) Material moved from Schedule Cal. P.U.C. No. A-9, 4th Revised Sheet 8.1, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

RESERVED FOR FUTURE USE

(L)

(L)

(L) Material formerly on this sheet moved to Original Sheet 13.3.

Continued

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Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Descriptions - Continued

Landlord Inside Wire Maintenance ¹ - Continued

(T)

Subscription to Landlord Inside Wire Maintenance becomes effective within 10 days of receipt of the Landlord's signed application for Inside Wire Maintenance.

If repair necessitates replacement of non-standard wire, the Utility will advise the landlord that non-standard wire must be replaced at the customer's expense.

The Utility may disconnect an exchange or a private-line service for nonpayment of rates and charges if the service disconnected is associated with a nonpayment of an Inside Wire service. The Utility will not disconnect a residence-class exchange service or a Universal Lifeline Telephone Service due to nonpayment of Inside Wire services billed to a landlord or building owner. The Utility may disconnect services used to administer or manage the operations of rental properties or may disconnect services used for other purposes by landlords, building owners, or lessors for nonpayment of Inside Wire services billed to them. The Utility may disconnect any business-class customer for nonpayment of associated Inside Wire services billed to the customer or to a lessor.

Per visit billable repair charges do not apply for IWM or Landlord Inside Wire Maintenance.

Landlord Inside Wire Maintenance does not imply resolution of a problem within a specified time.

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

(N)

Continued

Advice Letter No. 11,147

Issued By

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Effective JUN 06, 2005

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Descriptions - Continued

Landlord Inside Wire Maintenance - Continued

(L)

Subscription to Landlord Inside Wire Maintenance becomes effective within 10 days of receipt of the Landlord's signed application for Inside Wire Maintenance.

If repair necessitates replacement of non-standard wire, the Utility will advise the landlord that non-standard wire must be replaced at the customer's expense.

The Utility may disconnect an exchange or a private-line service for nonpayment of rates and charges if the service disconnected is associated with a nonpayment of an Inside Wire service. The Utility will not disconnect a residence-class exchange service or a Universal Lifeline Telephone Service due to nonpayment of Inside Wire services billed to a landlord or building owner. The Utility may disconnect services used to administer or manage the operations of rental properties or may disconnect services used for other purposes by landlords, building owners, or lessors for nonpayment of Inside Wire services billed to them. The Utility may disconnect any business-class customer for nonpayment of associated Inside Wire services billed to the customer or to a lessor.

Per visit billable repair charges do not apply for IWM or Landlord Inside Wire Maintenance.

Landlord Inside Wire Maintenance does not imply resolution of a problem within a specified time.

(L)

(L) Material moved from Schedule Cal. P.U.C. No. A-9, 5th Revised Sheet 8.2, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

Continued

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Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service

(T)

a. Inside Wire Maintenance (IWM) Service

(L)

(L')

Inside Wire Maintenance (IWM) Service is available to residence and business customers subscribing to individual-line Basic Exchange Access Line Service, and CentraNet® customers.

Inside Wire Maintenance (IWM) includes the following:

Determining source of trouble.

Repair or replacement of defective, damaged, or improperly operating standard inside wire or standard jacks.

Inside Wire Maintenance (IWM) excludes the following:

Repair of marine, recreational vehicle (RV), and construction trailer jacks and wiring.

Repair of damage due to natural disasters.

Repair or replacement of non-industry-standard wire and jacks.

Repair of damage due to malicious activity.

Repair of complex inside wiring or jacks associated with complex inside wiring, WATS, or data services.

Repair of customer-provided equipment.

(L')

(L)

(L) Material formerly on this sheet moved to 1st Revised Sheet 12.2.

(L') Material moved from 1st Revised Sheet 12.2.

Continued

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service - Continued

(T)

b. Verizon Voice Messaging Service - Continued

(D) (T)

Verizon Voice Messaging Packages:

(D) (L¹)

Verizon Advantage Pack ¹ offers business customers a combination of services including Verizon IntraLATA Toll, a choice of CentraNet® Service, CentraNet® CustoPAK Service, or WorkSmart Service, and a choice of one of three Verizon Voice Messaging services. Customers subscribing to Verizon Advantage Pack will receive discounted monthly recurring charges for the Verizon Voice Messaging services offered in this package. The customer must select Verizon California Inc. as their carrier of choice for all lines in their account. If the customer discontinues any of the services noted in (a) or (b), the discounted rate for Verizon Voice Messaging in (c) will revert back to the full rate as listed under RATES,III.D.2.

(L)

(a) Verizon IntraLATA Toll ²

(L)

(b) The customer may choose one of the following services: ³

- (1) CentraNet® Service
- (2) CentraNet® CustoPAK Service
- (3) WorkSmart Service

(c) The customer may choose one of the following Verizon Voice Messaging services at a discounted rate: ⁴

- (1) Message Boxes
- (2) Answering Mailboxes
- (3) Extension Message Boxes - First Message Box

¹ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted.

² See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

³ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services.

(L) Material formerly on this sheet moved to 3rd Revised Sheet 12.1.

(L¹) Material moved from 5th Revised Sheet 14.1.

(L¹)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions - Continued

Individual Message Box. A message storage service which permits Verizon Voice Mail customers to set up as many as four secondary message boxes. Available only in the Deluxe Package for residential customers.

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

(L¹)

(L)

(L¹)

Pager Notification. A service which signals a pager whenever Verizon Voice Mail or Verizon Voice Messaging receives a message for storage. Available to business customers and for residential customers who subscribe to the Home Voice Mail package - Deluxe only.

(T)

(T)

Remote Call Notification. A service which notifies a user by local call whenever Verizon Voice Messaging receives a message for storage.

(L¹)

(L¹)

(L)

(L) Verizon Voice Mail Service and Verizon Voice Mail/Voice Messaging Optional Features moved to 12th Revised Sheet 14.

(L¹) Material moved from 12th Revised Sheet 14 for alphabetical order.

Continued

Advice Letter No. 10,490

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Director
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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions - Continued

Individual Message Box. A message storage service which permits Verizon Voice Mail customers to set up as many as four secondary message boxes. Available only in the Deluxe Package for residential customers. (T)
(N)
(N)

Pager Notification. A service which signals a pager whenever Verizon Voice Mail or Verizon Voice Messaging receives a message for storage. Available only in the Deluxe Package for residential customers. (T)
(N)
(N)

Verizon Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only). (T)

Verizon Voice Mail/Voice Messaging Optional Features. Customer Controlled Ringing (CCR) and Audible Ring Burst (ARB) are network enhanced features available with both Verizon Voice Mail and Verizon Voice Messaging services. (T)
I
(T)

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

Continued

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Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions - Continued

(D)

(D)

Individual Message Box. A message storage service which permits GTE Voice Mail customers to set up as many as four secondary message boxes.

Pager Notification. A service which signals a pager whenever GTE Voice Mail or GTE Voice Messaging receives a message for storage.

GTE Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

GTE Voice Mail/Voice Messaging Ring Options. Customer Controlled Ringing (CCR) and Audible Ring Burst (ARB) are network enhanced features available with both GTE Voice Mail and GTE Voice Messaging services.

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

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions - Continued

FaxThru. A fax service which allows the business subscriber's fax machine not to appear busy or unavailable because the fax line is set up to call forward to a special FaxThru memory storage at a fax server. Transmission of the fax message to the subscriber is then attempted at set intervals for several hours.

Individual Message Box. A message storage service which permits GTE Voice Mail customers to set up as many as four secondary message boxes.

Pager Notification. A service which signals a pager whenever GTE Voice Mail or GTE Voice Messaging receives a message for storage.

GTE Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only). (T)
(T)

GTE Voice Mail/Voice Messaging Ring Options. Customer Controlled Ringing (CCR) and Audible Ring Burst (ARB) are network enhanced features available with both GTE Voice Mail and GTE Voice Messaging services. (T)
(T)

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

Continued

Advice Letter No. 8954A

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

a. Inside Wire Maintenance (IWM) - Continued

Lines of customers who subscribe to Inside Wire Maintenance (IWM) or who receive Billable Repair Service may be disconnected for nonpayment of rates and charges for either service.

The services provided in accordance with this Schedule do not include removal, installation, or re-installation of inside wire nor do they include installation of additional wire or jacks.

An Inside Wire Maintenance (IWM) agreement does not imply resolution of a problem within any specific time period.

Customers who subscribe to Inside Wire Maintenance (IWM) must subscribe on a per-line basis for full coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) with the initial order for telephone service, will receive immediate inside wire maintenance coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) after service has been initiated, will have a thirty (30) day waiting period before inside wire maintenance coverage becomes effective. ¹ (N)

Residence customers who subscribe to a package, *i.e.*, Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value, and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance, will be eligible for a lower monthly rate for Inside Wire Maintenance (IWM).

b. Inside Wire Maintenance (IWM) Alternative Offer (N)

Inside Wire Maintenance (IWM) Alternative Offer is available to residence customers. The IWM Alternative Offer provides immediate repair coverage at the time of purchase, and covers pre-existing conditions.

All other special conditions for the standard IWM plan will apply.

The customer must maintain the plan for a 12 month period. An early termination fee will be billed if the customer cancels the plan prior to the end of the 12 month period.

A nonrecurring charge will be billed at the time of purchase.

Monthly charges are the same as for the standard IWM plan.

¹ Does not apply to the Inside Wire Maintenance (IWM) Alternative Offer.

(N)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

a. Inside Wire Maintenance (IWM) - Continued

Lines of customers who subscribe to Inside Wire Maintenance (IWM) or who receive Billable Repair Service may be disconnected for nonpayment of rates and charges for either service.

The services provided in accordance with this Schedule do not include removal, installation, or re-installation of inside wire nor do they include installation of additional wire or jacks.

An Inside Wire Maintenance (IWM) agreement does not imply resolution of a problem within any specific time period.

Customers who subscribe to Inside Wire Maintenance (IWM) must subscribe on a per-line basis for full coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) with the initial order for telephone service, will receive immediate inside wire maintenance coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) after service has been initiated, will have a thirty (30) day waiting period before inside wire maintenance coverage becomes effective

Residence customers who subscribe to a package, *i.e.*, Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value, and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance, will be eligible for a lower monthly rate for Inside Wire Maintenance (IWM). (N)
|
(N)

Continued

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued (T)

a. Inside Wire Maintenance (IWM) - Continued (L) (L')

Lines of customers who subscribe to Inside Wire Maintenance (IWM) or who receive Billable Repair Service may be disconnected for nonpayment of rates and charges for either service.

The services provided in accordance with this Schedule do not include removal, installation, or re-installation of inside wire nor do they include installation of additional wire or jacks.

An Inside Wire Maintenance (IWM) agreement does not imply resolution of a problem within any specific time period.

Customers who subscribe to Inside Wire Maintenance (IWM) must subscribe on a per-line basis for full coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) with the initial order for telephone service, will receive immediate inside wire maintenance coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) after service has been initiated, will have a thirty (30) day waiting period before inside wire maintenance coverage becomes effective.

(L')

(L)

(L) Material formerly on this sheet moved to 1st Revised Sheet 12.3.

(L') Material moved from 1st Revised Sheet 12.3.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service - Continued

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

- 1) Verizon OnePoint Voice Mail (OPVM) Service includes the features of Home Voice Mail - Deluxe plus Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service.

- 2) Conditions

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

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

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

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

The nonrecurring charge associated with establishing OPVM Service is not applicable for customers who choose to upgrade from any existing Voice Mail or Voice Messaging Service to OPVM. (N)
(N)

¹ See Schedule Cal. P.U.C. No. A-40, II. RATES, A.1.a for Call Forwarding rates.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service - Continued (T)

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

- 1) Verizon OnePoint Voice Mail (OPVM) Service includes the features of Home Voice Mail - Deluxe plus Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service.

2) Conditions

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

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

The applicable call-forwarding, toll, or wireless charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

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

¹ See Schedule Cal. P.U.C. No. A-40, II. RATES, A.1.a for Call Forwarding rates.

(N)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued (T)

Landlord Inside Wire Maintenance¹

(L)

(D)

(D)

(L)

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

(L) Material moved from 2nd Revised Sheet 12.4.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

Landlord Inside Wire Maintenance¹ - Continued

c. & d. Billable Repair Service - Residence and Business

(T)

The charges for Billable Repair Service commence after a customer accepts the charges, as specified in this Schedule, and the Utility's technician is on the premises. Prior to the commencement of actual repair, the customer must be notified that the trouble is on the customer's side of the LLDP and must be advised of competitive alternatives.

Billable Repair Service will be provided to residence and business customers subscribing to individual-line Basic Exchange Access Line Services, WATS, 800, or Private Line and Special Access Service or to any combination of those services.

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

C. SPECIAL CONDITIONS - Continued

1. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

Landlord Inside Wire Maintenance¹ - Continued

(L)

(D)

(L)

(D)

b. & c. Billable Repair Service - Residence and Business

(L¹)

The charges for Billable Repair Service commence after a customer accepts the charges, as specified in this Schedule, and the Utility's technician is on the premises. Prior to the commencement of actual repair, the customer must be notified that the trouble is on the customer's side of the LLDP and must be advised of competitive alternatives.

