D3. VOICE BASED INFORMATION SERVICES

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

Number of <u>Revision</u>	Sheet	Number of <u>Revision</u>	Sheet	Number of Revision	Sheet
	Sheet CS A CS A ToC A 1 1.1 1.2 2 2.1 2.2 3 3.1 3.2 3.2 3.2 3.2.1 4 4.1 4.1.1 4.1.2 4.1.2 4.1.2 4.1.3 4.1.3 4.2 4.2.1 4.3 4.3.1 4.3.2 5.1		Sheet 7 7.1 7.1.1 7.2 7.3 7.3.1 7.3.2 7.3.3 7.3.4 7.3.5 7.3.6 8 8.1 8.1.1 8.1.2 8.2 8.3 8.3.1 8.3.2 8.4 9 9.1 9.1.1 9.1.2 10 10.1 10.2 10.3		Sheet 10.5.1 10.5.2 10.6 10.7 10.7.1 10.8 11 11.1 11.1.2 11.2 11.2 11.2 11.2 11.2.1 11.3 11.4 11.4.1 11.4.2 11.5 11.6 11.6.1 11.7 11.8 11.8.1 11.8.2 11.8.3 11.9 11.9.1 11.9.2 11.10 11.11
5th Original 4th 1st	5.1.1 5.1.2 6 6.1	5th 4th 9th	10.3.1 10.4 10.5	$13 ext{th}^1$ 1st 1st	11.11 11.11.1 11.12

NOTE 1: Issued NOTE 2: Advice Letter No. 16781 withdrawn June 27, 1995. NOTE 3: Advice Letter No. 26360 withdrawn April 1, 2005.

(N) CC: 5170

Advice Letter No. 26814

Decision No.

Issued by

Rhonda Johnson Executive Director Date Filed: May 27, 2005 Effective: June 1, 2005 Resolution No.

SCHEDULE CAL.P.U.C. NO. D3. 2nd Revised Table Of Contents Sheet A Cancels 1st Revised Table Of Contents Sheet A

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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NOTE 1: Pending CPUC Approval of Advice Letter No. 20110.

(N)

Advice Letter No. 20111

Decision No.

Date Filed: Mar. 23, 1999 Effective: May 2, 1999 Resolution No. T-15139

3.1 MESSAGE CENTER

A. DESCRIPTIONS

The Message Center (TMC)

Provides Pacific Bell (PB) subscribers or subscribers have a PB resold line who have residential classes of service with voice messaging services. Both standard and deluxe services are available. TMC provides (T) customers the ability to receive, store, record and send voice messages. TMC includes Pacific Bell Call Forwarding which allows subscribers to (T) have their calls directly forwarded on busy and/or don't answer (N) conditions. Pacific Bell Call Forwarding and Message Waiting Indicator (MWI) are purchased by PBIS as an Enhanced Service Provider (ESP) from Pacific Bell's Schedule Cal.P.U.C. No. A5.11 and is included as part of (N) PBIS's TMC service to PBIS's end users. TMC is also available in (T) Spanish. The Message Center is not available for business classes of service.

Standard Mailbox

Mailbox capable of answering calls forwarded from the customer's telephone number on a busy and/or don't answer condition and receiving and sending messages.

Messaging Only Mailbox¹

Mailbox capable of receiving and sending messages only. This mailbox does not provide call answering, therefore, calls will not be forwarded from the customer's telephone number to this mailbox on a busy or don't answer.

Deluxe Mailbox

Mailbox with Call Answering, additional capacity, and special features.

Flat Rate Mailbox

Standard Mailbox with no charge for messaging.

Extension Mailbox

Separate, private mailboxes provisioned on the same line as a Standard or Deluxe Mailbox. Up to eight Extension Mailboxes may be ordered.

NOTE 1: This service is grandfathered effective September 10, 1997.

Continued

Date Filed: June 18, 2001

Advice Letter No. 21864 Decision No. 01-04-037

Issued by Linda S. Vandeloop

Executive Director

Effective: July 28, 2001 Resolution No.

- 3.1 MESSAGE CENTER (Cont'd)
 - A. DESCRIPTIONS (Cont'd)

Extra Messages

Increases the number of new, saved, or future reminder messages that may be in a mailbox by 20 messages.

Future Delivery Message

Feature that allows a message to be recorded now and delivered at a specific time up to 365 days in the future.

Reminders®

Allows a mailbox subscriber to arrange a daily call to the subscriber's home phone and have a specific message delivered.

Reminders[®] can only be delivered to one phone number, the number associated with the mailbox. Reminders[®] cannot be delivered to an extension mailbox. Only one daily reminder can be set at a time. This service is available on TMC Deluxe and TMC Call-in-One only at no additional charge. For TMC Call-in-One Customers, Reminders[®] can only be sent to the landline.

Message Delivery to Non-Subscribers (MDNS)

The MDNS service allows subscribers (current TMC/PBVM customers) to record messages to be sent to non-subscribers on a pay-per-use basis. When a subscriber sends a message to a non-subscriber they hear a recording that says "the number you're messaging is not found in our voice mail directory. There will be a fee of 25¢ to deliver the message. To accept this charge press Pound, to cancel, press Star." This service can be used to send both individual and group messages. MDNS is available for messaging only within the subscriber's intraLATA calling area. Subscribers will be billed for messages successfully delivered. Subscribers will receive a Return to Sender message if the attempt to deliver received either a busy or no answer condition. All other conditions are considered to be successfully delivered. Available with TMC (Standard, Deluxe) and TMC C10.

Subscribers may not use this service for any unsolicited marketing purpose. Use of this service in any manner to be deemed inappropriate may warrant PBIS to discontinue service to that customer.

(N)

(T)

(N)

Continued

Advice Letter No. 21391A

Decision No.

Issued by

Daniel O. Jacobsen

General Manager

- 3.1 MESSAGE CENTER (Cont'd)
 - A. DESCRIPTIONS (Cont'd)

The Message Center Call-in-One¹

Provides PB subscribers or subscribers who have a PB resold line who have residential classes of service the ability to integrate their landline (TMC) and PB Wireless voice mail and messaging needs. This service allows subscribers to have one mailbox for landline + PB Wireless calls or messages. TMC CIO provides customers the ability to receive, store, record and send voice messages. TMC CIO includes Pacific Bell Call Forwarding which allows subscribers to have their calls directly forwarded on busy or don't answer conditions. Pacific Bell Call Forwarding and Message Waiting Indicator (MWI) are purchased by PBIS as an ESP from Pacific Bell's Schedule Cal.P.U.C. No. A5.11 and is included as part of PBIS's TMC CIO service to PBIS's end users. Numeric Paging is included, at no charge, with the mailbox. Pager Notification is available at an additional charge. The Message Center Call-in-One is not available for business class of service. This product is available in English or Spanish.

50/50 Messaging Plan

A 50% discount is applied to all messaging charges billed on the Customer's account.

Messaging

Allows subscribers to send a message directly to the mailboxes of other Message Center subscribers or Message Center Call-in-One subscribers or groups of subscribers without calling them at home and ringing their phones.

NOTE 1: Service grandfathered effective January 4, 2005.

(N)

Continued

Advice Letter No. 25999

Decision No.

Issued by

Rhonda Johnson

Executive Director

Date Filed: Dec. 29, 2004 Effective: Jan. 4, 2005 Resolution No. (T)

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)

A. DESCRIPTIONS (Cont'd)

Basic Messaging Plan

Provides the subscriber with an allowance of 25 messages per month.

Bonus Messaging Plan

Provides the subscriber with an allowance of 50 messages per month.

Change Order

A change order charge may be assessed when a subscriber changes service (e.g. upgrade/downgrade to services purchased). Currently, there are no charges for changes to service. No charge applies to migrations of existing service from Pacific Bell to a CLC, a CLC to a CLC or a CLC to Pacific Bell.

Restoral Charge

Charge for restoring Message Center or The Message Center Call-in-One services that are disconnected due to non-payment of regulated service charges. Upon restoral of service, the restoral charge replaces the normal non-recurring installation.

Material omitted now on Sheet 1.2.

Continued

Advice Letter No. 21864 Decision No. 01-04-037 Issued by

Linda S. Vandeloop

Date Filed: June 18, 2001 Effective: July 28, 2001 Resolution No.

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

- 3.1 MESSAGE CENTER (Cont'd)
 - A. DESCRIPTIONS (Cont'd)

Order Charge

An order (installation) charge will apply to any order adding a mailbox or (T) an extension. (T)

Extended Messaging²

Messaging between service areas carried by an Interexchange Carrier selected by the subscriber and interconnected with The Message Center.

Pager Notification¹

Provides for an outdial to a pager number selected by the subscriber when a message is delivered to the subscriber's Message Center or Message Center (T) Call-in-One Mailbox. (T)

Audio Cassette Recording

Provides copies of messages on audio cassette. Audio Cassette recordings are available only for messages currently stored in the subscriber's mailbox. Written authorization is required, with payment of appropriate fees in advance. Messages to be recorded must be forwarded to the Security Manager's mailbox before being recorded on cassette.

NOTE 1: While Pacific Bell can monitor and maintain acceptable service levels between Pacific's voice mail system and the involved pager company, we cannot ensure acceptable service levels from any paging services provider. The Message Center does not support all pager outdial protocols, therefore, we cannot guarantee that every pager will be compatable with this feature.

NOTE 2: This service is grandfathered effective September 10, 1997.

Continued

Advice Letter No. 20295

Decision No.

Issued by

A.E. Swan

Date Filed: May 25, 1999 Effective: July 4, 1999 Resolution No.

CATEGORY III				
D3. VOICE BASED INFO	RMATION SERVICES			
3.1 MESSAGE CENTER (Cont'd)				
B. MAXIMUM RATES	MAXIMUM ¹	MAXIMUM`		
4	NON-RECURRING CHARGE	MONTHLY RATE	USOC	
1. Message Center (TMC) ⁴				
a. Standard Mailbox	+ 0 0 0 0	+14 00		
per mailbox b. Messaging Only Mailbox ³	\$20.00	\$14.00	RVMCA	
per mailbox c. Deluxe Mailbox	20.00	10.00	RVMMM	
c. Deluxe Mallbox per mailbox	20.00	15.00	RVMDM	
d. Flat Rate Mailbox per mailbox	20.00	21.00	RVMFR	
e. Extension Mailbox	20.00	21.00	ICVDIP IC	
per extension f. Extra Messages	20.00	5.00	RVMEX	
per 20 messages	20.00	2.00		
g. Future Delivery Message per mailbox	20.00	2.00		
h. Reminders Call ⁵	20.00	2.00		
per mailbox	20.00	5.00		
i. Basic Messaging Plan ² per mailbox	20.00	7.00	RVMBP	
j. Bonus Messaging Plan ²				
per mailbox NOTE 1: The non-recurring charge on addit	20.00 ions or changes	10.00 to services	RVMDP s or	
features will not exceed \$20.00 p of services/changes on the order.		less of the	e number	
NOTE 2: Basic or Bonus Messaging Plans ca		d with a St	candard	
Mailbox, Messaging Only Mailbox, Call-in-One.	Deluxe Mailbox o	r Message (Center	
NOTE 3: This service is grandfathered eff	ective September	10, 1997.		
NOTE 4: In addition to the charge for the measured residential service, you			For	
calls which are: 1) forwarded to				
mailbox; and 2) made by you from				(
and for the duration of the call. is your local exchange carrier (L				(T) (Ņ)
A5.2 for applicable usage charges				
than Pacific Bell, you may incur with your LEC for any applicable				(N) (T)
TMC Call-in-One service, Cingular	will bill you a	irtime char	rges and	(T)
any other applicable charges when your TMC Call-in-One messages. T				
available when your residence and				(T)
within the same LATA. NOTE 5: Feature available beginning Janua	ary 23, 2001 in L	ATA 3.	Continued	

Date Filed: June 18, 2001 Effective: July 28, 2001 Resolution No.

CATEGORY III	SERVICES		
D3. VOICE BASED INFO	ORMATION SERVICES		
3.1 MESSAGE CENTER (Cont'd)			
B. MAXIMUM RATES			
	MAXIMUM ¹ NON-RECURRING <u>CHARGE</u>	MAXIMUM` MONTHLY RATE	USOC
1. Message Center (TMC) ²			
k. 50/50 Messaging Plan			
per mailbox	\$20.00	\$12.00	RVMFP
1. Messaging			
per message sent	.50	NO	
m. Change Order			
per order	20.00	NO	RVMCC
n. Extended Messaging			
per mailbox	20.00	\$ 5.00	
o. Pager Notification			
per mailbox	20.00	10.00	
usage, per page	.25	NO	RVMPN
p. Message Delivery to			
Non-Subscribers (MDNS) ³	NO 1 FO	NO	
usage, per message per recipient	1.50	NO	

- NOTE 1: The non-recurring charge on additions or changes to services or features will not exceed \$20.00 per order, regardless of the number of services/changes on the order. Does not apply to MDNS.
- NOTE 2: In addition to the charge for the TMC mailbox, if you have measured residential service, you will incur usage charges for calls which are: 1) forwarded to and/or transferred out of your TMC mailbox; and 2) made by you from your residence to access your mailbox and for the duration of the call. If Pacific Bell Telephone Company is your (T) local exchange carrier (LEC), refer to Pacific Bell tariff A5.2 for (N) applicable usage charges. If you subscribe to a LEC other than Pacific Bell, you may incur usage charges. You should check with (N) your LEC for any applicable usage charges. If you purchase the TMC (T) Call-in-One service, Cingular will bill you airtime charges and any (T) other applicable charges when you use your PCS handset to retrieve your TMC Call-in-One messages. TMC Call-in-One service is only available when your residence and Cingular lines are both located (T) within the same LATA.
- NOTE 3: Feature available beginning January 23, 2001 in LATA 3.

Continued

Date Filed: June 18, 2001 Effective: July 28, 2001 Resolution No.

4th Revised Sheet 3.1

Cancels 3rd Revised Sheet 3.1

CATEGORY III SERVICES

B. MAXIMUM RATES (CONT'D)	MAXIMUM ⁻ NON-RECURE <u>CHARGE</u>		ILY	
1. Message Center (Cont'd)				
p. Reserved				(T)
				(D)
				(D)
q. Restoral Charge				
per service restored	50.00	NO	RVMRC	
r. Order Charge ¹	22.22	NO		
per order	20.00	NO	RVMOC	(D)
s. Audio Cassette Recording				
set-up	100.00	NO		
per message	10.00	NO		
NOTE 1: The non-recurring charge on add features will not exceed \$20.00 per ord of services/changes on the order. ntinued				(T) (T)

Effective: June 30, 1995

Executive Director

Resolution No.

	CATEGORY III SE D3. VOICE BASED INFORM	RVICES		Revised Sheet	L 3.
	DS. VOICE BASED INFORM	AIION SERVICES			
3.1 MESS	SAGE CENTER (Cont'd)				
C. CUR	RENT RATES				
		CURRENT ^{1,4}	CURRENT		
		NON-RECURRING	MONTHLY		
	_	CHARGE	RATE	USOC	
1. <u>Mes</u>	sage Center (TMC) ⁵				
	andard Mailbox		<u>^</u>		
	r mailbox	\$19.95	\$ 8.95 ²	RVMCA	
	essaging Only Mailbox ³				
-	er mailbox	19.95	4.95	RVMMM	
	eluxe Mailbox		2		
-	r mailbox	19.95	10.95 ²	RVMDM	
	at Rate Mailbox	10.05	0.05		
-	r mailbox	19.95	8.95	RVMFR	
	ttension Mailbox	NO			
-	r mailbox e non-recurring charge on additions or chang	NO	2.95	RVMEX	
	9.95 per order, regardless of the number of				
	storal charge is accessed.				
	C Discounts are applicable based on the purc				
	ouping of services. Effective January 1, 20			-	
	lutions discount increasing the discount to ll-in-One mailbox and immediately regrandfat				
	. 23505, filed January 23, 2003, we grandfat				
sei	rvices discounts originally filed in Advice	Letter No. 22330.	Effective		
	nuary 1, 2005, we are adjusting the grandfat				
	ese Solutions discounts remain grandfathered ouping and an OCP, TMC/TMC CIO monthly disco				
-	lution grouping without an OCP, TMC/TMC CIO				
	tertainment Solution grouping and an OCP, TM				
	Entertainment Solution grouping without an		-		
	b Solution grouping and an OCP, TMC/TMC CIO	-			
	ouping without an OCP, TMC/TMC CIO monthly d o purchased a 2-Line Phone Solution grouping				
	nthly discount of \$1.24 or a discount of \$2.				
	fective June 1, 2005, customers who purchase				(C)
	oice Plus (which includes uSelect 3 [™]) groupi				
	\$.95 discount off any residential voice mail rchase an Enhanced Choice Plus or a 2-Line E				
) grouping of services from the Utility will				
	sidential voice mail product from SBC Messag			_	
	so effective June 1, 2005, customers who pur				
	ckage plus a Metro Plan from the Utility and				
	ceive a \$3.95 discount from SBC Messaging on stomers who purchase an All Distance/All Dis	-	-		
	tional Connections from SBC LD will receive	-		-	
	sidential voice mail product.		2		(C)
	is service is grandfathered effective Septem				
	e nonrecurring charge will be waived on migr		g service from	the Utility	
	a CLC, a CLC to a CLC and a CLC to the Util addition to the charge for the TMC mailbox,	-	ured residentio	lservice	
	u will incur usage charges for calls which a				
	ur TMC mailbox; and 2) made by you from your				
	ration of the call. If you purchase the TMC			_	
	rtime charges and any other applicable charg				
-	ur TMC Call-in-One messages. TMC Call-in-On sidence and Cinqular lines are both located	-		Continued	

Advice Letter No. 26814

Issued by

Date Filed: May 27, 2005

Decision No.

Effective: June 1, 2005

CATEGORY III SH D3. VOICE BASED INFORM				
3.1 MESSAGE CENTER (Cont'd)				
B. MAXIMUM RATES (Cont'd)	1			
	MAXIMUM ¹	MAXIMUM		
	NON-RECURRING	MONTHLY		
0.2	CHARGE	RATE	USOC	
2. <u>Message Center Call-in-One</u> ^{2,3}				(Т
a. Standard Mailbox				
per mailbox	\$ 20.00	\$14.00	RVMPB	
b. Extension mailbox to	Ş 20.00	914.00	ICVME D	
Call-in-One	20.00	5.00	RVMEX	
c. Pager Notification	20.00	10.00	RVMEA	
	20.00	10.00		
d. Change order charge	20.00	NO		
per change	20.00	NO		
e. Order (Installation) Charge	20.00	NO	DIMOG	
per order	20.00	NO	RVMOC	
f. Restoral charge per service restored	50.00	NO		
service restored	50.00	NO	RVMRC	
g. Audio Cassette Recording				
set-up	100.00	NO		
per message	10.00	NO		
h. Reminders [®] Call ⁴				(m
	NO	NO		(T)
per mailbox	NO	NO		
i. Message Delivery to				
Non-Subscribers ⁴	NO	NO		
usage, per message per recipient	1.50	NO		(T
NOTE 1: The non-recurring charge on addition		-	r	(-
features will not exceed \$20.00 per	-		-	
number of services/changes on the o		01 0110		
NOTE 2: In addition to the charge for the T		u have meas	sured	
residential service, you will incu				
1) forwarded to and/or transferred				
made by you from your residence to				
duration of the call. If Pacific P				
is your local exchange carrier (LEG			riff	
A5.2 for applicable usage charges.				
than Pacific Bell, you may incur us				
with your LEC for any applicable us				
TMC Call-in-One service, Cingular v				
any other applicable charges when y				
your TMC Call-in-One messages. TMC				
available when your residence and (
within the same LATA.	Jungular LINES die	DOLII IOCA	Leu	
NOTE 3: Service grandfathered effective Jar	uary 4, 2005			(N
NOTE 4: Feature available beginning January		3.		(T)
	-,			(D
		(Continued	, 2

Continued

Advice Letter No. 25999

Issued by

Rhonda Johnson Executive Director Date Filed: Dec. 29, 2004 Effective: Jan. 4, 2005 Resolution No.

16th Revised Sheet 4.1

Cancels 15th Revised Sheet 4.1

CATEGORY	III	SERVICE	S
VOTOR DACED	TATEO		CEDITADO

D3. VOICE BASED INFORM	MATION SERVICES			
3.1 MESSAGE CENTER (Cont'd)				
C. CURRENT RATES				
	current ¹ ,4	CURRENT		(T)
	NON-RECURRING	MONTHLY		
	CHARGE	RATE	USOC	
1. Message Center (TMC) ⁵				(T)
f. Extra Messages ²				
per 20 messages	NO	NO		
g. Future Delivery Message ²				
per mailbox	NO	NO		
h. Reminders [®] Call ⁶				7(T)
per mailbox	NO	NO		
i. Basic Messaging Plan ³				
per mailbox	NO	NO	RVMBP	
j. Bonus Messaging Plan ³				
per mailbox	NO	NO	RVMDP	
	NO	NO	ICVINDE	
k. 50/50 Messaging Plan ²	200	NO		
per mailbox	NO	NO	RVMFP	

- NOTE 1: The non-recurring charge on additions or changes to services or features will not exceed \$19.95 per order, regardless of the number of services/changes on the order, except when a restoral charge is accessed.
- NOTE 2: Feature not currently available.
- NOTE 3: Basic or Bonus Messaging Plans can only be ordered with a Standard Mailbox, Messaging Only Mailbox, or Deluxe Mailbox.
- NOTE 4: The nonrecurring charge will be waived on migrations of existing service from Pacific Bell to a CLC, a CLC to a CLC and a CLC to Pacific Bell.
- NOTE 5: In addition to the charge for the TMC mailbox, if you have measured residential service, you will incur usage charges for calls which are: 1) forwarded to and/or transferred out of your TMC mailbox; and 2) made by you from your residence to access your mailbox and for the duration of the call. If you purchase the TMC Call-in-One service, Pacific Bell Wireless (PBW) will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your TMC Call-in-One messages. TMC Call-in-One service is only available when your residence and PBW lines are both located within the same LATA.
 NOTE 6: Feature available beginning January 23, 2001 in LATA 3.
- NOTE 7: Pending CPUC Approval of Advice Letter No. 21391. Material omitted now on Sheet 3.2.

