

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY 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>
24th	CS A
25th <sup>1</sup>	CS A
7th	ToC A
4th	1
5th <sup>1</sup>	2
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NOTE 1: Issued

CC: 5170

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

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CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES

5.1.1 BUSINESS CATEGORY SEARCH

(T)

A. SERVICE DESCRIPTION

(N)

1. Business Category Search (BCS) provides customers with the ability to request business listings, by city, address, street, intersection, or specific business location for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.
2. Method of Provisioning - SBC Pacific Bell Telephone Company searches and retrieves listings, randomly, on a geographic basis, such as an address, street, intersection, or specific business location. SBC Pacific Bell Telephone Company will suggest three business names to the customer, unless fewer listings are available, in which case only those listings retrieved will be suggested. If the suggested listings do not satisfy the customer, additional searches can be requested. SBC Pacific Bell Telephone Company's operators will provide the business address(es), along with the telephone number, if requested by the customer.
3. SBC Pacific Bell Telephone Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service. Permanent removal of a listing is available with non-published service.

B. REGULATIONS

1. The regulations and rates set forth below apply to each customer request for assistance in determining the telephone number information of a Business as defined in 5.1.1,A., preceding, when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.
2. The customer can obtain up to ten business telephone numbers on a call. The customer will be charged for each business telephone number provided. If none of the suggested listings satisfy the customer's request, the customer will be charged a single charge for each requested business search, at the applicable rate specified in 5.1.1,C., following. The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed, or not found.

(N)

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.1 BUSINESS CATEGORY SEARCH (Cont'd)

B. REGULATIONS (Cont'd)

- 3. There are no billing exemptions or call allowances for BCS service requests.
- 4. Business Category Search is not currently available from Pay Telephones.

With respect to any claim or suit, by a customer or others, the Utility shall not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Utility's liability, if any, for its gross negligence or willful misconduct shall not be limited by this tariff. (T)

C. RATES AND CHARGES

Charge Per Listing Request

1. Maximum Rates

Sent Paid Request \$2.00

2. Current Rates

Sent Paid Request 1.99 (I)

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.1 RESERVED (Cont'd)

(T)

Material omitted now in Schedule Cal.P.U.C. No. A5., Sheet 523.6.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.1 RESERVED (Cont'd)

(T)

Material omitted now in Schedule Cal.P.U.C. No. A5., Sheet 523.7.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.1 RESERVED (Cont'd)

(T)

Material omitted now in Schedule Cal.P.U.C. No. A5., Sheet 523.8.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.1 RESERVED (Cont'd)

(T)  
(D)  
(D)

(D)  
|  
(D)

Material omitted now in Schedule Cal.P.U.C. No. A5., Sheet 523.8.

Continued



CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.1 RESERVED (Cont'd)

(T)

(D)

(D)

(D)

Material omitted now in Schedule Cal.P.U.C. No. A5., Sheet 523.9.

Continued

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.2 NATIONAL DIRECTORY ASSISTANCE (T)

A. Description

1. National Directory Assistance (NDA) is a service whereby customers may request telephone listing information anywhere in the nation, by dialing 411. (T)

B. General Regulations

1. The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone listing information for areas outside of their local calling area or Local Access and Transport Area (LATA).
2. National Directory Assistance is available to business and residence customers where facilities and operating conditions permit. (T)
3. The customer will be charged for each listing request made during the call. The National Directory Assistance rate shown in C. following, applies per listing request whether or not a number is provided<sup>1</sup>. (T)
4. There are no exemptions from billing for requests for National Directory Assistance. (T)  
(T)
5. There are no call allowances associated with National Directory Assistance requests. (T)  
(T)
6. Requests for Local Directory Assistance are billed at the rates and regulations set forth in SCHEDULE CAL.P.U.C. NO. A5.
7. Reverse Directory Assistance available with National Directory Assistance at the rates and regulations shown in Schedule Cal.P.U.C. No. D5.1.4. (T)  
(T)  
2(T)
8. The Utility assumes no responsibility for the accuracy of the information provided. 2(T)

NOTE 1: Includes requests for numbers which are determined to be non-published, non-listed or not found.