Billable Repair Service will be provided to residence and business customers subscribing to individual-line Basic Exchange Access Line Services, WATS, 800, or Private Line and Special Access Service or to any combination of those services.

(L¹)

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

(L)

(L) Material moved from 2nd Revised Sheet 12.5.

(L¹) Material moved from 1st Revised Sheet 12.3.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. SPECIAL CONDITIONS - Continued

3. Automated Information Service (AIS)

Automated Information Service (AIS). An automated attendant service which allows a subscriber's callers to interact with information through a touch tone telephone. The caller is able to navigate through one or several menus to choose their desired destination, which may include a subscriber's line, an individual extension, a voice mailbox or a prerecorded voice narrative.

The AIS service group includes three options: Automated Attendant, Overflow Attendant and Information Bulletin Board. Automated Attendant and Overflow Attendant answer incoming calls and present the caller with a menu of choices which allow the caller to self direct the call to its destination. Information Bulletin Board delivers to the caller commonly desired information selected by the caller through their touch tone telephone.

Automated Information Service (AIS). A group of voice processing services that allow business customers to answer and process incoming calls quickly, without human assistance.

AIS Ports

AIS Basic Port - Shared ports for use by multiple customers.

AIS Enhanced Port - Shared ports for use by multiple customers with additional backup. It is recommended that AIS Enhanced Ports be used with Automated Attendant and Overflow Attendant features.

(X)

|

(X)

EZ-AIS. A single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options.

(X) Deleting material filed in Advice Letter No. 8643, which was withdrawn on 6/24/99.

Continued

Advice Letter No. 12,122

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

3. Automated Information Service (AIS)

(L) (L¹)

Automated Information Service (AIS). An automated attendant service which allows a subscriber's callers to interact with information through a touch tone telephone. The caller is able to navigate through one or several menus to choose their desired destination, which may include a subscriber's line, an individual extension, a voice mailbox or a prerecorded voice narrative.

The AIS service group includes three options: Automated Attendant, Overflow Attendant and Information Bulletin Board. Automated Attendant and Overflow Attendant answer incoming calls and present the caller with a menu of choices which allow the caller to self direct the call to its destination. Information Bulletin Board delivers to the caller commonly desired information selected by the caller through their touch tone telephone.

Automated Information Service (AIS). A group of voice processing services that allow business customers to answer and process incoming calls quickly, without human assistance.

AIS Ports

AIS Basic Port - Shared ports for use by multiple customers.

AIS Enhanced Port - Shared ports for use by multiple customers with additional backup. It is recommended that AIS Enhanced Ports be used with Automated Attendant and Overflow Attendant features.

(L)

Automated Information Service (AIS) Optional Features

AIS Call Forwarding - Call Forwarding provided as an optional feature on a per port basis, that directs callers to Automated Information Services (AIS). This option is only available with AIS.

EZ-AIS. A single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options.

(L¹)

(L) Material formerly on this sheet moved to 2nd Revised Sheet 12.4.

(L¹) Material moved from 6th Revised Sheet 14.1.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

1. Verizon Voice Mail Service/ Verizon Voice Messaging Service - Continued

(T) (N)

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

(L)

3) Feature Descriptions

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

(L)

(L')

Individual Mail Box. A message storage service which permits customers to set up as many as eight secondary message boxes. Available in the Deluxe Package and One Point Voice Mail for residential customers. Available as Extension Message Boxes to business customers.

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

Personal Receptionist. A service which permits a caller who has reached the Home Voice Mail - Deluxe or Verizon OnePoint Voice Mail (OPVM) mailbox to press "zero" and be transferred to a live answer number.

(N)

(L')

(L) Material formerly on this sheet moved to 5th Revised Sheet 12.

(L') Material formerly on this sheet moved to 3rd Revised Sheet 12.1.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions – Continued

Verizon Voice Mail Service. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

(T) (L²)(L)
|
(L²)

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

(L³)
|
(L³)

Verizon Voice Mail/Voice Messaging Optional Features and Arrangements. Customer Controlled Ringing (CCR) and Audible Ring Burst (ARB) are network enhanced features available with both Verizon Voice Mail and Verizon Voice Messaging services.

(T) (L²)(L)
|
(L¹)

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

(L²)(L¹)

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

(L³)
|

Spanish Prompt is available upon request at time of new order at no additional charge. Available for PulsePoint users only. Spanish Prompt is available where technically feasible.

(L³)

- (L) Verizon Voice Mail Packages moved to 3rd Revised Sheet 14.1.
(L¹) MWIV-FSK and Remote Call Notification moved to 10th Revised Sheet 13.
(L²) Material moved from 10th Revised Sheet 13 for alphabetical order.
(L³) Material rearranged on page.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions – Continued

Verizon Voice Mail/Voice Messaging Optional Features - Continued

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

Spanish Prompt is available upon request at time of new order at no additional charge. Available for PulsePoint users only. Spanish Prompt is available where technically feasible.

Verizon Voice Mail Packages:

Home Voice Mail - Basic includes Basic Voice Mail and Automatic Message Review. (T)

Home Voice Mail - Standard includes Basic Voice Mail, Automatic Message Review, Reminder Messages and Wake Up Service. (T)

Home Voice Mail - Deluxe includes Basic Voice Mail, Automatic Message Review, four (4) Individual Mail Boxes, Pager Notification, Reminder Messages and Wake Up Service. (T)

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

Remote Call Notification. A service which notifies a user by local call whenever Verizon Voice Messaging receives a message for storage.

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

(D)

Continued

Advice Letter No. 9949

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions – Continued

Verizon Voice Mail/Voice Messaging Optional Features - Continued (P)

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

Spanish Prompt is available upon request at time of new order at no additional charge. (N)
Available for PulsePoint users only. Spanish Prompt is available where technically feasible. (N)

Verizon Voice Mail Packages: (P)

Verizon Basic Voice Mail Package includes Basic Voice Mail and Automatic Message Review. (P)

Verizon Standard Voice Mail Package includes Basic Voice Mail, Automatic Message Review, Reminder Messages and Wake Up Service. (P)

Verizon Deluxe Voice Mail Package includes Basic Voice Mail, Automatic Message Review, four (4) Individual Mail Boxes, Pager Notification, Reminder Messages and Wake Up Service. (P)

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

Remote Call Notification. A service which notifies a user by local call whenever Verizon Voice Messaging receives a message for storage. (P)

Verizon Voice Messaging Service. Electronic voice mailbox service for single line and multiline business customers which provides call answering, ability for users to store messages for play back later, and other features. (P)

(P) Pending approval of Advice Letter No. 9768.

Continued

Advice Letter No. 9769

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions – Continued

Verizon Voice Mail/Voice Messaging Optional Features - Continued (T)

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

Verizon Voice Mail Packages: (T)

Verizon Basic Voice Mail Package includes Basic Voice Mail and Automatic Message Review. (T)

Verizon Standard Voice Mail Package includes Basic Voice Mail, Automatic Message Review, Reminder Messages and Wake Up Service. (T)

Verizon Deluxe Voice Mail Package includes Basic Voice Mail, Automatic Message Review, four (4) Individual Mail Boxes, Pager Notification, Reminder Messages and Wake Up Service. (T)

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

Remote Call Notification. A service which notifies a user by local call whenever Verizon Voice Messaging receives a message for storage. (T)

Verizon Voice Messaging Service. Electronic voice mailbox service for single line and multiline business customers which provides call answering, ability for users to store messages for play back later, and other features. (T)

Continued

Advice Letter No. 9768

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. **SPECIAL CONDITIONS** - Continued

1. Descriptions - Continued

GTE Voice Mail Ring Options - Continued

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

GTE Voice Mail Packages:

GTE Basic Voice Mail Package includes Basic Voice Mail and Automatic Message Review.

GTE Standard Voice Mail Package includes Basic Voice Mail, Automatic Message Review, Reminder Messages and Wake Up Service.

GTE Deluxe Voice Mail Package includes Basic Voice Mail, Automatic Message Review, four (4) Individual Mail Boxes, Pager Notification, Reminder Messages and Wake Up Service.

Message Waiting Indicator Visual-Frequency Shift Keying (MWIV-FSK) is a switch generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting in their voice mail box. (P)
(P)

Remote Call Notification. A service which notifies a user by local call whenever GTE Voice Messaging receives a message for storage.

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

(P) Pending approval of Advice Letter No. 8837.

Continued

Advice Letter No. 8954A

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

4. Customer Name and Address (CNA) Service

(L) (L¹)

Customer Name and Address (CNA) Service. This service allows a customer to request a name and/or address by providing a telephone number to the directory assistance operator. Customers have access to name and address information associated with local and/or national listings included in Verizon's directory assistance database. Information is not provided for non-published listings. Charges will apply in the event that no information is available.

CNA is available for both residential and business customers in the exchanges specified in I.C of this tariff where technically feasible.

CNA may be accessed by dialing 411. The customer will receive a maximum of two listings per call; for example:

- two NDA numbers, or
- one NDA number and one CNA listing, or
- two CNA listings

Operator assisted calls to CNA will be assessed the applicable rate for CNA in addition to the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

CNA does not provide a call allowance.

CNA will not be provided on WATS telephone numbers.

The Utility assumes no responsibility or liability for any error in the information furnished. The customer shall indemnify the Utility and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

(L¹)

(L)

(L) Material formerly on this sheet moved to 14th Revised Sheet 14.

(L¹) Material moved from 1st Revised Sheet 14.1.1.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

3. Automated Information Service (AIS)

(T)

Automated Information Service (AIS). An automated attendant service which allows a subscriber's callers to interact with information through a touch tone telephone. The caller is able to navigate through one or several menus to choose their desired destination, which may include a subscriber's line, an individual extension, a voice mailbox or a prerecorded voice narrative.

(L²)

(L)

The AIS service group includes three options: Automated Attendant, Overflow Attendant and Information Bulletin Board. Automated Attendant and Overflow Attendant answer incoming calls and present the caller with a menu of choices which allow the caller to self direct the call to its destination. Information Bulletin Board delivers to the caller commonly desired information selected by the caller through their touch tone telephone.

(L²)

(L)

Automated Information Service (AIS). A group of voice processing services that allow business customers to answer and process incoming calls quickly, without human assistance.

(L³)

(L¹)

AIS Ports

AIS Basic Port - Shared ports for use by multiple customers.

AIS Enhanced Port - Shared ports for use by multiple customers with additional backup. It is recommended that AIS Enhanced Ports be used with Automated Attendant and Overflow Attendant features.

Automated Information Service (AIS) Optional Features

AIS Call Forwarding - Call Forwarding provided as an optional feature on a per port basis, that directs callers to Automated Information Services (AIS). This option is only available with AIS.

(L³)

EZ-AIS. A single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options.

(L⁴)

(L⁴)

- (L) Material formerly on this sheet moved to 5th Revised Sheet 12.
 (L¹) Material formerly on this sheet moved to 11th Revised Sheet 13.
 (L²) Material moved from 5th Revised Sheet 12.
 (L³) Material moved from 1st Revised Sheet 14.1.1.
 (L⁴) Material moved from 3rd Revised Sheet 12.1.

(L¹)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions – Continued

Verizon Voice Mail/Voice Messaging Optional Features and Arrangements - Continued

Verizon Voice Mail Packages:

Home Voice Mail - Basic includes Basic Voice Mail and Automatic Message Review.

Home Voice Mail - Standard includes Basic Voice Mail, Automatic Message Review, Reminder Messages and Wake Up Service.

Home Voice Mail - Deluxe includes Basic Voice Mail, Automatic Message Review, four (4) Individual Mail Boxes, Pager Notification, Reminder Messages and Wake Up Service.

Verizon Voice Messaging Packages:

Verizon Advantage Pack ¹ offers business customers a combination of services including (T)
Verizon IntraLATA Toll, a choice of CentraNet® Service, CentraNet® CustoPAK Service, or
WorkSmart Service, and a choice of one of three Verizon Voice Messaging services. Customers
subscribing to Verizon Advantage Pack will receive discounted monthly recurring charges for the
Verizon Voice Messaging services offered in this package. The customer must select Verizon
California Inc. as their carrier of choice for all lines in their account. If the customer discontinues
any of the services noted in (a) or (b), the discounted rate for Verizon Voice Messaging in (c) will
revert back to the full rate as listed under RATES, III.D.2.

(a) Verizon IntraLATA Toll ² (T)

(b) The customer may choose one of the following services: ³ (T)

- (1) CentraNet® Service
- (2) CentraNet® CustoPAK Service
- (3) WorkSmart Service

(c) The customer may choose one of the following Verizon Voice Messaging services at a
discounted rate: ⁴ (T)

- (1) Message Boxes
- (2) Answering Mailboxes
- (3) Extension Message Boxes - First Message Box

¹ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No (N)
moves, changes or additions will be permitted. (N)

² See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions. (T)

³ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See (T)
Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services. (T)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

1. Descriptions – Continued (N)

Verizon Voice Mail/Voice Messaging Optional Features and Arrangements - Continued (N)

Verizon Voice Mail Packages: (L)

Home Voice Mail - Basic includes Basic Voice Mail and Automatic Message Review.

Home Voice Mail - Standard includes Basic Voice Mail, Automatic Message Review, Reminder Messages and Wake Up Service.

