

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

LIST OF EFFECTIVE SHEETS

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

<u>Number of</u> <u>Revision</u>	<u>Sheet</u>	<u>Number of</u> <u>Revision</u>	<u>Sheet</u>	<u>Number of</u> <u>Revision</u>	<u>Sheet</u>
106th	CS A	9th	7	3rd	10.5.1
108th ¹	CS A	9th	7.1	2nd	10.5.2
2nd	ToC A	Original	7.1.1	9th	10.6
5th	1	11th	7.2	3rd	10.7
1st	1.1	9th	7.3	3rd	10.7.1
2nd	1.2	7th	7.3.1	2nd	10.8
9th	2	3rd	7.3.2	17th	11
4th	2.1	2nd	7.3.3	8th	11.1
2nd	2.2	2nd	7.3.4	7th	11.1.1
9th	3	Original	7.3.5	2nd	11.1.2
5th	3.1	Original	7.3.6	5th	11.2
11th	3.2	15th	8	7th	11.2.1
13th ¹	3.2	11th	8.1	7th	11.3
Original ³	3.2.1	7th	8.1.1	10th	11.4
16th	4	Original	8.1.2	8th	11.4.1
16th	4.1	12th	8.2	2nd	11.4.2
5th	4.1.1	13th	8.3	9th	11.5
12th	4.1.2	8th	8.3.1	4th	11.6
14th ¹	4.1.2	5th	8.3.2	3rd	11.6.1
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2nd ³	4.1.3	4th	9	3rd	11.8
9th	4.2	3rd	9.1	1st	11.8.1
4th	4.2.1	1st ²	9.1	1st	11.8.2
9th	4.3	1st	9.1.1	Original	11.8.3
4th	4.3.1	Original	9.1.2	2nd	11.9
1st	4.3.2	10th	10	3rd	11.9.1
1st	4.3.3	5th	10.1	1st	11.9.2
6th	5	5th	10.2	3rd	11.10
12th	5.1	5th	10.3	11th	11.11
5th	5.1.1	5th	10.3.1	13th ¹	11.11
Original	5.1.2	4th	10.4	1st	11.11.1
4th	6	9th	10.5	1st	11.12
1st	6.1				

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NOTE 2: Advice Letter No. 16781 withdrawn June 27, 1995.

NOTE 3: Advice Letter No. 26360 withdrawn April 1, 2005.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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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

CATEGORY III SERVICES
D3. VOICE BASED INFORMATION SERVICES

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 customers the ability to receive, store, record and send voice messages. (T)
TMC includes Pacific Bell Call Forwarding which allows subscribers to have their calls directly forwarded on busy and/or don't answer 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 PBIS's TMC service to PBIS's end users. TMC is also available in Spanish. The Message Center is not available for business classes of service. (T)
(N)
(N)
(T)

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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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[®]

(T)

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.

(N)

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)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)

A. DESCRIPTIONS (Cont'd)

The Message Center Call-in-One¹

(T)

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

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

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
compatible with this feature.

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

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)

B. MAXIMUM RATES

	MAXIMUM ¹ NON-RECURRING CHARGE	MAXIMUM ² MONTHLY RATE	USOC
1. <u>Message Center (TMC)</u> ⁴			
a. Standard Mailbox per mailbox	\$20.00	\$14.00	RVMCA
b. Messaging Only Mailbox ³ per mailbox	20.00	10.00	RVMMM
c. Deluxe Mailbox per mailbox	20.00	15.00	RVMDM
d. Flat Rate Mailbox per mailbox	20.00	21.00	RVMFR
e. Extension Mailbox per extension	20.00	5.00	RVMEY
f. Extra Messages per 20 messages	20.00	2.00	
g. Future Delivery Message per mailbox	20.00	2.00	
h. Reminders Call ⁵ 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	20.00	10.00	RVMDP

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.

NOTE 2: Basic or Bonus Messaging Plans can only be ordered with a Standard Mailbox, Messaging Only Mailbox, Deluxe Mailbox or Message Center Call-in-One.

NOTE 3: This service is grandfathered effective September 10, 1997.

NOTE 4: 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 local exchange carrier (LEC), refer to Pacific Bell tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than Pacific Bell, you may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the TMC Call-in-One service, Cingular 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 Cingular lines are both located within the same LATA.

NOTE 5: Feature available beginning January 23, 2001 in LATA 3. Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)

B. MAXIMUM RATES

	MAXIMUM ¹ NON-RECURRING CHARGE	MAXIMUM ¹ MONTHLY RATE	USOC
1. <u>Message Center (TMC)</u> ²			
k. 50/50 Messaging Plan per mailbox	\$20.00	\$12.00	RVMFP
l. 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 usage, per page	20.00 .25	10.00 NO	RVMPN
p. Message Delivery to Non-Subscribers (MDNS) ³ usage, per message per recipient	NO 1.50	NO 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 local exchange carrier (LEC), refer to Pacific Bell tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than Pacific Bell, you may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the TMC Call-in-One service, Cingular 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 Cingular lines are both located within the same LATA.

NOTE 3: Feature available beginning January 23, 2001 in LATA 3.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (CONT'D)
 B. MAXIMUM RATES (CONT'D)

	MAXIMUM ¹ NON-RECURRING CHARGE	MAXIMUM MONTHLY RATE	USOC
1. Message Center (Cont'd)			
p. Reserved			(T) (D) (D)
q. Restoral Charge per service restored	50.00	NO	RVMRC
r. Order Charge ¹ 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 additions or changes to services or features will not exceed \$20.00 per order, regardless of the number of services/changes on the order. (T)
 (T)

Continued

Advice Letter No. 17564

Issued by

Date Filed: June 29, 1995

Decision No.

A. E. Swan

Effective: June 30, 1995

Executive Director

Resolution No.

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
 C. CURRENT RATES

	CURRENT ^{1,4} NON-RECURRING CHARGE	CURRENT MONTHLY RATE	USOC
1. <u>Message Center (TMC)</u> ⁵			
a. Standard Mailbox per mailbox	\$19.95	\$ 8.95 ²	RVMCA
b. Messaging Only Mailbox ³ per mailbox	19.95	4.95	RVMMM
c. Deluxe Mailbox per mailbox	19.95	10.95 ²	RVMDM
d. Flat Rate Mailbox per mailbox	19.95	8.95	RVMFR
e. Extension Mailbox per mailbox	NO	2.95	RVMEY

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: TMC Discounts are applicable based on the purchase of certain SBC and/or affiliate service grouping of services. Effective January 1, 2005, we are ungrandfathering the TMC Complete Solutions discount increasing the discount to \$2.84 per month off a standard TMC or TMC Call-in-One mailbox and immediately regrandfathering the new discount. In Advice Letter No. 23505, filed January 23, 2003, we grandfathered all of the TMC Solutions grouping of services discounts originally filed in Advice Letter No. 22330. Effective January 1, 2005, we are adjusting the grandfathered TMC Solutions discounts as follows but these Solutions discounts remain grandfathered: Phone Solution or DSL Web Solution grouping and an OCP, TMC/TMC CIO monthly discount \$2.28; Phone Solution or DSL Web Solution grouping without an OCP, TMC/TMC CIO monthly discount of \$1.63; Wireless or Entertainment Solution grouping and an OCP, TMC/TMC CIO monthly discount of \$2.27; Wireless or Entertainment Solution grouping without an OCP, TMC/TMC CIO monthly discount of \$1.62; Web Solution grouping and an OCP, TMC/TMC CIO monthly discount of \$2.92; Web Solution grouping without an OCP, TMC/TMC CIO monthly discount of \$2.27. In addition, customers who purchased a 2-Line Phone Solution grouping and an OCP will now receive a TMC/TMC CIO monthly discount of \$1.24 or a discount of \$2.49 per month if purchased without an OCP. Effective June 1, 2005, customers who purchase a Personal Choice Plus or a 2-Line Personal Choice Plus (which includes uSelect 3SM) grouping of services from the Utility will receive a \$.95 discount off any residential voice mail product from SBC Messaging. Customers who purchase an Enhanced Choice Plus or a 2-Line Enhanced Choice Plus (which includes uSelect 6SM) grouping of services from the Utility will continue to receive a \$1.95 discount off any residential voice mail product from SBC Messaging. Also effective June 1, 2005, customers who purchase an All Distance/All Distance 2-Line package plus a Metro Plan from the Utility and National Connections from SBC LD will receive a \$3.95 discount from SBC Messaging on any residential voice mail product. Customers who purchase an All Distance/All Distance 2-Line package from the Utility and National Connections from SBC LD will receive a \$.95 discount from SBC Messaging on any residential voice mail product.