Continued

Advice Letter No. 22330

Effective: Nov. 16, 2001

CATEGORY III	SERVICES		
D3. VOICE BASED INFO	ORMATION SERVICES		
<pre>3.1 MESSAGE CENTER (Cont'd) C. CURRENT RATES (Cont'd)</pre>			
	CURRENT ¹ NON-RECURRING <u>CHARGE</u>	CURRENT MONTHLY RATE	USOC
1. Message Center (TMC) ³			
1. <u>Mebbage center (INC)</u>			
1. Messaging			
per message sent	NO	NO	
m. Change Order			
per order	\$ 10.00	NO	RVMCC
n. Extended Messaging ²			
per mailbox	NO	NO	
o. Pager Notification			
per mailbox	NO	\$3.95	
usage, per page	NO	NO	RVMPN
p. Message Delivery to			
Non-Subscribers (MDNS) ⁴	NO	NO	
usage, per message per recipient	\$.25	NO	
q. Restoral Charge			
per service restored	30.00	NO	RVMRC
r. Order Charge ¹			
per order	19.95	NO	RVMOC
s. Audio Cassette Recording			
set-up	35.00	NO	
per message	2.00	NO	

- NOTE 1: The non-recurring charge on additions or changes to services or features will not exceed \$19.95 per order, regardless of the number of services/changes on the order, except when a restoral charge is accessed.
- NOTE 2: Feature not currently available.
- NOTE 3: In addition to the charge for the TMC mailbox, if you have measured residential service, you will incur usage charges for calls which are: 1) forwarded to and/or transferred out of your TMC mailbox; and 2) made by you from your residence to access your mailbox and for the duration of the call. If Pacific Bell Telephone Company is your (T) local exchange carrier (LEC), refer to Pacific Bell tariff A5.2 for (N) applicable usage charges. If you subscribe to a LEC other than Pacific Bell, you may incur usage charges. You should check with (N) your LEC for any applicable usage charges. If you purchase the TMC (T) Call-in-One service, Cingular will bill you airtime charges and any (T) other applicable charges when you use your PCS handset to retrieve your TMC Call-in-One messages. TMC Call-in-One service is only available when your residence and Cingular lines are both located (T) within the same LATA. NOTE 4: Feature available beginning January 23, 2001 in LATA 3.

Continued

Date Filed: June 18, 2001 Effective: July 28, 2001 Resolution No.

CATEGORY III SE		els izth Re	evised Sheet	4.1.2
D3. VOICE BASED INFORMA				
3.1 MESSAGE CENTER (Cont'd)				
C. CURRENT RATES (Cont'd)				
	current ¹	CURRENT		
	NON-RECURRING	MONTHLY		
	CHARGE	RATE	USOC	
2. <u>Message Center Call-in-One^{2,4}</u>				(T)
a. Standard Mailbox - per mailbox	19.95	10.95 ³	RVMPB	
b. Extension mailbox to Call-in-One	NO	2.95	RVMEX	
c. Pager Notification d. Change order charge - per change	NO NO	3.95 NO	RVMCC	
e. Order (Installation) charge - per order	19.95	NO	RVMOC	
f. Restoral charge - per service restored	30.00	NO	RVMRC	
g. Audio Cassette Recording				
- set-up	35.00	NO		
- per message	2.00	NO	_	
NOTE 1: The non-recurring charge on additions or change				
\$19.95 per order, regardless of the number of s a restoral charge is accessed.	services/changes of	n une order, o	except when	
NOTE 2: In addition to the charge for the TMC mailbox,	if you have measu	red residentia	al service.	
you will incur usage charges for calls which ar	-			
of your TMC mailbox; and 2) made by you from yo	our residence to a	ccess your ma	ilbox and for	
the duration of the call. If the Utility is yo				
Schedule Cal.P.U.C. No. A5.2 for applicable usa				
other than the Utility, you may incur usage cha any applicable usage charges. If you purchase		-		
bill you airtime charges and any other applicate				
retrieve your TMC Call-in-One messages. TMC Ca				
your residence and Cingular lines are both loca				
NOTE 3: TMC Discounts are applicable based on the purch				
grouping of services. Effective January 1, 200				
Solutions discount increasing the discount to \$				
Call-in-One mailbox and immediately regrandfath No. 23505, filed January 23, 2003, we grandfath				
services discounts originally filed in Advice I			grouping or	
January 1, 2005, we are adjusting the grandfath	nered TMC Solution	s discounts a	s follows but	
these Solutions discounts remain grandfathered:	Phone Solution	or DSL Web So	lution	
grouping and an OCP, TMC/TMC CIO monthly discou				
Solution grouping without an OCP, TMC/TMC CIO m				
Entertainment Solution grouping and an OCP, TMC				
or Entertainment Solution grouping without an C Web Solution grouping and an OCP, TMC/TMC CIO m				
grouping without an OCP, TMC/TMC CIO monthly di	-			
who purchased a 2-Line Phone Solution grouping				
monthly discount of \$1.24 or a discount of \$2.4	9 per month if pu	rchased witho	ut an OCP.	
Effective June 1, 2005 customers who purchase a				(C)
Choice Plus (which includes uSelect 3 SM) groupin				
a \$.95 discount off any residential voice mail purchase an Enhanced Choice Plus or a 2-Line Er				
6^{SM}) grouping of services from the Utility will				
residential voice mail product from SBC Messagi			and the set off	
Also Effective June 1, 2005, customers who purc	hase an All Dista			
package plus a Metro Plan from the Utility and	National Connecti	ons from SBC	LD will	
receive a \$3.95 discount from SBC Messaging on	-	_		
Customers who purchase All Distance/All Distance			-	
National Connections from SBC LD will receive a residential voice mail product.	ι φ.95 αιscount Ir	UIII DEC Messag	ING ON ANY	(C)
NOTE 4: Service grandfathered effective January 4, 2005				()
			Continued	

Advice Letter No. 26814

Rhonda Johnson

Date Filed: May 27, 2005 Effective: June 1, 2005 Resolution No.

CATEGORY III S	ERVICES			
D3. VOICE BASED INFORM	MATION SERVICES			
3.1 MESSAGE CENTER (Cont'd)				
C. CURRENT RATES (Cont'd)				
	current ¹	CURRENT		
	NON-RECURRING	MONTHLY		
	CHARGE	RATE	USOC	
			<u></u>	
2. Message Center Call-in-One ^{2,4} (Cont'd)				(T)
				(-)
h. Reminders [®] Call ³				
per mailbox	NO	NO		
per maribox	INO	NO		
i. Message Delivery to				
Non-Subscribers (MDNS) ³	NO	NO		
	\$.25	-		
usage, per message per recipient	Ş.25	NO		

- NOTE 1: The non-recurring charge on additions or changes to services or features will not exceed \$19.95 per order, regardless of the number of services/changes on the order, except when a restoral charge is accessed.
- NOTE 2: In addition to the charge for the TMC mailbox, if you have measured residential service, you will incur usage charges for calls which are: 1) forwarded to and/or transferred out of your TMC mailbox; and 2) made by you from your residence to access your mailbox and for the duration of the call. If you purchase the TMC Call-in-One service, Pacific Bell Wireless (PBW) will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your TMC Call-in-One messages. TMC Call-in-One service is only available when your residence and PBW lines are both located within the same LATA. NOTE 3: Feature available beginning January 23, 2001 in LATA 3. NOTE 4: Service grandfathered effective January 4, 2005.

Continued

(N)

Advice Letter No. 25999

Issued by Rhonda Johnson Executive Director Date Filed: Dec. 29, 2004 Effective: Jan. 4, 2005 Resolution No.

3.1 MESSAGE CENTER (Cont'd)

D. EXCHANGES SERVED¹

LATA 1

Alameda	Ignacio	San Bruno
Albany	Lafayette	San Carlos-Belmont
Antioch	La Honda	San Francisco
Aptos	Larkspur	San Jose
Arcata	Livermore	San Leandro
Belvedere	Los Altos	San Lucas
Benicia	Martinez	San Mateo
Berkeley	Menlo Park	San Rafael
Bishop Ranch	Mill Valley	San Ramon
Boulder Creek	Millbrae	Santa Clara
Brentwood	Milpitas	Santa Cruz
Burlinggame	Monte Rio	Santa Rosa
Calistoga	Moraga	Saratoga
Campbell	Mountain View	Sausalito
Castro Valley	Napa	Scotts Valley
Clayton	Nicasio	Sebastapol
Cloverdale	Oakland	Sonoma
Colma	Oakley	South San Francisc
Concord	Occidental	Stinson Beach
Cordilla	Orinda	Suisun
Corte Madera	Pacifica	Sunol
Crocket	Palo Alto	Sunnyvale
Danville	Petaluma	Tiburon
Dublin-San Ramon	Pinole	Ukiah
East Bay	Pittsburg	Union City
East Contra Costa	Pleasanton	Vacaville
El Sobrante	Potter Valley	Vallejo
Eureka	Redding	Walnut Creek
Fairfield	Redwood City	Watsonville
Forrestville	Richmond	Windsor
Fort Bragg	Rohnert Park	Woodside
Fremont		
Fremont-Newark		
Guerneville		
Half Moon Bay		
Hayward		
naywaru		
Healdsburg		

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Advice Letter No. 25999

Rhonda Johnson

Executive Director

Date Filed: Dec. 29, 2004

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ecision No.	Rhonda Johnson	Effective: Jan. 4. 2005
dvice Letter No. 25999	Issued by	Date Filed: Dec. 29, 2004
	ge Center CIO service grandfa	
Lemoore Madera Potterville Selma Tulare Visalia	all-in-One (CIO) is only avai	lable on the Unisys (
<u>LATA 4</u> Clovis Fresno Hanford		
Alta Auburn Beal Biggs Davis Esparto Fair Oaks Folsom French Gulch Georgetown Grass Valley Kyber Laton	Marysville North Highlands North Sacramento Orangevale Placerville Porterville Rocklin Sacramento Sequoia Shasta Lake	Shingle Springs South Tahoe Springville Tahoe City Terra Bella Truckee West Sacramento Woodlake Woodland Woodlin Yuba City
Dunigan Gazille Gerber Grenada Hornbrook Los Molinas Montegue LATA <u>3</u>	Red Bluff Redding Yreka	
Biggs Chico	Oroville Paradise	
3.1 MESSAGE CENTER (Cont D. EXCHANGES SERVED ¹ (C		

Decision No.

Rhonda Johnson

3.1 MESSAGE CENTER (Cont'd)

D. EXCHANGES SERVED¹ (Cont'd)

LATA 5, Los Angeles/Orange County

	Acton	Fullerton	Placentia	
	Aqoura	Garden Grove	Rancho Santa Marguerita	
	Alhambra	Gardena	Reseda	
	Anaheim	Glendale	Rialto	
	Arcadia	Hawthorne	Riverside	
	Arlington	Highland	Rosemond	
	Balboa	Hollywood	Saddleback Valley	
	Bell	Huntington Park	San Clemente	
	Beverly Hills	Inglewood	San Gabriel	
	Brea	Irvine	San Juan Capistrano	
	Buena Park	La Crescenta	San Luis Obispo	
	Burbank	Laguna Niguel	San Pedro	
	Calabases	Lomita	Santa Ana	
	Canoga Park	Los Angeles	Santa Clarita	
	Capistrano Valley	Mira Loma	Saticoy	
	Colton	Mission Viejo	Sherman Oaks	
	Compton	Montebello	Simi Valley	
	Corona	Moorpark	Torrance	
	Corona Del Mar	Newhall	Trabuco	
	Costa Mesa		Tustin	
		Newport Beach		
	Culver City	North Hollywood	Van Nuys	
	Cypress	Northridge	Ventura	
	El Monte	Ojai	West Los Angeles	
	El Segundo	Orange	Willimgton	
	El Toro	Palmdale	Woodcrest	
	Fontana	Pasadena	Yorba Linda	
	LATA 6, San Diego			
	Barrego	Fallbrook	Otamesa	
	Caleco	Holtville	Pacific Beach	
	Campo	Imperial	Parnell	
	Carlsbad	Imperial Beach	Poway	
	Chula Vista	Jacumba	Rancho Bernardo	
	Coronado	Julian	Rancho Penasquitos	
	Cotner	La Jolla	Rancho Santa Fe	
	Del Mar	La Mesa	San Diego	
	El Cajon	Lakeside	San Marcos	
	El Centro	National City	Santee	
	Encinita	Oceanside	Vistas	
	Escondido	Octotillo		
NOTE	1: Message Center Call-in		lable on the Unisys	(T)
		nter CIO service grandfat		(N)
	January 4, 2005.	2		(N)
	A I I I I I		Continued	. /

Decision No.

Rhonda Johnson

Date Filed: Dec. 29, 2004 Effective: Jan. 4, 2005

Resolution No.

נת	CATEGORY III SERVICES VOICE BASED INFORMATION S	FDVTOFS	
		ERVICES	
3.1 MESSAGE CENTER (Con D. EXCHANGES SERVED ¹ (
LATA 7			
Bakersfield			
LATA 8			
Aptos Ben Lomond Carmel	Castroville Felton Greenfield HOLLISTER KING CITY MONTEREY	Salinas San Ardo San Lucas SANTA CRUZ SEASIDE WATSONVILLE	
LATA 9			
Angels Camp Arnold Atwater Galt Hearld Hugson Ione Jackson Jamestown Legrand	Lodi Merced Modesto Murphies Planada Plymouth San Andres	Sonora Stockton Sutter Creek Thorton Tracy Turlock Twain Harte Valley Springs Waterford	
LATA 10			
Arroyo Grande Paso Robles			
	Call-in-One (CIO) is only a age Center CIO service gram		Г) И) И)
platform. Messa	age Center CIO service grar	ndfathered effective	
dvice Letter No. 25999	Issued by	Date Filed: Dec. 29, 2	004
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Rhonda Johnson

Executive Director

Effective: Jan. 4, 2005 Resolution No.

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CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL

A. DESCRIPTIONS

SBC Voice Mail

Provides subscribers with voice messaging services. Both basic and deluxe service are available as are options such as call transfer¹ (Series 100 and Series 100-PLUS only) and paging notification. Provides the ability for customers to receive and store, record and send voice messages. The customer needs no additional equipment other than a touchtone phone.

Voice Mail Series 50

Provides a separate mailbox number that is different from the subscriber's regular telephone number. This number gives subscribers the capability to use their mailbox either as a direct-dial message line, or, when combined with a Call Forwarding¹ Service that an end user may purchase from their Local Exchange Carrier (LEC), as an overflow line to take calls when the subscriber's regular line is busy or unanswered. A white page directory listing is available for an extra charge. Available in both standard and deluxe versions. Includes Alternate ID.

NOTE 1: All Call Forwarding features are not available in every area.

Continued

(D)

Advice Letter No. 25427

Issued by

Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

Decision No.

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CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

- 3.2 SBC VOICE MAIL (Cont'd)
- A. DESCRIPTIONS (Cont'd)

Voice Mail Series 50 PLUS

In addition to providing the same service as Series 50, Series 50 PLUS includes the Utility's Call Forwarding which allows subscribers to have their calls directly forwarded to SBC Voice Mail on busy/don't answer conditions. The Utility's Call Forwarding is purchased by SBC Messaging as an Enhanced Service Provider (ESP) from the Utility's A5.11 tariff and is included as part of SBC's VM Series 50 Plus service to SBC Messaging's end users. Includes Alternate ID. Available in both standard and deluxe versions.

Voice Mail Series 100

Provides voice messaging services on the subscribers' current phone number. The subscriber's mailbox number is the same as their telephone number. A customer will need to purchase a Call Forwarding Service from their Local Exchange Carrier (LEC) which will allow subscribers to have their calls directly forwarded to SBC Voice Mail on busy/don't answer or whenever they choose. Available in both standard and deluxe versions. Alternate ID available for an additional charge.

Voice Mail Series 100 PLUS

In addition to providing the same service as Series 100, Series 100 PLUS includes the Utility's Call Forwarding which allows subscribers to have (T) their calls directly forwarded to VM on busy/don't answer conditions and (T) Message Waiting Indicator Features. Available in both standard and deluxe versions. Alternate ID available for an additional charge. The Utility's (T) Call Forwarding and Message Waiting Indicator are purchased by SBC Messaging as an Enhanced Service Provider (ESP) from the Utility's A5.11 tariff and is included as part of SBC Messaging's Voice Mail Series 100 Plus service to SBC Messaging's end users. (T)

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Continued

Yvette Hogue

Executive Director

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

	CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES	
	DS. VOICE BASED INFORMATION SERVICES	
3.2 A.	SBC VOICE MAIL (Cont'd) DESCRIPTIONS (Cont'd)	(
	Centrex Mail SM 100	(
	Provides limited, fully integrated service voice mail services to Centrex customers. Includes Call Transfer. Both Centrex and SBC Voice Mail services may be purchased separately.	(
	Centrex Mail SM 50	(
	Provides limited, fully integrated voice mail services to Centrex customers. Excludes Call Transfer feature. Both Centrex and SBC Voice Mail services can be purchased separately.	(
	Extended Messaging ¹	
	Provides ability for SBC Voice Mail Series 50, Series 50 Plus, Series 100 and Series 100 Plus subscribers to send Voice Mail messages outside of their area code and to parties subscribing to The Message Center.	(
	Pacific Bell Starter Mail SM Series 50^2	(
	SBC Call-in-One Series 50	(
	In addition to providing the same service as SBC Voice Mail Series 50, this service provides the Utility's or end user customers who have a resold line from the Utility to integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English.	(
	TE 1: This service is grandfathered effective October 21, 1997. TE 2: This service is grandfathered effective June 20, 1998. Continued	(

Yvette Hogue

Effective: Sept. 1, 2004 Resolution No.