Home Voice Mail - Deluxe includes Basic Voice Mail, Automatic Message Review, four (4) Individual Mail Boxes, Pager Notification, Reminder Messages and Wake Up Service. (L)

Verizon Voice Messaging Packages: (N) (L¹)

Verizon Advantage Pack offers business customers a combination of services including Verizon IntraLATA Toll, a choice of CentraNet® Service, CentraNet® CustoPAK Service, or WorkSmart Service, and a choice of one of three Verizon Voice Messaging services. Customers subscribing to Verizon Advantage Pack will receive discounted monthly recurring charges for the Verizon Voice Messaging services offered in this package. The customer must select Verizon California Inc. as their carrier of choice for all lines in their account. If the customer discontinues any of the services noted in (a) or (b), the discounted rate for Verizon Voice Messaging in (c) will revert back to the full rate as listed under RATES, III.D.2.

(a) Verizon IntraLATA Toll ¹

(b) The customer may choose one of the following services: ²

- (1) CentraNet® Service
- (2) CentraNet® CustoPAK Service
- (3) WorkSmart Service

(c) The customer may choose one of the following Verizon Voice Messaging services at a discounted rate: ³

- (1) Message Boxes
- (2) Answering Mailboxes
- (3) Extension Message Boxes - First Message Box

(L¹)

(N)

¹ See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions. (N)

² See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

³ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services. (N)

(L) Material moved from 12th Revised Sheet 14.

(L¹) Material previously on this page moved to Original Sheet 14.1.1.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

B. **SPECIAL CONDITIONS** - Continued

2. General

Disconnection of Exchange Service. The Utility shall not temporarily or permanently disconnect any regulated exchange or private line service solely for nonpayment of rates or charges for enhanced services.

(L)

Availability of Enhanced Service. The estimated date for availability of these services at each end office are shown in Schedule Cal. P.U.C. A-16, III B., Schedule of Planned Availability by End Office.

Automated Information Service (AIS). A group of voice processing services that allow business customers to answer and process incoming calls quickly, without human assistance.

(P)

(P)

AIS Basic Port. Shared ports for use by multiple customers.

AIS Enhanced Port. Shared ports for use by multiple customers with additional backup. It is recommended that AIS Enhanced Ports be used with Automated Attendant and Overflow Attendant features.

(P)

(L)

AIS Call Forwarding. Call Forwarding provided as an optional feature on a per port basis, that directs callers to Automated Information Services (AIS). This option is only available with AIS.

(P)

(P) Pending approval of Advice Letter No. 8643.

(L) Material previously shown on 3rd Revised Sheet 14.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

RESERVED FOR FUTURE USE

(L)

(L)

(L) Material formerly on this sheet moved to 6th Revised Sheet 14.1.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

4. Customer Name and Address (CNA) Service (T)

Customer Name and Address (CNA) Service. This service allows a customer to request a name and/or address by providing a telephone number to the directory assistance operator. Customers have access to name and address information associated with local and/or national listings included in Verizon's directory assistance database. Information is not provided for non-published listings. Charges will apply in the event that no information is available. (D) (L¹)

CNA is available for both residential and business customers in the exchanges specified in I.C of this tariff where technically feasible.

CNA may be accessed by dialing 411. The customer will receive a maximum of two listings per call; for example:

- two NDA numbers, or
- one NDA number and one CNA listing, or
- two CNA listings

Operator assisted calls to CNA will be assessed the applicable rate for CNA in addition to the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1. (L)

CNA does not provide a call allowance. (D)

CNA will not be provided on WATS telephone numbers. (D)

The Utility assumes no responsibility or liability for any error in the information furnished. The customer shall indemnify the Utility and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service. (L¹)

(L) Material formerly on this sheet moved to 13th Revised Sheet 14.1.

(L¹) Material moved from 3rd Revised Sheet 12.1.

Continued

Advice Letter No. 10,970

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 Regulatory Affairs

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COMPETITIVE SERVICES

(N)

III. VOICE BASED SERVICES – Continued

C. **SPECIAL CONDITIONS** - Continued

(N)

2. General

(L)

Availability of Enhanced Service. The estimated date for availability of these services at each end office are shown in Schedule Cal. P.U.C. A-16, III B., Schedule of Planned Availability by End Office.

Automated Information Service (AIS). A group of voice processing services that allow business customers to answer and process incoming calls quickly, without human assistance.

AIS Ports

(N)

AIS Basic Port - Shared ports for use by multiple customers.

(T)

AIS Enhanced Port - Shared ports for use by multiple customers with additional backup. It is recommended that AIS Enhanced Ports be used with Automated Attendant and Overflow Attendant features.

(T)

Automated Information Service (AIS) Optional Features

(N)

AIS Call Forwarding - Call Forwarding provided as an optional feature on a per port basis, that directs callers to Automated Information Services (AIS). This option is only available with AIS.

(T)

Disconnection of Exchange Service. The Utility shall not temporarily or permanently disconnect any regulated exchange or private line service solely for nonpayment of rates or charges for enhanced services.

(L¹)

|

(L¹) (L)

(L) Material moved from 3rd Revised Sheet 14.1.

(L¹) Material rearranged on page for alphabetical order.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Verizon Home Voice Mail/Verizon Voice Messaging Service

a. Verizon Home Voice Mail

Nonrecurring Charges

	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
Verizon Home Voice Mail Packages				
- Home Voice Mail - Basic	each box	\$20.00	\$10.00	
- Home Voice Mail - Standard	each box	20.00	10.00	
- Home Voice Mail - Deluxe ²	each box	20.00	10.00	(T)
Verizon Home Voice Mail Optional Features				
- Ring Count Change (RCC)	each line	--	--	
- Audible Ring Burst (ARB)	each line	--	--	
- Spanish Prompt	each line	--	--	
Verizon OnePoint Voice Mail (OPVM) Service	each box	--	\$15.00	
Individual Message Box ^{3, 4}	each box	--	--	(T)
Pager Notification Residence ^{3, 4}	each box	--	--	(T)
Verizon Home Voice Mail with Ring Options ³		--	--	(T)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. (N)
No moves, changes or additions will be permitted. (N)

³ This stand-alone service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (T)

⁴ Available as features included in Home Voice Mail ² - Deluxe or One Point Voice Mail (OPVM) at no additional charge. (T)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Verizon Home Voice Mail/Verizon Voice Messaging Service				(T)
a. <u>Verizon Home Voice Mail</u>				
Nonrecurring Charges				(T)
	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
Verizon Home Voice Mail Packages				(T)
- Home Voice Mail - Basic	each box	\$20.00	\$10.00	
- Home Voice Mail - Standard	each box	20.00	10.00	
- Home Voice Mail - Deluxe	each box	20.00	10.00	
Verizon Home Voice Mail Optional Features				(T)
- Ring Count Change (RCC)	each line	--	--	
- Audible Ring Burst (ARB)	each line	--	--	
- Spanish Prompt	each line	--	--	
Verizon OnePoint Voice Mail (OPVM) Service	each box	--	\$15.00	
Individual Message Box ^{2, 3}	each box	--	--	
Pager Notification Residence ^{2, 3}	each box	--	--	
Verizon Home Voice Mail with Ring Options ²		--	--	(T)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² This stand-alone service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001.

³ Available as features included in Home Voice Mail - Deluxe or One Point Voice Mail (OPVM) at no additional charge.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Nonrecurring Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
<u>Verizon Voice Mail</u>				
Verizon Voice Mail Packages				(T)
- Home Voice Mail - Basic	each box	\$20.00	\$10.00	
- Home Voice Mail - Standard	each box	20.00	10.00	
- Home Voice Mail - Deluxe	each box	20.00	10.00	
Verizon Voice Mail Optional Features				
- Ring Count Change (RCC)	each line	--	--	(T)
- Audible Ring Burst (ARB)	each line	--	--	
- Spanish Prompt	each line	--	--	
Verizon OnePoint Voice Mail (OPVM) Service	each box	--	\$15.00	(N)
Individual Message Box ^{2, 3}	each box	--	--	(L) (T)
Pager Notification Residence ^{2, 3}	each box	--	--	(T)
Verizon Voice Mail with Ring Options ²		--	--	(L)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² This stand-alone service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (T)

³ Available as features included in Home Voice Mail - Deluxe or One Point Voice Mail (OPVM) at no additional charge. (N)

(L) Material rearranged on this sheet.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Nonrecurring Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
<u>Verizon Voice Mail</u>				
Individual Message Box ²	each box	--	--	
Pager Notification Residence ²	each box	--	--	
Verizon Voice Mail Optional Features				
- Customer Controlled Ringing (CCR)	each line	--	--	
- Audible Ring Burst (ARB)	each line	--	--	
- Spanish Prompt	each line	--	--	
Verizon Voice Mail				
- Home Voice Mail - Basic	each box	\$20.00	\$10.00	(T)
- Home Voice Mail - Standard	each box	20.00	10.00	
- Home Voice Mail - Deluxe	each box	20.00	10.00	(T)
Verizon Voice Mail with Ring Options ²				
		--	--	

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² This service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001.

Continued

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Director
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COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Nonrecurring Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
<u>Verizon Voice Mail</u>				(P)
Individual Message Box ²	each box	--	--	(P)
Pager Notification Residence ²	each box	--	--	(P)
Verizon Voice Mail Optional Features				(N)
- Customer Controlled Ringing (CCR)	each line	--	--	
- Audible Ring Burst (ARB)	each line	--	--	
- Spanish Prompt	each line	--	--	
Verizon Voice Mail				(P)
- Basic Package	each box	\$20.00	\$10.00	
- Standard Package	each box	20.00	10.00	
- Deluxe Package	each box	20.00	10.00	
Verizon Voice Mail with Ring Options ²		--	--	(P)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² This service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (P)

(P) Pending approval of Advice Letter No. 9768.

Continued

Advice Letter No. 9769

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Nonrecurring Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
<u>Verizon Voice Mail</u>				(T)
Individual Message Box ²	each box	--	--	(T)
Pager Notification Residence ²	each box	--	--	(T)
Verizon Voice Mail				(T)
- Basic Package	each box	\$20.00	\$10.00	
- Standard Package	each box	20.00	10.00	
- Deluxe Package	each box	20.00	10.00	
Verizon Voice Mail with Ring Options ²		--	--	(T)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² This service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (N)
 (N)

Continued

Advice Letter No. 9768

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Director
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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Nonrecurring Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC*</u>	<u>Current NRC*</u>
<u>GTE Voice Mail</u>			
Individual Message Box	each box	--	--
Pager Notification Residence	each box	--	--
GTE Voice Mail			
- Basic Package	each box	\$20.00	\$10.00 (I)
- Standard Package	each box	20.00	10.00
- Deluxe Package	each box	20.00	10.00 (I)
GTE Voice Mail with Ring Options			
		--	--

* Schedule Cal. P.U.C. No. A-41 charges are not applicable.

Continued

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Director
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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

a. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
Verizon Home Voice Mail Packages ^{1, 2}				
- Home Voice Mail - Basic	each box	7.95	6.95	
- Home Voice Mail - Standard	each box	9.95	7.95	
- Home Voice Mail - Deluxe ³	each box	13.95	8.95	(T)
Verizon Home Voice Mail Optional Features				
- Ring Count Change (RCC)	each line		1.00	
- Audible Ring Burst (ARB)	each line		1.50	
- Spanish Prompt	each line	--	--	
Verizon OnePoint Voice Mail (OPVM) Service ^{1, 2}	each box	18.00	8.95	
Message Waiting Indication Visual – FSK	each box	1.00	.50	
Individual Message Box ^{1, 2, 4, 5}	each box	\$ 4.00	\$ 2.00	(T)
Pager Notification Residence ^{4, 5}	each box	6.00	3.00	(T)
Verizon Home Voice Mail with Ring Options ⁴	each line	8.95	8.45	(T)

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

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

³ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. (N)
No moves, changes or additions will be permitted. (N)

⁴ This stand-alone service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (T)

⁵ Available as features included in Home Voice Mail ³ - Deluxe or One Point Voice Mail (OPVM) at no additional charge. (T)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

(L) (L¹) (T)

a. Verizon Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	(T)
Verizon Home Voice Mail Packages ^{1, 2}				(T)
- Home Voice Mail - Basic	each box	7.95	6.95	
- Home Voice Mail - Standard	each box	9.95	7.95	
- Home Voice Mail - Deluxe	each box	13.95	8.95	
Verizon Home Voice Mail Optional Features				(T)
- Ring Count Change (RCC)	each line		1.00	
- Audible Ring Burst (ARB)	each line		1.50	
- Spanish Prompt	each line	--	--	
Verizon OnePoint Voice Mail (OPVM) Service ^{1, 2}	each box	18.00	8.95	
Message Waiting Indication Visual – FSK	each box	1.00	.50	
Individual Message Box ^{1, 2, 3, 4}	each box	\$ 4.00	\$ 2.00	
Pager Notification Residence ^{3, 4}	each box	6.00	3.00	
Verizon Home Voice Mail with Ring Options ³	each line	8.95	8.45	

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

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

³ This stand-alone service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001.

⁴ Available as features included in Home Voice Mail - Deluxe or One Point Voice Mail (OPVM) at no additional charge.

(L) (L¹)

(L) Material formerly on this sheet moved to 7th Revised Sheet 16.