NOTE 3: This service is grandfathered effective September 10, 1997.

NOTE 4: The nonrecurring charge will be waived on migrations of existing service from the Utility to a CLC, a CLC to a CLC and a CLC to the Utility.

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, Cingular 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 Cingular lines are both located within the same LATA.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)

B. MAXIMUM RATES (Cont'd)

	MAXIMUM ¹ NON-RECURRING CHARGE	MAXIMUM MONTHLY RATE	USOC	
2. <u>Message Center Call-in-One</u> ^{2,3}				(T)
a. Standard Mailbox per mailbox	\$ 20.00	\$14.00	RVMPB	
b. Extension mailbox to Call-in-One	20.00	5.00	RVMEX	
c. Pager Notification	20.00	10.00		
d. Change order charge per change	20.00	NO		
e. Order (Installation) Charge per order	20.00	NO	RVMOC	
f. Restoral charge per service restored	50.00	NO	RVMRC	
g. Audio Cassette Recording set-up	100.00	NO		
per message	10.00	NO		
h. Reminders [®] Call ⁴ per mailbox	NO	NO		(T)
i. Message Delivery to Non-Subscribers ⁴ usage, per message per recipient	NO 1.50	NO NO		(T)

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.

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 local exchange carrier (LEC), refer to Pacific Bell tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than Pacific Bell, you may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the TMC Call-in-One service, Cingular 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 Cingular lines are both located within the same LATA.

NOTE 3: Service grandfathered effective January 4, 2005.

NOTE 4: Feature available beginning January 23, 2001 in LATA 3.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
 C. CURRENT RATES

	CURRENT ^{1,4} NON-RECURRING CHARGE	CURRENT MONTHLY RATE	USOC	(T)
1. <u>Message Center (TMC)</u> ⁵				(T)
f. Extra Messages ² per 20 messages	NO	NO		
g. Future Delivery Message ² per mailbox	NO	NO		
h. Reminders [®] Call ⁶ per mailbox	NO	NO		7(T)
i. Basic Messaging Plan ³ per mailbox	NO	NO	RVMBP	
j. Bonus Messaging Plan ³ per mailbox	NO	NO	RVMDP	
k. 50/50 Messaging Plan ² 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. 7(T)

NOTE 7: Pending CPUC Approval of Advice Letter No. 21391.

Material omitted now on Sheet 3.2.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
 C. CURRENT RATES (Cont'd)

	CURRENT ¹ NON-RECURRING CHARGE	CURRENT MONTHLY RATE	USOC
1. <u>Message Center (TMC)</u> ³			
l. 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 usage, per page	NO NO	\$3.95 NO	RVMPN
p. Message Delivery to Non-Subscribers (MDNS) ⁴ usage, per message per recipient	NO \$.25	NO 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 per message	35.00 2.00	NO 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 local exchange carrier (LEC), refer to Pacific Bell tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than Pacific Bell, you may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the TMC Call-in-One service, Cingular 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 Cingular lines are both located within the same LATA.

NOTE 4: Feature available beginning January 23, 2001 in LATA 3.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
 C. CURRENT RATES (Cont'd)

	CURRENT ¹ NON-RECURRING CHARGE	CURRENT MONTHLY RATE	USOC	
2. <u>Message Center Call-in-One</u> ^{2,4}				(T)
a. Standard Mailbox - per mailbox	19.95	10.95 ³	RVMPB	
b. Extension mailbox to Call-in-One	NO	2.95	RVMECX	
c. Pager Notification	NO	3.95		
d. Change order charge - per change	NO	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 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 the Utility is your local exchange carrier (LEC), refer to Schedule Cal.P.U.C. No. 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 TMC Call-in-One service, Cingular 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 Cingular lines are both located within the same LATA.

NOTE 3: TMC Discounts are applicable based on the purchase of certain SBC and/or affiliate service grouping of services. Effective January 1, 2005, we are ungrandfathering the TMC Complete Solutions discount increasing the discount to \$2.84 per month off a standard TMC or TMC Call-in-One mailbox and immediately regrandfathering the new discount. In Advice Letter No. 23505, filed January 23, 2003, we grandfathered all of the TMC Solutions grouping of services discounts originally filed in Advice Letter No. 22330. Effective January 1, 2005, we are adjusting the grandfathered TMC Solutions discounts as follows but these Solutions discounts remain grandfathered: Phone Solution or DSL Web Solution grouping and an OCP, TMC/TMC CIO monthly discount \$2.28; Phone Solution or DSL Web Solution grouping without an OCP, TMC/TMC CIO monthly discount of \$1.63; Wireless or Entertainment Solution grouping and an OCP, TMC/TMC CIO monthly discount of \$2.27; Wireless or Entertainment Solution grouping without an OCP, TMC/TMC CIO monthly discount of \$1.62; Web Solution grouping and an OCP, TMC/TMC CIO monthly discount of \$2.92; Web Solution grouping without an OCP, TMC/TMC CIO monthly discount of \$2.27. In addition, customers who purchased a 2-Line Phone Solution grouping and an OCP will now receive a TMC/TMC CIO monthly discount of \$1.24 or a discount of \$2.49 per month if purchased without an OCP. Effective June 1, 2005 customers who purchase a Personal Choice Plus or a 2-Line Personal Choice Plus (which includes uSelect 3SM) grouping of services from the Utility will receive a \$.95 discount off any residential voice mail product from SBC Messaging. Customers who purchase an Enhanced Choice Plus or a 2-Line Enhanced Choice Plus (which includes uSelect 6SM) grouping of services from the Utility will continue to receive a \$1.95 discount off any residential voice mail product from SBC Messaging. Also Effective June 1, 2005, customers who purchase an All Distance/All Distance 2-Line package plus a Metro Plan from the Utility and National Connections from SBC LD will receive a \$3.95 discount from SBC Messaging on any residential voice mail product. Customers who purchase All Distance/All Distance 2-Line package from the Utility and National Connections from SBC LD will receive a \$.95 discount from SBC Messaging on any residential voice mail product.

NOTE 4: Service grandfathered effective January 4, 2005.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
 C. CURRENT RATES (Cont'd)

	CURRENT ¹ NON-RECURRING CHARGE	CURRENT MONTHLY RATE	USOC
2. <u>Message Center Call-in-One</u> ^{2,4} (Cont'd)			(T)
h. Reminders [®] Call ³ per mailbox	NO	NO	
i. Message Delivery to Non-Subscribers (MDNS) ³ usage, per message per recipient	NO \$.25	NO 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)

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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
Burlingame	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 Francisco
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		
Healdsburg		
Hercules		

NOTE 1: Message Center Call-in-One (CIO) is only available on the Unisys (T)
platform. Message Center CIO service grandfathered effective (N)
January 4, 2005. (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
D. EXCHANGES SERVED¹ (Cont'd)

LATA 2

Biggs	Oroville
Chico	Paradise
Dunigan	Red Bluff
Gazille	Redding
Gerber	Yreka
Grenada	
Hornbrook	
Los Molinas	
Montegue	

LATA 3

Alta	Marysville	Shingle Springs
Auburn	North Highlands	South Tahoe
Beal	North Sacramento	Springville
Biggs	Orangevale	Tahoe City
Davis	Placerville	Terra Bella
Esparto	Porterville	Truckee
Fair Oaks	Rocklin	West Sacramento
Folsom	Sacramento	Woodlake
French Gulch	Sequoia	Woodland
Georgetown	Shasta Lake	Woodlin
Grass Valley		Yuba City
Kyber		
Laton		

LATA 4

Clovis
Fresno
Hanford
Lemoore
Madera
Potterville
Selma
Tulare
Visalia

NOTE 1: Message Center Call-in-One (CIO) is only available on the Unisys (T)
platform. Message Center CIO service grandfathered effective (N)
January 4, 2005. (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
D. EXCHANGES SERVED¹ (Cont'd)

LATA 5, Los Angeles/Orange County

Acton	Fullerton	Placentia
Agoura	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	Newport Beach	Tustin
Culver City	North Hollywood	Van Nuys
Cypress	Northridge	Ventura
El Monte	Ojai	West Los Angeles
El Segundo	Orange	Willington
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-One (CIO) is only available on the Unisys (T)
platform. Message Center CIO service grandfathered effective (N)
January 4, 2005. (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.1 MESSAGE CENTER (Cont'd)
D. EXCHANGES SERVED¹ (Cont'd)

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

NOTE 1: Message Center Call-in-One (CIO) is only available on the Unisys (T)
platform. Message Center CIO service grandfathered effective (N)
January 4, 2005. (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (T)

A. DESCRIPTIONS

SBC Voice Mail (T)

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.