 3.2 SBC VOICE MAIL (Cont'd) A. DESCRIPTIONS (Cont'd) SEC Call-in-One Series 50 Plus In addition to providing the same service as SBC Voice Mail Series 50 (Plus, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service to forward (their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC Messaging as an Enhanced Service (Provider (SEP) from the Utility's A5.11 tariff and is included as part of SEC Messaging's CIO Series 50 service. SEC Call-in-One Series 100 In addition to providing the same service as SEC Voice Mail Series 100, this service provides the Utility's, or end user customers who have a resold line from the Utility, is or integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English. SEC Call-in-One Series 100 Plus In addition to providing the same service as SEC Voice Mail Series 100 (Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility, to integrate their business line, landline W product and their Cingular Wireless voice mail service (to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, MWI and Call Transfer, Pager Notificat	CATEGORY III SERVICES	
 DESCRIPTIONS (Cont'd) <u>SEC Call-in-One Series 50 Plus</u> In addition to providing the same service as SEC Voice Mail Series 50 Plus, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SEC Messaging as an Enhanced as part of SEC Messaging's CIO Series 50 service. <u>SEC Call-in-One Series 100</u> In addition to providing the same service as SEC Voice Mail Series 100, this service provides the Utility's, or end user customers who have a resold line from the Utility, in integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English. <u>SEC Call-in-One Series 100 Plus</u> In addition to providing the same service as SEC Voice Mail Series 100 Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility. <u>SEC Call-in-One Series 100 Plus</u> In addition to providing the same service as SEC Voice Mail Series 100 Plus, this service provides the Utility's customers, or end user customers who have a resold line from	D3. VOICE BASED INFORMATION SERVICES	
<pre>In addition to providing the same service as SEC Voice Mail Series 50 (Plus, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline WM product and their Cingular Wireless voice mail service to forward (their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC Messaging as an Enhanced Service (Provider (ESP) from the Utility's A5.11 tariff and is included as part of SBC Call-in-One Series 100 In addition to providing the same service as SBC Voice Mail Series 100, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: NWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English. SBC Call-in-One Series 100 Plus In addition to providing the same service as SEC Voice Mail Series 100 Flus, this service provides the Utility's customers, end user customers who have a resold line from the Utility's customers, end user customers who have a resold line from the Utility's customers, end user customers who have a resold line from the Utility's customers, end user customers who have a resold line from the Utility's customers, end user customers who have a resold line from the Utility's customers, end user customers who have a resold line from the Utility's customers, end user customers who have a resold line from th</pre>		(T)
<pre>Plus, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline W product and their Cingular Wireless voice mail service to forward (their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC Messaging as an Enhanced Service (Provider (ESP) from the Utility's A5.11 tariff and is included as part of SBC Messaging's CIO Series 50 service. () <u>SBC Call-in-One Series 100</u> () In addition to providing the same service as SBC Voice Mail Series 100, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English. () SBC Call-in-One Series 100 Plus () In addition to providing the same service as SBC Voice Mail Series 100 () Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility's customers, or end user customers who have a resold line from the Utility's customers, or user customers who have a resold line from the Utility's customers, or user customers who have a resold line from the Utility's customers, or user customers who have a resold line from the Utility's customers, or end user customers who have a resold line from the Utility's Call Forwarding which is purchased by SBC () Messaging as an Enhanced Se</pre>	SBC Call-in-One Series 50 Plus	(T)
SEC Call-in-One Series 100(In addition to providing the same service as SEC Voice Mail Series 100, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English.(SEC Call-in-One Series 100 Plus(In addition to providing the same service as SEC Voice Mail Series 100 who have a resold line from the Utility's customers, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service (to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, MMI and Call Transfer, Pager Notification and Alternate ID are included. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SEC (Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of SEC Messaging's	Plus, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC Messaging as an Enhanced Service Provider (ESP) from the Utility's A5.11 tariff and is included as part of	(T) (T) (T)
In addition to providing the same service as SBC Voice Mail Series 100, this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English. (SBC Call-in-One Series 100 Plus (In addition to providing the same service as SBC Voice Mail Series 100 (Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service (to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, MWI and Call Transfer, Pager Notification and Alternate ID are included. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC (Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of SBC Messaging's		
<pre>this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product. Available in both Spanish and English. (SBC Call-in-One Series 100 Plus In addition to providing the same service as SBC Voice Mail Series 100 (Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service (to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, MWI and Call Transfer, Pager Notification and Alternate ID are included. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC (Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of SBC Messaging's </pre>	SBC Call-in-One Series 100	(N)
In addition to providing the same service as SBC Voice Mail Series 100 (Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service (to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, MWI and Call Transfer, Pager Notification and Alternate ID are included. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC (Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of SBC Messaging's	this service provides the Utility's, or end user customers who have a resold line from the Utility, to integrate their business line, landline voicemail product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, Alternate ID, Message Waiting Indicator and Pager Notification are included. (Note: MWI will only appear on the Cingular Wireless handset). Call Transfer is not available on this product.	(N)
Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service (to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, MWI and Call Transfer, Pager Notification and Alternate ID are included. Available in both Spanish or English. This service includes the Utility's Call Forwarding which is purchased by SBC (Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of SBC Messaging's	SBC Call-in-One Series 100 Plus	(T)
Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of SBC Messaging's	Plus, this service provides the Utility's customers, or end user customers who have a resold line from the Utility, to integrate their business line, landline VM product and their Cingular Wireless voice mail service to forward their calls into one mailbox. Greetings By Telephone Number, Numeric Paging, MWI and Call Transfer, Pager Notification and	(T) (T)
	service includes the Utility's Call Forwarding which is purchased by SBC Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of SBC Messaging's	(T) (T)

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Advice Letter No. 25427

Yvette Hogue

Executive Director

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES	
3.2 PACIFIC BELL VOICE MAIL (Cont'd) A. DESCRIPTIONS (Cont'd)	
Pacific Bell Starter Mail sm Series 50 ¹	(N)
Pacific Bell Starter Mail sm Series 50 Plus ²	(T)
	(D)
	(D)
Pacific Bell Starter Mail sm Series 100 ¹	
Pacific Bell Starter Mail SM Series 100 Plus ²	(T)
	(D)
NOTE 1: This service is grandfathered effective June 20, 1998. NOTE 2: This service is grandfathered effective August 26, 2002. Continued	(N)

Advice Letter No. 23180

Issued by

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CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd)

A. DESCRIPTIONS (Cont'd)

Call Transfer to Attendant

Allows callers to transfer to an attendant selected by the subscriber.

Paging Notification¹

Pacific Bell Voice Mail can page the subscriber when either an urgent or new message is received.

Content Delivery

Provides periodic delivery into a Pacific Bell Voice Mail customer's mailbox of information (general or customized) on a subscription basis.

Change Order

Any change to the subscriber's service, with the exception of a disconnect order or a telephone number change on their PCS handset with the PBVM Call-in-One product will be accessed a change order charge. There is no change order charge for migrations of existing service from Pacific Bell to a CLC, a CLC to a CLC or a CLC to Pacific Bell.

Restoral Charge

Charge for restoring Pacific Bell Voice Mail services that were disconnected due to non-payment of regulated services charges or nonpayment of Category III Services charges. Upon restoral of service, the resotral charge replaces the normal non-recurring installation charges.

Audio Cassette Recording

Provides copies of messages on audio cassette. Audio Cassette recordings are available only for messages currently stored in the subscriber's mailbox. Written authorization is required, with payment of appropriate fees in advance. Messages to be recorded must be forwarded to the Security Manager's mailbox before being recorded on cassette.

- NOTE 1: While Pacific Bell can monitor and maintain acceptable service levels between Pacific's Voice Mail System and the involved page company, we cannot ensure acceptable service levels from any paging services provider. Voice Mail does not support all pager outdial protocols, therefore, we cannot guarantee that every pager will be compatible with this feature.
- (L) Formerly on Sheet 6.

Continued

Advice Letter No. 21391

Issued by

Daniel O. Jacobsen

General Manager

Date Filed: Sept. 20, 2000 Effective: Jan. 8, 2001 Resolution No. (L)

(N)

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd)

A. DESCRIPTIONS (Cont'd)

Reminders®

Allows PBVM Series 100, Series 100 Plus, PBVM CIO Series 100 Plus and Centrex Mail 100 subscribers to arrange a daily call to the subscribers business phone and have a specific message delivered. Only one daily reminder can be set at a time. Reminders[®] can only be delivered to one phone number, the number associated with the mailbox. Reminders[®] cannot be delivered to an Alternate I.D. For PBVM Call-in-One customers, Reminders[®] can only be delivered to the landline. This feature is available only on the listed PBVM Series 100 products at no additional charge.

Message Delivery to Non-Subscribers (MDNS)

The MDNS service allows subscribers (current TMC/PBVM customers) to record messages to be sent to non-subscribers on a pay-per-use basis. When a subscriber sends a message to a non-subscriber they hear a recording that says "the number you're messaging is not found in our voice mail directory. There will be a fee of 25¢ to deliver the message. To accept this charge press Pound, to cancel, press Star." This service can be used to send both individual and group messages. MDNS is available for messaging only within the subscriber's intraLATA calling area. Subscribers will be billed for messages successfully delivered. Subscribers will receive a Return to Sender message if the attempt to deliver received either a busy or no answer condition. All other conditions are considered to be successfully delivered.

Subscribers may not use this service for any unsolicited marketing purpose. Use of this service in any manner to be deemed inappropriate may warrant PBIS to discontinue service to that customer.

(N)

Material omitted now on Sheet 5.1.2.

Continued

Advice Letter No. 21391A

Decision No.

Issued by Daniel O. Jacobsen General Manager Date Filed: Sept. 20, 2000 Effective: Jan. 8, 2001 Resolution No.

1st Revised Sheet 6.1 Cancels Original Sheet 6.1

CATEGORY II				
D3. VOICE BASED INF	FORMATION SERVIC	CES		
3.2 PACIFIC BELL VOICE MAIL (Cont'd)				
3.2 PACIFIC BELL VOICE MAIL (CONC'd)				
B. MAXIMUM RATES				
	Maximum	Maximum		
	Non-Recurring	Monthly		
	Charge	Rate	USOC	
1. Pacific Bell Voice Mail ¹				
a. Series 50				
- Standard				
per mailbox	\$50.00	\$36.00	MBXF1	
- Paging Notification (optional)				
per mailbox	50.00	9.00	MBXPN	
- Directory Listing (optional)				
per mailbox	10.00	7.00	MBXLC	
b. Series 50				
- Deluxe				
per mailbox	50.00	36.00	MBXFA	
- Paging Notification (optional)	50.00	30.00	MBAFA	
per mailbox	50.00	9.00	MBXPN	
- Directory Listing (optional)	50.00	2.00		
per mailbox	10.00	7.00	MBXLC	
c. Series 50 PLUS				
- Standard				
per mailbox	50.00	36.00	S5BF1	
- Paging Notification (optional)				
per mailbox	50.00	9.00	MBXPN	
- Directory Listing (optional)				
per mailbox	10.00	7.00	MBXLC	
d. Series 50 PLUS				
- Deluxe				
per mailbox	50.00	36.00	S5BFA	
- Paging Notification (optional)				
per mailbox	50.00	9.00	MBXPN	
- Directory Listing (optional)				
per mailbox	10.00	7.00	MBXLC	
NOTE 1: In addition to the charge for the PBIS voice				
service you buy from your Local Exchange Ca	_		-	
calls which are: 1) forwarded to and/or tra	-			
Mail(PBVM) mailbox; and 2) made by you from the duration of the call. If Pacific Bell	-	_		(T)
carrier (LEC), refer to Pacific Bell tarifi		-	-	(I) (N)
subscribe to a LEC other than Pacific Bell				(N)
check with your LEC for any applicable usage				(T)
One service, Cingular will bill you airtime		-		(T)
when you use your PCS handset to retrieve			-	· - /
One service is only available when your bus		-		(T)
within the same LATA.	2			
			Continued	

Advice Letter No. 21864

Decision No. 01-04-037

Issued by Linda S. Vandeloop Executive Director Date Filed: June 18, 2001 Effective: July 28, 2001 Resolution No.

CATEGORY III D3. VOICE BASED INFOR				
3.2 SBC VOICE MAIL (Cont'd) B. MAXIMUM RATES (Cont'd)				(T)
1. SBC Voice Mail ¹ (Cont'd)	Maximum Non-Recurring Charge	Maximum Monthly Rate	USOC	
1. SBC VOICE MAIL (Cont'd)				(T)
e. SBC Call-in-One Series 50 - Standard				(N)
Per mailbox (English/Spanish)	\$50.00	\$45.00	MBXPB MBXPS	
- Deluxe Per mailbox (English/Spanish)	50.00	45.00	MBXPA MBXAS	
- Directory Listing (optional) Per mailbox	10.00	7.00	MBXLC	 (N)
f. SBC Call-in-One Series 50 Plus - Standard				(T)
per mailbox (English/Spanish)	50.00	45.00	S5BPB S5BPS	(T)
- Deluxe per mailbox (English/Spanish)	50.00	45.00	S5BPA S5BAS	
 Directory Listing (optional) per mailbox 	10.00	7.00	MBXLC	
- Pager Notification (optional)	50.00	9.00	BVMPN	
g. Series 100 - Standard				(T)
per mailbox - Paging Notification (optional)	50.00	36.00	BVMF1	
per mailbox - Call Transfer (optional)	50.00	9.00	BVMPN	
per mailbox	50.00	6.00	MBXCT	(
NOTE 1: In addition to the charge for the depending on which business servi Carrier (LEC), you may incur usage	ce you buy from	your Local	Exchange	(T)
1) forwarded to and/or transferred and 2) made by you from your busi:	d out of your SI	BC Voice Mai	il mailbox;	(T)
the duration of the call. If the carrier (LEC), refer to the Utili	ty's tariff A5.2	2 for applic	cable	(T)
usage charges. If you subscribe may incur usage charges. You sho	uld check with y	your LEC for	r any	(T)
applicable usage charges. If you service, Cingular will bill you a	irtime charges a	and any othe	er	(T)
applicable charges when you use you call-in-One messages. SBC Call-in your business and Cingular lines your business and Cingular lines.	n-One service is	s only avail	lable when	(T) (T)
Material omitted now on Sheet 7.1.			Continued	

Advice Letter No. 25427

Executive Director

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

 B. MAXIMUM RATES (Cont'd) Maximum Non-Recurring Charge Monthly Rate USOC 1. SBC Voice Mail¹ (Cont'd) h. Series 100 Deluxe per mailbox Call Transfer (optional) per mailbox Standard per mailbox Standard per mailbox Call Transfer (optional) per mailbox Standard per mailbox Series 100 PLUS Call Transfer (optional) per mailbox Solo0 Standard Standard	D3. VOICE BASED INFO	PRMATION SERVICES			
Non-Recurring ChargeMonthly RateUSOC1. SBC Voice Mail ¹ (Cont'd)(Th. Series 100(T- Deluxe per mailbox\$50.00\$36.00BVMFA (T- Paging Notification (optional) per mailbox50.009.00BVMPN- Call Transfer (optional) per mailbox50.006.00MEXCTi. Series 100 PLUS(T- Standard per mailbox50.0038.00S1BF1 (T- Paging Notification (optional) per mailbox50.006.00MEXCTj. Series 100 PLUS50.006.00MEXCTj. Series 100 PLUS(T50.0050.00- Deluxe per mailbox50.0038.00S1BFA- Paging Notification (optional)50.0038.00S1BFA					(T)
1. SBC Voice Mail ¹ (Cont'd) (T h. Series 100 (T - Deluxe per mailbox \$50.00 \$36.00 BVMFA (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT i. Series 100 PLUS (T - Standard per mailbox 50.00 38.00 S1BF1 (T - Paging Notification (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (1 - Deluxe per mailbox 50.00 38.00 S1BF1 (T - Deluxe per mailbox 50.00 38.00 MBXCT j. Series 100 PLUS (1 - Deluxe per mailbox 50.00 38.00 S1BFA					
h. Series 100 (T - Deluxe per mailbox \$50.00 \$36.00 BVMFA (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT i. Series 100 PLUS (T - Standard per mailbox 50.00 38.00 S1BF1 (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (1 - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	1	Charge	Rate	USOC	
- Deluxe per mailbox \$50.00 \$36.00 BVMFA (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT i. Series 100 PLUS (T - Standard per mailbox 50.00 38.00 S1BF1 (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (7 - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	1. SBC Voice Mail ¹ (Cont'd)				(T)
per mailbox \$50.00 \$36.00 BVMFA (T) - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT i. Series 100 PLUS (T) - Standard per mailbox 50.00 38.00 S1BF1 (T) - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (T) - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	h. Series 100				(T)(Ļ)
 Paging Notification (optional) per mailbox Call Transfer (optional) per mailbox Series 100 PLUS Standard per mailbox Standard per mailbox So.00 Stand (optional) per mailbox So.00 Standard Standard per mailbox So.00 Standard Standard	- Deluxe				
per mailbox50.009.00BVMPN- Call Transfer (optional) per mailbox50.006.00MBXCTi. Series 100 PLUS(T- Standard per mailbox50.0038.00S1BF1 (T- Paging Notification (optional) per mailbox50.009.00BVMPN- Call Transfer (optional) per mailbox50.006.00MBXCTj. Series 100 PLUS50.006.00MBXCT- Deluxe per mailbox50.0038.00S1BFA- Paging Notification (optional)50.0038.00S1BFA	-	\$50.00	\$36.00	BVMFA	(T)
- Call Transfer (optional) per mailbox 50.00 6.00 MBXCT i. Series 100 PLUS (T - Standard per mailbox 50.00 38.00 S1BF1 (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (T - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)					
per mailbox 50.00 6.00 MBXCT i. Series 100 PLUS (T - Standard per mailbox 50.00 38.00 S1BF1 (T) - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (T - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)		50.00	9.00	BVMPN	
<pre>i. Series 100 PLUS (T</pre>	—		C 00	MDXCE	(T)
- Standard per mailbox 50.00 38.00 S1BF1 (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (T - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	per mailbox	50.00	6.00	MBXCI	(L)
- Standard per mailbox 50.00 38.00 S1BF1 (T - Paging Notification (optional) per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (T - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	i. Series 100 PLUS				(T)
 Paging Notification (optional) per mailbox Call Transfer (optional) per mailbox Series 100 PLUS Deluxe per mailbox 50.00 00 MBXCT (7) (7)<td></td><td></td><td></td><td></td><td>(-)</td>					(-)
per mailbox 50.00 9.00 BVMPN - Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (7 - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	per mailbox	50.00	38.00	S1BF1	(T)
- Call Transfer (optional) per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (1 - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	- Paging Notification (optional)				
per mailbox 50.00 6.00 MBXCT j. Series 100 PLUS (7 - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	-	50.00	9.00	BVMPN	
j. Series 100 PLUS (7 - Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)					
- Deluxe per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	per mailbox	50.00	6.00	MBXCT	
per mailbox 50.00 38.00 S1BFA - Paging Notification (optional)	j. Series 100 PLUS				(T)
- Paging Notification (optional)	- Deluxe				
	per mailbox	50.00	38.00	S1BFA	
-	per mailbox	50.00	9.00	BVMPN	
- Call Transfer (optional)	-				
per mailbox 50.00 6.00 MBXCT	per mailbox	50.00	6.00	MBXCT	
NOTE 1: In addition to the charge for the SBC Messaging voice mail service, (1	NOTE 1: In addition to the charge for the	SBC Messading w	nice mail e	service	(T)

CATEGORY III SERVICES

depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges for calls which are: 1) forwarded to and/or transferred out of your SBC Voice Mail mailbox; (T) and 2) made by you from your business to access your mailbox and for the duration of the call. If the Utility is your local exchange (T) carrier (LEC), refer to the Utility's tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than the Utility, you (T) may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the SBC Call-in-One (T) service, Cingular will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your SBC (T) Call-in-One messages. SBC Call-in-One service is only available when (T) your business and Cingular lines are both located within the same LATA. (L) Formerly on Sheet 7.

Material omitted now on Sheet 7.1.1.

Continued

Advice Letter No. 25427

Yvette Hogue

D3. VOICE BASED INFOR	MATION SERVICES			
<pre>3.2 SBC VOICE MAIL (Cont'd) B. MAXIMUM RATES (Cont'd)</pre>				
	Maximum Non-Recurring Charge	Maximum Monthly Rate	USOC	
1. SBC Voice Mail ¹ (Cont'd)				
k. SBC Call-in-One Series 100 - Standard				(N)
Per mailbox (English/Spanish)	\$50.00	\$45.00	BVMBP BVMPF	
- Deluxe Per mailbox (English/Spanish)	50.00	45.00	BVMPA BVMSA	
- Directory Listing (optional) Per mailbox	10.00	7.00	MBXLC	(N)
<pre>1. SBC Call-in-One Series 100 Plus - Standard</pre>	50.00	5.00	MBXID	(T)(L)
per mailbox (English/Spanish)	50.00	45.00	S1BPB S1BPS	
- Deluxe				
per mailbox (English,Spanish)	50.00	45.00	S1BPA S1BPS	
- Directory Listing (optional) per mailbox	10.00	7.00		
 Call Transfer (optional) per mailbox 	50.00	6.00		
- Pager Notification (optional)	50.00	9.00		
- Alternate ID (optional)	50.00	5.00		(L)

NOTE 1: In addition to the charge for the SBC Messaging voice mail service, (T)(L) depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges for calls which are: 1) forwarded to and/or transferred out of your SBC Voice Mail mailbox; (T) and 2) made by you from your business to access your mailbox and for the duration of the call. If the Utility is your local exchange (T) carrier (LEC), refer to the Utility's tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than the Utility, you (T) may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the SBC Call-in-One (T) service, Cingular will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your SBC (T) Call-in-One messages. SBC Call-in-One service is only available when (T) your business and Cingular lines are both located within the same LATA. (L)

(L) Formerly on Sheet 7.1.