(L¹) Material moved from 10th Revised Sheet 16.2.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC*</u>	<u>Current NRC*</u>	
<u>GTE Voice Messaging</u>				
Remote Call Notification	each box	--	--	
Pager Notification	each box	--	--	
Customer Controlled Ring (CCR)	each line	--	--	(N)
Audible Ring Burst (ARB)	each line	--	--	
BASIC Mailbox				
No term plan	each order	\$ 15.00	\$ 15.00	(T)
12-month term	each order	15.00	15.00	(N)(T)
Message Boxes - CentraNet® Lines				
No term plan	each box	15.00	2.50	(T)
12-month term plan				(T)
from 1 to 50 boxes	each box	15.00	2.50	
from 51 to 250 boxes	each box	15.00	2.50	
36-month term plan				(T)
from 1 to 50 boxes	each box	15.00	2.50	
from 51 to 250 boxes	each box	15.00	2.50	
from 251 to 600 boxes	each box	15.00	2.50	
more than 600 boxes	each box	15.00	2.50	
60-month term plan				(T)
from 51 to 100 boxes	each box	15.00	2.50	
from 101 to 250 boxes	each box	15.00	2.50	
from 251 to 600 boxes	each box	15.00	2.50	
more than 600 boxes	each box	15.00	2.50	
84-month term plan				(T)
from 51 to 100 boxes	each box	15.00	2.50	
from 101 to 250 boxes	each box	15.00	2.50	
from 251 to 600 boxes	each box	15.00	2.50	
more than 600 boxes	each box	15.00	2.50	
Message Boxes - All Other Lines				
No term plan	each order	15.00	15.00	(T)
12-month term plan	each order	n/a	n/a	
36-month term plan	each order	n/a	n/a	(T)

* Schedule Cal. P.U.C. No. A-41 charges are not applicable.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. **RATES**

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

(L) (L¹) (T)

b. Verizon Voice Messaging Service

Nonrecurring Charges

	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	(T)
Remote Call Notification	each box	--	--	
Pager Notification	each box	--	--	
Ring Count Change (RCC)	each line	--	--	(T)
Audible Ring Burst (ARB)	each line	--	--	
BASIC Mailbox				
No term plan	each order	\$ 15.00	\$ 15.00	
12-month term	each order	15.00	15.00	
Message Boxes - CentraNet® Lines				
No term plan	each box	15.00	2.50	
12-month term plan				
from 1 to 50 boxes	each box	15.00	2.50	
from 51 to 250 boxes	each box	15.00	2.50	
36-month term plan				
from 1 to 50 boxes	each box	15.00	2.50	
from 51 to 250 boxes	each box	15.00	2.50	
from 251 to 600 boxes	each box	15.00	2.50	
more than 600 boxes	each box	15.00	2.50	
60-month term plan				
from 51 to 100 boxes	each box	15.00	2.50	
from 101 to 250 boxes	each box	15.00	2.50	
from 251 to 600 boxes	each box	15.00	2.50	
more than 600 boxes	each box	15.00	2.50	
84-month term plan				
from 51 to 100 boxes	each box	15.00	2.50	
from 101 to 250 boxes	each box	15.00	2.50	
from 251 to 600 boxes	each box	15.00	2.50	
more than 600 boxes	each box	15.00	2.50	
Message Boxes - All Other Lines				
No term plan	each order	15.00	15.00	
12-month term plan	each order	n/a	n/a	
36-month term plan	each order	n/a	n/a	

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

(L) (L¹) (T)

(L) Material formerly on this sheet moved to 10th Revised Sheet 16.1.

(L¹) Material moved from 6th Revised Sheet 15.

Continued

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. RATES - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC *</u>	<u>Current NRC*</u>	
<u>GTE Voice Messaging</u> - Continued				
Extension Message Boxes				
First Message Box				
CentraNet® Lines				
No Term plan	each box	\$ 15.00	\$ 2.50	(T)
12 month term plan				(T)
from 1 to 50 boxes	each box	15.00	2.50	
from 51 to 250 boxes	each box	15.00	2.50	
36 month term plan				(T)
from 1 to 50 boxes	each box	15.00	2.50	
from 51 to 250 boxes	each box	15.00	2.50	
All Other Lines				
No Term plan	each order	20.00	15.00	(T)
12 month term plan				(T)
from 1 to 50 boxes	each order	20.00	0.00	
from 51 to 250 boxes	each order	20.00	0.00	
36-month term plan				(T)
from 1 to 50 boxes	each order	20.00	0.00	
from 51 to 250 boxes	each order	20.00	0.00	
Additional Message Box				
CentraNet® Lines	each box	15.00	2.50	
All Other Lines	each order	20.00	15.00	
Enhanced Mailboxes				
with 50 Message Capacity	each box	--	--	
with 100 Message Capacity	each box	--	--	
CentraNet Enhanced Mailboxes				
with 50 Capacity	each box	--	--	
with 100 Capacity	each box	--	--	
Answering Mailboxes				
CentraNet® Lines				
Five (5) Minute Box	each box	15.00	2.50	
Three (3) Minute Box	each box	15.00	2.50	
All Other Lines				
Five (5) Minute Box	each order	20.00	15.00	
Three (3) Minute Box	each order	20.00	15.00	
Message Waiting Indicator				(P)
Visual-FSK	each line	--	--	(P)

* Schedule Cal. P.U.C. No. A-41 charges are not applicable.

(P) Pending approval of Advice Letter No. 8837.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. RATES - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

(L) (L²)(T)

b. Verizon Voice Messaging Service - Continued

Nonrecurring Charges - Continued

Extension Message Boxes

First Message Box

CentraNet® Lines

No Term plan

each box

\$ 15.00

\$ 2.50

12 month term plan

(L)

from 1 to 50 boxes

each box

15.00

2.50

from 51 to 250 boxes

each box

15.00

2.50

(L¹)

36 month term plan

from 1 to 50 boxes

each box

15.00

2.50

from 51 to 250 boxes

each box

15.00

2.50

All Other Lines

No Term plan

each order

20.00

15.00

12 month term plan

from 1 to 50 boxes

each order

20.00

0.00

from 51 to 250 boxes

each order

20.00

0.00

36-month term plan

from 1 to 50 boxes

each order

20.00

0.00

from 51 to 250 boxes

each order

20.00

0.00

Additional Message Box

CentraNet® Lines

each box

15.00

2.50

All Other Lines

each order

20.00

15.00

Enhanced Mailboxes

with 50 Message Capacity

each box

--

--

(L¹)

with 100 Message Capacity

each box

--

--

CentraNet Enhanced Mailboxes

with 50 Capacity

each box

--

--

with 100 Capacity

each box

--

--

Answering Mailboxes

CentraNet® Lines

Five (5) Minute Box

each box

15.00

2.50

Three (3) Minute Box

each box

15.00

2.50

All Other Lines

Five (5) Minute Box

each order

20.00

15.00

Three (3) Minute Box

each order

20.00

15.00

Message Waiting Indicator Visual-FSK

each line

--

--

(L²)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

(L) Material formerly on this sheet moved to 1st Revised Sheet 16.1.1.

(L¹) Material formerly on this sheet moved to 3rd Revised Sheet 20.

(L²) Material moved from 7th Revised Sheet 16.

Continued

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Executive Director
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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
<u>Verizon Voice Messaging</u> - Continued				
Verizon Advantage Pack ^{2, 3, 4, 5, 7}				
Verizon OnePoint Voice Mail (OPVM) Service				
Single Line	each	\$ --	\$ 20.00	(N)
Hunt Group	each	--	20.00	(N)
<u>Automated Information Services (AIS)</u> ²				
Basic Port , per customer	each	1,500.00	495.00	
Enhanced Port , per customer	each	1,500.00	495.00	
Change Charge , per customer, per order				
1st change	each	100.00	50.00	
Each additional change	each	50.00	35.00	
<u>EZ-Automated Information Services (AIS)</u> ²				
Basic Port , per customer	each	1,000.00	195.00	
Enhanced Port , per customer	each	1,000.00	195.00	
<u>AIS Call Forwarding</u>				
CentraNet® Line	each	25.00	0.00	
Business Line	each	25.00	0.00	
<u>Customer Name and Address (CNA) Service</u> ⁶				
Per call	each	2.00	0.95	

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² Business customers only.

³ See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁵ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services, Message Boxes, Answering Boxes, and Extension Message Boxes.

⁶ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

⁷ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted.

Continued

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Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>
<u>Verizon Voice Messaging</u> - Continued			
Verizon Advantage Pack ^{2, 3, 4, 5, 7}			(T)
<u>Automated Information Services (AIS)</u> ²			
Basic Port , per customer	each	1,500.00	495.00
Enhanced Port , per customer	each	1,500.00	495.00
Change Charge , per customer, per order			
1st change	each	100.00	50.00
Each additional change	each	50.00	35.00
<u>EZ-Automated Information Services (AIS)</u> ²			
Basic Port , per customer	each	1,000.00	195.00
Enhanced Port , per customer	each	1,000.00	195.00
<u>AIS Call Forwarding</u>			
CentraNet® Line	each	25.00	0.00
Business Line	each	25.00	0.00
<u>Customer Name and Address (CNA) Service</u> ⁶			
Per call	each	2.00	0.95

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² Business customers only.

³ See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁵ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services, Message Boxes, Answering Boxes, and Extension Message Boxes.

⁶ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

⁷ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted. (N)
(N)

Continued

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Decision No.

Executive Director
Regulatory Affairs

Resolution No. T-16870

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	
<u>Verizon Voice Messaging</u> - Continued				(N)
Verizon Advantage Pack ^{2, 3, 4, 5}				(N)
<u>Automated Information Services (AIS)</u> ²				(T)
Basic Port , per customer	each	1,500.00	495.00	
Enhanced Port , per customer	each	1,500.00	495.00	
Change Charge , per customer, per order				
1st change	each	100.00	50.00	
Each additional change	each	50.00	35.00	
<u>EZ-Automated Information Services (AIS)</u> ²				
Basic Port , per customer	each	1,000.00	195.00	
Enhanced Port , per customer	each	1,000.00	195.00	
<u>AIS Call Forwarding</u>				
CentraNet® Line	each	25.00	0.00	
Business Line	each	25.00	0.00	
<u>Customer Name and Address (CNA) Service</u> ⁶				
Per call	each	2.00	0.95	(T)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² Business customers only.

³ See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁵ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services, Message Boxes, Answering Boxes, and Extension Message Boxes.

⁶ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

Continued

Advice Letter No. 10,490

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Decision No.

Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	(T)
<u>Automated Information Services (AIS) ²</u>				(T)
Basic Port , per customer		\$ 1,500.00	\$ 495.00	(T)
Enhanced Port , per customer		1,500.00	495.00	
Change Charge , per customer, per order				(T)
1st change		100.00	50.00	I
Each additional change		50.00	35.00	(T)
<u>EZ-Automated Information Services (AIS) ²</u>				(T)
Basic Port , per customer		1,000.00	195.00	
Enhanced Port , per customer		1,000.00	195.00	
<u>AIS Call Forwarding</u>				
CentraNet Line		25.00	0.00	
Business Line		25.00	0.00	
<u>Customer Name and Address (CNA) Service</u>				(N)
Per call ³		2.00	0.95	(N)

- ¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable. (T)
- ² Business Customers Only. (N)
- ³ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1. I (N)

Continued

Advice Letter No. 9909

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Decision No.

Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC *</u>	<u>Current NRC*</u>
(D)			
<u>Automated Information Services (AIS)**</u>			
Basic Port , per customer		1,500.00	495.00
Enhanced Port, per customer		1,500.00	495.00
Change Charge , per customer, per order			
1st Change		100.00	50.00
Each additional Change		50.00	35.00
<u>EZ-Automated Information Services (AIS)**</u>			
Basic Port, per customer		1,000.00	195.00
Enhanced Port , per customer		1,000.00	195.00
<u>AIS Call Forwarding</u>			
CentraNet Line		25.00	0.00
Business Line		25.00	0.00

* Schedule Cal. P.U.C. No. A-41 charges are not applicable.

(D)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC *</u>	<u>Current NRC*</u>	
<u>FaxThru**</u>	each line	25.00	0.00	
<u>Automated Information Services (AIS)**</u>				
Basic Port , per customer		1,500.00	495.00	
Enhanced Port , per customer		1,500.00	495.00	(P)
Change Charge , per customer, per order				
1st Change		100.00	50.00	
Each additional Change		50.00	35.00	
<u>EZ-Automated Information Services (AIS)**</u>				
Basic Port , per customer		1,000.00	195.00	(N)
Enhanced Port , per customer		1,000.00	195.00	(N)
<u>AIS Call Forwarding</u>				
CentraNet Line		25.00	0.00	(P)
Business Line		25.00	0.00	(P)

* Schedule Cal. P.U.C. No. A-41 charges are not applicable.

** Business customers only.

(P) Pending approval of Advice Letter No. 8643.

Continued

Advice Letter No. 8722

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Effective

Decision No.

Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES

D. RATES - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

(L) (L¹)(T)

b. Verizon Voice Messaging Service - Continued

Nonrecurring Charges - Continued

	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>	(T)
Verizon OnePoint Voice Mail (OPVM) Service				
Single Line	each order	--	\$ 20.00	(T)
Hunt Group	each order	--	20.00	(T)
Verizon Advantage Pack ^{2, 3, 4, 5, 6}				(T)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² Business customers only.