(D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
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. (T)

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. (T)

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 their calls directly forwarded to VM on busy/don't answer conditions and Message Waiting Indicator Features. Available in both standard and deluxe versions. Alternate ID available for an additional charge. The Utility's 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)

(D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
A. DESCRIPTIONS (Cont'd)

Centrex MailSM 100 (T)

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. (T)

Centrex MailSM 50 (T)

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. (T)

Extended Messaging¹ (T)

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. (T)

Pacific Bell Starter MailSM Series 50² (T)

SBC Call-in-One Series 50 (N)

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. (N)

NOTE 1: This service is grandfathered effective October 21, 1997.

NOTE 2: This service is grandfathered effective June 20, 1998.

(D)
(D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
A. DESCRIPTIONS (Cont'd)

SBC Call-in-One Series 50 Plus (T)

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 (ESP) from the Utility's A5.11 tariff and is included as part of SBC Messaging's CIO Series 50 service. (T)

SBC Call-in-One Series 100 (N)

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. (N)

SBC Call-in-One Series 100 Plus (T)

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 CIO Series 100 service to SBC Messaging's end users. (T)

(D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd)

A. DESCRIPTIONS (Cont'd)

Pacific Bell Starter Mailsm Series 50¹ (N)

Pacific Bell Starter Mailsm Series 50 Plus² (T)

(D)

(D)

Pacific Bell Starter Mailsm Series 100¹

Pacific Bell Starter Mailsm Series 100 Plus² (T)

(D)

(D)

NOTE 1: This service is grandfathered effective June 20, 1998.

NOTE 2: This service is grandfathered effective August 26, 2002.

(N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd)

(L)

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 non-payment 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)

(L) Formerly on Sheet 6.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd)

(N)

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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd)

B. MAXIMUM RATES

	<u>Maximum Non-Recurring Charge</u>	<u>Maximum Monthly Rate</u>	<u>USOC</u>
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) per mailbox	50.00	9.00	MBXPN
- Directory Listing (optional) 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 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 Pacific Bell Voice Mail(PBVM) mailbox; and 2) made by you from your business to access your mailbox and for the duration of the call. If Pacific Bell Telephone Company is your local exchange carrier (LEC), refer to Pacific Bell tariff A5.2 for applicable usage charges. If you subscribe to a LEC other than Pacific Bell, you may incur usage charges. You should check with your LEC for any applicable usage charges. If you purchase the PBVM Call-in-One service, Cingular will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your PBVM Call-in-One messages. PBVM Call-in-One service is only available when your business and Cingular lines are both located within the same LATA.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
 B. MAXIMUM RATES (Cont'd)

	Maximum Non-Recurring Charge	Maximum Monthly Rate	USOC	
1. SBC Voice Mail ¹ (Cont'd)				(T)
e. SBC Call-in-One Series 50				(N)
- Standard				
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				(T)
- Standard				
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				(T)
- Standard				
per mailbox	50.00	36.00	BVMF1	
- Paging Notification (optional)				
per mailbox	50.00	9.00	BVMPN	
- Call Transfer (optional)				
per mailbox	50.00	6.00	MBXCT	

NOTE 1: In addition to the charge for the SBC Messaging voice mail service, (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 (T)
 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 (T)
 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.

Material omitted now on Sheet 7.1.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)				(T)
B. MAXIMUM RATES (Cont'd)				
	Maximum Non-Recurring Charge	Maximum Monthly Rate	<u>USOC</u>	
1. SBC Voice Mail ¹ (Cont'd)				(T)
h. Series 100				(T) (L)
- 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	(L)
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	9.00	BVMPN	
- Call Transfer (optional) per mailbox	50.00	6.00	MBXCT	

NOTE 1: In addition to the charge for the SBC Messaging voice mail service, (T)
 depending on which business service you buy from your Local Exchange
 Carrier (LEC), you may incur usage charges for calls which are: (T)
 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 (T)
 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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)
 B. MAXIMUM RATES (Cont'd)

	Maximum Non-Recurring Charge	Maximum Monthly Rate	USOC	
1. SBC Voice Mail ¹ (Cont'd)				
k. SBC Call-in-One Series 100 (N)				
- Standard				
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)
l. SBC Call-in-One Series 100 Plus (T)(L)				
- Standard	50.00	5.00	MBXID	
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, depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges for calls which are: (T)(L)

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 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. (T)(L)

(L) Formerly on Sheet 7.1.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)				(T)
B. MAXIMUM RATES (Cont'd)				
	<u>Maximum Non-Recurring Charge</u>	<u>Maximum Monthly Rate</u>	<u>USOC</u>	
1. SBC Voice Mail ³ (Cont'd)				(T)
m. Centrex Mail SM 50/100				(T)
- Initial System (up to 30 mailboxes)	\$400.00	\$550.00	MBXCM BVMCM	
- Additional mailboxes per mailbox	50.00	18.00	BVMNR BVMNR MBXMR MBXNR	
n. Content Delivery per subscription, per mailbox	50.00	50.00		(T)
o. Change Order per order	50.00	NO	BFCMC	(T)
p. Additional Storage or Message Capacity per mailbox	50.00	200.00	BVMMS	(T)
q. Alternate Identification per mailbox	50.00	5.00	MBX1D BVM1D	(T)
r. Extended Messaging ¹				(T)
- Flat rate basis per mailbox	25.00	5.00	MBXEM BVMEM	
- Usage basis per message	25.00	1.00		
s. Pacific Bell Starter Mail SM				(T)
- Pacific Bell Starter Mail SM Series 50 ²				(T)

NOTE 1: This service is grandfathered effective October 21, 1997.

NOTE 2: This service is grandfathered effective June 20, 1998.

NOTE 3: 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: (T)

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 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. (T)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
 B. MAXIMUM RATES (Cont'd)

	Maximum Non-recurring Charge	Maximum Monthly Rate	USOC	
1. SBC Voice Mail ² (Cont'd)				(T)
- Pacific Bell Starter Mail SM Series 50 Plus ³			S5BSM	(T)
- per mailbox (5 mailbox minimum at a single location)	\$50.00	\$16.00	S5BSP S5BSE	
- Extensions per mailbox	50.00	16.00	S5ESE	
- Conversion from Series 50/50+ or 100/100+ (per mailbox)	50.00	NO		
- Conversion to Series Series 50/50+ or 100/100+ Centrex Mail (per mailbox)	50.00	NO		
t. Pacific Bell Starter Mail SM Series 100 ¹			BVMSP	(T)
- per mailbox	50.00	16.00	BVMSE	
- Usage ³ charge per minute	.15	NO		
- Extensions per mailbox	50.00	16.00		
- Conversion from Series 50/50+ or 100/100+ (per mailbox)	50.00	NO		
- Conversion to Series 50/50+ or 100/100+ Centrex Mail (per mailbox)	50.00	NO		

NOTE 1: This service is grandfathered effective June 20, 1998.

NOTE 2: In addition to the charge for the SBC Messaging voice mail service, (T)
 depending on which business service you buy from your Local Exchange
 Carrier (LEC), you may incur usage charges for calls which are: (T)
 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 (T)
 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 (T)
 applicable usage charges. If you purchase the SBC Call-in-One (T)
 service, Cingular will bill you airtime charges and any other (T)
 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.

NOTE 3: This service is grandfathered effective August 26, 2002.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
 B. MAXIMUM RATES (Cont'd)

	Maximum Non-recurring Charge	Maximum Monthly Rate	USOC	
1. SBC Voice Mail ² (Cont'd)				(T)
- Pacific Bell Starter Mail SM Series 100 ¹ (Cont'd)				(T)
- Pacific Bell Starter Mail SM Series 100 Plus ³				(T)
- per mailbox	\$50.00	\$16.00	S1BSP	
- Extensions				
per mailbox	50.00	16.00	S1ESE	
- Conversion from Series 50/50+ or 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				(T)
set-up	100.00	NO		
per message	10.00	NO		

NOTE 1: This service is grandfathered effective June 20, 1998.