NOTE 2: Pending CPUC Approval of Advice Letter No. 21065. (N)

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.2 NATIONAL DIRECTORY ASSISTANCE (Cont'd)

C. RATES AND CHARGES

1. Maximum Rates

Charge per sent paid request<sup>1</sup> \$1.99

2. Current Rates

Charge per sent paid request<sup>1</sup> \$1.99 (I)

NOTE 1: Includes requests for numbers which are determined to be non-published,  
non-listed or not found.

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd) (N)

5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE

A. GENERAL DESCRIPTION (N)

The Utility will provide Directory Assistance (DA) Service to a customer (L)  
from Directory Assistance Service access locations (DA Location). (L)

Refer to Section 9.1 of Schedule Cal.P.U.C. No. 175-T for information on (N)  
transport to the DA location and on Nonpublished Number Report Service. (N)

B UNDERTAKING OF THE UTILITY (T)(L)x

1. A Utility Directory Assistance operator, when furnished a name and (T)  
locality, will provide or attempt to provide the telephone number and  
address information associated with the requested telephone number  
listed in the Utility Directory Assistance records associated with the  
name given at the rates and charges as set forth in 5.1.3,F.2 (T)  
following. The Utility's contact with the customer's end user shall be  
limited to that effort necessary to process a customer's end user's  
request for a telephone number and associated address information; and  
the Utility will not transfer, forward or redial a customer's end user  
call to any other location for any purpose other than provision of  
Directory Assistance Service.

2. A maximum of three (3) requests for telephone numbers will be accepted (T)  
per call to the Directory Assistance operator.

3. A telephone number which is not listed in Directory Assistance records (T)  
will not be available to the customer's end user.

4. The Utility will specify the Directory Assistance Service access (T)  
location which provides the Directory Assistance Service for each  
numbering plan area code (NPA). The Directory Assistance Locations are  
as shown in 14.3 in Schedule Cal.P.U.C. No. 175-T. (L)x

(L) Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 563.

(L)x Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 563-A.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

- |       |   |                                   |
|-------|---|-----------------------------------|
| 5.1   | DIRECTORY SERVICES (Cont'd)   | (N)                               |
| 5.1.3 | INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)   |                                   |
| B.    | UNDERTAKING OF THE UTILITY (Cont'd)   | (N)                               |
| 5.    | When it becomes necessary, as determined by the Utility, to change a Directory Assistance Service access location, the Utility will notify the customers involved six months prior to the change. For such changes, the regulations as set forth in 2.1.7 of Schedule Cal.P.U.C. No. 175-T apply. | (T)(L)<br> <br>(T)<br> <br>(T)(L) |

(L) Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 564.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

- 5.1 DIRECTORY SERVICES (Cont'd) (N)
- 5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd) (N)
- C. OBLIGATIONS OF THE CUSTOMER (T)(L)
1. The customer shall determine and order the number of lines or trunks interface type of Dedicated Directory Access Services it needs for Directory Assistance Service. (T)
  2. When Directory Assistance Service is initially ordered using Dedicated Directory Access Service, the customer shall order the service for at least sixty days. Not later than sixty days prior to the discontinuance of service, the customer shall notify the Utility if the service is to be discontinued at the end of the sixty day period. If no notice is received from the customer, the Utility will automatically extend the service for another sixty days and all appropriate charges as set forth in Section E. following for another sixty days will apply. (T)
  3. The customer facilities at the customer premises shall provide the necessary on-hook and off-hook supervision. (T)
  4. When requested by the Utility, the Dedicated Directory Access Service customer shall order a separate trunk group for Directory Assistance Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.1.2(E)(1) in Schedule Cal.P.U.C. No. 175-T. (T) (L)

(L) Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 568.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