³ See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁵ See Schedule Cal. P.U.C. No. K-1, Section III.D.1, for applicable nonrecurring charges for Verizon Voice Messaging services, Message Boxes, Answering Boxes, and Extension Message Boxes.

⁶ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted.

(L)

(T)
(L¹)

(L) Material formerly on this sheet moved to 3rd Revised Sheet 18.2.

(L¹) Material moved from 10th Revised Sheet 16.1.

Continued

Advice Letter No. 11,364

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Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

Service

Simple Inside Wire Billable Repair Service - Residence

Repair Charge ¹

First hour, or less, of billable time required to
dispatch employee, locate trouble, and complete repair

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

Maximum (N)
NRC

Current
NRC

(L)

\$ 170.00

\$ 85.00

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

254.00

127.00

Sundays and Holidays

340.00

170.00

Each additional 15 minutes, or less, of billable time required to
locate trouble and complete repair

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

42.00

21.00

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

62.00

31.00

Sundays and Holidays

84.00

(N)

42.00

(L)

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

(L)

(L) Material moved from Schedule Cal P.U.C. No. A-9, 8th Revised Sheet 2, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service, and bifurcation of Residence and Business service in accordance with Decision No. 04-05-058, Ordering Paragraph No. 6.

Continued

Advice Letter No. 10,915

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Decision No. 04-05-058

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

(L) (L¹) (T)

b. Verizon Voice Messaging Service - Continued

Monthly Rates

	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	(T)
Remote Call Notification	each box	\$ 3.00	\$ 3.00	
Pager Notification	each box	7.50	5.00	
Ring Count Change (RCC)	each line	2.00	1.00	
Audible Ring Burst (ARB)	each line	2.50	1.50	
BASIC Mailbox ^{1, 2, 3}				
No term plan	each box	9.95	6.95	
12-month term plan ⁴	each box	9.95	4.95	
Message Boxes - CentraNet® Lines ^{1, 2, 3}				
No term plan	each box	15.95	14.00	
12-month term plan ⁴				
from 1 to 50 boxes	each box	15.95	12.00	
from 51 to 250 boxes	each box	15.95	9.50	
36-month term plan ⁴				
from 1 to 50 boxes	each box	15.95	10.00	
from 51 to 250 boxes	each box	15.95	8.75	
from 251 to 600 boxes	each box	15.95	7.50	
more than 600 boxes	each box	15.95	6.75	

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Schedule CA P.U.C. No. A-40.

(L)

(L¹)

(L) Material formerly on this sheet moved to 8th Revised Sheet 19

(L¹) Material moved from 11th Revised Sheet 17.

Continued

Advice Letter No. 11,364

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Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

Service

Simple Inside Wire Billable Repair Service - Business

Repair Charge ¹

First hour, or less, of billable time required to
dispatch employee, locate trouble, and complete repair

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

Maximum (N)
NRC

Current
NRC

(L)

\$ 200.00

\$ 100.00

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

254.00

127.00

Sundays and Holidays

340.00

170.00

Each additional 15 minutes, or less, of billable time required to
locate trouble and complete repair

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

42.00

21.00

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

62.00

31.00

Sundays and Holidays

84.00

(N)

42.00

(L)

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

(L)

(L) Material moved from Schedule Cal P.U.C. No. A-9, 8th Revised Sheet 2, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service, and bifurcation of Residence and Business service in accordance with Decision No. 04-05-058, Ordering Paragraph No. 6.

Continued

Advice Letter No. 10,915

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Decision No. 04-05-058

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

(L) (L¹) (T)

b. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
Message Boxes - CentraNet® Lines ^{1, 2, 3} - Continued				(T)
60-month term plan				
from 51 to 100 boxes	each box	15.95	8.25	
from 101 to 250 boxes	each box	15.95	7.25	
from 251 to 600 boxes	each box	15.95	6.25	
more than 600 boxes	each box	15.95	5.75	
84-month term plan				
from 51 to 100 boxes	each box	15.95	6.95	
from 101 to 250 boxes	each box	15.95	5.95	
from 251 to 600 boxes	each box	15.95	5.50	
more than 600 boxes	each box	15.95	5.25	
Message Boxes - All Other Lines ^{1, 2, 3}				
No term plan	each box	15.95	14.00	
12-month term plan ⁴	each box	15.95	12.00	
36-month term plan ⁴	each box	15.95	10.00	

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Schedule Cal. P.U.C. No. A-40.

(L) (L¹)

(L) Material formerly on this sheet moved to 6th Revised Sheet 15.

(L¹) Material moved from 2nd Revised Sheet 17.1.

Continued

Advice Letter No. 11,364

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Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Mail</u>				
Verizon Voice Mail Packages ^{1, 2}				(T)
- Home Voice Mail - Basic	each box	7.95	6.95	
- Home Voice Mail - Standard	each box	9.95	7.95	
- Home Voice Mail - Deluxe	each box	13.95	8.95	
Verizon Voice Mail Optional Features				
- Customer Controlled Ringing (CCR)	each line		1.00	
- Audible Ring Burst (ARB)	each line		1.50	
- Spanish Prompt	each line	--	--	
Verizon OnePoint Voice Mail (OPVM) Service ^{1, 2}	each box	18.00	8.95	(N)
Message Waiting Indication Visual – FSK	each box	1.00	.50	
Individual Message Box ^{1, 2, 3, 4}	each box	\$ 4.00	\$ 2.00	(L)
Pager Notification Residence ^{3, 4}	each box	6.00	3.00	(T)
Verizon Voice Mail with Ring Options ³	each line	8.95	8.45	(L) (T)

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. (T)

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

³ This stand-alone service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (T)

⁴ Available as features included in Home Voice Mail - Deluxe or One Point Voice Mail (OPVM) at no additional charge. (N)

(L) Material rearranged on this sheet.

Continued

Advice Letter No. 10,970

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Executive Director
Regulatory Affairs

Decision No.

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Mail</u>				
Individual Message Box ^{1, 2, 3}	each box	\$ 4.00	\$ 2.00	(T)
Pager Notification Residence ¹	each box	6.00	3.00	
Verizon Voice Mail Optional Features				
- Customer Controlled Ringing (CCR)	each line		1.00	
- Audible Ring Burst (ARB)	each line		1.50	
- Spanish Prompt	each line	--	--	
Message Waiting Indication				
Visual – FSK	each box	1.00	.50	
Verizon Voice Mail ^{2, 3}				
- Home Voice Mail - Basic	each box	7.95	6.95	(T)
- Home Voice Mail - Standard	each box	9.95	7.95	(I)
- Home Voice Mail - Deluxe	each box	13.95	8.95	(I)
Verizon Voice Mail with Ring Options ¹	each line	8.95	8.45	

¹ This service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. (N)

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area. (N)

Continued

Advice Letter No. 10,816

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Decision No.

Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Mail</u>				
Individual Message Box ¹	each box	\$ 4.00	\$ 2.00	
Pager Notification Residence ¹	each box	6.00	3.00	
Verizon Voice Mail Optional Features				
- Customer Controlled Ringing (CCR)	each line		1.00	
- Audible Ring Burst (ARB)	each line		1.50	
- Spanish Prompt	each line	--	--	
Message Waiting Indication				
Visual – FSK	each box	1.00	.50	
Verizon Voice Mail				
- Home Voice Mail - Basic	each box	7.95	4.95	(T)
- Home Voice Mail - Standard	each box	9.95	6.95	
- Home Voice Mail - Deluxe	each box	13.95	8.95	(T)
Verizon Voice Mail with Ring Options ¹	each line	8.95	8.45	

¹ This service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001.

Continued

Advice Letter No. 9949

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Decision No.

Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Mail</u>				(P)
Individual Message Box ¹	each box	\$ 4.00	\$ 2.00	(P)
Pager Notification Residence ¹	each box	6.00	3.00	(P)
Verizon Voice Mail Optional Features				(N)
- Customer Controlled Ringing (CCR)	each line		1.00	
- Audible Ring Burst (ARB)	each line		1.50	
- Spanish Prompt	each line	--	--	(N)
Message Waiting Indication Visual – FSK	each box	1.00	.50	
Verizon Voice Mail				(P)
- Basic Package	each box	7.95	4.95	
- Standard Package	each box	9.95	6.95	
- Deluxe Package	each box	13.95	8.95	
Verizon Voice Mail with Ring Options ¹	each line	8.95	8.45	(P)

¹ This service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (P)
(P) Pending approval of Advice Letter No. 9768. (P)

Continued

Advice Letter No. 9769

Issued By

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Effective JUN 20, 2001

Decision No.

Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. RATES - Continued

2. Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Mail</u>				(T)
Individual Message Box ¹	each box	\$ 4.00	\$ 2.00	(T)
Pager Notification Residence ¹	each box	6.00	3.00	(T)
Message Waiting Indication Visual – FSK	each box	1.00	.50	
Verizon Voice Mail				(T)
- Basic Package	each box	7.95	4.95	
- Standard Package	each box	9.95	6.95	
- Deluxe Package	each box	13.95	8.95	
Verizon Voice Mail with Ring Options ¹	each line	8.95	8.45	(T)

¹ This service is frozen and limited to existing end user customers subscribing to this service at the same customer location as of May 14, 2001. (N)
(N)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>GTE Voice Mail</u>				
Individual Message Box	each box	\$ 4.00	\$ 2.00	
Pager Notification Residence	each box	6.00	3.00	
Message Waiting Indication				(N)
Visual – FSK	each box	1.00	.50	(N)
GTE Voice Mail				
- Basic Package	each box	7.95	4.95	
- Standard Package	each box	9.95	6.95	
- Deluxe Package	each box	13.95	8.95	
GTE Voice Mail with Ring Options	each box	8.95	8.45	

Continued

Advice Letter No. 9559

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 Effective OCT 04, 2000

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Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
<u>GTE Voice Mail</u>			
Individual Message Box	each box	\$ 4.00	\$ 2.00
Pager Notification Residence	each box	6.00	3.00
GTE Voice Mail			
- Basic Package	each box	7.95	4.95
- Standard Package	each box	9.95	6.95
- Deluxe Package	each box	13.95	8.95 (R)
GTE Voice Mail with Ring Options			
	each box	8.95	8.45

Continued

Advice Letter No. 9403

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Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. RATES - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

(L) (L¹) (T)

b. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

Maximum
Monthly
Rate

Current
Monthly
Rate

(T)

Extension Message Boxes ^{1, 2, 3}

First Message Box

CentraNet® Lines

No term plan

each box

\$ 29.95

\$ 19.95

12 month term plan

from 1 to 50 boxes

each box

29.95

17.95

from 51 to 250 boxes

each box

29.95

15.95

36 month term plan

from 1 to 50 boxes

each box

29.95

16.95

from 51 to 250 boxes

each box

29.95

14.95

All Other Lines

No Term plan

each box

19.95

19.95

12-month term plan

from 1 to 50 boxes

each box

29.95

17.95

from 51 to 250 boxes

each box

29.95

15.95

36-month term plan

from 1 to 50 boxes

each box

29.95

16.95

from 51 to 250 boxes

each box

29.95

14.95

Additional Message Box

CentraNet® Lines

each box

10.00

5.00

All Other Lines

each box

10.00

5.00

Enhanced Mailboxes

with 50 Message Capacity

each box

8.00

4.00

with 100 Message Capacity

each box

25.00

15.00

CentraNet® Enhanced Mailboxes

with 50 Message Capacity

each box

8.00

4.00

with 100 Message Capacity

each box

25.00

15.00

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

(L) (L¹)

(L) Material formerly on this sheet moved to 1st Revised Sheet 16.1.2.

(L1) Material moved from 8th Revised Sheet 18.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

2. Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Messaging</u>				
Remote Call Notification	each box	\$ 3.00	\$ 3.00	
Pager Notification	each box	7.50	5.00	
Ring Count Change (RCC)	each line	2.00	1.00	(T)
Audible Ring Burst (ARB)	each line	2.50	1.50	
BASIC Mailbox ^{1, 2, 3}				
No term plan	each box	9.95	6.95	
12-month term plan ⁴	each box	9.95	4.95	
Message Boxes - CentraNet® Lines ^{1, 2, 3}				
No term plan	each box	15.95	14.00	
12-month term plan ⁴				
from 1 to 50 boxes	each box	15.95	12.00	
from 51 to 250 boxes	each box	15.95	9.50	
36-month term plan ⁴				
from 1 to 50 boxes	each box	15.95	10.00	
from 51 to 250 boxes	each box	15.95	8.75	
from 251 to 600 boxes	each box	15.95	7.50	
more than 600 boxes	each box	15.95	6.75	

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Schedule CA P.U.C. No. A-40. (X) (T)

(X) Correction to material submitted in Advice Letter No. 10,911.