NOTE 2: In addition to the charge for the SBC Messaging voice mail service, (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 (T)
 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. (T)

NOTE 3: This service is grandfathered effective August 26, 2002. (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)				(T)
B. MAXIMUM RATES (Cont'd)				
	<u>Maximum Non-Recurring Charge</u>	<u>Maximum Monthly Rate</u>	<u>USOC</u>	
1. SBC Voice Mail ² (Cont'd)				(T)
w. Reminders [®] Call ¹ per mailbox	\$20.00	\$5.00		(T)
x. Message Delivery to Non-Subscribers (MDNS) ¹ usage, per message per recipient	NO 1.50	NO NO		(T)

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, depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges for calls which are: (T)

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 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. (T)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd) (T)

C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC
1. Pacific Bell Voice Mail ⁴			
a. Series 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

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase an SBC California Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their Series 50/50+/100/100+ and CIO products. Customers will continue to receive this discount as long as they retain the SBC Business Solutions package. This discount is not available to customers who have a term agreement. (T) (T) (N) (N)

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. (T) (T) (T)

NOTE 4: In addition to the charge for the PBIS 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 Pacific Bell Voice Mail (PBVM) mailbox; and 2) made by you from your business to access your mailbox and for the duration of the call. If you purchase the PBVM Call-in-One service, Cingular will bill you airtime charges and any other applicable charges when you use your PCS handset to retrieve your PBVM Call-in-One messages. PBVM Call-in-One service is only available when your business and Cingular lines are both located within the same LATA. (T) (T) (T) (T) (T) (D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 PACIFIC BELL VOICE MAIL (Cont'd)

(T)

C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC
1. Pacific Bell Voice Mail ⁴ (Cont'd)			
b. Series 50			
- Deluxe per mailbox	\$19.95	\$29.95	MBXFA
- Paging Notification (optional) per mailbox	19.95	4.95	MBXPB
- Directory Listing (optional) per mailbox	10.00	5.00	MBXLC
c. Series 50 PLUS			
- Standard per mailbox	19.95	22.95 (I)	S5BF1
- Paging Notification (optional) per mailbox	19.95	4.95	MBXPB
- Directory Listing (optional) per mailbox	10.00	5.00	MBXLC

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase an SBC California Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their Series 50/50+/100/100+ and CIO products. Customers will continue to receive this discount as long as they retain the SBC 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.

(T)

(N)

(N)

(T)

(T)

(T)

(D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)
 C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC	
1. SBC Voice Mail ⁴ (Cont'd)				
d. Series 50 PLUS				(L)
- Deluxe per mailbox	\$19.95	\$31.95	S5BFA	
- Paging Notification (optional) per mailbox	19.95	4.95	MBXPN	
- Directory Listing (optional) per mailbox	10.00	5.00	MBXLC	(L)

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation. (N)

NOTE 2: Discounts may be applicable based on quantity and duration commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their 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. (N)

(L) Formerly on Sheet 8.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)
 C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC
1. SBC Voice Mail ⁴ (Cont'd)			
e. SBC Call-in-One Series 50			
- 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

(N)

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their 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.

(N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
 C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC	
1. SBC Voice Mail ⁴ (Cont'd)				(T)
f. SBC Call-in-One Series 50 Plus				(T)
- 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	MBXPB	
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	

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their 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. (T)

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: (T)
 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 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. (T)

Material omitted now on Sheet 7.3.5. Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES				
3.2	SBC VOICE MAIL (Cont'd)			(T)
C.	CURRENT RATES (Cont'd)			
		Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC
1.	SBC Voice Mail ⁴ (Cont'd)			(T)
h.	Series 100			(T)
	- Deluxe per mailbox	\$19.95	\$29.95	BVMFA
	- Paging Notification (optional) per mailbox	19.95	4.95	BVMPN
	- Call Transfer (optional) 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	S1BFA
	- 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, Call Transfer, Alternate Identification and/or Change Order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.				
NOTE 2: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their Series 50/50+/100/10+ 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, a 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 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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
 C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC
--	---	---	------

1. SBC Voice Mail⁴ (Cont'd) (T)

k. SBC Call-in-One Series 100 (N)

- Standard				
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 Notification, Call Transfer, Alternate Identification and/or Change Order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase an Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their Series 50/50+/100/100+ and CIO products. Customers will continue to receive this discount as long as they retain the SBC Business Solutions package. This discount is not available to customers who have a term agreement. (T)

NOTE 3: The nonrecurring charge will be waived on migrations of existing service from the Utility to a CLC, a 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: (T)
 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 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 (T)
 service, Cingular will bill you airtime charges and any other (T)
 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.

Material omitted now on Sheet 8.1.2.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)
 C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-Recurring Charge	Current ² Monthly Rate	USOC	
1. SBC Voice Mail ⁴ (Cont'd)				
1. SBC Call-In-One Series 100 Plus				(T)(L)
- Standard per mailbox (English/Spanish)	\$19.95	\$24.95	S1BPB S1BPS	(L)
- Deluxe per mailbox (English/Spanish)	19.95	34.95	S1BPA S1BPS	
- Directory Listing (optional) per mailbox	10.00	5.00		
- Call Transfer (optional)	NO	NO	BVMCT	
- Paging Notification (optional)	NO	NO	BVMPN	
- Alternate ID (optional)	NO	NO	BVM1D	

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change Order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation. (N)

NOTE 2: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility. Customers who purchase Business Solutions grouping will receive a \$4.00 discount off the monthly recurring charge on all of their Series 50/50+/100/100+ and CIO products. Customers will continue to receive this discount as long as they retain the SBC 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, a 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. (N)

(L) Formerly on Sheet 8.1.1.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd)				(T)
C. CURRENT RATES (Cont'd)				
	Current ^{1,2,4}	Current ²		
	Non-Recurring	Monthly	USOC	
	<u>Charge</u>	<u>Rate</u>		
1. SBC Voice Mail ⁵ (Cont'd)				(T)
m. Centrex Mail SM 50/100				(T)
- Initial System (up to 30 mailboxes)	\$200.00	\$275.00	MBXCM BVMCM	
- Additional mailboxes 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	19.95	NO	BFCMC	(T)
p. Additional Storage or Message Capacity per mailbox	50.00	150.00	BVMMS	(T)
q. Reserved				(T)

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change Order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility.

NOTE 3: Feature not currently available.

NOTE 4: The nonrecurring charge will be waived on migrations of existing service from the Utility to a CLC, a CLC to a CLC and a CLC to the Utility. (T)

NOTE 5: 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: (T)

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 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. (T)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
 C. CURRENT RATES (Cont'd)

	Current ^{1,2,3} Non-recurring Charge	Current ² Monthly Rate	USOC	
1. SBC Voice Mail ⁵ (Cont'd)				(T)
r. Extended Messaging ⁶				(T)
- Flat Rate Basis per mailbox	\$15.00	\$2.00		
- Usage Basis per message	15.00	.25	MBXEM	
s. Pacific Bell Starter Mail SM				(T)
- Pacific Bell Starter Mail SM Series 50 ⁴				
- Pacific Bell Starter Mail SM Series 50 Plus 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 100/100+ Centrex Mail (per mailbox)	NO	NO		

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and/or Change Order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility.

NOTE 3: The nonrecurring charge will be waived on migrations of existing service from the Utility to a CLC, a CLC to a CLC and a CLC to the Utility. (T)

NOTE 4: This service is grandfathered effective June 20, 1998.

NOTE 5: 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. (T)

NOTE 6: This service is grandfathered effective October 21, 1997. (D)

NOTE 7: This service is grandfathered effective August 26, 2002. (T)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.2 SBC VOICE MAIL (Cont'd) (T)
 C. CURRENT RATES (Cont'd)

	Current ^{1,2,5}	Current ²	
	Non-recurring	Monthly	
	<u>Charge</u>	<u>Rate</u>	<u>USOC</u>

1. SBC Voice Mail (Cont'd) (T)
 t. Pacific Bell Starter MailSM (Cont'd)

- Pacific Bell Starter Mail SM Series 100 ⁴				
- Pacific Bell Starter Mail SM Series 100 Plus ⁶			S1BSE	(T)
- per mailbox	\$19.95	\$9.95		
- Extensions				
per mailbox	19.95	7.95	S1ESE	
- Conversion from Series 50/50+ or 100/100+ (per mailbox)	10.00	NO		
- Conversion to Series 50/50+ or 100/100+ Centrex Mail (per mailbox)	NO	NO		
- Alternate ID (optional) per mailbox	19.95	2.95	BVM1D	

NOTE 1: Non-recurring for Paging Notification, Call Transfer, Alternate Identification and Change Order charge for a ring change are waived if included on the initial order or within fourteen days of mailbox installation.