Continued

Advice Letter No. 25427

Yvette Hogue

Executive Director

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

D3. VOICE BASED INFORMAT 3.2 SBC VOICE MAIL (Cont'd) B. MAXIMUM RATES (Cont'd) 1. SBC Voice Mail ³ (Cont'd) m. Centrex Mail SM 50/100 - Initial System (up to 30 mailboxes) - Additional mailboxes	Maximum Jon-Recurring Charge \$400.00	Maximum Monthly Rate	<u>USOC</u>	(T)
<pre>B. MAXIMUM RATES (Cont'd) N 1. SBC Voice Mail³ (Cont'd) m. Centrex MailSM 50/100 - Initial System (up to 30 mailboxes)</pre>	Jon-Recurring Charge	Monthly	USOC	(T)
<pre>1. SBC Voice Mail³ (Cont'd) m. Centrex Mailsm 50/100</pre>	Jon-Recurring Charge	Monthly	USOC	
m. Centrex Mail sm 50/100 - Initial System (up to 30 mailboxes)				
- Initial System (up to 30 mailboxes)	\$400.00			(T)
	\$400.00			(T)
- Additional mailboxes		\$550.00	MBXCM BVMCM	
per mailbox	50.00	18.00	BVMMR BVMNR MBXMR MBXNR	<i>.</i>
n. Content Delivery	50.00	50.00		(T)
per subscription, per mailbox	50.00	50.00		(m \
o. Change Order per order	50.00	NO	BFCMC	(T)
per older p. Additional Storage or Message Capacity		INO	BrCMC	(T)
per mailbox	50.00	200.00	BVMMS	(1)
q. Alternate Identification	50.00	200.00	DVIND	(T)
per mailbox	50.00	5.00	MBX1D BVM1D	(=)
r. Extended Messaging 1				(T)
- Flat rate basis			MBXEM	
per mailbox	25.00	5.00	BVMEM	
- Usage basis				
per message	25.00	1.00		<i>i</i>
s. Pacific Bell Starter Mail SM				(T)
$^-$ Pacific Bell Starter Mail $^{ m SM}$ Series 5	0 ²			(T)
NOTE 1: This service is grandfathered effect NOTE 2: This service is grandfathered effect	ive June 20,	1998.		<i>(</i>)
NOTE 3: In addition to the charge for the SE depending on which business service Carrier (LEC), you may incur usage c	you buy from charges for ca	your Local alls which a	Exchange are:	(T)
1) forwarded to and/or transferred c and 2) made by you from your busines	ss to access	your mailbox	x and for	(T)
the duration of the call. If the Ut				(T)
carrier (LEC), refer to the Utility'				 (m)
usage charges. If you subscribe to may incur usage charges. You should				(T)
applicable usage charges. Fou should service, Cingular will bill you airt	urchase the S	BC Call-in-C	One	(T)
applicable charges when you use your				(T)
Call-in-One messages. SBC Call-in-C your business and Cingular lines are	One service is	s only avail d within the	lable when	(T) (T)

Advice Letter No. 25427

Issued by

Yvette Hogue

CATEGORY III SER	RVICES			
D3. VOICE BASED INFORMA	TION SERVICES			
3.2 SBC VOICE MAIL (Cont'd) B. MAXIMUM RATES (Cont'd)				(T)
-	Maximum Non-recurring Charge	Maximum Monthly Rate	USOC	
1. SBC Voice Mail ² (Cont'd)				(T)
 Pacific Bell Starter MailSM Series 5 per mailbox (5 mailbox minimum at a single location) Extensions 	0 Plus ³ \$50.00	\$16.00	S5BSM S5BSP S5BSE	(T)
per mailbox - Conversion from Series 50/50+ or	50.00	16.00	S5ESE	
100/100+ (per mailbox) - Conversion to Series Series 50/50+ o 100/100+ Centrex Mail (per mailbox)	50.00 r 50.00	NO NO		
 t. Pacific Bell Starter MailSM Series 100² per mailbox Usage³ charge per minute Extensions per mailbox Conversion from Series 50/50+ or 	50.00 .15 50.00	16.00 NO 16.00	BVMSP BVMSE	(T)
100/100+ (per mailbox) - Conversion to Series 50/50+ or 100/100+ Centrex Mail (per mailbox)	50.00	NO NO		
	3C Messaging v you buy from charges for ca but of your SB as to access y cility is your 's tariff A5.2 a LEC other t d check with y urchase the SB cime charges a c PCS handset One service is	oice mail a your Local lls which a C Voice Ma our mailbo local exc for applic han the Ut our LEC fo C Call-in-(nd any othe to retrieve only avail	Exchange are: il mailbox; x and for hange cable ility, you r any One er e your SBC lable when	(T) (T) (T) (T) (T) (T) (T)
your business and Cingular lines are NOTE 3: This service is grandfathered effect			e same LATA. Continued	

Advice Letter No. 25427

Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

CATEGORY III SE D3. VOICE BASED INFORM				
				(
<pre>3.2 SBC VOICE MAIL (Cont'd) B. MAXIMUM RATES (Cont'd)</pre>				(T)
	Maximum	Maximum		
	Non-recurring Charge	Monthly Rate	USOC	
		Race	0000	
1. SBC Voice Mail ² (Cont'd)				(T)
- Pacific Bell Starter Mail sm Series 10	0 ¹ (Cont'd)			(T)
– Pacific Bell Starter Mail sm Series 10	0 Plus ³			(T)
- per mailbox	\$50.00	\$16.00	S1BSP	. ,
- Extensions per mailbox	50.00	16.00	S1ESE	
- Conversion from Series 50/50+ or	50.00	10.00	STEDE	
100/100+ (per mailbox)	50.00	NO		
- Conversion to Series 50/50+ or				
100/100+ Centrex Mail (per mailbox) NO	NO		
- Alternate Identification (optional)				
per mailbox	50.00	6.00	BVM1D	
u. Restoral of Service	180.00	NO		(T)
				(_)
v. Audio Cassette Recording	100.00	NO		(T)
set-up per message	10.00	NO NO		
per message	10.00	100		
NOTE 1: This service is grandfathered effec	stiwa Tupa 20	1009		
NOTE 2: In addition to the charge for the S			service.	(T)
depending on which business service				(_)
Carrier (LEC), you may incur usage	charges for ca	lls which a	are:	
1) forwarded to and/or transferred				(T)
and 2) made by you from your busine the duration of the call. If the U				(T)
carrier (LEC), refer to the Utility				
usage charges. If you subscribe to				(T)
may incur usage charges. You shoul				
applicable usage charges. If you p				(T)
service, Cingular will bill you air	.crille charges a	nu any othe	5T	

your business and Cingular lines are both located within the same LATA. NOTE 3: This service is grandfathered effective August 26, 2002.

Continued

(T)

(T)

(N)

Advice Letter No. 25427

applicable charges when you use your PCS handset to retrieve your SBC

Call-in-One messages. SBC Call-in-One service is only available when

Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

CATEGORY III S	SERVICES			
D3. VOICE BASED INFOR	MATION SERVICES			
3.2 SBC VOICE MAIL (Cont'd)				(T)
B. MAXIMUM RATES (Cont'd)				
	Maximum	Maximum		
	Non-Recurring	Monthly		
	Charge	Rate	USOC	
1. SBC Voice Mail ² (Cont'd)				(T)
w. Reminders [®] $Call^1$				(T)
per mailbox	\$20.00	\$5.00		(-)
	4	4 - 1 - 1 - 1		
x. Message Delivery to				(T)
Non-Subscribers (MDNS) ¹	NO	NO		(- /
usage, per message per recipient	1.50	NO		
usage, per message per recipient	1.50	INO		

- NOTE 1: Feature available beginning January 23, 2001 in LATA 3. Available on all Business voicemail products except the Starter Mail products.
 NOTE 2: In addition to the charge for the SBC Messaging voice mail service, (1)
- (T) depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges for calls which are: 1) forwarded to and/or transferred out of your SBC Voice Mail mailbox; (T) and 2) made by you from your business to access your mailbox and for the duration of the call. If the Utility is your local exchange (T) carrier (LEC), refer to the Utility's tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than the Utility, you (T) may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the SBC Call-in-One (T) service, Cingular will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your SBC (T) Call-in-One messages. SBC Call-in-One service is only available when (T) your business and Cingular lines are both located within the same LATA. Continued

Advice Letter No. 25427 Decision No. Issued by

Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

	D3. VOICE BASED INFORM	MATION SERVICES			
.2 PAC	IFIC BELL VOICE MAIL (Cont'd)				(
.Z PAC	IFIC BELL VOICE MAIL (COIL C)				(T)
C. CUR	RENT RATES (Cont'd)				
		Current ^{1,2,3}	Current ²		
		Non-Recurring	Monthly		
		Charge	Rate	USOC	
1. Pac	ific Bell Voice Mail ⁴				
a. Se	ries 50				
-	Standard				
	per mailbox	\$19.95	\$20.95	MBXF1	
-	Paging Notification (optional)				
	per mailbox	19.95	4.95	MBXPN	
-	Directory Listing (optional)				
	per mailbox	10.00	5.00	MBXLC	
	Non-recurring for Paging Notifica Identification and/or Change orde waived if included on the initial of mailbox installation. Discounts may be applicable based commitment, as negotiated between and the Utility. Customers who p	r charge for a source or der or withis on quantity and agreed upon	ring change n fourteen d duration n by the Cu	are days stomer	(T)
	Identification and/or Change orde waived if included on the initial of mailbox installation. Discounts may be applicable based commitment, as negotiated between and the Utility. Customers who p Solutions grouping will receive a recurring charge on all of their products. Customers will continu as they retain the SBC Business S not available to customers who ha The nonrecurring charge will be w	r charge for a solution order or withis on quantity and and agreed upos urchase an SBC \$4.00 discount Series 50/50+/1 e to receive th olutions packag ve a term agrees aived on migrat	ring change n fourteen d duration n by the Cu California off the mo 00/100+ and is discount e. This di ment. ions of exi	are days stomer Business nthly CIO as long scount is sting	((((T)
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Advice Letter No. 23673

Cynthia Wales

Date Filed: Apr. 15, 2003 Effective: May 5, 2003 Resolution No.

D3. VOICE BASED INFOR	MATION SERVICES		
.2 PACIFIC BELL VOICE MAIL (Cont'd) C. CURRENT RATES (Cont'd)	Current ^{1,2,3} Non-Recurring		(┰)
	Charge	Rate	USOC
1. Pacific Bell Voice Mail ⁴ (Cont'd)			
b. Series 50			
- Deluxe per mailbox - Paging Notification (optional)	\$19.95	\$29.95	MBXFA
<pre>per mailbox - Directory Listing (optional)</pre>	19.95	4.95	MBXPN
per mailbox	10.00	5.00	MBXLC
c. Series 50 PLUS - Standard			
per mailbox - Paging Notification (optional	19.95	22.95 (I)	S5BF1
per mailbox - Directory Listing (optional)	19.95	4.95	MBXPN
per mailbox	10.00	5.00	MBXLC
NOTE 1: Non-recurring for Paging Notifica	ation, Call Trans	sfer, Altern	ate
Identification and/or Change orde waived if included on the initial of mailbox installation.	-		
NOTE 2: Discounts may be applicable based commitment, as negotiated between and the Utility. Customers who p Solutions grouping will receive a recurring charge on all of their products. Customers will continu	h and agreed upon purchase an SBC (a \$4.00 discount Series 50/50+/10 de to receive the	h by the Cus California B off the mon 00/100+ and is discount e. This dis	usiness (T) thly (CIO as long count is
as they retain the SBC Business S		ment.	(
as they retain the SBC Business S not available to customers who ha NOTE 3: The nonrecurring charge will be a service from the Utility to a CLO Utility.	waived on migrat:	ions of exis	ting (T)

Issued by

Cynthia Wales Executive Director Date Filed: Apr. 15, 2003 Effective: May 5, 2003 Resolution No.

	SERVICES			
DS. VOICE DADED INFO	MATION SERVICES			
3.2 SBC VOICE MAIL (Cont'd)				
C. CURRENT RATES (Cont'd)	1 0 0	0		
	Current ^{1,2,3}			
	Non-Recurring	-		
4	Charge	Rate	USOC	
1. SBC Voice Mail ⁴ (Cont'd)				(-
d. Series 50 PLUS - Deluxe				(L
per mailbox	\$19.95	\$31.95	S5BFA	
- Paging Notification (optional	Q19.95	φ3 τ .)3	DJDFA	
per mailbox	19.95	4.95	MBXPN	
- Directory Listing (optional)				
per mailbox	10.00	5.00	MBXLC	(L
installation.	on guantity and	duration a	mailbox	
NOTE 2: Discounts may be applicable based as negotiated between and agreed Customers who purchase Business S \$4.00 discount off the monthly re Series 50/50+/100/100+ and CIO pr receive this discount as long as package. This discount is not av agreement.NOTE 3: The nonrecurring charge will be w	upon by the Custo Solutions grouping courring charge of roducts. Customer they retain the P railable to custor aived on migratio	omer and th g will rece h all of th rs will con Business So mers who ha ons of exis	ommitment, e Utility. ive a eir tinue to lutions ve a term ting	
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Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

CATEGORY III D3. VOICE BASED INFO				
3.2 SBC VOICE MAIL (Cont'd) C. CURRENT RATES (Cont'd)	Current ^{1,2,3} Non-Recurring	Current ² Monthly		
1. SBC Voice Mail ⁴ (Cont'd)	Charge	Rate	USOC	
e. SBC Call-in-One Series 50				(N)
- Standard Per mailbox (English/Spanish)	\$19.95	\$22.95	MBXPB MBXPS	
- Deluxe Per mailbox (English/Spanish)	19.95	32.95	MBXPA MBXAS	
- Directory Listing (optional) Per mailbox	10.00	5.00	MBXLC	
NOTE 1: Non-recurring for Paging Notificat Identification and/or Change orde if included on the initial order installation.	r charge for a r	ing change	are waived	
NOTE 2: Discounts may be applicable based as negotiated between and agreed Customers who purchase Business S \$4.00 discount off the monthly re	upon by the Cust olutions groupin curring charge o	omer and th g will rece n all of th	ne Utility. Pive a Neir	

- Series 50/50+/100/100+ and CIO products. Customers will continue to receive this discount as long as they retain the Business Solutions package. This discount is not available to customers who have a term agreement. NOTE 3: The nonrecurring charge will be waived on migrations of existing
- service from the Utility to a CLC, CLC to a CLC and a CLC to the Utility.
- NOTE 4: In addition to the charge for the SBC Messaging voice mail service, depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges for calls which are: 1) forwarded to and/or transferred out of your SBC Voice Mail mailbox; and 2) made by you from your business to access your mailbox and for the duration of the call. If the Utility is your local exchange carrier (LEC), refer to the Utility's tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than the Utility, you may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the SBC Call-in-One service, Cingular will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your SBC Call-in-One messages. SBC Call-in-One service is only available when your business and Cingular lines are both located within the same LATA. Continued

Yvette Hogue

(N)

CATEGORY III S	SERVICES			
D3. VOICE BASED INFOR	MATION SERVICES			
3.2 SBC VOICE MAIL (Cont'd)				(T)
C. CURRENT RATES (Cont'd)				
	Current ^{1,2,3}	Current ²		
	Non-Recurring	Monthly		
	Charge	Rate	USOC	
1. SBC Voice Mail ⁴ (Cont'd)	5			(Ţ)
f. SBC Call-in-One Series 50 Plus				
- Standard	\$19.95	\$24.95	S5BPB	(T)
per mailbox (English/Spanish)			S5BPS	
- Deluxe	19.95	34.95	S5BPA	(T)
per mailbox (English/Spanish)			S5BAS	(T)
- Directory Listing (optional)	10.00	5.00		. ,
per mailbox				
- Pager Notification (optional)	NO	NO	MBXPN	
g. Series 100				(T)
- Standard				
per mailbox	19.95	20.95	BVMF1	
- Paging Notification (optional)				
per mailbox	19.95	4.95	BVMPN	
- Call Transfer (optional)				
per mailbox	19.95	2.95	MBXCT	
Identification and/or Change order if included on the initial order or installation. NOTE 2: Discounts may be applicable based of as negotiated between and agreed up	r within fourtee on quantity and pon by the Custo	en days of r duration co omer and the	mailbox ommitment, e Utility.	
Customers who purchase Business So \$4.00 discount off the monthly rec Series 50/50+/100/100+ and CIO proc	urring charge on	all of the	eir	(T)
receive this discount as long as the process of the	hey retain the E	Business So	lutions	(T)
NOTE 3: The nonrecurring charge will be wai service from the Utility to a CLC, Utility.				
NOTE 4: In addition to the charge for the a depending on which business service Carrier (LEC), you may incur usage	e you buy from y	vour Local 1	Exchange	(T)
1) forwarded to and/or transferred and 2) made by you from your busing the duration of the call. If the carrier (LEC), refer to the Utility usage charges. If you subscribe to may incur usage charges. You should	ess to access yo Utility is your y's tariff A5.2 o a LEC other th	our mailbox local excha for applica nan the Uti	and for ange able lity, you	(T)
applicable usage charges. If you p service, Cingular will bill you ai:	purchase the SBC	Call-in-O	ne	(T)
applicable charges when you use you Call-in-One messages. SBC Call-in- your business and Cingular lines a: Material omitted now on Sheet 7.3.5.	-One service is	only availa	able when	(T) (T)

CATEGORY III	SERVICES			
D3. VOICE BASED INFO	RMATION SERVICES			
3.2 SBC VOICE MAIL (Cont'd)				(T)
C. CURRENT RATES (Cont'd)				
	Current ^{1,2,3}	Current 2		
	Non-Recurring	Monthly		
	Charge	Rate	USOC	
1. SBC Voice Mail ⁴ (Cont'd)	<u>cildi ge</u>	nace	0000	(T)
h. Series 100				(T)
- Deluxe				(1)
per mailbox	\$19.95	\$29.95	BVMFA	
- Paging Notification (optional)	\$T9.93	ŞZ9.95	BVMF A	
	19.95	4.95		
per mailbox	19.95	4.95	BVMPN	
- Call Transfer (optional)	10.05	2 05	MDXOT	
per mailbox	19.95	2.95	MBXCT	/ `
i. Series 100 Plus				(T)
- Standard				
per mailbox	19.95	22.95	S1BF1	
- Paging Notification (optional)				
per mailbox	19.95	4.95	BVMPN	
- Call Transfer (optional)				
per mailbox	19.95	2.95	MBXCT	
j. Series 100 PLUS				(T)
- Deluxe				
per mailbox	19.95	31.95	SIBFA	
- Paging Notification (optional)				
per mailbox	19.95	4.95	BVMPN	
- Call Transfer (optional)				
per mailbox	19.95	2.95	MBXCT	
- Alternate ID (optional)	19.95	2.95	MBXID	
NOTE 1: Non-recurring for Paging Notification, Cal	l Transfer, Alternate	Identificati	on and/or	
Change Order charge for a ring change are				
within fourteen days of mailbox installation				
NOTE 2: Discounts may be applicable based on quant		ommitment as	negotiated	
between and agreed upon by the Customer and	-			(T)
Solutions grouping will receive a \$4.00 di		_		(T)
of their Series 50/50+/100/10+ and CIO pro				(1)
				(
discount as long as they retain the Busines		IIIIS discou	nt is not	(T)
available to customers who have a term agree				
NOTE 3: The nonrecurring charge will be waived on		g service iro	om the Utility	
to a CLC, a CLC to a CLC and a CLC to the	-			
NOTE 4: In addition to the charge for the SBC Mess		-		(T)
business service you buy from your Local E				
charges for calls which are: 1) forwarded	to and/or transferred	out of your	SBC Voice	(T)
Mail mailbox; and 2) made by you from your	business to access y	our mailbox a	nd for the	(T)
duration of the call. If the Utility is y	our local exchange ca	rrier (LEC), :	refer to the	
Utility tariff A5.2 for applicable usage c	harges. If you subsc	ribe to a LEC	other than	
the Utility, you may incur usage charges.	You should check wit	h your LEC fo:	r any	
applicable usage charges. If you purchase	the SBC Call-in-One	service, Cing	ular will	(T)
bill you airtime charges and any other app	licable charges when	you use your :	PCS handset to	

bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your SBC Call-in-One messages. SBC Call-in-One service is only available when (T) your business and Cingular lines are both located within the same LATA.

Continued

Advice Letter No. 25427	
Decision No.	

Issued by Yvette Hogue Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

CATEGORY III				
D3. VOICE BASED INFOR	RMATION SERVICES			
3.2 SBC VOICE MAIL (Cont'd) C. CURRENT RATES (Cont'd)				(T)
	Current ^{1,2,3} Non-Recurring Charge		USOC	
1. SBC Voice Mail ⁴ (Cont'd)				(T)
k. SBC Call-in-One Series 100 - Standard				(N)
per mailbox (English/Spanish)	\$19.95	\$22.95	BVMBP BVMPF	
- Deluxe				
per mailbox (English/Spanish)	19.95	32.95	BVMPA BVMSA	
- Directory Listing (optional) per mailbox	10.00	5.00	MBXLC	 (N)
NOTE 1: Non-recurring for Paging Notificat Identification and/or Change Order if included on the initial order of installation. NOTE 2: Discounts may be applicable based commitment, as negotiated between the Utility. Customers who purcha will receive a \$4.00 discount off of their Series 50/50+/100/100+ an continue to receive this discount Business Solutions package. This customers who have a term agreement NOTE 3: The nonrecurring charge will be wa service from the Utility to a CLC, Utility.	on quantity and and agreed upon ase an Business S the monthly recu ad CIO products. as long as they discount is not ived on migratio a CLC to a CLC	ing change a en days of m duration of by the Cust Solutions gr urring charg Customers retain the available t ns of exist and a CLC t	are waived mailbox comer and rouping ge on all will SBC to ing to the	(T)
NOTE 4: In addition to the charge for the S depending on which business service Carrier (LEC), you may incur usage	e you buy from yo	our Local Ex	xchange	(T)
 forwarded to and/or transferred and 2) made by you from your busine the duration of the call. If the U carrier (LEC), refer to the Utility usage charges. If you subscribe to may incur usage charges. You should 	ess to access you Jtility is your i y's tariff A5.2 to a LEC other that	ur mailbox a local exchan for applical an the Util:	and for nge ble ity, you	(Т)
applicable usage charges. If you p service, Cingular will bill you air	ourchase the SBC	Call-in-One		(T)
applicable charges when you use you Call-in-One messages. SBC Call-in- your business and Cingular lines ar Material omitted now on Sheet 8.1.2.	ur PCS handset to -One service is o	o retrieve y only availa!	ole when	(T) (T)

Advice Letter No. 25427

Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

		MATION SERVICES			
3.2 SBC	VOICE MAIL (Cont'd)				
	RENT RATES (Cont'd)				
		Current ^{1,2,3}	Current ²		
		Non-Recurring	Monthly		
		Charge	Rate	USOC	
		Charge	Nace	0500	
1. SBC	Voice Mail ⁴ (Cont'd)				
l. SB	C Call-In-One Series 100 Plus				(T)(I
-	Standard	\$19.95	\$24.95	SIBPB	
	per mailbox (English/Spanish)			S1BPS	
_	Deluxe	19.95	34.95	S1BPA	
	per mailbox (English/Spanish)			S1BPS	
_	Directory Listing (optional)	10.00	5.00	51215	
	per mailbox	10.00	5.00		
_	Call Transfer (optional)	NO	NO	BVMCT	
		-	-		
	Paging Notification (optional)	NO	NO	BVMPN	/ -
	Alternate ID (optional)	NO	NO	BVM1D	(1
NOTE 1: NOTE 2:	Identification and/or Change Orde waived if included on the initial mailbox installation. Discounts may be applicable based commitment as negotiated between	l order or within d on quantity and	n fourteen d d duration d	days of of	
NOTE 2: NOTE 3:	waived if included on the initial mailbox installation.	l order or within d on quantity and h and agreed upon hase Business So f the monthly red and CIO products t as long as the s discount is not ent. vaived on migration C, a CLC to a CLC e SBC Messaging ice you buy from ge charges for ca ed out of your Si	n fourteen d duration of n by the Cu lutions gro curring cha . Customer y retain th t available ions of exis C and a CLC voice mail your Local alls which BC Voice Ma	days of of stomer and uping rge on all s will e SBC to sting to the service, Exchange are: il	

Issued by

Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

Cancels 11th Revised Sheet 8.2

CATEGORY III SE D3. VOICE BASED INFORMA				
3.2 SBC VOICE MAIL (Cont'd) C. CURRENT RATES (Cont'd)	Current ^{1,2,4} Non-Recurring	Monthly		(T)
1. SBC Voice Mail ⁵ (Cont'd)	Charge	Rate	<u>USOC</u>	(T)
<pre>m. Centrex MailSM 50/100 - Initial System (up to 30 mailboxes) - Additional mailboxes</pre>	\$200.00	\$275.00	MBXCM BVMCM	(T)
per mailbox	19.95	9.00	BVMMR BVMNR MBXMR MBXNR	
n. Content Delivery ³ per subscription, per mailbox	NO	NO		(T)
 o. Change Order per order p. Additional Storage or Message Capacity per mailbox q. Reserved 	19.95 Y 50.00	NO 150.00	BFCMC BVMMS	(T) (T) (T)
NOTE 1: Non-recurring for Paging Notificat: Identification and/or Change Order waived if included on the initial of of mailbox installation. NOTE 2: Discounts may be applicable based of commitment, as negotiated between a and the Utility. NOTE 3: Feature not currently available. NOTE 4: The nonrecurring charge will be wai	charge for a order or withi on quantity an and agreed upo	ring change n fourteen d d duration d n by the Cus	are days of stomer	
service from the Utility to a CLC, the Utility. NOTE 5: In addition to the charge for the S depending on which business service	a CLC to a CL SBC Messaging	C and a CLC voice mail s	to service,	(T) (T)
Carrier (LEC), you may incur usage 1) forwarded to and/or transferred and 2) made by you from your busine	charges for c out of your S	alls which a BC Voice Mai	are: 1 mailbox;	(T)
the duration of the call. If the to carrier (LEC), refer to the Utility charges. If you subscribe to a LEC incur usage charges. You should ch usage charges. If you purchase the will bill you airtime charges and a use your PCS handset to retrieve yo Call-in-One service is only availab lines are both located within the s	Jtility is you y's tariff A5. C other than t neck with your e SBC Call-in- any other appl our SBC Call-i ole when your	r local exch 2 for applic he Utility, LEC for any One service, icable charg n-One messag	aange cable usage you may / applicable / Cingular ges when you ges. SBC	(T) (T) (T) (T)

Advice Letter No. 25427

Decision No.