Continued

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

2. Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Messaging</u>				
Remote Call Notification	each box	\$ 3.00	\$ 3.00	
Pager Notification	each box	7.50	5.00	
Customer Controlled Ring (CCR)	each line	2.00	1.00	
Audible Ring Burst (ARB)	each line	2.50	1.50	
BASIC Mailbox ^{1, 2, 3}				
No term plan	each box	9.95	6.95	
12-month term plan ⁴	each box	9.95	4.95	(T)
Message Boxes - CentraNet® Lines ^{1, 2, 3}				
No term plan	each box	15.95	14.00	
12-month term plan ⁴				(T)
from 1 to 50 boxes	each box	15.95	12.00	
from 51 to 250 boxes	each box	15.95	9.50	
36-month term plan ⁴				(T)
from 1 to 50 boxes	each box	15.95	10.00	
from 51 to 250 boxes	each box	15.95	8.75	
from 251 to 600 boxes	each box	15.95	7.50	
more than 600 boxes	each box	15.95	6.75	

(L)

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local Usage for Business with Feature Package Two. For rates, terms and conditions see Schedule CA P.U.C. No. A-40.

(L)

(N)

(N)

(L) Material formerly on this sheet moved to Original Sheet 17.1.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

2. Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Messaging</u> (T)				
Remote Call Notification	each box	\$ 3.00	\$ 3.00	
Pager Notification	each box	7.50	5.00	
Customer Controlled Ring (CCR)	each line	2.00	1.00	
Audible Ring Burst (ARB)	each line	2.50	1.50	
BASIC Mailbox ^{1, 2, 3}				(T)
No term plan	each box	9.95	6.95	
12-month term plan	each box	9.95	4.95	
Message Boxes - CentraNet® Lines ^{1, 2, 3}				(T)
No term plan	each box	15.95	14.00	
12-month term plan				
from 1 to 50 boxes	each box	15.95	12.00	
from 51 to 250 boxes	each box	15.95	9.50	
36-month term plan				
from 1 to 50 boxes	each box	15.95	10.00	
from 51 to 250 boxes	each box	15.95	8.75	
from 251 to 600 boxes	each box	15.95	7.50	
more than 600 boxes	each box	15.95	6.75	
60-month term plan				
from 51 to 100 boxes	each box	15.95	8.25	
from 101 to 250 boxes	each box	15.95	7.25	
from 251 to 600 boxes	each box	15.95	6.25	
more than 600 boxes	each box	15.95	5.75	
84-month term plan				
from 51 to 100 boxes	each box	15.95	6.95	
from 101 to 250 boxes	each box	15.95	5.95	
from 251 to 600 boxes	each box	15.95	5.50	
more than 600 boxes	each box	15.95	5.25	
Message Boxes - All Other Lines ^{1, 2, 3}				(T)
No term plan	each box	15.95	14.00	
12-month term plan	each box	15.95	12.00	
36-month term plan	each box	15.95	10.00	

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

(N)

(N)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

2. Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Messaging</u> (T)				
Remote Call Notification	each box	\$ 3.00	\$ 3.00	
Pager Notification	each box	7.50	5.00	
Customer Controlled Ring (CCR)	each line	2.00	1.00	
Audible Ring Burst (ARB)	each line	2.50	1.50	
BASIC Mailbox				
No term plan	each box	9.95	6.95	
12-month term plan	each box	9.95	4.95	
Message Boxes - CentraNet® Lines				
No term plan	each box	15.95	14.00	(I)
12-month term plan				
from 1 to 50 boxes	each box	15.95	12.00	(I)
from 51 to 250 boxes	each box	15.95	9.50	
36-month term plan				
from 1 to 50 boxes	each box	15.95	10.00	(I)
from 51 to 250 boxes	each box	15.95	8.75	
from 251 to 600 boxes	each box	15.95	7.50	
more than 600 boxes	each box	15.95	6.75	
60-month term plan				
from 51 to 100 boxes	each box	15.95	8.25	
from 101 to 250 boxes	each box	15.95	7.25	
from 251 to 600 boxes	each box	15.95	6.25	
more than 600 boxes	each box	15.95	5.75	
84-month term plan				
from 51 to 100 boxes	each box	15.95	6.95	
from 101 to 250 boxes	each box	15.95	5.95	
from 251 to 600 boxes	each box	15.95	5.50	
more than 600 boxes	each box	15.95	5.25	
Message Boxes - All Other Lines				
No term plan	each box	15.95	14.00	(I)
12-month term plan	each box	15.95	12.00	(I)
36-month term plan	each box	15.95	10.00	(I)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>GTE Voice Messaging</u>				
Remote Call Notification	each box	\$ 3.00	\$ 3.00	
Pager Notification	each box	7.50	5.00	
Customer Controlled Ring (CCR)	each line	2.00	1.00	(N)
Audible Ring Burst (ARB)	each line	2.50	1.50	
BASIC Mailbox				
No term plan	each box	9.95	6.95	
12-month term plan	each box	9.95	4.95	(N)
Message Boxes - CentraNet® Lines				
No term plan	each box	15.95	10.95	(T)
12-month term plan				(T)
from 1 to 50 boxes	each box	15.95	9.95	
from 51 to 250 boxes	each box	15.95	9.50	
36-month term plan				(T)
from 1 to 50 boxes	each box	15.95	9.25	
from 51 to 250 boxes	each box	15.95	8.75	
from 251 to 600 boxes	each box	15.95	7.50	
more than 600 boxes	each box	15.95	6.75	
60-month term plan				(T)
from 51 to 100 boxes	each box	15.95	8.25	
from 101 to 250 boxes	each box	15.95	7.25	
from 251 to 600 boxes	each box	15.95	6.25	
more than 600 boxes	each box	15.95	5.75	
84-month term plan				(T)
from 51 to 100 boxes	each box	15.95	6.95	
from 101 to 250 boxes	each box	15.95	5.95	
from 251 to 600 boxes	each box	15.95	5.50	
more than 600 boxes	each box	15.95	5.25	
Message Boxes - All Other Lines				
No term plan	each box	15.95	10.95	(T)
12-month term plan	each box	15.95	9.95	
36-month term plan	each box	15.95	9.25	(T)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

b. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	(L)	(L ¹)	(T)
Answering Mailboxes ^{1, 2}						
CentraNet® Lines						
Five (5) Minute Box	each box	\$ 25.00	\$ 21.90			
Three (3) Minute Box	each box	25.00	9.95			
All Other Lines						
Five (5) Minute Box	each box	25.00	21.90			
Three (3) Minute Box	each box	25.00	9.95			
Message Waiting Indicator Visual-FSK	each line	1.00	.50		(L ¹)	
Verizon OnePoint Voice Mail (OPVM) Service						
Single Line	each box	32.00	16.00		(L ²)	
Hunt Group	each box	48.00	24.00		(L ²)	
Verizon Advantage Pack ^{3, 7}						
(a) Verizon IntraLATA Toll ⁴		--	--		(L ³)	
(b) The customer may choose one of the following services: ^{5, 6}						
(1) CentraNet® Service		--	--			
(2) CentraNet® CustoPAK Service		--	--			
(3) WorkSmart Service		--	--			

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

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

³ Business customers only.

⁴ See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

⁵ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁶ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

⁷ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted.

(L) Material formerly on this sheet moved to 10th Revised Sheet 16.2.

(L¹) Material moved from 8th Revised Sheet 18.

(L²) Material moved from 8th Revised Sheet 19.

(L³) Material moved from 3rd Revised Sheet 18.1.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

2. Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
<u>Verizon Voice Messaging - Continued</u>			
Message Boxes - CentraNet® Lines ^{1, 2, 3} - Continued			
60-month term plan			
from 51 to 100 boxes	each box	15.95	8.25
from 101 to 250 boxes	each box	15.95	7.25
from 251 to 600 boxes	each box	15.95	6.25
more than 600 boxes	each box	15.95	5.75
84-month term plan			
from 51 to 100 boxes	each box	15.95	6.95
from 101 to 250 boxes	each box	15.95	5.95
from 251 to 600 boxes	each box	15.95	5.50
more than 600 boxes	each box	15.95	5.25
Message Boxes - All Other Lines ^{1, 2, 3}			
No term plan	each box	15.95	14.00
12-month term plan ⁴	each box	15.95	12.00
36-month term plan ⁴	each box	15.95	10.00

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Schedule Cal. P.U.C. No. A-40. (X) (N)

(X) Correction to material submitted in Advice Letter No. 10,911.

Continued

Advice Letter No. 10,971

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES – Continued

D. **RATES** - Continued

2. Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Messaging - Continued</u>				(L)
Message Boxes - CentraNet® Lines ^{1, 2, 3} - Continued				
60-month term plan				
from 51 to 100 boxes	each box	15.95	8.25	
from 101 to 250 boxes	each box	15.95	7.25	
from 251 to 600 boxes	each box	15.95	6.25	
more than 600 boxes	each box	15.95	5.75	
84-month term plan				
from 51 to 100 boxes	each box	15.95	6.95	
from 101 to 250 boxes	each box	15.95	5.95	
from 251 to 600 boxes	each box	15.95	5.50	
more than 600 boxes	each box	15.95	5.25	
Message Boxes - All Other Lines ^{1, 2, 3}				
No term plan	each box	15.95	14.00	
12-month term plan ⁴	each box	15.95	12.00	(T)
36-month term plan ⁴	each box	15.95	10.00	(L) (T)

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local Usage for Business with Feature Package Two. For rates, terms and conditions see Schedule Cal. P.U.C. No. A-40. (N)

(L) Material transferred from 9th Revised Sheet 17.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Verizon Home Voice Mail/Verizon Voice Messaging Service - Continued

b. Verizon Voice Messaging Service - Continued

Monthly Rates - Continued

Verizon Advantage Pack ^{1,5} - Continued

Unit

Maximum
Monthly
Rate

Current
Monthly
Rate

(L) (L²)(T)

(c) The customer may choose one of the following Verizon Voice Messaging services:

(1) **Message Boxes** ^{2,3,4}

CentraNet® Lines

No Term Plan each box \$ 15.95 \$ 11.90

12 Month Term Plan-1 to 50 boxes each box 15.95 10.20

36 Month Term Plan-1 to 50 boxes each box 15.95 8.50

All Other Lines

No Term Plan each box 15.95 11.90

12 Month Term Plan each box 15.95 10.20

36 Month Term Plan each box 15.95 8.50

(2) **Answering Mailboxes** ^{3,4}

CentraNet® Lines

Three (3) Minute Box each box 25.00 8.46

Five (5) Minute Box each box 25.00 18.62

All Other Lines

Three (3) Minute Box each box 20.00 8.46

Five (5) Minute Box each box 20.00 18.62

(3) **Extension Message Boxes - First Message Box** ^{2,3,4}

CentraNet® Lines

No Term Plan each box \$ 29.95 \$ 16.96

12 Month Term Plan-1 to 50 boxes each box 29.95 15.26

36 Month Term Plan-1 to 50 boxes each box 29.95 14.41

All Other Lines

No Term Plan each box 19.95 16.96

12 Month Term Plan-1 to 50 boxes each box 29.95 15.26

36 Month Term Plan-1 to 50 boxes each box 29.95 14.41

¹ Business customers only.

² See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted.

(L) Material formerly on this sheet moved to 11th Revised Sheet 17.

(L¹) Material formerly on this sheet moved to 2nd Revised Sheet 17.1.

(L²) Material moved from 3rd Revised Sheet 18.1.

(L³) Material moved from 3rd Revised Sheet 18.2.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. RATES - Continued

2. Monthly Rate		Maximum Monthly Rate	Current Monthly Rate	
<u>Service</u>	<u>Unit</u>	<u>Rate</u>	<u>Rate</u>	
<u>Verizon Voice Messaging - Continued</u>				
Extension Message Boxes ^{1, 2, 3}				(T)
First Message Box				
CentraNet® Lines				
No term plan	each box	\$ 29.95	\$ 19.95	
12 month term plan				
from 1 to 50 boxes	each box	29.95	17.95	
from 51 to 250 boxes	each box	29.95	15.95	
36 month term plan				
from 1 to 50 boxes	each box	29.95	16.95	
from 51 to 250 boxes	each box	29.95	14.95	
All Other Lines				
No Term plan	each box	19.95	19.95	
12-month term plan				
from 1 to 50 boxes	each box	29.95	17.95	
from 51 to 250 boxes	each box	29.95	15.95	
36-month term plan				
from 1 to 50 boxes	each box	29.95	16.95	
from 51 to 250 boxes	each box	29.95	14.95	
Additional Message Box				
CentraNet® Lines	each box	10.00	5.00	
All Other Lines	each box	10.00	5.00	
Enhanced Mailboxes				
with 50 Message Capacity	each box	8.00	4.00	
with 100 Message Capacity	each box	25.00	15.00	
CentraNet® Enhanced Mailboxes				
with 50 Message Capacity	each box	8.00	4.00	
with 100 Message Capacity	each box	25.00	15.00	
Answering Mailboxes ^{2, 3}				(T)
CentraNet® Lines				
Five (5) Minute Box	each box	25.00	21.90	
Three (3) Minute Box	each box	25.00	9.95	
All Other Lines				
Five (5) Minute Box	each box	25.00	21.90	
Three (3) Minute Box	each box	25.00	9.95	
Message Waiting Indicator Visual-FSK	each line	1.00	.50	

¹ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

² For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

(N)

(N)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>GTE Voice Messaging</u> - Continued				
Extension Message Boxes				
First Message Box				
CentraNet® Lines				
No term plan	each box	\$ 29.95	\$ 19.95	(T)
12 month term plan				(T)
from 1 to 50 boxes	each box	29.95	17.95	
from 51 to 250 boxes	each box	29.95	15.95	
36 month term plan				(T)
from 1 to 50 boxes	each box	29.95	16.95	
from 51 to 250 boxes	each box	29.95	14.95	
All Other Lines				
No Term plan	each box	19.95	19.95	(T)
12-month term plan				(T)
from 1 to 50 boxes	each box	29.95	17.95	
from 51 to 250 boxes	each box	29.95	15.95	
36-month term plan				(T)
from 1 to 50 boxes	each box	29.95	16.95	
from 51 to 250 boxes	each box	29.95	14.95	
Additional Message Box				
CentraNet® Lines	each box	10.00	5.00	
All Other Lines	each box	10.00	5.00	
Enhanced Mailboxes				
with 50 Message Capacity	each box	8.00	4.00	
with 100 Message Capacity	each box	25.00	15.00	
CentraNet Enhanced Mailboxes				
with 50 Message Capacity	each box	8.00	4.00	
with 100 Message Capacity	each box	25.00	15.00	
Answering Mailboxes				
CentraNet® Lines				
Five (5) Minute Box	each box	25.00	21.90	
Three (3) Minute Box	each box	25.00	9.95	
All Other Lines				
Five (5) Minute Box	each box	25.00	21.90	
Three (3) Minute Box	each box	25.00	9.95	
Message Waiting Indicator				
Visual-FSK	each line	1.00	.50	(P)

(P) Pending approval of Advice Letter No. 8837.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service

a. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service with a package subscription ¹ , Each Line	\$ 4.95 (I)
Residence service without a package subscription, Each Line	\$ 5.95 (I)
Business service, Each Line	5.75
CentraNet [®] Service, Each Line	5.75

b. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 4.95 (I)	
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 5.95 (I)	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

¹ Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.