NOTE 2: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility.

NOTE 3: Reserved.

NOTE 4: This service is grandfathered effective June 20, 1998.

NOTE 5: The nonrecurring charge will be waived on migrations of existing service from the Utility to a CLC, a CLC to a CLC and a CLC to the Utility. (T)
 |
 (T)
 (D)

NOTE 6: This service is grandfathered effective August 26, 2002. (T)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

- 3.2 SBC VOICE MAIL (Cont'd) (T)
- C. CURRENT RATES (Cont'd)
- 1. SBC Voice Mail (Cont'd) (T)

	Current ¹ Non-recurring Charge	Current ¹ Monthly Rate	USOC
u. Restoral of Service	\$75.00	NO	(T)
v. Audio Cassette Recording set-up	35.00	NO	(T)
per message	2.00	NO	
w. Reminders [®] Call ² per mailbox	NO	NO	(T)
x. Message Delivery to Non-Subscribers (MDNS) ²	NO	NO	(T)
usage, per message per recipient	.25	NO	(T)

D. EXCHANGES SERVED

SBC Voice Mail and SBC Call-in-One are available in any of California's telephone exchanges where technical capabilities exist and market conditions warrant. Therefore, no list of exchanges is herein provided. (T)

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility.

NOTE 2: Feature available beginning January 23, 2001 in LATA 3. Available on all Business voicemail products except the Starter Mail products. (T)
 (T)
 (D)

Continued

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).

(N)

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.

Continued

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.

(N)
|
(N)

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

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 simultaneously access messages at one time.

Outcall Alert

An interactive voice response service that provides applicaion software, consultation, records 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

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

(N)
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(N)

Continued

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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES

	Maximum Non-recurring Charge	Maximum Monthly Rate	(L)
1. Pacific Bell Call Management ⁶ per port ¹	NO	\$ 450.00	
2. Voice Mail			
- Installation per application	\$2,500.00	NO	
- Storage per hour (one hour per port minimum)	100.00	150.00	
- Changes per mailbox	20.00	NO	
- Content Delivery per subscription, per mailbox	20.00	50.00	
3. Extended Messaging ⁵			
- Flat rate basis per mailbox	25.00	5.00	
- Usage basis	25.00	1.00	
4. Starter Kit			
- Installation per application	2,000.00	1,500.00	
- Port Charge (2 ports) ²	NO	1,125.00 ³	
- Changes	See Application Change Schedule		

NOTE 1: Pacific Bell Call Management (PBCM) per port pricing does not apply to certain PBCM applications.

NOTE 2: As of February 1, 1996 this product application will require a 4 port minimum; however, it will continue to be offered to existing Customers at the two port minimum.

NOTE 3: This maximum monthly rate is doubled for four ports.

NOTE 4: A minimum of four ports is required.

NOTE 5: This service is grandfathered, effective August 30, 1997.

NOTE 6: Requires a 10 port minimum for Host Interfaces.

(L) Formerly on Sheet 10.

(L)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	<u>Maximum Non-recurring Charge</u>	<u>Maximum Monthly Rate</u>	
4A. Call Navigator			
- Installation			
per application	\$1000.00	NO	
- Changes			
per application ¹			
- Usage per transferred call: ³			(T)
Standard (0-500 outdial call allotment)	NO	\$500/mo	
per call charge in excess of allotment	NO	\$.10/call	
Deluxe (0-1000 outdial call allotment)	NO	\$1000/mo	
per call charge in excess of allotment	NO	\$.10/call	
Premium (0-1500 outdial call allotment)	NO	\$1500/mo	
per call charge in excess of allotment	NO	\$.10/call	(D)
			(D)
- Reports ²			

NOTE 1: See Application Schedule for rates.

NOTE 2: See Reports Schedule.

NOTE 3: Depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges:

- 1) For calls forwarded to your Call Navigator access line,
- 2) When a caller transfers out of the application to another telephone number,
- 3) If you have a voice mail mailbox that calls transfer to and,
- 4) When you call to retrieve messages from that mailbox.

Usage charges may be based on the duration of the call, or as defined by your LEC.

(N)
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 (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	Maximum Non-Recurring Charge	Maximum Monthly Rate	
5. Call Router			(L)
- 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 (L)
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, and	2,000.00	NO	
per port (two port minimum)		NO	300.00
- Message Charge			
per 2 minute message	100.00	NO	
per 5 minute message	200.00	NO	
- Changes		See Application Change Schedule	
c. Interactive ¹			
- Installation (four port minimum)			
per application			
customer recorded	\$2,000.00	NO	
studio recorded	4,000.00	NO	
- Storage			
per hour	NO	150.00	
- Changes		See Application Change Schedule	

NOTE 1: This service is grandfathered, effective June 1, 1996.
 (L) Formerly on Sheet 10.

Continued

~~CATEGORY III SERVICES~~

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)
 B. MAXIMUM RATES (Cont'd)

	<u>MAXIMUM NON-RECURRING CHARGE</u>	<u>MAXIMUM MONTHLY RATE</u>
7. VoiceForms		
a. Basic		
- Installation		
1st VoiceForm mailbox	\$1,000.00	NO
Additional VoiceForm mailboxes per mailbox	500.00	NO
- Usage (capacity)		
Standard (50 completed forms) per mailbox	NO	\$300.00
Deluxe (100 completed forms) per mailbox	NO	450.00
b. Plus		
- Installation (two port minimum) ²		
1st VoiceForm Plus mailbox	1,500.00	950.00
Additional VoiceForm Plus mailboxes per mailbox	500.00	950.00
- Storage		
per hour	NO	150.00
- Transcription service ¹		
via modem	NO	ICB
via hard copy	NO	ICB
8. Message Delivery		
- Usage		
per call recorded	1.50	NO
- Storage		
per hour	NO	150.00

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

NOTE 2: As of June 20, 1996 this product application will require a four port minimum; however, it will continue to be offered to existing Customers at the two port minimum and any additional ports will be provided at the Pacific Bell Call Management per port pricing. Customers ordering after June 20, 1996 will require a four port minimum and will be charged the standard Pacific Bell Call Management per port pricing for each port.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (CONT'D)

B. MAXIMUM RATES (CONT'D)

	MAXIMUM ¹ NON-RECURRING CHARGE	MAXIMUM ¹ MONTHLY RATE	
9. Packaged Applications			
a. Voice Library (four port minimum) ²			(T)
- Per application (100 module included)	\$3,500.00	NO	
- Additional Modules per 100	1,000.00	NO	
- Module Security Code per application	1,000.00	NO	
- Changes	See Application Change Schedule		
- Storage per hour	NO	\$150.00	z
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 per hour	NO	\$150.00	
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	

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between the Customer and the Utility.

NOTE 2: This service is grandfathered, effective June 1, 1996. (N)

z Correction - Non-Recurring Charge and Monthly Rate transposed in Advice Letter No. 17184, effective January 22, 1995.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	MAXIMUM ¹ NON-RECURRING CHARGE	MAXIMUM ¹ MONTHLY RATE
9. Packaged Applications (Cont'd)		
d. Outcall Alert ⁴		
- Per application		
with ASCII File	\$1,000.00	NO
w/o ASCII File	1,500.00	NO
- Usage		
flat rate basis		
billed monthly	NO	\$ 1,000.00
billed annually	NO	10,000.00 ²
per minute basis	NO	5.00
- Changes		See Application Change Schedule
e. Alert Announcement ⁴		
- Per application	\$1,000.00	NO
- Usage		
flat rate basis		
billed monthly	NO	\$ 500.00
billed annually	NO	5,000.00 ²
per minute basis		
less than 4000 minutes per day		NO 1.00/minute
greater than 4000 minutes per day		NO 5.00/minute
- Changes		See Application Change Schedule
10. Semi-custom Packaged Applications ⁵		
Additional per packaged		
application modified ³	\$4,000.00 plus	130% of
\$250.00 per hour (I) packaged		
application		
charges		
- Host Interface Port Charge ⁶		NO \$500.00

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between the Customer and the Utility.

NOTE 2: Annual amount billed once per year.

NOTE 3: Feature not currently available.

NOTE 4: This service is grandfathered effective April 25, 1996 and withdrawn as of June 4, 1996.

NOTE 5: This service is grandfathered effective June 20, 1996.