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

	CATEGORY III SERVICE D3. VOICE BASED INFORMATION				
3.2 SB0	C VOICE MAIL (Cont'd)				(T)
	RRENT RATES (Cont'd)				. ,
		Current ^{1,2,3}	Current ²		
		Non-recurring	Monthly		
		Charge	Rate	USOC	
1. SB(C Voice Mail ⁵ (Cont'd)				(T)
r.E	xtended Messaging ⁶				(T)
-	Flat Rate Basis				
	per mailbox	\$15.00	\$2.00		
-	Usage Basis				
	per message	15.00	.25	MBXEM	<i>.</i>
	acific Bell Starter Mail SM				(T)
-	Pacific Bell Starter Mail $^{ m SM}$ Series 50 4				
-	Pacific Bell Starter Mail SM Series 50 Pl	lus ⁷			(T)
-	per mailbox	\$19.95	\$9.95	S5BSE	
-	Extensions				
	per mailbox	19.95	7.95	S5ESE	
-	Conversion from Series 50/50+ or				
	100/100+ (per mailbox)	10.00	NO		
-	Conversion to Series 50/50+ or	NO	NO		
	100/100+ Centrex Mail (per mailbox)	NO	NO		
NOTE 2:	Identification and/or Change Order charge f included on the initial order or within fou installation. Discounts may be applicable based on quanti	arteen days of mai	lbox		
NOID 2.	negotiated between and agreed upon by the C			c, ub	
NOTE 3:			-	e from	
	the Utility to a CLC, a CLC to a CLC and a				(T)
NOTE 4:	- · · ·		•		
NOTE 5:	In addition to the charge for the SBC Messa	aging voice mail s	ervice, depe	ending	(T)
	on which business service you buy from your	C Local Exchange C	arrier (LEG	C), you	
	may incur usage charges for calls which are	e: 1) forwarded to	and/or		
	transferred out of your SBC Voice Mail mail			-	(T)
	business to access your mailbox and for the				
	Utility is your local exchange carrier (LEC		-		
	A5.2 for applicable usage charges. If you Utility, you may incur usage charges. You				
	applicable usage charges. If you purchase		-	JI ally	і (Т)
	appression and charges, it you putchase		$\sim \sim $		\ _
			ble charges	when	•
	Cingular will bill you airtime charges and	any other applical	0		
		any other applicat SBC Call-in-One me	ssages. SBO	C	
	Cingular will bill you airtime charges and you use your PCS handset to retrieve your S	any other applicat SBC Call-in-One me	ssages. SBO	C	
NOTE 6:	Cingular will bill you airtime charges and you use your PCS handset to retrieve your S Call-in-One service is only available when	any other applicat BC Call-in-One me your business and	ssages. SBO	C	
NOTE 6:	Cingular will bill you airtime charges and you use your PCS handset to retrieve your S Call-in-One service is only available when are both located within the same LATA.	any other applicat BC Call-in-One me your business and	ssages. SBO	C	(T)
NOTE 6: NOTE 7:	Cingular will bill you airtime charges and you use your PCS handset to retrieve your S Call-in-One service is only available when are both located within the same LATA. This service is grandfathered effective Octo	any other applical SBC Call-in-One me your business and ober 21, 1997.	ssages. SB Cingular 1	C	(T) (D) (T)

Decision No.

Issued by

Yvette Hogue Executive Director Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

	D3. VOICE BASED INFORMA	RVICES ATION SERVICES			
.2 SB	C VOICE MAIL (Cont'd)				Г)
	RRENT RATES (Cont'd)				
		Current ^{1,2,5}	Current ²		Г)
		Non-recurring	Monthly		
		Charge	Rate	USOC	
1 פס	C Voice Mail (Cont'd)				(]
	Pacific Bell Starter Mail SM (Cont'd)				
_	Pacific Bell Starter Mail SM Series	1004			
	Pacific Bell Starter Mail SM Series 3			S1BSE	י ר)
	per mailbox	\$19.95	\$9.95	DIDDI	(1
	Extensions	Ŷ <u>Ţ</u> Ĵ,ĴĴ	ų j .j.j.j		
	per mailbox	19.95	7.95	S1ESE	
-	Conversion from Series 50/50+ or	2000		01202	
	100/100+ (per mailbox)	10.00	NO		
-	Conversion to Series 50/50+ or				
	100/100+ Centrex Mail (per mailbox)	NO	NO		
	Alternate ID (optional)				
-	AICCINACC ID (OPCIONAI)				
_	per mailbox	19.95	2.95	BVM1D	
_		19.95	2.95	BVM1D	
	<pre>per mailbox 1: Non-recurring for Paging Notifica Identification and Change Order ch if included on the initial order of</pre>	tion, Call Tra harge for a rin	nsfer, Alte ng change a:	rnate re waived	
NOTE	 per mailbox 1: Non-recurring for Paging Notifica Identification and Change Order cl if included on the initial order of installation. 2: Discounts may be applicable based commitment, as negotiated between 	tion, Call Tra harge for a rin or within fourt l on quantity a	nsfer, Alte ng change a: teen days o: nd duration	ernate re waived f mailbox	
NOTE	 per mailbox 1: Non-recurring for Paging Notifica Identification and Change Order cl if included on the initial order of installation. 2: Discounts may be applicable based commitment, as negotiated between and the Utility. 	tion, Call Tra harge for a rin or within fourt l on quantity a	nsfer, Alte ng change a: teen days o: nd duration	ernate re waived f mailbox	
NOTE NOTE	<pre>per mailbox 1: Non-recurring for Paging Notifica Identification and Change Order cl if included on the initial order of installation. 2: Discounts may be applicable based commitment, as negotiated between and the Utility. 3: Reserved.</pre>	tion, Call Tra harge for a rin or within fourt l on quantity a and agreed upo	nsfer, Alte ng change a teen days o nd duration on by the Cu	ernate re waived f mailbox	
NOTE NOTE NOTE	 per mailbox 1: Non-recurring for Paging Notifica Identification and Change Order cl if included on the initial order of installation. 2: Discounts may be applicable based commitment, as negotiated between and the Utility. 3: Reserved. 4: This service is grandfathered eff 	tion, Call Tra harge for a rin or within fourt I on quantity a and agreed upo Fective June 20	nsfer, Alte ng change a: teen days o nd duration on by the Cu , 1998.	ernate re waived f mailbox a of ustomer	
NOTE NOTE NOTE	<pre>per mailbox 1: Non-recurring for Paging Notifica Identification and Change Order cl if included on the initial order of installation. 2: Discounts may be applicable based commitment, as negotiated between and the Utility. 3: Reserved.</pre>	tion, Call Tra harge for a rin or within fourt I on quantity a and agreed upo Fective June 20 vaived on migra	nsfer, Alte ng change a: teen days of nd duration on by the Cr , 1998. tions of ex	ernate re waived f mailbox a of ustomer	[] [] []

Decision No.

CATEGORY III	SERVICES		
D3. VOICE BASED INFO	RMATION SERVICES		
3.2 SBC VOICE MAIL (Cont'd) C. CURRENT RATES (Cont'd)			(T)
1. SBC Voice Mail (Cont'd)			(T)
	Current ¹ Non-recurring Charge	Current ¹ Monthly <u>Rate</u> <u>USOC</u>	
u. Restoral of Service	\$75.00	NO	(T)
v. Audio Cassette Recording			(T)
set-up	35.00	NO	
per message	2.00	NO	
w. Reminders [®] $Call^2$			(T)
per mailbox	NO	NO	
x. Message Delivery to			(T)
Non-Subscribers (MDNS) ²	NO	NO	
usage, per message per recipient	.25	NO	(T)
SBC Voice Mail and SBC Call-in-One a telephone exchanges where technical conditions warrant. Therefore, no l	capabilities exis	st and market	(T)
NOTE 1: Discounts may be applicable ba commitment, as negotiated betw Customer and the Utility. NOTE 2: Feature available beginning Jat on all Business voicemail prod	een and agreed up	oon by the LATA 3. Available	(T)

Issued by

Yvette Hogue

Date Filed: Aug. 31, 2004 Effective: Sept. 1, 2004 Resolution No.

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT

A. DESCRIPTIONS

Pacific Bell Call Management (PBCM)

Provides customers with full service voice mail, announcement, interactive audiotext, call routing interactive and voice response features.

Voice Mail

A port based application that provides subscribers with voice messaging services. Provides the ability for customers to receive and store, record and send voice messages. The customer needs no additional equipment other than a touchtone phone.

Call Navigator

This Call Navigator service is a simple and effective call management system that allows callers to route themselves to extensions, departments or short recorded information by pressing touch-tone buttons on their telephones. The Call Navigator application use within this service refers to a unique ten-digit tree identification not duplicated by any other Call Navigator ten-digit tree identification. This Call Navigator call routing product is designed for the small to mid-sized business customers. Available in three different billing plans; standard, deluxe or premium. Includes two Alternate ID's. The customer can select the plan most suitable for them depending on their incoming and outgoing call volume. Customers will be charged a change order charge if they downgrade their service (e.g. go from a deluxe to standard version).

This product is not intended for customers who exceed 3500 incoming calls per month for Standard, 6500 incoming calls per month for Deluxe or 10,000 calls per month for Premium. Incoming calls are prorated on a 7-day interval basis. This equates to 875 calls/7 days for Standard, 1625 calls/7days for Deluxe and 2500 calls/7 days for Premium.

If a customer continues to exceed their incoming call limit for a consecutive two-month period, PBIS will contact the customer to discuss and recommend alternatives. After a customer has exceeded their incoming call limit for a consecutive three-month period, PBIS will upgrade the customer to the next level plan. Prior to upgrade, PBIS will notify customers of such a change in writing 30 days prior to implementing this change. PBIS reserves the right to discontinue providing Call Navigator service to customers who continually exceed the Call Navigator call allotments. PBIS reserves the right to implement a program change to limit simultaneous in-bound calls to 4 calls.

Advice Letter No. 24784

Decision No.

Issued by

Cynthia Wales

Executive Director

Date Filed: Mar. 30, 2004

(N)

(N)

(N)

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

A. DESCRIPTIONS (Cont'd)

Audiotext Service

Provides recorded announcements for disseminating information to callers, such as hours and locations or answers to frequently asked questions. Includes both simple announcement service and interactive voice response features.

Call Router

Allows callers to route themselves to extensions, departments or recorded information by pressing touchtone buttons on their telephones.

Dynamic Interactive Voice Architecture (DIVA)

Dynamic Interactive Voice Architecture (DIVA) offers the same benefits and customization of the Call Router product, however with more robust and powerful functionality. DIVA will continue to allow customers to route their own calls using a touch-tone phone. Callers can be routed to specific departments or to a voicemail box or listen to announcements which provide frequently requested information.

Voice Forms®¹

Allows subscribers to capture information from callers by asking a recorded set of questions to which callers respond through either touchtone or voice input, similar to filling out a paper form.

Packaged Applications

Provides packaged interactive voice response applications for specific needs.

Custom Applications

Provides customers with unique, tailored interactive voice response applications to satisfy their specific, complex needs.

Content Delivery

Provides periodic delivery into a voice mail customer's mailbox of information (general or customized) on a subscription basis.

NOTE 1: Voice Forms® is a registered trademark of Digital Sound Corporation. Continued

Advice Letter No. 23073

Issued by

Linda S. Vandeloop

Date Filed: July 11, 2002 Effective: Aug. 20, 2002 Resolution No.

Decision No.

SCHEDULE CAL.P.U.C. NO. D3. 3rd Revised Sheet 9.1 Cancels 2nd Revised Sheet 9.1

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (CONT'D)

A. DESCRIPTIONS (CONT'D)

Message Delivery

Provides callers with the ability to record a message for the person they are trying to call if that person's telephone line is either busy or not answered. Once the caller records his/her message, the Message Delivery feature will attempt to deliver the message by dialing the called party at regularly set intervals. Once the called party's line is answered, the Message Delivery feature will notify the person answering that it has a message and then proceed to play the recorded message. If the called party's line is not answered within a predetermined period of time, the message will not be delivered. The caller is advised in advance that delivery is not guaranteed.

Starter Kit

Provides limited call routing to extensions, departments, informational recordings, or automated attendants.

Alert Announcement

An interactive voice response service that provides application software, consultation, recorded message storage and recorded message retrieval by callers. Between 1 and 22 callers may simultaneiously access messages at one time.

Outcall Alert

An interactive voice response service that provides applicaion software, consultation, recordes message storage, autmotated paging system notification, and automated outcall message delivery to customer specified destinations within the service area (LATA) in which the system is located. Each outbound session places up to 17 simultaneous calls until the session is complete.

Pacific Bell Voice ChoiceSm

A voice response service that utilizes dynamic port allocation capabilities to process mass-or peak-calling volumes. Subscribers purchase call termination capabilities and are billed on a usage basis. Detailed statistical reports relating to Voice Choice usage may be provided to subscribers upon request. Extended Messaging (N)

Provides ability for subscribers to send Voice Mail messages outside of their area codes and to Message Center subscribers.

Continued

(N)

Advice Letter No. 16975

Issued by

Date Filed: Apr. 21, 1994

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd) A. DESCRIPTIONS (Cont'd)

Mailbox Administrator

A Pacific Bell Information Services proprietary software program that operates on the customer's personal computer and provides Pacific Bell Call Management Voice Mail customers with the capability to self-manage their Pacific Bell Call Management Voice Mail system. The customer may add mailboxes to and delete them from the system, reassign them, or make other changes. The customer is responsible to meet all network security and interface requirements, to provide all hardware, communications software, and to provide dial up access to the Mailbox Administrator database.

Fax Messaging (aka Fax Mail)

Fax Messaging is a feature of Pacific Bell Call Management. Fax messaging allows incoming callers to transmit facsimile documents to a PBCM mailbox for storage. The mailbox owner accesses mailbox in the normal manner and, during message review, may redirect or send the document to a designated fax machine to be printed at their convenience. (N)

(N)

Continued

A.E. Swan

Executive Director

Date Filed: July 9, 1998 Effective:

CRVICES	
Maximum Non-recurring Charge	(I Maximum Monthly Rate
NO	\$ 450.00
\$2,500.00	NO
100.00	150.00
20.00	NO
20.00	50.00
25.00 25.00 2,000.00 NO pplication Change	5.00 1.00 1,500.00 1,125.00 ³ Schedule
pricing does not ion will require a ered to existing C r ports. 1st 30, 1997. es.	4 port
. 65	Contin

Decision No.

Effective: May 2, 1999

Date Filed: Mar. 23, 1999

3 PACIF:	IC BELL CALL MANAGEMENT (Cont'd)			
	JM RATES (Cont'd)			
		Maximum	Maximum	
		Non-recurrir Charge	ng Monthly Rate	
		Cliarge		
	Navigator			
	callation			
	application	\$1000.00	NO	
– Char				
_	application ¹			
	ge per transferred call: ³		*= 0.0 /	Γ)
	andard (0-500 outdial call allotment)	NO	\$500/mo	
	er call charge in excess of allotment	NO	\$.10/call	
	Luxe (0-1000 outdial call allotment)	NO	\$1000/mo	
	er call charge in excess of allotment	NO	\$.10/call	
	emium (0-1500 outdial call allotment)	NO	\$1500/mo	
pe	er call charge in excess of allotment	NO	\$.10/call	(-
				([
- Repo				(I
	See Application Schedule for rates. See Reports Schedule.			
	Depending on which business service you Exchange Carrier (LEC), you may incur u 1) For calls forwarded to your Call Nav	sage charges: igator access	line,	(N
	2) When a caller transfers out of the a			
	 When a caller transfers out of the a telephone number, If you have a voice mail mailbox tha When you call to retrieve messages f Usage charges may be based on the durat 	rom that mailb	ox.	
	telephone number, 3) If you have a voice mail mailbox tha 4) When you call to retrieve messages f	rom that mailb	oox. l, or as	(N
	telephone number, 3) If you have a voice mail mailbox tha 4) When you call to retrieve messages f Usage charges may be based on the durat	rom that mailb	ox.	(N

Issued by

Daniel O. Jacobsen

3 PACIFIC BELL CALL MANAGEMENT (Cont'd 3. MAXIMUM RATES (Cont'd)	.)	
S. MAXIMUM RAIES (CONC d)		
Maximum Non-Recurring <u>Charge</u>	Maximum Monthly <u>Rate</u>	
5. Call Router		
- Installation (four port minimum)		
per application		
customer recorded	\$3,000.00 NO	
studio recorded	4,000.00 NO	
- Storage		
per hour	NO \$150.00	
- Changes	See Application Change Schedule	
- Names Directory	\$3,000.00 NO	
- Call Progress Detection	4,000.00 NO	
6. Audiotext		
a. Announcement Service ¹		
- Installation		
per application\$1,000.00	NO	
- Message Charge 500.00	NO	
- Usage		
per minute (400 minute minimum	per month) NO \$.50	
b. Announcement Service Plus ¹		
- Installation (two port minimum)		
per application, and2,000.00	NO	
per port (two port minimum)	NO 300.00	
- Message Charge		
per 2 minute message100.00	NO	
per 5 minute message200.00	NO	
- Changes	See Application Change Schedule	
1		
c. Interactive ¹		
- Installation (four port minimum)		
per application	NO	
customer recorded\$2,000.00	NO	
studio recorded4,000.00	NO	
- Storage	150.00	
per hour NO - Changes	150.00 See Application Change Schedule	
NOTE 1: This service is grandfathered,	offective June 1 1996	

Issued by

Date Filed: Aug. 29, 1997 Effective: Aug. 30, 1997 Resolution No. -

Decision No.

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SE	RVICES		
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)			
B. MAXIMUM RATES (Cont'd)			
	MAXIMUM NON-RECURRING CHARGE	MAXIMUM MONTHLY RATE	
7. VoiceForms			
a. Basic			
- Installation			
lst VoiceForm mailbox Additional VoiceForm mailboxes	\$1,000.00	NO	
per mailbox - Usage (capacity)	500.00	NO	
Standard (50 completed forms) per mailbox Deluxe (100 completed forms) per mailbox	NO NO	\$300.00 450.00	
Deluxe (100 completed forms) per malibox	NO	450.00	
b. Plus			(
 Installation (two port minimum)² 1st VoiceForm Plus mailbox 	1,500.00	950.00	(T)
Additional VoiceForm Plus mailboxes per mailbox	500.00	950.00	
- Storage			
per hour - Transcription service ¹	NO	150.00	
via modem	NO	ICB	
via hard copy	NO	ICB	
8. Message Delivery			
- Usage			
per call recorded - Storage	1.50	NO	
per hour	NO	150.00	
NOTE 1: This service is grandfathered effective a notice to existing Customers, Pacific will a NOTE 2: As of June 20, 1996 this product applicat minimum; however, it will continue to be at the two port minimum and any additiona Pacific Bell Call Management per port pro- June 20, 1996 will require a four port mo- standard Pacific Bell Call Management per	withdraw the ser tion will requir offered to exis al ports will be icing. Customer inimum and will	vice. The a four posting Custom the provided a the ordering be charged	rt (N ers t the after the

Issued by

A.E. Swan

Date Filed: June 19, 1996 Effective: June 20, 1996 Resolution No.