Continued

Advice Letter No. 12,162

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Executive Director
Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service

a. Inside Wire Maintenance (IWM)

	Monthly Rate	(T)
Residence service with a package subscription ¹ , Each Line	\$ 3.99	(T)
Residence service without a package subscription, Each Line	\$ 4.95	
Business service, Each Line	5.75	
CentraNet [®] Service, Each Line	5.75	

b. Inside Wire Maintenance (IWM) Alternative Offer

	Monthly Rate	Nonrecurring Charge	(N)
Initial charge for immediate coverage		\$39.95	
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 3.99		
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 4.95		
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00	(N)

¹ Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.

Continued

Advice Letter No. 12,006

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service

a. Inside Wire Maintenance (IWM)

Monthly Rates	Monthly Rate	
Residence service with a package subscription ² , Each Line	\$ 3.99 (I)	(N)
Residence service without a package subscription, Each Line	\$ 4.95 (I)	(N)
Business service, Each Line	5.75	
CentraNet [®] Service, Each Line	5.75	

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

² Available to residence customers who subscribe to Local Package Lite, Local Package Elite, Verizon Regional Package Unlimited SM, Regional Essentials or Regional Value and the applicable long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance. (N)
 (N)

Continued

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Executive Director
 Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service

a. Inside Wire Maintenance (IWM)

Monthly Rates

Monthly
Rate

Residence service,
Each Line

\$ 2.99

Business service,
Each Line

5.75 (1)

CentraNet[®] Service,
Each Line

5.75 (1)

(T)

(T)

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

Continued

Advice Letter No. 11,721

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service

a. Inside Wire Maintenance (IWM)

Monthly Rates

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>	
Residence service, Each Line	\$ 2.99	\$ 2.99	
Business service, Each Line	5.00	5.00	(1)
CentraNet [®] Service, Each Line	5.00	5.00	(1)

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

Continued

Advice Letter No. 11,568

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Executive Director
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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service

a. Inside Wire Maintenance (IWM)

Monthly Rates

Residence service,
 Each Line

Maximum
 Monthly
Rate

Current
 Monthly
Rate

\$ 2.99

\$ 2.99

Business service,
 Each Line

5.00

3.95

CentraNet[®] Service,
 Each Line

5.00

3.95

(L) (L²)(T)

(T)

(L)

(L¹)

(D)

(D)

(L²)

(L¹)

Continued

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.
 (L) Material formerly on this sheet moved to 2nd Revised Sheet 17.1.
 (L¹) Material formerly on this sheet moved to 8th Revised Sheet 18.
 (L²) Material moved from 3rd Revised Sheet 20.

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
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Verizon Voice Messaging - Continued

Verizon Advantage Pack ^{1, 7} (T)

(a) Verizon IntraLATA Toll ²

-- --

(b) The customer may choose one of the following services: ^{3, 4}

(1) CentraNet® Service

-- --

(2) CentraNet® CustoPAK Service

-- --

(3) WorkSmart Service

-- --

(c) The customer may choose one of the following Verizon Voice Messaging services:

(1) **Message Boxes** ^{4, 5, 6}

CentraNet® Lines

No Term Plan	each box	\$ 15.95	\$ 11.90
--------------	----------	----------	----------

12 Month Term Plan-1 to 50 boxes	each box	15.95	10.20
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36 Month Term Plan-1 to 50 boxes	each box	15.95	8.50
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All Other Lines

No Term Plan	each box	15.95	11.90
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12 Month Term Plan	each box	15.95	10.20
--------------------	----------	-------	-------

36 Month Term Plan	each box	15.95	8.50
--------------------	----------	-------	------

(2) **Answering Mailboxes** ^{5, 6}

CentraNet® Lines

Three (3) Minute Box	each box	25.00	8.46
----------------------	----------	-------	------

Five (5) Minute Box	each box	25.00	18.62
---------------------	----------	-------	-------

All Other Lines

Three (3) Minute Box	each box	20.00	8.46
----------------------	----------	-------	------

Five (5) Minute Box	each box	20.00	18.62
---------------------	----------	-------	-------

¹ Business customers only.

² See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

³ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

⁵ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁷ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted. (N)
(N)

Continued

Advice Letter No. 10,925

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Regulatory Affairs

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Resolution No. T-16870

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
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Verizon Voice Messaging - Continued

Verizon Advantage Pack ¹

(a) Verizon IntraLATA Toll		--	--	
(b) The customer may choose one of the following services:				
(1) CentraNet® Service		--	--	
(2) CentraNet® CustoPAK Service		--	--	
(3) WorkSmart Service		--	--	
(c) The customer may choose one of the following Verizon Voice Messaging services:				
(1) Message Boxes ^{4, 5, 6}				(T)
CentraNet® Lines				
No Term Plan	each box	\$ 15.95	\$ 11.90	
12 Month Term Plan-1 to 50 boxes	each box	15.95	10.20	
36 Month Term Plan-1 to 50 boxes	each box	15.95	8.50	
All Other Lines				
No Term Plan	each box	15.95	11.90	
12 Month Term Plan	each box	15.95	10.20	
36 Month Term Plan	each box	15.95	8.50	
(2) Answering Mailboxes ^{5, 6}				(T)
CentraNet® Lines				
Three (3) Minute Box	each box	25.00	8.46	
Five (5) Minute Box	each box	25.00	18.62	
All Other Lines				
Three (3) Minute Box	each box	20.00	8.46	
Five (5) Minute Box	each box	20.00	18.62	

¹ Business customers only.

² See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

³ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

⁵ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. (N)

⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area. (N)

Continued

Advice Letter No. 10,816

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Executive Director
Regulatory Affairs

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COMPETITIVE SERVICES

(N)

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
<u>Verizon Voice Messaging</u> - Continued			
Verizon Advantage Pack ¹			
(a) Verizon IntraLATA Toll ²		--	--
(b) The customer may choose one of the following services: ^{3,4}			
(1) CentraNet® Service		--	--
(2) CentraNet® CustoPAK Service		--	--
(3) WorkSmart Service		--	--
(c) The customer may choose one of the following Verizon Voice Messaging services:			
(1) Message Boxes ⁴			
CentraNet® Lines			
No Term Plan	each box	\$ 15.95	\$ 11.90
12 Month Term Plan-1 to 50 boxes	each box	15.95	10.20
36 Month Term Plan-1 to 50 boxes	each box	15.95	8.50
All Other Lines			
No Term Plan	each box	15.95	11.90
12 Month Term Plan	each box	15.95	10.20
36 Month Term Plan	each box	15.95	8.50
(2) Answering Mailboxes			
CentraNet® Lines			
Three (3) Minute Box	each box	25.00	8.46
Five (5) Minute Box	each box	25.00	18.62
All Other Lines			
Three (3) Minute Box	each box	20.00	8.46
Five (5) Minute Box	each box	20.00	18.62

(N)

¹ Business customers only.

(N)

² See Schedule Cal. P.U.C. No. B-1 for Verizon IntraLATA Toll rates, terms and conditions.

³ See Schedule Cal. P.U.C. No. A-2 for CentraNet® Service and CentraNet® CustoPAK Service rates, terms and conditions. See Schedule Cal. P.U.C. No. A-40 for WorkSmart Service rates, terms and conditions.

⁴ See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

(N)

Continued

Advice Letter No. 10,490

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Director
Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

c. Simple Inside Wire Billable Repair Service - Residence

	Nonrecurring Charge	(T) (D)
Repair Charge ¹		
First hour, or less, of billable time required to dispatch employee, locate trouble, and complete repair		
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$ 85.00	
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	127.00	
Sundays and Holidays	170.00	
Each additional 15 minutes, or less, of billable time required to locate trouble and complete repair		
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	21.00	
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	31.00	
Sundays and Holidays	42.00	(D)

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

Continued

Advice Letter No. 12,006

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Executive Director
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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

b. Simple Inside Wire Billable Repair Service - Residence

Nonrecurring Charges

Maximum
NRC

Current
NRC

(L) (T)
(L¹)
(T)

Repair Charge ¹

First hour, or less, of billable time required to
dispatch employee, locate trouble, and complete repair

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

\$ 170.00

\$ 85.00

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

254.00

127.00

Sundays and Holidays

340.00

170.00

Each additional 15 minutes, or less, of billable time required to
locate trouble and complete repair

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

42.00

21.00

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

62.00

31.00

Sundays and Holidays

84.00

42.00

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

(L¹)

(L) Material formerly on this sheet moved to 8th Revised Sheet 18.

(L¹) Material moved from 1st Revised Sheet 16.1.1.

(L)

Continued

Advice Letter No. 11,364

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Executive Director
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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
<u>Verizon Voice Messaging</u> - Continued			
Verizon Advantage Pack ^{1, 5} - Continued (T)			
(c) The customer may choose one of the following Verizon Voice Messaging services: - Continued			
(3) Extension Message Boxes - First Message Box ^{2, 3, 4}			
CentraNet® Lines			
No Term Plan	each box	\$ 29.95	\$ 16.96
12 Month Term Plan-1 to 50 boxes	each box	29.95	15.26
36 Month Term Plan-1 to 50 boxes	each box	29.95	14.41
All Other Lines			
No Term Plan	each box	19.95	16.96
12 Month Term Plan-1 to 50 boxes	each box	29.95	15.26
36 Month Term Plan-1 to 50 boxes	each box	29.95	14.41

¹ Business customers only.

² See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Verizon Advantage Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, changes or additions will be permitted. (N)
(N)

Continued

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Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
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Verizon Voice Messaging - Continued

Verizon Advantage Pack ¹ - Continued

(c) The customer may choose one of the following Verizon Voice Messaging services: - Continued

(3) Extension Message Boxes - First Message Box ^{2, 3, 4}			(T)
CentraNet® Lines			
No Term Plan	each box	\$ 29.95	\$ 16.96
12 Month Term Plan-1 to 50 boxes	each box	29.95	15.26
36 Month Term Plan-1 to 50 boxes	each box	29.95	14.41
All Other Lines			
No Term Plan	each box	19.95	16.96
12 Month Term Plan-1 to 50 boxes	each box	29.95	15.26
36 Month Term Plan-1 to 50 boxes	each box	29.95	14.41

¹ Business customers only.

² See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Schedule Cal. P.U.C. No. A-1, Section II.C, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. (N)

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area. (N)

Continued

Advice Letter No. 10,816

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Regulatory Affairs

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COMPETITIVE SERVICES

(N)

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
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Verizon Voice Messaging - Continued

Verizon Advantage Pack ¹ - Continued

(c) The customer may choose one of the following Verizon Voice Messaging services: - Continued

(3) **Extension Message Boxes - First Message Box** ²

CentraNet® Lines

No Term Plan	each box	\$ 29.95	\$ 16.96
12 Month Term Plan-1 to 50 boxes	each box	29.95	15.26
36 Month Term Plan-1 to 50 boxes	each box	29.95	14.41

All Other Lines

No Term Plan	each box	19.95	16.96
12 Month Term Plan-1 to 50 boxes	each box	29.95	15.26
36 Month Term Plan-1 to 50 boxes	each box	29.95	14.41

(N)

¹ Business customers only.

(N)

² See Schedule Cal. P.U.C. No. D&R, Rule No. 47, for termination liability rules.