NOTE 6: As of March 13, 1998, this charge will apply to new customers. Existing customers will not be subject to this charge, unless they make changes to their service.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	MAXIMUM NON-RECURRING CHARGE	MAXIMUM MONTHLY 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				
a. Multilingual Set-up ² per extra language	500.00	NO		
b. Additional Location Set-up per location	1,000.00	NO		
c. Re-Installation of Disconnected Application 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 per language	1,000.00	NO		
e. FAX-on-Demand				
- Installation per applicaton	ICB		ICB	
- Changes 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 applications only.

NOTE 3: As of March 13, 1998 this charge will apply to new customers.
 Existing customers will not be subject to this charge, unless they
 make changes to their service.

Continued

(N)
 |
 (N)

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	<u>Maximum Non-Recurring Charge</u>	<u>Maximum Monthly Rate</u>	
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 per application	250.00	NO	(T) (T)
- Usage per transferred call ¹	RR	RR	
- Re-installation of Disconnected Application per location	\$250.00	NO	
- Customer Management Interface	NO	NO	(D) (D)
- Expedited Installation Charge per day expedited	150.00	NO	(N) (N)

Note 1: See 4A preceding for usage rates.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	Maximum Non-Recurring Charge	Maximum Monthly Rate	
13. 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			
- Caller Error Settings, per change	37.50	NO	
- Rotary, per change	37.50	NO	
- Call Navigator, (e.g. after hours tree design) initial design and subsequent changes	37.50	NO	
d. Database Changes			
- Application, per record	100.00	NO	
- Core Database, per change ²	500.00	NO	
- Provided manual/hardcopy other than ASCII, per hour	200.00	NO	
e. Custom Changes, per hour ¹	300.00	NO	z

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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	<u>Maximum Non-Recurring Charge</u>	<u>Maximum Monthly Rate</u>	
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			
2 transfers per request	250.00	NO	
- Schedule change for other than a			
24 hour menu	250.00	NO	(N) (N)
14. Downgrade Charge for Call Navigator ¹	250.00	NO	

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

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

B. MAXIMUM RATES (Cont'd)

	<u>Maximum Non-Recurring Charge</u>	<u>Maximum Monthly Rate</u>	
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} per report	ICB	ICB	
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 Daily Reports.

NOTE 2: Quoted per customer specifications.

NOTE 3: Standard delivery is via facsimile at no additional charge.

NOTE 4: Available with Call Router individual voice response application only. (T)

(D)

(D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (CONT'D)

B. MAXIMUM RATES (CONT'D)

	MAXIMUM NON-RECURRING CHARGE	MAXIMUM MONTHLY 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			
minimum	NO	\$10,000.00	
per minute (or fraction thereof)		NO	.75
per call transfer	NO	1.00	
- Changes (See Application Change Schedule)			
- Reports (See Report Options Schedule)			
- Recording Charges			
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 services⁴

- per hour	500.00	NO	(N)
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NOTE 1: Discounts may be applicable based on usage volumes.

NOTE 2: Quoted per customer specifications.

NOTE 3: As of April 26, 1996, Pacific will no longer offer Pacific Bell Voice Choicesm to new customers and, upon 40 days notice to existing customers, Pacific will begin to withdraw the service. However, the tariff terms and conditions for Pacific Bell Voice Choicesm will be grandfathered until such time as the service has been fully withdrawn.

NOTE 4: Charges may be applied to customer requested service for service problem resolution where it is determined that the problem was not caused by the Utility.

(N)
|
(N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)
 B. MAXIMUM RATES (Cont'd)

	<u>Maximum Non-Recurring Charge</u>	<u>Maximum Monthly Rate</u>	
17. Report Options for Call Navigator ¹			
a. Additional or Duplicate Reports outside of standard monthly reports/delivery.	NO	\$ 200.00	3(T)
18. Dynamic Interactive Voice Architecture (DIVA)			
a. Installation			3(T)
- 3 year or more contract	\$2,500.00	NO	(T)
- Less than 3 year contract	5,000.00	NO	(T)
b. Port charge (4 port minimum)			3(T)
- 4 to 23 ports	NO	700.00	
- 24 to 48 ports	NO	700.00	
- 49 or more ports	NO	700.00	
c. Add-ons per port			
- Names Directory	NO	100.00	
- Call Library (requires outbound fax port)	NO	100.00	
- Voice Form	NO	100.00	
- Zip Code Locator	NO	100.00	3(T)
- Telecommunication Device for Deaf (TDD) ³	NO	100.00	(N)
d. Languages (installation includes one language)			3(T)
- Per additional language	500.00	NO	(T)
e. Initial Studio/Tape Recording charge	3,000.00	NO	
- Additional studio charge per hour	500.00	NO	(T)
f. Development charge (after turn-up) for changes per hour	500.00	NO	3(T) (T)
g. DIVA Reports ²			
- Monthly Standard Reports available at no charge	NO	NO	3(T)
- Optional daily standard reports per mo. charge - per report	NO	150.00	3(T)
- Optional weekly standard per mo. charge - per report	NO	100.00	
- Special (Adhoc) reports available upon request	ICB	ICB	3(T)

NOTE 1: Daily Activity report, weekly activity report and call termination report included in monthly Call Navigator service price. Call Navigator reports are only provided via e-mail or fax.

NOTE 2: DIVA Reports delivered via e-mail only.

NOTE 3: Pending CPUC Approval of Advice Letter No. 23546.

(N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES

	<u>Current¹ Non-Recurring Charge</u>	<u>Current¹ Monthly Rate</u>
1. Pacific Bell Call Management ⁹ per port ³	NO	\$375.00
2. Voice Mail ⁷		
- Installation per application	\$2,000.00	NO
- Storage per hour (one hour per port minimum)	NO	50.00
- Changes per mailbox	15.00	NO
- Content Delivery ² per subscription, per mailbox	NO	NO
3. Extended Messaging ⁸		
- Flat rate basis per mailbox	15.00	2.00
- Usage basis Message	15.00	.25
4. Starter Kit ²		
- Installation per application	1,000.00	NO
- Port Charge (2 ports) ^{4, 5}	NO	700.00 ⁶
- Changes	See Application Change Schedule	

- NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility. Discounts not available on Call Navigator. (T)
- NOTE 2: Feature not currently available.
- NOTE 3: Pacific Bell Call Management (PBCM) per port pricing does not apply to certain PBCM applications.
- NOTE 4: Additional ports priced per standard PBCM port pricing.
- NOTE 5: As of February 1, 1996, this product application will require a four port minimum; however, it will continue to be offered to existing Customers at the two port minimum.
- NOTE 6: This maximum monthly rate is doubled for four ports.
- NOTE 7: A minimum of four ports is required.
- NOTE 8: This service is grandfathered, effective August 30, 1997.
- NOTE 9: Requires a 10 port minimum for Host Interfaces.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	Current ¹ Non-Recurring <u>Charge</u>	Current ¹ Monthly <u>Rate</u>	
4A. Call Navigator ^{3,4}			(T)
- Installation			
per application	\$225.00 (I)	NO	
- Changes			
per application ²			
- Usage per transferred call			
Standard (0-500 call allotment)	NO	\$165/mo	
per call charge in excess of allotment	NO	\$.06/call	
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	(D)
			(D)
- Reports ³			

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as requested between and agreed upon by the customer and the utility. Discounts not available on Call Navigator. (T)

NOTE 1: See Application Schedule for rates.

NOTE 2: See Reports Schedule.

NOTE 3: The new prices for Call Navigator will become effective for new customers as of December 1, 1999. Existing customers will continue to be charged at the old rates until they discontinue or alter service (upgrade/downgrade or new turn-up). (T)

NOTE 4: Depending on which business service you buy from your Local Exchange Carrier (LEC), you may incur usage charges: (N)

- 1) For calls forwarded to your Call Navigator access line,
- 2) When a caller transfers out of the application to another telephone number,
- 3) If you have a voice mail mailbox that calls transfer to and,
- 4) When you call to retrieve messages from that mailbox.