D3. VOICE BASED INFORM	ATION SERVICES	
3.3 PACIFIC BELL CALL MANAGEMENT (CONT'D)		
B. MAXIMUM RATES (CONT'D)		
	MAXIMUM ¹ MAXIMUM ¹	
	NON-RECURRING MONTHLY	
	CHARGE RATE	
9. Packaged Applications		
a. Voice Library (four port minimum) ²		(T
- Per application (100 module include	ed) \$3,500.00 NO	· -
- Additional Modules	40,000,000 2.0	
per 100	1,000.00 NO	
- Module Security Code	2,000,000 2.0	
per application	1,000.00 NO	
- Changes	See Application Change Schedule	
- Storage	see appreciation change benedure	
per hour	NO \$150.00	
b. Translator (four port minimum) ²		(T
- Per application with ASCII file	3,500.00 NO	
- Additional ASCII Records		
per 10,000	500.00 NO	
- Hardcopy Database Set-up		
per 1,000 records	500.00 NO	
- Database update by phone		
per application	1,000.00 NO	
- SMDI Link Installation	_,	
per link	1,500.00 NO	
- Changes	See Application Change Schedule	
- Storage	bee appreciation change beneaure	
per hour	NO \$150.00	
per nour		
c. Fast Finder (four port minimum) ²		(T
- Per application with ASCII file	3,500.00 NO	
- Additional ASCII Records		
per 500	500.00 NO	
- Hardcopy database set-up		
per 100 records	500.00 NO	
- Changes	See Application Change Schedule	
- Storage		
per hour	NO \$150.00	
-		
OTE 1: Discounts may be applicable based o	on quantity and duration of	
commitment, as negotiated between t	the Customer and the Utility.	
OTE 2: This service is grandfathered, effe	ctive June 1, 1996.	(N
Correction - Non-Recurring Charge and Mont		
Advice Letter No. 17184, effe	ective January 22, 1995.	
	Continued	

CATEGORY III S	ERVICES
D3. VOICE BASED INFORM	MATION SERVICES
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)	
B. MAXIMUM RATES (Cont'd)	
1	1
MAXIMUM ¹	MAXIMUM ¹
NON-RECURRING	MONTHLY
<u>CHARGE</u>	RATE
9. Packaged Applications (Cont'd)	
d. Outcall Alert ⁴	
- Per application	
with ASCII File\$1,000.00	NO
	-
w/o ASCII File1,500.00	NO
- Usage flat rate basis	
	\$ 1,000.00
billed monthly NO billed annually NO	$10,000.00^2$
_	5.00
per minute basis NO - Changes	
- Changes	See Application Change Schedule
e. Alert Announcement ⁴	
- Per application\$1,000.00	NO
- Usage	NO
flat rate basis	
billed monthly NO	\$ 500.00
billed annually NO	5,000.00 ²
per minute basis	5,000.00
less than 4000 minutes per day	NO 1.00/minute
greater than 4000 minutes per da	
- Changes	See Application Change Schedule
	bee apprioacton change beneaute
10. Semi-custom Packaged Applications ⁵	
Additional per packaged	
application modified ³ \$4,000.00 plu	s 130% of
\$250.00 per hour (I) packaged	
application	
charges	
- Host Interface Port Charge ⁶	NO \$500.00
NOTE 1: Discounts may be applicable base	ed on quantity and duration of
commitment, as negotiated betwee	en the Customer and the Utility.
NOTE 2: Annual amount billed once per ye	ear.
NOTE 3: Feature not currently available.	
NOTE 4: This service is grandfathered ef	
withdrawn as of June 4, 1996.	
NOTE 5: This service is grandfathered ef	fective June 20, 1996.
NOTE 6: As of March 13, 1998, this charg	ge will apply to new customers.
Existing customers will not be a	subject to this charge, unless they
make changes to their service.	
	Continued

Decision No.

Date Filed: Feb. 20, 1998

Effective: Mar 22, 1998

A.E. Swan Executive Director

Resolution No.

CATEGORY III SERVICE D3. VOICE BASED INFORMATION			
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)			
B. MAXIMUM RATES (Cont'd)			
MAXIMUM	MAXIMUM		
NON-RECURRING	MONTHLY		
CHARGE	RATE		
11. Custom Application			
- Development & Installation ¹	ICB	ICB	
- Ports NO 110% of			
standard port			
pricing			
- Changes			
per hour \$ 300.00	NO		
- Storage			
per hour NO	\$150.00		
- Host Interface Port Charge ³	NO	\$500.00	(N)
12 Application Options			
12. Application Options a. Multilingual Set-up ²			
per extra language500.00	NO		
per extra languages00.00	INO		
b. Additional Location Set-up			
per location 1,000.00	NO		
c. Re-Installation of Disconnected Applicat:	ion		
per location 500.00	NO		
d. Recording Charges ²			
- Customer Message Recording (CMR)			
over telephone 750.00	NO		
- Studio Message Recording			
per language 1,500.00	NO		
- Customer provided tape	170		
per language 1,000.00	NO		
e. FAX-on-Demand			
- Installation			
per applicaton ICB	ICB		
- Changes	100		
per hour 150.00	NO		
- Usages	•		
per page faxed-US 4.00	NO		
per page faxed-International	8.00	NO	
per minute 2.00	NO		
NOTE 1: Quoted per customer specifications.			
NOTE 2: May be available for certain packaged a			
NOTE 3: As of March 13, 1998 this charge will a			(N)
Existing customers will not be subject	to this charge, i	INLESS they	
make changes to their service.		Continued	(N)
		concinued	

Decision No.

Issued by

Date Filed: Feb. 20, 1998 Effective: Feb. 21, 1998

A.E. Swan Executive Director

Resolution No.

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)			
B. MAXIMUM RATES (Cont'd)			
	Maximum	Maximum	
	Non-Recurring	Monthly	
	Charge	Rate	
12. Application Options (Cont'd)			
f. Fax Messaging (aka Fax Mail)			
- Installation			
per application	\$2,000.00	\$ 500.00	
- Usage			
per application	NO	1,000.00	
- Changes			
per hour	150.00	NO	
g. Expedited Installation			
per day expedited	150.00	NO	
h. Call Navigator			
- Multilingual set up			
per extra language	250.00	NO	
- Additional application set up			(T)
per application	250.00	NO	(T)
- Usage per transferred ${ t call}^1$	RR	RR	
- Re-installation of Disconnected			
Application			
per location	\$250.00	NO	
- Customer Management Interface	NO	NO	
			(D)
			(D)
- Expedited Installation Charge	1 = 0 . 0 0		(N)
per day expedited	150.00	NO	(N)

Note 1: See 4A preceding for usage rates.

Continued

Advice Letter No. 21049

Decision No.

Issued by

Daniel O. Jacobsen

General Manager

Date Filed: Mar. 13, 2000 Effective: Apr. 12, 2000 Resolution No. T-16139

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

	PACIFIC BELL CALL MANAGEMENT (Cont'd) MAXIMUM RATES (Cont'd)		
		Maximum	Maximum
		Non-Recurring	Monthly
		Charge	Rate
	Application Changes		
a.	Change		
	- Report Profile, per change	7.50	NO
	- Report Profile Title, per change	7.50	NO
b.	Add or Delete		
	- Report Profile, per change	7.50	NO
	- Report Profile Title, per change	7.50	NO
c.	Parameter Changes		NO
	- Caller Error Settings, per change	37.50	NO
	- Rotary, per change	37.50	NO
	- Call Navigator, (e.g. after hours tree desig		NO
	initial design and subsequent changes	37.50	NO
5	Database Changes		
u.	- Application, per record	100.00	NO
		500.00	1.0
	- Core Database, per change ²	500.00	NO
	- Provided manual/hardcopy	200.00	NO
	other than ASCII, per hour	200.00	NO
	Queter Changes new hours		NO
e.	Custom Changes, per hour ¹	300.00	NO

NOTE 1: Quoted per customer specifications. NOTE 2: Every 120 days at no charge with Correct ASCII Format. z Corrects error in Advice Letter No. 18397 effective September 4, 1996. Continued

Issued by

Date Filed: Aug. 15, 2002 Effective: Aug. 17, 2002 Resolution No.

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd) B. MAXIMUM RATES (Cont'd) Maximum Maximum Non-Recurring Monthly Charge Rate 13. Application Changes f. Change Charge for Call Navigator per application - Cell addition or deletion 2 cell changes per request \$250.00 NO - Hours of operation per change 250.00 NO (D) - Telephone/mailbox transfer change 250.00 2 transfers per request NO - Schedule change for other than a (N) 24 hour menu 250.00 NO (N) 250.00 14. Downgrade Charge for Call Navigator¹ NO

NOTE 1: Nonrecurring downgrade charge will be waived on downgrades made within thirty (30) days of initial order.

Continued

Advice Letter No. 23549

Issued by

Cynthia Wales

Date Filed: Feb. 11, 2003 Effective: Feb. 13, 2003 Resolution No.

Decision No.

D3. VOICE BASED INFORMATION	N SERVICES		
.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)			
3. MAXIMUM RATES (Cont'd)			
	Maximum	Maximum	
	Non-Recurring	Monthly	
	Charge	Rate	
15. Report Options ^{3,4}			(T
a. Daily Activity Reports ¹			
per report	NO	\$150.00	
b. Daily Call Profile Reports ¹			
per report	NO	150.00	
c. Weekly Report ¹			
per report	\$125.00	NO	
d. Special Period Report ¹			
per report	250.00	NO	
e. Special (AdHoc) Reports ^{1,2}	ICB	ICB	
per report	TCD	TCD	
f. Each Report delivered via U.S. Mail	100.00	NO	
g. Each Report delivered via Facsimile	150.00	NO	
h. Reports delivered via			
electronic mail			
- set up fee	750.00	NO	
- per report charge	NO	150.00	
NOTE 1: U.S. Mail delivery is not available for	r Daily Reports.		
NOTE 2: Quoted per customer specifications. NOTE 3: Standard delivery is via facsimile at m	no additional charge	e.	
NOTE 4: Available with Call Router individual			(T
		-	(D
	Con	tinued	(D
	0011	cinaca	
vice Letter No. 21049 Issued by	D	ate Filed: Mar. 13, 200	

Decision No.

Daniel O. Jacobsen

General Manager

Date Filed: Mar. 13, 2000 Effective: Apr. 12, 2000 Resolution No. T-16139

CATEGORY III SERV]
D3. VOICE BASED INFORMAT	ION SERVICES		
3.3 PACIFIC BELL CALL MANAGEMENT (CONT'D)			
B. MAXIMUM RATES (CONT'D) MAXIMUM	MAXIMUM		
NON-RECURRING	MONTHLY		
CHARGE	RATE		
15. Pacific Bell Voice Choice ^{sm 3}			
- Installation ¹			
standard application\$ 5,000.00	NO		
semi-custom ² 10,000.00	NO		
custom ² ICB	NO		
- Usage	410 000 00		
minimum NO	\$10,000.00	7 F	
per minute (or fraction thereof)	NO 1 00	.75	
per call transfer NO - Changes (See Application Change Sch	1.00		
- Changes (See Application Change Sch - Reports (See Report Options Schedul			
- Recording Charges	e)		
Studio Message Recording			
- per language 4,000.00	NO		
Customer-provided tape			
- per language 2,000.00	NO		
16. Service Calls (N)			
a. Customer premise support services 4			
- per hour 500.00	NO	(N)	I
NOTE 1: Discounts may be applicable based or	n usage volumes.		
NOTE 2: Quoted per customer specifications.			
NOTE 3: As of April 26, 1996, Pacific will r			
Bell Voice Choice sm to new customers			
to existing customers, Pacific will	-	e	
service. However, the tariff terms			
Pacific Bell Voice Choice sm will be		ucn	
time as the service has been fully was not to charge may be applied to customer		gorvico	(N)
NOTE 4: Charges may be applied to customer : problem resolution where it is deter			
caused by the Utility.	Turned that the probl	Ciii was IIUC	(N)
		Continued	

Decision No.

Date Filed: Feb. 20, 1998 Effective: Feb. 21, 1998 Resolution No.

Maximum on-Recurring Charge NO \$	Rate	
on-Recurring Charge	Monthly Rate	
on-Recurring Charge	Monthly Rate	
	200.00	
NO \$	200.00	
NO \$	200.00	
NO \$	3 200.00	
		3(5
		2.4
		3 (
	-	([
5,000.00	NO	([
		3 (
NO		
NO		
NO	700.00	
NO		
NO		
NO	100.00	
NO	100.00	3 (
NO	100.00	(]
		3 (
500.00	NO	('
3,000.00	NO	
500.00	NO	([
		3 (
500.00	NO	('
je NO	NO	3 (
NO	150 00	3 (
1.0	100.00	5(
NO	100 00	
110	100.00	
TCB	TCB	3 (
	NO NO NO NO NO NO 3,000.00 500.00 500.00	5,000.00 NO NO 700.00 NO 700.00 NO 700.00 NO 700.00 NO 700.00 NO 100.00 NO 100.00 NO 100.00 NO 100.00 NO 100.00 NO 100.00 SO0.00 NO 500.00 NO 500.00 NO SO0.00 NO SO0.00 NO SO0.00 NO NO 100.00 NO 150.00 NO 100.00

Cynthia Wales

Date Filed: Mar. 18, 2003 Effective: Mar. 19, 2003

	CA	TEGORY	III	SERVICE	S
D3.	VOICE	BASED	INFO	RMATION	SERVICES

D3. VOICE BASED INFORMATIO	N SERVICES	
3 PACIFIC BELL CALL MANAGEMENT (Cont'd)		
C. CURRENT RATES	Current ¹ Non-Recurring <u>Charge</u>	Current ¹ Monthly <u>Rate</u>
 Pacific Bell Call Management⁹ per port³ 	NO	\$375.00
per port-	NO	\$375.00
2. Voice Mail ⁷		
- Installation	to 000 00	
per application - Storage	\$2,000.00	NO
per hour (one hour per port minimum) - Changes	NO	50.00
per mailbox	15.00	NO
- Content Delivery ²		
per subscription, per mailbox	NO	NO
 3. Extended Messaging⁸ - Flat rate basis per mailbox - Usage basis Message 	15.00 15.00	2.00 .25
4. Starter Kit ²		
- Installation per application	1,000.00	NO
- Port Charge (2 ports) ^{4, 5}	1,000.00 NO	700.00 ⁶
- Changes	See Application Cha	nge Schedule
 Changes NOTE 1: Discounts may be applicable based on a commitment, as negotiated between and the Utility. Discounts not available NOTE 2: Feature not currently available. NOTE 3: Pacific Bell Call Management (PBCM) per to certain PBCM applications. NOTE 4: Additional ports priced per standard I NOTE 5: As of February 1, 1996, this product a port minimum; however, it will contin 	quantity and duratio agreed upon by the on Call Navigator. er port pricing does PBCM port pricing. application will req	n of Customer and not apply uire a four
NOTE 6: This maximum of four ports is required. NOTE 8: This service is grandfathered, effect: NOTE 9: Requires a 10 port minimum for Host In	for four ports. ive August 30, 1997. nterfaces.	

Issued by

Daniel O. Jacobsen

Date Filed: Mar. 13, 2000 Effective: Apr. 12, 2000 Resolution No. T-16139

	D3. VOICE BASED INFORMATION	SERVICES		
	IC BELL CALL MANAGEMENT (Cont'd) ENT RATES (Cont'd)			
		Current ¹ Non-Recurrin Charge	Current ¹ ng Monthly <u>Rate</u>	
4A. Cal	l Navigator ^{3,4}			([
	nstallation			·
	per application	\$225.00 ((I) NO	
	hanges			
	per application ²			
	sage per transferred call Standard (0-500 call allotment)	NO	¢165/mo	
i	per call charge in excess of allotment	NO NO	\$165/mo \$.06/call	
1	Deluxe (0-1000 call allotment)	NO	\$285/mo	
	per call charge in excess of allotment	NO	\$.05/call	
]	Premium (0-1500 call allotment)	NO	\$450/mo	
	per call charge in excess of allotment	NO	\$.04/call	
				(1
_	. 3			(1
– Re	eports ³			
NOTE 1:	Discounts may be applicable based on (muantity and	duration of	
	Discounts may be applicable based on a commitment, as requested between and a the utility. Discounts not available	agreed upon	by the customer and	1 (1
NOTE 1: NOTE 1: NOTE 2: NOTE 3:	commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will	agreed upon on Call Nav l become eff	by the customer and igator. ective for new	
NOTE 1: NOTE 2:	commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule.	agreed upon on Call Nav l become eff isting custo	by the customer and igator. ective for new mers will continue	
NOTE 1: NOTE 2:	commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will customers as of December 1, 1999. Exit to be charged at the old rates until to service (upgrade/downgrade or new turn	agreed upon on Call Nav l become eff isting custo they discont n-up).	by the customer and igator. Tective for new mers will continue inue or alter	
NOTE 1: NOTE 2:	commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will customers as of December 1, 1999. Exit to be charged at the old rates until the service (upgrade/downgrade or new turn Depending on which business service ye	agreed upon on Call Nav l become eff isting custo they discont n-up). ou buy from	by the customer and igator. ective for new mers will continue inue or alter your Local	([
NOTE 1: NOTE 2: NOTE 3:	commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will customers as of December 1, 1999. Exit to be charged at the old rates until d service (upgrade/downgrade or new turn Depending on which business service yo Exchange Carrier (LEC), you may incur	agreed upon on Call Nav l become eff isting custo they discont n-up). ou buy from usage charg	by the customer and rigator. ective for new mers will continue inue or alter your Local pes:	([
NOTE 1: NOTE 2: NOTE 3:	<pre>commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will customers as of December 1, 1999. Exit to be charged at the old rates until to service (upgrade/downgrade or new turn Depending on which business service you Exchange Carrier (LEC), you may incur 1) For calls forwarded to your Call National Schedules See Application Schedule Schedule Schedules See Application Schedule Sched</pre>	agreed upon on Call Nav l become eff isting custo they discont n-up). ou buy from usage charg avigator acc	by the customer and rigator. Tective for new mers will continue inue or alter your Local mes: ess line,	([
NOTE 1: NOTE 2: NOTE 3:	<pre>commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will customers as of December 1, 1999. Ex: to be charged at the old rates until to service (upgrade/downgrade or new turn Depending on which business service you Exchange Carrier (LEC), you may incur 1) For calls forwarded to your Call Na 2) When a caller transfers out of the</pre>	agreed upon on Call Nav l become eff isting custo they discont n-up). ou buy from usage charg avigator acc	by the customer and rigator. Tective for new mers will continue inue or alter your Local mes: ess line,	([
NOTE 1: NOTE 2: NOTE 3:	<pre>commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will customers as of December 1, 1999. Exit to be charged at the old rates until to service (upgrade/downgrade or new turn Depending on which business service you Exchange Carrier (LEC), you may incur 1) For calls forwarded to your Call National Schedules See Application Schedule Schedule Schedules See Application Schedule Sched</pre>	agreed upon on Call Nav l become eff isting custo they discont n-up). ou buy from usage charg avigator acc application hat calls tr	by the customer and rigator. ective for new mers will continue inue or alter your Local res: ess line, a to another ransfer to and,	([
NOTE 1: NOTE 2: NOTE 3:	<pre>commitment, as requested between and a the utility. Discounts not available See Application Schedule for rates. See Reports Schedule. The new prices for Call Navigator will customers as of December 1, 1999. Exit to be charged at the old rates until the service (upgrade/downgrade or new turn Depending on which business service you Exchange Carrier (LEC), you may incur 1) For calls forwarded to your Call Na 2) When a caller transfers out of the telephone number, 3) If you have a voice mail mailbox the</pre>	agreed upon on Call Nav l become eff isting custo they discont n-up). ou buy from usage charg avigator acc application hat calls tr from that m	by the customer and rigator. Tective for new mmers will continue inue or alter your Local res: ress line, to another ransfer to and, mailbox.	([

Current ¹ Non-recurring Charge \$2,000.00 3,000.00 NO 400.00 500.00	Current ¹ Monthly Rate NO NO \$50.00	(R)
Non-recurring Charge \$2,000.00 3,000.00 NO 400.00	NO NO NO \$50.00	(R)
Non-recurring Charge \$2,000.00 3,000.00 NO 400.00	NO NO NO \$50.00	(R)
3,000.00 NO 400.00	NO \$50.00	(R)
3,000.00 NO 400.00	NO \$50.00	(R)
3,000.00 NO 400.00	NO \$50.00	(R)
NO 400.00	\$50 <mark>.00</mark>	(R)
400.00		(R)
400.00		(R)
	NO	
	NTO	
500.00	NO	(R)
	NO	(R)
700.00	NO	
NO	NO	
	NO	
250.00	NO	
NO	.25	
1.500.00	NO	
-		
NO	NO	
100.00	NO	
plication Char	nge Sched	ule
	NO 100.00 250.00 NO 1,500.00 NO NO 100.00	NO NO 100.00 NO 250.00 NO NO .25 1,500.00 NO NO 150.00 NO 150.00

Issued by

A.E. Swan

Date Filed: July 25, 1996 Effective: July 26, 1996 Resolution No.