(N)

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

d. Simple Inside Wire Billable Repair Service - Business

	Current <u>NRC</u>	(T) (D)
Repair Charge ¹		
First hour, or less, of billable time required to dispatch employee, locate trouble, and complete repair		
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$ 150.00	
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	190.00	
Sundays and Holidays	225.00	
Each additional 15 minutes, or less, of billable time required to locate trouble and complete repair		
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	27.50	
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	40.00	
Sundays and Holidays	55.00	(D)

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

c. Simple Inside Wire Billable Repair Service - Business

Nonrecurring Charges	Maximum <u>NRC</u>	Current <u>NRC</u>	
Repair Charge ¹			
First hour, or less, of billable time required to dispatch employee, locate trouble, and complete repair			
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$ 200.00	\$ 150.00	(1)
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	254.00	190.00	(1)
Sundays and Holidays	340.00	225.00	(1)
Each additional 15 minutes, or less, of billable time required to locate trouble and complete repair			
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	42.00	27.50	(1)
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	62.00	40.00	(1)
Sundays and Holidays	84.00	55.00	(1)

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

Continued

Advice Letter No. 11,568

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Inside Wire Maintenance (IWM) Service and Simple Inside Wire Billable Repair Service - Continued

c. Simple Inside Wire Billable Repair Service - Business

Nonrecurring Charges

Maximum
NRC

Current
NRC

(T)

Repair Charge ¹

First hour, or less, of billable time required to
dispatch employee, locate trouble, and complete repair

(L)

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

\$ 200.00

\$ 100.00

(L¹)

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

254.00

127.00

Sundays and Holidays

340.00

170.00

Each additional 15 minutes, or less, of billable time required to
locate trouble and complete repair

Weekdays (Weekdays, except
holidays, 8:00 a.m. to 5:00 p.m.)

42.00

21.00

After Hours (Weekdays 5:00 p.m. to 8:00 a.m.
and Saturdays, except holidays)

62.00

31.00

Sundays and Holidays

84.00

42.00

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

(L²)

(L) Material formerly on this sheet moved to 2nd Revised Sheet 17.1.

(L¹) Material formerly on this sheet moved to Original Sheet 21.

(L¹)

(L²) Material moved from 1st Revised Sheet 16.1.2.

Continued

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Regulatory Affairs

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Verizon Voice Messaging</u> - Continued				(T)
Verizon OnePoint Voice Mail (OPVM) Service				(N)
Single Line	each box	\$ 32.00	\$ 16.00	
Hunt Group	each box	48.00	24.00	(N)
<u>Automated Information Services (AIS)</u> ¹				
Basic Port				
Month-to-month	each	60.00	60.00	
12 month agreement	each	60.00	55.00	
36 month agreement	each	60.00	50.00	
Enhanced Port				
Month-to-month	each	70.00	70.00	
12 month agreement	each	60.00	60.00	
36 month agreement	each	50.00	50.00	
<u>EZ-Automated Information Services (AIS)</u> ¹				
Basic Port				
Month-to-month	each	75.00	60.00	
12 month agreement	each	75.00	55.00	
36 month agreement	each	75.00	50.00	
Enhanced Port				
Month-to-month	each	85.00	70.00	
12 month agreement	each	75.00	60.00	
36 month agreement	each	65.00	50.00	
<u>AIS Call Forwarding</u>				
Month-to-month	each	50.00	18.20	
12 month agreement	each	50.00	18.20	
36 month agreement	each	50.00	18.20	

¹ Business customers only.

Continued

Advice Letter No. 10,970

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Executive Director
Regulatory Affairs

Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>Automated Information Services (AIS)</u> ¹				(T)
Basic Port				
Month-to-month	each	\$ 60.00	\$ 60.00	(T)
12 month agreement	each	60.00	55.00	
36 month agreement	each	60.00	50.00	
Enhanced Port				
Month-to-month	each	70.00	70.00	
12 month agreement	each	60.00	60.00	
36 month agreement	each	50.00	50.00	
<u>EZ-Automated Information Services (AIS)</u> ¹				(T)
Basic Port				
Month-to-month	each	75.00	60.00	
12 month agreement	each	75.00	55.00	
36 month agreement	each	75.00	50.00	
Enhanced Port				
Month-to-month	each	85.00	70.00	
12 month agreement	each	75.00	60.00	
36 month agreement	each	65.00	50.00	
<u>AIS Call Forwarding</u>				
Month-to-month	each	50.00	18.20	
12 month agreement	each	50.00	18.20	
36 month agreement	each	50.00	18.20	

¹ Business customers only.

(N)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
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(D)

Automated Information Services (AIS)*

Basic Port

Month-to-month	each	60.00	60.00
12 month agreement	each	60.00	55.00
36 month agreement	each	60.00	50.00

Enhanced Port

Month-to-month	each	70.00	70.00
12 month agreement	each	60.00	60.00
36 month agreement	each	50.00	50.00

EZ-Automated Information Services (AIS)*

Basic Port

Month-to-month	each	75.00	60.00
12 month agreement	each	75.00	55.00
36 month agreement	each	75.00	50.00

Enhanced Port

Month-to-month	each	85.00	70.00
12 month agreement	each	75.00	60.00
36 month agreement	each	65.00	50.00

AIS Call Forwarding

Month-to-month	each	50.00	18.20
12 month agreement	each	50.00	18.20
36 month agreement	each	50.00	18.20

(D)

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

2. Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>	
<u>FaxThru</u> *	each line	20.00	9.95	
<u>Automated Information Services (AIS)*</u>				
Basic Port				
Month-to-month	each	60.00	60.00	
12 month agreement	each	60.00	55.00	
36 month agreement	each	60.00	50.00	
Enhanced Port				
Month-to-month	each	70.00	70.00	(P)
12 month agreement	each	60.00	60.00	(P)
36 month agreement	each	50.00	50.00	(P)
<u>EZ-Automated Information Services (AIS)*</u>				
Basic Port				
Month-to-month	each	75.00	60.00	(N)
12 month agreement	each	75.00	55.00	
36 month agreement	each	75.00	50.00	
Enhanced Port				
Month-to-month	each	85.00	70.00	
12 month agreement	each	75.00	60.00	
36 month agreement	each	65.00	50.00	(N)
<u>AIS Call Forwarding</u>				
Month-to-month	each	50.00	18.20	(P)
12 month agreement	each	50.00	18.20	
36 month agreement	each	50.00	18.20	(P)

* Business customers only.

(P) Pending approval of Advice Letter No. 8643.

Continued

Advice Letter No. 8722

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

3. Automated Information Services (AIS)

Nonrecurring Charges

	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>
a. <u>Automated Information Services (AIS)</u> ²			
Basic Port , per customer	each	1,500.00	495.00
Enhanced Port , per customer	each	1,500.00	495.00
Change Charge , per customer, per order			
1st change	each	100.00	50.00
Each additional change	each	50.00	35.00
b. <u>EZ-Automated Information Services (AIS)</u> ²			
Basic Port , per customer	each	1,000.00	195.00
Enhanced Port , per customer	each	1,000.00	195.00

(X)
 |
 (X)

4. Customer Name and Address (CNA) Service ³

Nonrecurring Charges

	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>
Per call	each	2.00	0.95

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² Business customers only.

³ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

(X) Deleting material filed in Advice Letter No. 8643, which was withdrawn on 6/24/99.

Continued

Advice Letter No. 12,122

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

3. Automated Information Services (AIS)

Nonrecurring Charges

a. Automated Information Services (AIS) ²

Basic Port , per customer	each	1,500.00	495.00
Enhanced Port , per customer	each	1,500.00	495.00
Change Charge , per customer, per order			
1st change	each	100.00	50.00
Each additional change	each	50.00	35.00

b. EZ-Automated Information Services (AIS) ²

Basic Port , per customer	each	1,000.00	195.00
Enhanced Port , per customer	each	1,000.00	195.00

c. AIS Call Forwarding

CentraNet® Line	each	25.00	0.00
Business Line	each	25.00	0.00

4. Customer Name and Address (CNA) Service ³

Nonrecurring Charges

	<u>Unit</u>	<u>Maximum NRC ¹</u>	<u>Current NRC ¹</u>
Per call	each	2.00	0.95

(L) (L¹)(T)

(T)

¹ Schedule Cal. P.U.C. No. A-41 charges are not applicable.

² Business customers only.

³ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Schedule Cal. P.U.C. No. O-1.

(L) (L¹)

(L) Material formerly on this sheet moved to 3rd Revised Sheet 18.1.

(L¹) Material moved from 10th Revised Sheet 16.1.

Continued

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Monthly Rates - Continued (T)

Service

Maximum Monthly Rate	Current Monthly Rate
----------------------------	----------------------------

Inside Wire Maintenance (IWM)

Residence service, Each Line	\$ 2.99	\$ 2.99	(I) (D)
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Business service, Each Line	5.00	3.95	(I)
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CentraNet [®] Service, Each Line	5.00	3.95	(I)
--	------	------	-----

Landlord Inside Wire Maintenance Service ¹ (D) (T)

Simple Inside Wire Maintenance Plan, Residence Service Each Unit	2.99	1.75	(D)
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(D)

|

(D)

(T)

¹ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

Continued

Advice Letter No. 11,148

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Monthly Rates - Continued (T)

Service

Maximum
Monthly
Rate

Current
Monthly
Rate

Inside Wire Maintenance (IWM)

Residence service,
Each Line

\$ 2.99

\$ 1.75 ¹

Business service,
Each Line

5.00

2.50

CentraNet[®] Service,
Each Line

5.00

2.50

Landlord Inside Wire Maintenance Service ^{2,3}

(T)

Simple Inside Wire Maintenance Plan,
Residence Service
Each Unit

2.99

1.75 ¹

¹ This rate is the maximum charge for a period of one year following the effective date of June 02, 2004 of Decision No. 04-05-058. Thereafter, the maximum rate is \$2.99.

² See Schedule Cal P.U.C. No. A-41 for nonrecurring charges applicable to adding Landlord Inside Wire Maintenance Service.

³ Landlord Inside Wire Maintenance Service is withdrawn as of June 06, 2005.

(N)

Continued

Advice Letter No. 11,147

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

1. Nonrecurring Rates - Continued

Service

Inside Wire Maintenance (IWM)

Residence service,
Each Line

Maximum Monthly Rate	(N)	Current Monthly Rate	(L)
\$ 2.99		\$ 1.75 ¹	

Business service,
Each Line

5.00		2.50	
------	--	------	--

CentraNet[®] Service,
Each Line

5.00	(N)	2.50	(L)
------	-----	------	-----

Landlord Inside Wire Maintenance Service ²

Simple Inside Wire Maintenance Plan,
Residence Service
Each Unit

			(L ¹)
2.99	(N)	1.75 ¹	(L ¹)

¹ This rate is the maximum charge for a period of one year following the effective date of June 02, 2004 of Decision No. 04-05-058. Thereafter, the maximum rate is \$2.99.

² See Schedule Cal P.U.C. No. A-41 for nonrecurring charges applicable to adding Landlord Inside Wire Maintenance Service.

(N)
|
(N)

(L) Material moved from Schedule Cal P.U.C. No. A-9, 9th Revised Sheet 3, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

(L¹) Material moved from Schedule Cal P.U.C. No. A-9, 4th Revised Sheet 3.4, due to reclassification of Inside Wire Maintenance Service from a Category II to a Category III service.

Continued

Advice Letter No. 10,915

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Resolution No.

COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

3. Automated Information Services (AIS) - Continued

Monthly Rates

	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
a. <u>Automated Information Services (AIS)</u> ¹			
Basic Port			
Month-to-month	each	60.00	60.00
12 month agreement	each	60.00	55.00
36 month agreement	each	60.00	50.00
Enhanced Port			
Month-to-month	each	70.00	70.00
12 month agreement	each	60.00	60.00
36 month agreement	each	50.00	50.00
b. <u>EZ-Automated Information Services (AIS)</u> ¹			
Basic Port			
Month-to-month	each	75.00	60.00
12 month agreement	each	75.00	55.00
36 month agreement	each	75.00	50.00
Enhanced Port			
Month-to-month	each	85.00	70.00
12 month agreement	each	75.00	60.00
36 month agreement	each	65.00	50.00

(X)
|
(X)

¹ Business customers only.

(X) Deleting material filed in Advice Letter No. 8643, which was withdrawn on 6/24/99.

Continued

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COMPETITIVE SERVICES

III. VOICE BASED SERVICES - Continued

D. **RATES** - Continued

3. Automated Information Services (AIS) - Continued

Monthly Rates

	<u>Unit</u>	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
a. <u>Automated Information Services (AIS)</u> ¹			(L)
Basic Port			
Month-to-month	each	60.00	60.00
12 month agreement	each	60.00	55.00
36 month agreement	each	60.00	50.00
Enhanced Port			
Month-to-month	each	70.00	70.00
12 month agreement	each	60.00	60.00
36 month agreement	each	50.00	50.00
b. <u>EZ-Automated Information Services (AIS)</u> ¹			
Basic Port			
Month-to-month	each	75.00	60.00
12 month agreement	each	75.00	55.00
36 month agreement	each	75.00	50.00
Enhanced Port			
Month-to-month	each	85.00	70.00
12 month agreement	each	75.00	60.00
36 month agreement	each	65.00	50.00
c. <u>AIS Call Forwarding</u>			
Month-to-month	each	50.00	18.20
12 month agreement	each	50.00	18.20
36 month agreement	each	50.00	18.20

¹ Business customers only.

(L) Material moved from 8th Revised Sheet 19.

Continued

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