Usage charges may be based on the duration of the call, or as defined by your LEC. (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	<u>Current¹ Non-recurring Charge</u>	<u>Current¹ Monthly Rate</u>	
5. Call Router			
- Installation (four port minimum) per application			
customer recorded	\$2,000.00	NO	
studio recorded	3,000.00	NO	
- Storage			
per hour	NO	\$50.00	(R)
- Changes (See Application Change Schedule)			
- Names Directory	400.00	NO	
- Call Progress Detection	500.00	NO	(R)
			(R)
6. Audiotext			
a. Announcement Service ²			
- Installation			
per application	700.00	NO	
- Message Charge			
per 2 minute message	NO	NO	
per 5 minute message	100.00	NO	
per 10 minute message	250.00	NO	
- Usage			
per minute (400 minute minimum per month)	NO	.25	
b. Announcement Service Plus ²			
- Installation (two port minimum)			
per application, and	1,500.00	NO	
per port (two port minimum)	NO	150.00	
- Message Charge			
per 2 minute message	NO	NO	
per 5 minute message	100.00	NO	
- Changes	See Application Change Schedule		

NOTE 1: Discounts may be applicable based on quantity and duration of
 commitment, as negotiated between and agreed upon by the Customer and
 the Utility.

NOTE 2: This service is grandfathered, effective June 1, 1996.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	<u>Current¹ Non-recurring Charge</u>	<u>Current¹ Monthly Rate</u>
6. Audiotext (Cont'd)		
c. Interactive ²		
- Installation (four port minimum) per application		
customer recorded	\$1,000.00	NO
studio recorded	2,000.00	NO
- Storage		
per hour	NO	50.00 (R)
- Changes	See Application Change Schedule	
7. VoiceForms		
a. Basic		
- Installation		
1st VoiceForm mailbox	250.00 (R)	NO
Additional VoiceForm mailboxes per mailbox	100.00	NO
- Usage (capacity)		
Standard (50 completed forms per mailbox)	NO	150.00 (R)
Deluxe (100 completed forms per mailbox)	NO	250.00 (R)

NOTE 1: Discounts may be applicable based on quantity and duration of **commitment**,
 as negotiated between and agreed upon by the Customer and the Utility.

NOTE 2: This service is grandfathered, effective June 1, 1996.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	<u>Current¹ Non-Recurring Charge</u>	<u>Current¹ Monthly Rate</u>	
6. VoiceForms (Cont'd)			z
b. Plus			
- Installation (two port minimum) ²			
1st VoiceForms Plus mailbox	\$500.00	NO	(R)
Additional VoiceForms Plus mailboxes			
per mailbox	100.00	NO	
- Storage			
per hour	NO	\$50.00	(R)
- Transcription Service ³			
via modem	ICB	ICB	
via hard copy	ICB	ICB	
8. Message Delivery			
- Usage			
per call recorded	.35	NO	
- Storage			
per hour	NO	50.00	(R)

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility.

NOTE 2: As of June 20, 1996 this product application will require a four port minimum; however, it will continue to be offered to existing Customers at the two port minimum and any additional ports will be provided at the Pacific Bell Call Management per port pricing. Customers ordering after June 20, 1996 will require a four port minimum and will be charged the Pacific Bell Call Management per port pricing for each port.

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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	<u>Current¹ Non-recurring Charge</u>	<u>Current¹ Monthly Rate</u>
9. Packaged Applications		
a. Voice Library (four port minimum) ²		
- Per application (100 modules included)	\$2,000.00	NO
- Additional modules per 100	500.00	NO
- Module Security Code per application	500.00	NO
- Changes	See Application Change Schedule	
- Storage per hour	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 per 1,000 records	250.00	NO
- Database update by phone 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)
c. Fast Finder (four port minimum) ²		
- Per application with ASCII file	2,000.00	NO
- Additional ASCII Records per 500	250.00	NO
- Hardcopy database set-up per 100 records	250.00	NO
- Changes	See Application Change Schedule	
- Storage per hour	NO	50.00 (R)

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between the Customer and the Utility.

NOTE 2: This service is grandfathered, effective June 1, 1996.

Continued

CATEGORY III SERVICES
 D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)
C. CURRENT RATES (Cont'd)

	CURRENT ¹ NON-RECURRING CHARGE	CURRENT ¹ MONTHLY RATE
<u>9. Packaged Applications (Cont'd)</u>		
<u>d. Outcall Alert⁴</u>		
- Per application with ASCII File	\$ 500.00	NO
w/o ASCII File	1,000.00	NO
<u>- Usage</u>		
flat rate basis billed monthly	NO	\$ 500.00
billed annually	NO	5,500.00 ²
per minute basis	NO	1.00
- Changes	See Application Change Schedule	
<u>e. Alert Announcement⁴</u>		
- Per application	\$500.00	NO
<u>- Usage</u>		
flat rate basis billed monthly	NO	\$ 275.00
billed annually	NO	3,000.00 ²
per minute basis less than 4000 minutes per day	NO	.25/minute
greater than 4000 minutes per day	NO	1.00/minute
- Changes	See Application Change Schedule	
<u>10. Semi-custom Packaged Applications⁵</u>		
- Additional per packaged application modified ³	\$1,000.00 plus 200.00 per hour (I)	110% of packaged application charges
- Host Interface Port Charge ⁶	NO	\$250.00

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between the Customer and the Utility.

NOTE 2: Annual amount billed once per year.

NOTE 3: Feature not currently available.

NOTE 4: This service is grandfathered effective April 25, 1996 and withdrawn as of June 4, 1996.

NOTE 5: This service is grandfathered effective June 20, 1996.

NOTE 6: As of March 13, 1998 this charge will apply to new customers. Existing customers will not be subject to this charge, unless they make changes to their service.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	Current ¹ non-recurring Charge	Current ¹ Monthly Rate	
11. Custom Applications			
- Development & Installation ³	ICB	ICB	
- Ports	NO	110% of standard port pricing	z
- Changes per hour	\$200.00	NO	
- Storage 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 per language	750.00	NO	
- Customer provided tape per language	500.00	NO	

NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between the Customer and the Utility.

NOTE 2: Feature not currently available.

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 apply to new customers.

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

z Correction

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	Current ¹ Non-Recurring Charge	Current ¹ Monthly Rate	
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	
g. Expedited Installation			
per day expedited	100.00	NO	
h. Call Navigator			
- Multilingual set up per extra language	100.00	NO	
- Additional application set up per application	225.00 (I)	NO	(T) (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 per day expedited	100.00	NO	(N) (N)
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.			(N)
NOTE 2: Feature not currently available.			
NOTE 3: No non-recurring charge when ordered with Pacific Bell Call Management Voice Mail.			
NOTE 4: See 4A preceding for usage rates.		Continued	

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	Current ¹ Non-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)	NO
- Rotary, per change	37.50 (I)	NO
- Call Navigator, (e.g. after hours tree design) 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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	Current ¹ Non-recurring <u>Charge</u>	Current ¹ Monthly <u>Rate</u>	
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	(D)
- Telephone/mailbox transfer change			
2 transfers per request	50.00	NO	
- Schedule change for other than a			
24 hour menu	50.00	NO	(N) (N)

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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	Current ¹ Non-Recurring Charge	Current ¹ Monthly Rate	
14. Downgrade Charge for Call Navigator per application ⁴	\$19.95	NO	(T) (T)
15. Report Options ^{5,6}			(T)
a. Daily Activity Reports ² per report		\$75.00	
b. Daily Call Profile Reports ² per report		75.00	
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	NO	5.00	

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

NOTE 2: U.S. Mail delivery not available for daily reports.

NOTE 3: Quoted per customer specifications.

NOTE 4: Nonrecurring downgrade charge will be waived on downgrades made within thirty (30) days of initial order.

NOTE 5: Standard delivery is via facsimile at no additional charge.

NOTE 6: Available with Call Router, and individual voice response applications only. (T)
(D)
(D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)

C. CURRENT RATES (Cont'd)

	CURRENT ¹ NON-RECURRING CHARGE	CURRENT ¹ MONTHLY RATE	
15. Pacific 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 Schedule)			
- Reports (See Report Options Schedule)			
- Recording Charges			
Studio Message Recording			
- per language	2,000.00	NO	
Customer-provided tape			
- per language	1,000.00	NO	

16. Service Calls (N)

a. Customer premise support services⁶

- per hour	300.00	NO	(N)
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NOTE 1: Discounts may be applicable based on quantity and duration of commitment, as negotiated between and agreed upon by the Customer and the Utility.

NOTE 2: Discounts may be applicable based on usage volumes.

NOTE 3: Quoted per customer specifications.

NOTE 4: Discounts may be applicable based on quantity (i.e., number of minutes of use) and duration of commitment, as negotiated and agreed upon by the Customer and the Utility.