CATEGORY III SERVICES		
D3. VOICE BASED INFORMATION SE	RVICES	
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd) C. CURRENT RATES (Cont'd)	Current ¹ Non-recurring Charge	Current ¹ Monthly Rate
6. Audiotext (Cont'd)		
<pre>c. Interactive² - Installation (four port minimum) per application customer recorded studio recorded - Storage per hour</pre>	\$1,000.00 2,000.00 NO	NO NO 50.00 (R)
_	Application Chan	
7. VoiceForms a. Basic - Installation		
lst VoiceForm mailbox Additional VoiceForm mailboxes	250.00 (R)	NO
per mailbox	100.00	NO
- Usage (capacity) Standard (50 completed forms per mailbox) Deluxe (100 completed forms per mailbox)	NO NO	150.00 (R) 250.00 (R)
NOTE 1: Discounts may be applicable based on quanti- as negotiated between and agreed upon by the NOTE 2: This service is grandfathered, effective Jun	e Customer and t	

Issued by

A.E. Swan

Executive Director

Date Filed: July 25, 1996 Effective:July 26, 1996 Resolution No.

	CATEGORY III SERVICES			
D3. VOI	CE BASED INFORMATION S	ERVICES		
3.3 PACIFIC BELL CALL MANAG C. CURRENT RATES (Cont'd)	EMENT (Cont'd)	Current ¹	Current ¹	
		Non-Recurring	Monthly	
		Charge	Rate	
6. VoiceForms (Cont'd)				Z
b. Plus				
- Installation (two po	rt minimum) ²			
lst VoiceForms Plus Additional VoiceFor		\$500.00	NO	(R)
per mailbox		100.00	NO	
- Storage				
per hour	2	NO	\$ <mark>5</mark> 0.00	(R)
- Transcription Servic	e			
via modem		ICB	ICB	
via hard copy		ICB	ICB	
8. Message Delivery - Usage				
per call recorded		.35	NO	
- Storage			110	
per hour		NO	50.00	(R)
the Utility.	lated between and agree	ed upon by the Cu	stomer an	
at the two port mining the Pacific Bell Call after June 20, 1996 v	this product application will continue to be of num and any additional Management per port p vill require a four por Bell Call Management pe	ffered to existin ports will be pr pricing. Custome rt minimum and wi	g Custome ovided at rs orderi ll be	rs

NOTE 3: This service is grandfathered effective June 1, 1996 and, upon 40 days notice to existing Customers, Pacific will withdraw the service.

z Correction

Continued

Issued by

A.E. Swan

Date Filed: July 25, 1996 Effective: July 26, 1996 Resolution No.

CATEGORY III SE		
D3. VOICE BASED INFORMA	TTION SERVICES	
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)		
C. CURRENT RATES (Cont'd)		
	Current ¹ Current ¹	
	Non-recurring Monthly	
	Charge Rate	
9. Packaged Applications		
a. Voice Library (four port minimum) ²		
- Per application (100 modules include	ed) \$2,000.00 NO	
- Additional modules		
per 100	500.00 NO	
- Module Security Code	500.00 110	
per application	500.00 NO	
		-
- Changes	See Application Change Schedule	2
- Storage per hour	NO \$50.00 (R	۰ ۱
per nour	NO \$50.00 (R	()
b. Translator (four port minimum) ²		
- Per application with ASCII File	2,000.00 NO	
- Additional ASCII Records		
per 10,000	250.00 NO	
- Hardcopy database set-up	230100 110	
per 1,000 records	250.00 NO	
- Database update by phone	230.00 10	
	500.00 NO	
per application	500.00 NO	
- SMDI Link Installation		
per link	750.00 NO	
- Changes	See Application Change Schedule	
- Storage		
per hour	NO 50.00 (R	2)
c. Fast Finder (four port minimum) ²		
- Per application with ASCII file	2,000.00 NO	
- Additional ASCII Records	2,000.00 110	
per 500	250.00 NO	
	230.00 NO	
- Hardcopy database set-up		
per 100 records	250.00 NO	
- Changes	See Application Change Schedule	
- Storage		
per hour	NO 50.00 (R	2)
NOTE 1: Discounts may be applicable based on	quantity and duration of	
commitment, as negotiated between th		
NOTE 2: This service is grandfathered, effect		
	Continued	l

Issued by

A.E. Swan

Date Filed: July 25, 1996 Effective: July 26, 1996 Resolution No.

CATEGORY III SE D3. VOICE BASED INFORM		
.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)		
CURRENT RATES (Cont'd)		
	Current ¹	current ¹
	NON-RECURRING	
	CHARGE	RATE
9. Packaged Applications (Cont'd)		
d. Outcall Alert ⁴		
- Per application		
with ASCII File	\$ 500.00	NO
w/o ASCII File	1,000.00	NO
- Usage		
flat rate basis		
billed monthly	NO	\$ 500.00
billed annually	NO	5,500.00 ²
per minute basis	NO	1.00
- Changes	See Application Ch	ange Schedule
e. Alert Announcement ⁴		
- Per application	\$500.00	NO
- Usage		
flat rate basis		
billed monthly	NO	\$ 275.00
billed annually	NO	3,000.00 ²
<u>per minute basis</u>		
less than 4000 minutes per day	NO	.25/minute
greater than 4000 minutes per day	NO	1.00/minute
- Changes	See Application Ch	ange Schedule
F		
10. Semi-custom Packaged Applications ⁵		
- Additional per packaged		
application modified ³	\$1,000.00 plus	110% of
	200.00 per hour (
		application
		charges
- Host Interface Port Charge ⁶	NO	\$250.00
NOTE 1:Discounts may be applicable based commitment, as negotiated betweenNOTE 2:Annual amount billed once per yeaNOTE 3:Feature not currently available.NOTE 4:This service is grandfathered efficiencyas of June 4, 1996.NOTE 5:This service is grandfathered efficiencyNOTE 6:As of March 13, 1998 this charge	n the Customer and the ar. fective April 25, 1996 fective June 20, 1996. will apply to new cust	Utility. and withdrawr
Existing customers will not be s	ubject to this charge.	
Existing customers will not be some make changes to their service.	ubject to this charge,	unicos ency

Decision No.

Issued by

Yvette Hogue

Date Filed: Aug. 9, 2004 Effective: Aug. 11, 2004

CATEGORY III SERVIC D3. VOICE BASED INFORMATION			
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)			
C. CURRENT RATES (Cont'd)	Current ¹	a	
		Current ¹	
	non-recurring		
11 Quater Appliantiona	Charge	Rate	
11. Custom Applications	TOD	T 0D	
- Development & Installation ³	ICB	ICB	
- Ports	NO	110% of	Z
	Sta	ndard port	
Changes		pricing	
- Changes per hour	\$200.00	NO	
- Storage	\$200.00	NO	
per hour	NO	\$ 50.00	
	-		
- Host Interface Port Charge ⁵	NO	250.00	
12. Application Options			
a. Multilingual Set-up ⁴			
per extra language	250.00	NO	
		-	
b. Additional Location Set-up			
per location	500.00	NO	
c. Re-Installation of Disconnected			
- Application			
per location	250.00	NO	
d. Recording Charges ⁴			
- Customer Message Recording (CMR)			
over telephone	NO	NO	
- Studio Message Recording	100	110	
per language	750.00	NO	
- Customer provided tape		1.0	
per language	500.00	NO	
NOTE 1: Discounts may be applicable based on a			
commitment, as negotiated between the NOTE 2: Feature not currently available.		LIILLY.	
NOTE 3: Quoted per customer specifications.			
NOTE 4: For Fast Finder, Translator, and Voice	Library Only		
NOTE 5: As of March 13, 1998, this charge will		merg	
NOIE 5. AS OF March 13, 1990, this charge will Existing customers will not be subject			

Existing customers will not be subject to this charge unless they make changes to their services.

z Correction

Continued

Advice Letter No. 23158

Decision No.

Linda S. Vandeloop

Executive Director

Date Filed: Aug. 15, 2002 Effective: Aug. 17, 2002 Resolution No.

CATEGORY III SERVICES			
D3. VOICE BASED INFORMATION S	SERVICES		
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd) C. CURRENT RATES (Cont'd)			
	Current ¹ Non-Recurring Charge	Current ¹ Monthly <u>Rate</u>	
12. Application Options (Cont'd)			
e. FAX-on-Demand ²			
- Installation			
per application	ICB	ICB	
- Changes			
per hour	NO	NO	
- Usage			
per page faxed-US	NO	NO	
per page faxed-International	NO	NO	
per minute	NO	NO	
f. Fax Messaging (aka Fax Mail)			
- Installation			
per application	\$1,000.00 ³	NO	
- Usage			
per application	NO	\$500.00	
- Changes			
per hour	NO	NO	
a Eurodited Installation			
g. Expedited Installation per day expedited	100.00	NO	
per day expedited	100.00	NO	
h. Call Navigator			
- Multilingual set up			
per extra language	100.00	NO	
- Additional application set up			(T)
per application	225.00 (I)	NO	(T)
- Usage per transferred call ⁴	· · ·		. ,
- Re-installation of disconnected			
application			
per application	225.00 (I)	NO	(T)
- Customer Management Interface (CMI)	NO	NO	(-)
			(D)
			(D)
- Expedited Installation Charge			(D)
per day expedited	100.00	NO	(N)
NOTE 1: Discounts may be applicable based on quantity		110	(= 4 /
commitment, as negotiated between the Customer			
Discounts not available on Call Navigator.	and the Utilly.		(N)
			(11)
NOTE 2: Feature not currently available. NOTE 3: No non-recurring charge when ordered with Paci	fic Bell Call Manag	rement	
Voice Mail.	LIG Dell call hallag		
NOTE 4: See 4A preceding for usage rates.	Conti	nued	

Issued by

Date Filed: Mar. 13, 2000 Effective: Apr. 12, 2000 Resolution No. T-16139

Decision No.

Daniel O. Jacobsen

General Manager

	q					
D3. VOICE BASED INFORMATION SERVICES						
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd) C. CURRENT RATES (Cont'd)						
Cu	urrent ¹ -recurring Charge	Current ¹ Monthly Rate				
13. Application Changes						
a. Change						
- Report Profile, per change	5.00	NO				
- Report Profile Title, per change	5.00	NO				
b. Add or Delete						
- Report Profile, per change	5.00	NO				
- Report Profile Title, per change	5.00	NO				
c. Parameter Changes						
- Caller Error Settings, per change	37.50 (I					
- Rotary, per change	37.50 (I) NO				
- Call Navigator, (e.g. after hours tree design)	05 00					
initial design and subsequent changes	25.00	NO				
d. Database Changes						
- Application, per record	25.00	NO				
- Core Database, per change ³	250.00	NO				
- Provided manual/hardcopy						
other than ASCII, per hour	100.00	NO				
e. Custom Changes, per hour ²	200.00	NO				

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between the Customer and the Utility.NOTE 2: Quoted per customer specifications.NOTE 3: Every 90 days at no charge with Correct ASCII Format.

Continued

Advice Letter No. 25334

Issued by

Yvette Hogue

Date Filed: Aug. 9, 2004 Effective: Aug. 11, 2004 Resolution No.

(D)

(N)

(N)

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

<pre>3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd) C. CURRENT RATES (Cont'd)</pre>		
	Current ¹	Current ¹
	Non-recurring	Monthly
	Charge	Rate
f. Call Navigator per application - Cell addition or deletion		
2 cell changes per request	\$50.00	NO
- Hours of operation per change	50.00	NO
- Telephone/mailbox transfer change		
2 transfers per request	50.00	NO
- Schedule change for other than a		
24 hour menu	50.00	NO

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between the Customer and the Utility. Discounts not available on Call Navigator.

Continued

Advice Letter No. 23549

Decision No.

Issued by

Cynthia Wales

Executive Director

Date Filed: Feb. 11, 2003 Effective: Feb. 13, 2003 Resolution No.

CATEGORY III SERVICES D3. VOICE BASED INFORMATION S	SERVICES		
3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)			
C. CURRENT RATES (Cont'd)	Current ¹	Current ¹	
	Non-Recurring	Monthly	
	Charge	Rate	
14. Downgrade Charge for Call Navigator $\frac{4}{4}$	410 OF		(T)
per application ⁴	\$19.95	NO	(T)
15. Report Options ^{5,6}			(T)
a. Daily Activity Reports ²		+== 0.0	
per report		\$75.00	
b. Daily Call Profile Reports ²			
per report		75.00	
For Toporo			
c. Weekly Report Delivered Weekly			
per report	25.00	NO	
d. Special Period Report			
per report	50.00	NO	
e. Special (AdHoc) Report ³			
per report	ICB	ICB	
f. Each Report delivered via U.S. Mail			
per report	50.00	NO	
g. Each Report delivered via Facsimile			
per report	5.00	NO	
h. Reports delivered via			
electronic mail - set up fee	25.00	NO	
- per report charge	23.00 NO	5.00	
NOTE 1: Discounts may be applicable based on quantity a			
negotiated between and agreed upon by the Custo	omer and the Utility	. Discounts	
not available on Call Navigator.			(T)
NOTE 2: U.S. Mail delivery not available for daily repo	orts.		
NOTE 3: Quoted per customer specifications.	doumanadaa mada uit	hin	
NOTE 4: Nonrecurring downgrade charge will be waived on thirty (30) days of initial order.	uowiigraues maue Wit	.11.1.11	
NOTE 5: Standard delivery is via facsimile at no additi	ional charge.		
NOTE 6: Available with Call Router, and individual void	ce response applicat	ions only.	(T)
			(D)
	Cont	inued	(D)
	COIR		

Decision No.

Issued by

Daniel O. Jacobsen General Manager

	CATEGORY III SERV D3. VOICE BASED INFORMAT			
.3 PACI	IFIC BELL CALL MANAGEMENT (Cont'd)			
C. CURI	RENT RATES (Cont'd)			
	CURRENT ¹	current ¹		
	NON-RECURRING	MONTHLY		
	CHARGE	RATE		
15. Pa	cific Bell Voice Choice ^{sm 5}			
	- Installation ²			
	standard application\$2,000.00	NO		
	semi-custom 5,000.00	NO		
	custom ³ ICB	NO		
	- Usage			
	minimum NO	\$3,000.00		
	per minute (or fraction thereof) 3	NO	.12	
	per call transfer ⁴ NO	.25		
	Changes (See Application Change Sched	lule)		
	- Reports (See Report Options Schedul	e)		
	- Recording Charges			
	Studio Message Recording			
	- per language 2,000.00	NO		
(Customer-provided tape			
	- per language 1,000.00	NO		
16. Se	rvice Calls(N)			
a. Cu	stomer premise support services ⁶			
	1. 200.00		()) () () () () () () () () (
	- per hour 300.00	NO	(N)	
	- per nour 300.00 Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility.	n quantity and durati	on of	I
NOTE 1:	Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility.	n quantity and durati nd agreed upon by the	on of	I
NOTE 1: NOTE 2:	Discounts may be applicable based of commitment, as negotiated between a	n quantity and durati nd agreed upon by the	on of	I
NOTE 1: NOTE 2: NOTE 3:	Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based or	n quantity and durati nd agreed upon by the n usage volumes.	on of	I
NOTE 1: NOTE 2: NOTE 3:	Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based or Quoted per customer specifications.	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num	on of e nber of	I
NOTE 1: NOTE 2: NOTE 3:	Discounts may be applicable based of commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based of Quoted per customer specifications. Discounts may be applicable based of	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate	on of e nber of	I
NOTE 1: NOTE 2: NOTE 3: NOTE 4:	Discounts may be applicable based of commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based of Quoted per customer specifications. Discounts may be applicable based of minutes of use) and duration of com	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility.	on of e aber of ed and	I
NOTE 1: NOTE 2: NOTE 3: NOTE 4:	Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based or Quoted per customer specifications. Discounts may be applicable based or minutes of use) and duration of com agreed upon by the Customer and the	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility. o longer offer Pacifi	on of ber of ed and c Bell Voice	I
NOTE 1: NOTE 2: NOTE 3: NOTE 4:	Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based or Quoted per customer specifications. Discounts may be applicable based or minutes of use) and duration of com agreed upon by the Customer and the As of April 26, 1996 Pacific will n	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility. o longer offer Pacifi 40 days notice to es	on of ber of ed and c Bell Voice kisting	I
NOTE 1: NOTE 2: NOTE 3: NOTE 4:	Discounts may be applicable based on commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based on Quoted per customer specifications. Discounts may be applicable based on minutes of use) and duration of com agreed upon by the Customer and the As of April 26, 1996 Pacific will n Choice SM to new customers and, upon	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility. o longer offer Pacifi 40 days notice to ex thdraw the service.	on of ber of ed and c Bell Voice kisting However, the	I
NOTE 1: NOTE 2: NOTE 3: NOTE 4:	Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based or Quoted per customer specifications. Discounts may be applicable based or minutes of use) and duration of com agreed upon by the Customer and the As of April 26, 1996 Pacific will n Choice SM to new customers and, upon customers, Pacific will begin to wi tariff terms and conditions for Pac grandfathered until such time as th	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility. o longer offer Pacifi 40 days notice to ex thdraw the service. ific Bell Voice Choice	on of ber of ed and c Bell Voice kisting However, the ce SM will be	I
NOTE 1: NOTE 2: NOTE 3: NOTE 4:	Discounts may be applicable based or commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based or Quoted per customer specifications. Discounts may be applicable based or minutes of use) and duration of com agreed upon by the Customer and the As of April 26, 1996 Pacific will n Choice SM to new customers and, upon customers, Pacific will begin to wi tariff terms and conditions for Pac grandfathered until such time as th withdrawn.	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility. o longer offer Pacifi 40 days notice to ex thdraw the service. ific Bell Voice Choice e service has been fu	on of ber of ed and c Bell Voice cisting However, the ce sm will be	1
NOTE 1: NOTE 2: NOTE 3: NOTE 4:	Discounts may be applicable based on commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based on Quoted per customer specifications. Discounts may be applicable based on minutes of use) and duration of com agreed upon by the Customer and the As of April 26, 1996 Pacific will n Choice SM to new customers and, upon customers, Pacific will begin to wi tariff terms and conditions for Pac grandfathered until such time as th withdrawn. Charges may be applied to customer problem resolution where it is deter	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility. o longer offer Pacifi 40 days notice to ex thdraw the service. ific Bell Voice Choice e service has been fu	on of ber of ed and c Bell Voice kisting However, the ce Sm will be ally c service	
NOTE 1: NOTE 2: NOTE 3: NOTE 4: NOTE 5:	Discounts may be applicable based on commitment, as negotiated between a Customer and the Utility. Discounts may be applicable based on Quoted per customer specifications. Discounts may be applicable based on minutes of use) and duration of com agreed upon by the Customer and the As of April 26, 1996 Pacific will n Choice SM to new customers and, upon customers, Pacific will begin to wi tariff terms and conditions for Pac grandfathered until such time as th withdrawn. Charges may be applied to customer	n quantity and durati nd agreed upon by the n usage volumes. n quantity (i.e., num mitment, as negotiate Utility. o longer offer Pacifi 40 days notice to ex thdraw the service. ific Bell Voice Choice e service has been fu	on of ber of ed and c Bell Voice kisting However, the ce Sm will be ally c service	1 1)

Decision No.

Issued by

A.E. Swan

Date Filed: Feb. 20, 1998 Effective:Feb. 21, 1998 Resolution No.

D3. VOICE BASED INFORMATION SEF	RVICES		
.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)			
C. CURRENT RATES (Cont'd)			
	Current ¹ Non-Recurring		
	Charge	Rate	
17. Report Options for Call Navigator ²			
a. Additional or Duplicate Reports			
outside of Standard monthly			
reports/delivery.	NO	\$ 25.00	3(Ţ
18. Dynamic Interactive Voice Architecture (DIVA)			
a. Installation	* = 0 0 0 0		3(T
- 3 year or more contract	\$ 500.00	NO	(T
- Less than 3 year contract	2,000.00	NO	(T
b. Port charge (4 port minimum)		21.0.00	
- 4 to 23 ports	NO	310.00	
- 24 to 48 ports	NO	300.00	
- 49 or more ports	NO	ICB	
c. Add-ons per port		1 5 0 0	a (-
- Names Directory	NO	15.00	3(T
- Call Library (requires outbound fax port)	NO	20.00	
- Voice Form	NO	20.00	
- Zip Code Locator	NO	20.00	З(Т
- Telecommunication Device for Deaf (TDD) ⁴	NO	10.00	(N
d. Languages (installation includes one language			З(Т
- Per additional language	250.00	NO	(Т
e. Initial Studio/Tape Recording charge			З(Т
(4 hour minimum)	1,000.00	NO	(Т
- Additional studio charge per hour	250.00	NO	(Т
f. Development charge (after turn-up)			З(Т
for changes per hour	NO	200.00	З(Т
g. DIVA Reports ³			
- Monthly Standard Reports available at no cha	arge NO	NO	З(Т
- Optional daily standard reports		==	o / _
per mo. charge - per report	NO	75.00	3 (T
- Optional weekly standard			
reports per mo. charge - per report	NO	25.00	
- Special (Adhoc) reports			
available upon request	ICB	ICB	З(Т
NOTE 1: Prices based on month-to-month service. Te: for 1 and 3 year contracts are applicable. requirement and capacity.			
NOTE 2: Daily activity report, weekly activity report report included in monthly Call Navigator s Navigator reports are only provided via e-m	ervice price.	rmination Call	
NOTE 3: DIVA Reports delivered via e-mail only.			
NOTE 4: Pending CPUC Approval of Advice Letter No.	23546.		(N
			(

Issued by

Date Filed: Mar. 18, 2003

Decision No.

Issued by

Cynthia Wales

Effective: Mar. 19, 2003

Executive Director

Resolution No.

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

D. EXCHANGES SERVED

Pacific Bell Call Management is available in any of California's telephone exchanges. Therefore, no list of exchanges is herein provided.

Call Navigator product will only be available on the Unisys Platform where technically feasible.

Dynamic Interactive Voice Architecture (DIVA) is only available on the Periphonics Platform where capacity exists.

(T)

Advice Letter No. 23546

Issued by

Cynthia Wales

Executive Director

Date Filed: Feb. 7, 2003 Effective: Feb. 8, 2003 Resolution No.

(T)

(T)

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

- 3.4 OTHER VOICE BASED INFORMATION SERVICES
- A. DESCRIPTIONS
- 1. Pacific Bell Assistant¹

The Pacific Bell Assistant (PBA) service expands voice mail applications to include broader voice store and forward functionality. This broader functionality allows end user customers to reach out beyond their voice mail boxes, which store their messages, for interaction with other stored information sources. This broader functionality also allows end user customers to more efficiently move back into the public switched telephone network to complete live calls and to then move back into their voice mail boxes and other information sources. Accordingly, this service delivers features such as call answering, voice mail, e-mail, fax mailbox, and personal website on the net, and interacts with network services via voice activated dialing, conference call bridging, find me service, and management services (e.g., electronic phonebook on the web, contact lists, on-line billing information, call history, etc.). PBA is available as a standalone (DID number) or forwarded (includes call forwarding) service. The forwarded service forwards calls from the customer's business line to the customer's PBA DID nubmer. The standalone service is direct dialed into the customer's PBA DID number. PBA is available in Standard and Advanced versions. The Standard version includes all voice call answering and fax capabilities. The Advanced version in addition to having the standard version capabilities is able to integrate e-mail notification and review. Internet providers must be POP3 compliant. The customer's DID number will be used for the business customers fax, conference call set-up and when accessing the voicemail mailbox.

a. Change Order

Any change to the subscriber's service, with the exception of a disconnect order, will incur a change order charge.

NOTE 1: This service is grandfathered effective November 8, 2000.

Continued

Advice Letter No. 24245 Decision No. Issued by

Cynthia Wales

Executive Director

Date Filed: Sept. 29, 2003 Effective: Nov. 10, 2003 Resolution No.

3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd)

- A. DESCRIPTIONS (Cont'd)
 - 2. SBC Unified Communications (SBC UC) Lite Residence

Residential SBC Unified Communications Lite is a service that allows subscribers to receive, review and respond to their e-mail, voicemail and faxes through a personal computer or wireline telephone. By employing text-to-speech resources, subscribers will be read a list of new e-mails and fax header information when calling into their SBC UC Lite mailbox. The subscriber will also have a choice of listening to the body text of the e-mail. Faxes may be saved for viewing, forwarded through their personal computer or directed to a fax machine (not available at this time). Call Forwarding is purchased by SBC Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of this product. E-mail notification to a pager is an included feature in this product. Alternate ID with Call Forwarding and Message Waiting Indicator (MWI) available on second line is an optional feature available with this product. Residential SBC UC Lite comes with 50MB of storage. Additional storage may be purchased in increments of 50MB, 100MB, and 150MB for an additional charge. At this time, SBC UC Lite is not compatible with Macintosh computers.

a. Change Order

A change order charge will apply when a subscriber makes a change to their ring cycle or Call Forwarding feature selection.

3. SBC Unified Communications (SBC UC) - Residence

In addition to the functionality listed in the SBC UC Lite - Residence product, this service provides subscribers who have Cingular Wireless with wireless integration. This allows for subscribers to receive, review and respond to their e-mail, landline and wireless voicemail and faxes (receipt only) through a personal computer or wireline or Cingular wireless phone. At this time, the service is not compatible with Macintosh and requires Cingular Wireless service.

a. Change Order

A change order charge will apply when a subscriber makes a change to their ring cycle or Call Forwarding feature selection.

Material omitted now on Sheet 11.8.2.

Continued

(N)

(N)

Advice Letter No. 24628

Decision No.

Issued by

Cynthia Wales

Cynthia wales

Executive Director

Date Filed: Feb. 18, 2004 Effective: Mar. 29, 2004 Resolution No.

3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd) A. DESCRIPTIONS (Cont'd)

4. SBC Unified Communications (SBC UC) Lite - Business

Business SBC Unified Communications Lite is a service that allows subscribers to receive, review and respond to their e-mail, voicemail and faxes through a personal computer or wireline telephone. By employing text-to-speech resources, subscribers will be read a list of new e-mails and fax header information when calling into their SBC UC Lite mailbox. The subscriber will also have a choice of listening to the body text of the e-mail. Faxes may be saved for viewing, forwarded through their personal computer or directed to a fax machine (not available at this time). E-mail notification to a pager is an included feature in this product. This service is available with or without Call Forwarding. For (N) SBC UC products which include Call Forwarding, the Call Forwarding has (N) been purchased by SBC Messaging as an Enhanced Service Provider (ESP) from the Utility's Schedule Cal.P.U.C. No. A5.11 tariff and is included as part of this product. For SBC UC products which do not include Call (Ņ) Forwarding, the Call Forwarding must be purchased separately by the customer. Business SBC UC Lite comes with 100 MB of storage. Optional (N) features include additional storage and Alternate ID (with or without Call Forwarding). At this time, SBC UC Lite is not compatible with Macintosh computers.

a. Change Order

A change order charge will apply when a subscriber makes a change to their ring cycle or Call Forwarding feature selection.

b. Underutilization Charge

An underutilization charge will apply when a Customer with a Term Agreement falls below their agreed upon minimum mailbox/service count. This charge will apply on a per-mailbox/service under minimum basis. However, Customer will continue to receive the discounted, agreed upon amount on all remaining mailboxes/services.

> (D) Continued

Advice Letter No. 25248

Cynthia Wales

(N)

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

- 3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd)
- A. DESCRIPTIONS (Cont'd)
 - 5. SBC Unified Communications (SBC UC) Business

In addition to functionality listed in the SBC UC Lite - Business product, this service provides subscribers who have Cingular Wireless with wireless integration. This allows for subscribers to receive, review and respond to their e-mail, landline and wireless voicemail and faxes (receipt only) through a personal computer or wireline or Cingular wireless phone. At this time, this service is not compatible with Macintosh and requires Cingular Wireless service.

a. Change Order

A change order charge will apply when a subscriber makes a change to their ring cycle or Call Forwarding feature selection.

b. Underutilization Charge

An underutilization charge will apply when a Customer with a Term Agreement falls below their agreed upon minimum mailbox/service count. This charge will apply on a per-mailbox/service under minimum basis. However, Customer will continue to receive the discounted, agreed upon amount on all remaining mailboxes/services.

6. SBC Unified Communications - Message Director - Business

The SBC UC Message Director adds flexibility and functionality to business subscribers with multiple UC mailboxes and multiple lines within their company. Calls can go directly to the company's main number or to another number to be answered. Calls, if they are busy or unanswered, forward to the Message Director where they will encounter a company greeting or an employee directory. Upon selecting the appropriate key press, the caller is then directed into the employee's individual mailbox allowing them to hear the employee's greeting and leave a message. In addition, the Message Director subscriber has the ability to designate over the computer what should be played to a caller calling into the company greeting (e.g., auto attendant for shoes, press 1 for linens, press 2, etc.).

a. Change Order

A change order charge will apply when a subscriber makes a change to their ring cycle or Call Forwarding feature selection.

b. Underutilization Charge

An underutilization charge will apply when a Customer with a Term Agreement falls below their agreed upon minimum mailbox/service count. This charge will apply on a per-mailbox/service under minimum basis. However, Customer will continue to receive the discounted, agreed upon amount on all remaining mailboxes/services.

Continued

(N)

Advice Letter No. 24628

Cynthia Wales

Executive Director

Date Filed: Feb. 18, 2004

(T)

CATEGORY III SERVICES D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd)

B. MAXIMUM RATES

1. Pacific Bell Assistant ^{1,2} (PBA)	MAXIMUM NON-RECURRING CHARGE	MAXIMUM MONTHLY RATE
		<u> </u>
a. Standard b. Advanced	\$50.00 50.00	\$100.00 110.00
c. Change Order per order	50.00	NO

NOTE 1: When using the PBA service, IntraLATA toll calls and applicable charges associated in the use of this service are provided by Pacific Bell (PB). These intraLATA toll calls and charges will be billed separately by PB. IntraLATA toll calls must be made using a PB calling card (calling card usage charges may apply). InterLATA services will be provided by an IEC selected by the customer. The IEC will determine how interLATA call charges will be billed. For example, when utilizing paging, conferencing, call blast, call a contact, place a call and follow me features and it results in an intraLATA toll or interLATA call, charges will be billed by PB or the IEC carrier, respectively, as described above. For outbound calls from PBA, the rating of local calls will be different for the standalone versus the call forwarded version. For the standalone service, calls will be rated from the Switch where the DID number resides. For the forwarded version, calls will be rated from the Switch where the customer's business line resides. Local calls placed by the customer from within the PBA service are included in the monthly charge for PBA. Calls other than local (i.e. intraLATA toll or interLATA call) will be billed to the customer as described above.

> Usage charges will be incurred when accessing this service or forwarding to this service using a PB business service and are billed depending on which PB Business Service the customer has (business line usage rate or flat rate plus for business service). Usage minutes will apply to calls which are: 1. Forwarded to the customer's mailbox (e.g. when callers leave a message); 2. Transferred out of the customer's mailbox to an attendant; or 3. Made from the customer's business to access PBA and throughout the duration of time within this service.

NOTE 2: This service is grandfathered effective November 8, 2000.

Continued

Advice	l etter	No	21468	
Auvice	LOUG	110.	21400	

Issued by

Daniel O. Jacobsen

Date Filed: Nov. 7, 2000 Effective: Nov. 8, 2000 Resolution No. T-15139 (N)

General Manager

CATEGORY III SERVICES			
D3. VOICE BASED INFORMATION SE	RVICES		
3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd) B. MAXIMUM RATES (Cont'd)			
	MAXIMUM N-RECURRING CHARGE	MAXIMUM MONTHLY RATE	
2. SBC Unified Communications (SBC UC) ¹			
a. SBC UC Lite - Residential Call Forwarding Included	\$20.00	\$20.00	
b. SBC UC - Residential Call Forwarding Included	20.00	30.00	
c. SBC UC Lite - Business ⁶ With Call Forwarding Without Call Forwarding	20.00 20.00	30.00 30.00	(N)
d. SBC UC - Business ⁶ With Call Forwarding Without Call Forwarding	20.00 20.00	50.00 50.00	(N)
e. SBC UC Message Director - Business ⁶ With or Without Auto Attendant functionality	20.00	60.00	

NOTE 1: In addition to the charge for your SBC UC mailbox (all products), if you have measured or usage-sensitive service (residential or business), you will incur usage charges for calls which are forwarded to your mailbox or made from the residential or business line associated with the mailbox to retrieve messages. If the Utility is your Local Exchange Carrier (LEC), refer to the Utility's Schedule Cal.P.U.C. A5.2 for applicable usage charges. If you subscribe to a LEC other than the Utility, you may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase an SBC UC product which includes wireless integration, calls forwarded to SBC UC from your wireless phone will not incur airtime charges. However, Cingular Wireless (T) will bill you airtime charges and any other applicable charges when you use your wireless handset to retrieve your SBC UC messages. SBC UC service is only available when your residence and Cingular lines are both located within the same LATA. NOTE 6: Discounts applicable on business products based on quantity and term, as negotiated between the Customer and SBC Messaging. (D)

Continued

Advice Letter No. 25248

Cynthia Wales

Date Filed: July 22, 2004 Effective: Aug. 15, 2004

	CATEGORY III SERVIC			
	D3. VOICE BASED INFORMATION			
	ER VOICE BASED INFORMATION SERVICES (Cont IMUM RATES (Cont'd)	'd)		
		MAXIMUM NON-RECURRING CHARGE	MAXIMUM MONTHLY RATE	
2. SBC	Unified Communications (SBC UC) ¹ (Cont'd))		
(1)	Optional Features			
(a)	Alternate ID w/Call Forwarding and MWI			
	on Second Line - Residence - Business	NA \$15.00	10.00 10.00	
(b)	Alternate ID w/o Call Forwarding - Business only	15.00	5.00	
(c)	Additional Storage - 50 MB (Residence and Business) - 100 MB (Residence and Business) - 150 MB (Residence only)	Res \$0 Bus \$15 Res \$0 Bus \$15 Res \$0 Bus NA	10.00 20.00 30.00	
(d)	Downgrade Charge (Residence and Business	s) ² \$20.00	NA	
(e)	Change Order Charge (Residence and Busin	ness) 20.00	NA	
(f)	Underutilization Charge (Business) - per mailbox under minimum commitment on Term Agreements	NA	\$20.00	
	In addition to the charge for your SBC U you have measured or usage-sensitive ser business), you will incur usage charges to your mailbox or made from the resider associated with the mailbox to retrieve your Local Exchange Carrier (LEC), refer Cal.P.U.C. A5.2 for applicable usage cha LEC other than the Utility, you may incu check with your LEC for any applicable u an SBC UC product which includes wireles to SBC UC from your wireless phone will However Cingular Wireless will bill you applicable charges when you use your wir SBC UC messages. SBC UC service is only and Cingular lines are both located with A downgrade charge applies when the cust product to a TMC/TMC CIO or Business Voi CIO Product. If the customer downgrades to an SBC UC product, this charge will re	rvice (residentia for calls which ntial or business messages. If the to the Utility arges. If you su usage charges. as integration, of not incur airtin airtime charges reless handset to y available when hin the same LATA comer downgrades ice Mail/Business s within 90 days	al or are forwarded s line he Utility is 's Schedule ubscribe to a . You should If you purchase calls forwarded me charges. and any other o retrieve your your residence A. from an SBC UC s Voice Mail	(N) (N) (D)

Yvette Hogue

	CATEGORY III SERV	VICES		
	D3. VOICE BASED INFORMAT	ION SERVICES		
3.4	OTHER VOICE BASED INFORMATION SERVICES			
с.	CURRENT RATES			
		CURRENT NON-RECURRING CHARGE	CURRENT MONTHLY RATE	
1.	Pacific Bell Assistant ^{1,2} (PBA)			
b	. Standard . Advanced . Change Order	\$19.95 25.00	\$39.95 49.95	
	per order	19.95	NO	

NOTE 1: When using the PBA service, IntraLATA toll calls and applicable charges associated in the use of this service are provided by Pacific Bell (PB). These intraLATA toll calls and charges will be billed separately by PB. IntraLATA toll calls must be made using a PB calling card (calling card usage charges may apply). InterLATA services will be provided by an IEC selected by the customer. The IEC will determine how interLATA call charges will be billed. For example, when utilizing paging, conferencing, call blast, call a contact, place a call and follow me features and it results in an intraLATA toll or interLATA call, charges will be billed by PB or the IEC carrier, respectively, as described above. For outbound calls from PBA, the rating of local calls will be different for the standalone versus the call forwarded version. For the standalone service, calls will be rated from the Switch where the DID number resides. For the forwarded version, calls will be rated from the Switch where the customer's business line resides. Local calls placed by the customer from within the PBA service are included in the monthly charge for PBA. Calls other than local (i.e. intraLATA toll or interLATA call) will be billed to the customer as described above.

> Usage charges will be incurred when accessing this service or forwarding to this service using a PB business service and are billed depending on which PB Business Service the customer has (business line usage rate or flat rate plus for business service). Usage minutes will apply to calls which are: 1. Forwarded to the customer's mailbox (e.g. when callers leave a message); 2. Transferred out of the customer's mailbox to an attendant; or 3. Made from the customer's business to access PBA and throughout the duration of time within this service.

NOTE 2: This service is grandfathered effective November 8, 2000. Material omitted now on Sheet 11.12.

Continued

Advice Letter No. 24245

Decision No.

Issued by

Cynthia Wales

Date Filed: Sept. 29, 2003 Effective: Nov. 10, 2003 (N)

	CATEGORY III SEI			
	D3. VOICE BASED INFORMA	TION SERVICES		
	R VOICE BASED INFORMATION SERVICES			
C. CURRE	ENT RATES (Cont'd)	CURRENT NON-RECURRING CHARGE	CURRENT MONTHLY CHARGE	
2. SBC	Unified Communications $(SBCUC)^1$			
	C UC Lite - Residential Ll Forwarding Included	\$19.95	\$9.95 ²	
	C UC - Residential all Forwarding Included	19.95	11.95 ²	
Wi Wi	C UC Lite - Business ³ ith Call Forwarding ithout Call Forwarding	19.95 19.95	24.95 22.95	
Wi	C UC - Business ³ ith Call Forwarding ithout Call Forwarding	19.95 19.95	27.95 25.95	
Wi NOTE 1:	C UC Message Director - Business ³ ith or Without Auto Attendant functio In addition to the charge for your S you have measured or usage-sensitive business), you will incur usage char to your mailbox or made from the res associated with the mailbox to retri your Local Exchange Carrier (LEC), r Cal.P.U.C. No. A5.2 for applicable u a LEC other than the Utility, you ma check with your LEC for any applicab an SBC UC product which includes wir to SBC UC from your wireless phone w However, Cingular Wireless will bill applicable charges when you use your SBC UC messages. SBC UC service is and Cingular lines are both located	BC UC mailbox (all p e service (residentia eges for calls which sidential or business eve messages. If th efer to the Utility' asage charges. If you by incur usage charge ole usage charges. I reless integration, c will not incur airtim you airtime charges wireless handset to only available when within the same LATA	l or are forwarded line e Utility is s Schedule u subscribe to s. You should f you purchase alls forwarded e charges. and any other retrieve your your residence	
NOTE 2: NOTE 3:	Effective June 1, 2005, customers wh or a 2-Line Personal Choice Plus (wh of services from the Utility will re residential voice mail product from purchase an Enhanced Choice Plus or (which includes uSelect 6 SM) grouping continue to receive a \$1.95 discount product from SBC Messaging. Also effective June 1, 2005, custome Distance/All Distance 2-Line package Utility and National Connections fro discount from SBC Messaging on any r Customers who purchase an All Distan from the Utility and National Connect \$.95 discount from SBC Messaging on product. Discounts applicable on business pro	hich includes uSelect eceive a \$.95 discoun SBC Messaging. Cust a 2-Line Enhanced Ch g of services from th c off any residential ers who purchase an A e plus a Metro Plan f m SBC LD will receiv residential voice mai ace/All Distance 2-Li tions from SBC LD wi any residential voic	3 SM) grouping t off any omers who oice Plus we Utility will voice mail 11 rom the e a \$3.95 1 product. ne package 11 receive a e mail	(C) (C)

Issued by

Date Filed: May 27, 2005 Effective: June 1, 2005

Continued

CATEGORY III SERVICES			
D3. VOICE BASED INFORMATIC	N SERVICES		
2 4 OFFICE NAMES INFORMATION OFFICIAL			
3.4 OTHER VOICE BASED INFORMATION SERVICES C. CURRENT RATES (Cont'd)			
	CURRENT	CURRENT	
	NON-RECURRING	MONTHLY	
	CHARGE	CHARGE	
2. SBC Unified Communications (SBCUC) ¹ (Cont'd)	-		
(1) Optional Features			
(1) Operonal reactives			
(a) Alternate ID w/Call Forwarding and MWI			
on Second Line			
- Residence	NA	4.95	
- Business	\$10.00 ³	4.95	
(b) Alternate ID w/o Call Forwarding - Business only	10.00 ³	2.05	
- Business only	10.00	2.95	
(c) Additional Storage			
- 50 MB (Residence and Business)	Res \$0 Bus \$10 ³	4.95	
- 100 MB (Residence and Business)	Res \$0 Bus \$103	9.90	
- 150 MB (Residence only)	Res \$0 Bus NA	13.85	
(d) Decrements Channel (Decidence and Decidence)	λ ² ά10.05	272	
(d) Downgrade Charge (Residence and Business) ² \$19.95	NA	
(e) Change Order Charge (Residence and Busin	ess) 19.95	NA	
(f) Underutilization Charge (Business)			
- per mailbox under minimum			
commitment on Term Agreements	NA	\$10.00	
NOTE 1: In addition to the charge for your SBC	UC mailbox (all p	roducts), if	
you have measured or usage-sensitive service (residential or			
business), you will incur usage charges for calls which are forwarded			
to your mailbox or made from the reside			
associated with the mailbox to retrieve is your Local Exchange Carrier (LEC), r			
Cal.P.U.C. No. A5.2 for applicable usag			
a LEC other than the Utility, you may i			
check with your LEC for any applicable	usage charges. I	f you purchase	
an SBC UC product which includes wirele			
to SBC UC from your wireless phone will			
However Cingular Wireless will bill you			
applicable charges when you use your wi SBC UC messages. SBC UC service is onl			
and Cingular lines are both located wit			
NOTE 2: A downgrade charge applies when the cus			
product to a TMC/TMC CIO or Business Vo			
CIO Product. If the customer downgrade		of upgrading	(N)
to an SBC UC product, this charge will			(N)
NOTE 3: Non-recurring charge waived for busines	s customers if or	dered within	
<u>14 days of initial order.</u>			(D)
		Continued	()

Decision No.

Issued by

Yvette Hogue

Date Filed: Aug. 26, 2004 Effective: Sept. 16, 2004

3.4 OTHER VOICE BASED INFORMATION SERVICES

D. EXCHANGES SERVED

Pacific Bell Assistant is currently only available in LATA 5 (LA and Orange Counties) where technical capabilities exist and market conditions warrant.

The SBC UC (Lite and with Cingular Integration) products are available (N) where technical capabilities exist and market conditions warrant.

Advice Letter No. 24628

Issued by

Cynthia Wales

Executive Director

Date Filed: Feb. 18, 2004 Effective: Mar. 29, 2004 Resolution No.