NOTE 5: As of April 26, 1996 Pacific will no longer offer Pacific Bell Voice ChoiceSM to new customers and, upon 40 days notice to existing customers, Pacific will begin to withdraw the service. However, the tariff terms and conditions for Pacific Bell Voice ChoiceSM will be grandfathered until such time as the service has been fully withdrawn.

NOTE 6: Charges may be applied to customer requested service for service problem resolution where it is determined that the problem was not caused by the Utility.

(L) Material omitted now on Sheet 11.7.

Continued

(N)
 |
 (N)

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.3 PACIFIC BELL CALL MANAGEMENT (Cont'd)
 C. CURRENT RATES (Cont'd)

	<u>Current¹ Non-Recurring Charge</u>	<u>Current¹ Monthly Rate</u>	
17. Report Options for Call Navigator ²			
a. Additional or Duplicate Reports outside of Standard monthly reports/delivery.	NO	\$ 25.00	3 (T)
18. Dynamic Interactive Voice Architecture (DIVA)			
a. Installation			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)			
- 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			
- 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	3 (T)
- Telecommunication Device for Deaf (TDD) ⁴	NO	10.00	(N)
d. Languages (installation includes one language)			3 (T)
- Per additional language	250.00	NO	(T)
e. Initial Studio/Tape Recording charge (4 hour minimum)	1,000.00	NO	3 (T) (T)
- Additional studio charge per hour	250.00	NO	(T)
f. Development charge (after turn-up) for changes per hour	NO	200.00	3 (T) 3 (T)
g. DIVA Reports ³			
- Monthly Standard Reports available at no charge	NO	NO	3 (T)
- Optional daily standard reports 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	3 (T)

NOTE 1: Prices based on month-to-month service. Term and Volume discounts for 1 and 3 year contracts are applicable. ICB based on customer requirement and capacity.

NOTE 2: Daily activity report, weekly activity report and call termination report included in monthly Call Navigator service price. Call Navigator reports are only provided via e-mail or fax.

NOTE 3: DIVA Reports delivered via e-mail only.

NOTE 4: Pending CPUC Approval of Advice Letter No. 23546.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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)

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES

A. DESCRIPTIONS

1. Pacific Bell Assistant¹

(T)

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 number. 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

(T)

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

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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.

(N)

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.

(N)

Material omitted now on Sheet 11.8.2.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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 SBC UC products which include Call Forwarding, the Call Forwarding has 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 Forwarding, the Call Forwarding must be purchased separately by the customer. Business SBC UC Lite comes with 100 MB of storage. Optional 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

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

(N)

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.

(N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd)

B. MAXIMUM RATES

	MAXIMUM NON-RECURRING CHARGE	MAXIMUM MONTHLY RATE	
1. Pacific Bell Assistant ^{1,2} (PBA)			(T)
a. Standard	\$50.00	\$100.00	
b. Advanced	50.00	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. (N)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd)

B. MAXIMUM RATES (Cont'd)

	<u>MAXIMUM NON-RECURRING CHARGE</u>	<u>MAXIMUM MONTHLY RATE</u>	
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	20.00	30.00	
Without Call Forwarding	20.00	30.00	(N)
d. SBC UC - Business ⁶ With Call Forwarding	20.00	50.00	
Without Call Forwarding	20.00	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 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.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES (Cont'd)

B. MAXIMUM RATES (Cont'd)

	<u>MAXIMUM NON-RECURRING CHARGE</u>	<u>MAXIMUM MONTHLY RATE</u>
2. SBC Unified Communications (SBC UC) ¹ (Cont'd)		
(1) Optional Features		
(a) Alternate ID w/Call Forwarding and MWI on Second Line		
- Residence	NA	10.00
- Business	\$15.00	10.00
(b) Alternate ID w/o Call Forwarding		
- Business only	15.00	5.00
(c) Additional Storage		
- 50 MB (Residence and Business)	Res \$0 Bus \$15	10.00
- 100 MB (Residence and Business)	Res \$0 Bus \$15	20.00
- 150 MB (Residence only)	Res \$0 Bus NA	30.00
(d) Downgrade Charge (Residence and Business) ²	\$20.00	NA
(e) Change Order Charge (Residence and Business)	20.00	NA
(f) Underutilization Charge (Business)		
- per mailbox under minimum commitment on Term Agreements	NA	\$20.00

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 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 2: A downgrade charge applies when the customer downgrades from an SBC UC product to a TMC/TMC CIO or Business Voice Mail/Business Voice Mail CIO Product. If the customer downgrades within 90 days of upgrading to an SBC UC product, this charge will not apply.

(N)
 (N)
 (D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES

C. CURRENT RATES

	<u>CURRENT NON-RECURRING CHARGE</u>	<u>CURRENT MONTHLY RATE</u>
1. Pacific Bell Assistant ^{1,2} (PBA)		
a. Standard	\$19.95	\$39.95
b. Advanced	25.00	49.95
c. Change Order 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. (N)
 Material omitted now on Sheet 11.12.

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES

C. CURRENT RATES (Cont'd)

	<u>CURRENT NON-RECURRING CHARGE</u>	<u>CURRENT MONTHLY CHARGE</u>
2. SBC Unified Communications (SBCUC) ¹		
a. SBC UC Lite - Residential Call Forwarding Included	\$19.95	\$9.95 ²
b. SBC UC - Residential Call Forwarding Included	19.95	11.95 ²
c. SBC UC Lite - Business ³ With Call Forwarding	19.95	24.95
Without Call Forwarding	19.95	22.95
d. SBC UC - Business ³ With Call Forwarding	19.95	27.95
Without Call Forwarding	19.95	25.95
e. SBC UC Message Director - Business ³ With or Without Auto Attendant functionality	19.95	33.95

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. No. 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 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 2: Effective June 1, 2005, customers who purchase a Personal Choice Plus or a 2-Line Personal Choice Plus (which includes uSelect 3SM) grouping of services from the Utility will receive a \$.95 discount off any residential voice mail product from SBC Messaging. Customers who purchase an Enhanced Choice Plus or a 2-Line Enhanced Choice Plus (which includes uSelect 6SM) grouping of services from the Utility will continue to receive a \$1.95 discount off any residential voice mail product from SBC Messaging. Also effective June 1, 2005, customers who purchase an All Distance/All Distance 2-Line package plus a Metro Plan from the Utility and National Connections from SBC LD will receive a \$3.95 discount from SBC Messaging on any residential voice mail product. Customers who purchase an All Distance/All Distance 2-Line package from the Utility and National Connections from SBC LD will receive a \$.95 discount from SBC Messaging on any residential voice mail product.

NOTE 3: Discounts applicable on business products based on quantity and term, as negotiated between the customer and SBC Messaging.

(C)
 (C)

Continued

CATEGORY III SERVICES
 D3. VOICE BASED INFORMATION SERVICES

3.4 OTHER VOICE BASED INFORMATION SERVICES

C. CURRENT RATES (Cont'd)

	CURRENT NON-RECURRING CHARGE	CURRENT MONTHLY CHARGE
<u>2. SBC Unified Communications (SBCUC)¹ (Cont'd)</u>		
<u>(1) Optional Features</u>		
<u>(a) Alternate ID w/Call Forwarding and MWI on Second Line</u>		
- Residence	NA	4.95
- Business	\$10.00 ³	4.95
<u>(b) Alternate ID w/o Call Forwarding</u>		
- Business only	10.00 ³	2.95
<u>(c) Additional Storage</u>		
- 50 MB (Residence and Business)	Res \$0 Bus \$10 ³	4.95
- 100 MB (Residence and Business)	Res \$0 Bus \$10 ³	9.90
- 150 MB (Residence only)	Res \$0 Bus NA	13.85
<u>(d) Downgrade Charge (Residence and Business)²</u>	\$19.95	NA
<u>(e) Change Order Charge (Residence and Business)</u>	19.95	NA
<u>(f) Underutilization Charge (Business)</u>		
- per mailbox under minimum commitment on Term Agreements	NA	\$10.00

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 SBC California is your Local Exchange Carrier (LEC), refer to the Utility's Schedule Cal.P.U.C. No. 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 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 2: A downgrade charge applies when the customer downgrades from an SBC UC product to a TMC/TMC CIO or Business Voice Mail/Business Voice Mail CIO Product. If the customer downgrades within 90 days of upgrading to an SBC UC product, this charge will not apply. (N)

NOTE 3: Non-recurring charge waived for business customers if ordered within 14 days of initial order. (D)

Continued

CATEGORY III SERVICES

D3. VOICE BASED INFORMATION SERVICES

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.