- 5.1 DIRECTORY SERVICES (Cont'd) (N)
- 5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd) (N)
- C. OBLIGATIONS OF THE CUSTOMER (Cont'd) (T)(L)
- 5. When the customer bills its end users, the customer shall be responsible (T)  
for all contacts and arrangements with its end users concerning the  
provision and maintenance of, and the billing and collecting of charges,  
for Directory Assistance for services furnished to its end users. When  
the Utility bills the customer's end users at the request of the  
customer, contacts and arrangements with customer's end users concerning  
the billing and collecting of charges will be as set forth in 8.2 in (T)  
Schedule Cal.P.U.C. No. 175-T. (T)
- 6. The customer and the Utility agree to work cooperatively to establish (T)  
estimated Directory Assistance call volumes to enable the Utility to  
perform resource planning. (L)

(L) Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 569.

Continued

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd) (N)

D. PAYMENT ARRANGEMENTS

1. Minimum Periods

The minimum period for which Dedicated Directory Access Service and Directory Assistance Service is provided and for which charges apply is sixty days. If the Carrier fails to give sixty days notice, it will be billed for an amount equal to the previous months billing.

Such amount will not exceed the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

2. Refer to Section 9.1.4 of Schedule Cal.P.U.C. No. 175-T for information on payment arrangements related to Dedicated Directory Access Service. (N)

3. Credit Allowance for Directory Assistance Service (T)(L)

- a. When the Directory Assistance Service access location or Directory Assistance operator equipment or terminals are out of service due to a Utility equipment failure or an incorrect number is provided and a customer Directory Assistance call has been answered or forwarded to the Directory Assistance operator, a credit allowance for a call answered or forwarded to the Directory Assistance operator equal to the rate for a Directory Assistance Service Call as set forth in Schedule Cal.P.U.C. No. 175-T, paragraph 9.16 plus the rate for a Directory Transport call will be applied to the customer's charges. The credit allowance for Directory Transport will apply as set forth in Schedule Cal.P.U.C. No. 175-T, 2.4.4(B)(1) and (3). (T)(L)

(L) Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 571.

Continued



CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

- 5.1 DIRECTORY SERVICES (Cont'd) (N)
- 5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd) |
- D. PAYMENT ARRANGEMENTS (Cont'd) |
3. Credit Allowance for Directory Assistance Service (Cont'd) (N)
- b. In addition to the credit as set forth in a. preceding, when a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Utility, a credit allowance for such DA call will apply. The credit will be as set forth in following. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Utility in cooperation with the customer. (T)(L)
- c. When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment or DA operator activities, a credit allowance for the Switched Access Service and LISA portion in the originating LATA of such DA call will apply. When the customer reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will be developed by the Utility in cooperation with the customer. The credit will be equal to the sum of the prices for Switched Access and LISA rate elements described in Section 6 of Schedule Cal.P.U.C. No. 175-T and the Carrier Common Line Charge in Section 3 of Schedule Cal.P.U.C. No. 175-T for a 33 second call. The transport credit amount will be the average mile band, which is mileage band 8-16. (T)
- d. Credit allowances for other service interruptions will be provided as set forth in 2.4.4 of Schedule Cal.P.U.C. No. 175-T. (T)
- e. In the event that the telephone number is unavailable to the Directory Assistance Operator, no credit applies for the charge for the call to the Directory Assistance operator. (T) (L)

(L) Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 572.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

(N)

5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

E. RATE REGULATIONS

(N)

1. The Directory Assistance Service call charge, as set forth in F.1 following, applies for each completed call to a Directory Assistance operator. A completed call is a call which has been answered by a Directory Assistance operator. The charge applies whether or not the Directory Assistance operator provides the requested telephone number. The number of calls answered by Directory Assistance Operators will be accumulated by Utility measuring equipment. Carriers will receive bills showing the number of directory assistance calls answered by the Utility D.A. operator for the specified billing period. No end-user data will be provided. A credit for the provision of an incorrect telephone number will be applied as set forth in D.3 preceding.

(T)(L)

(T)(L)

(L) Formerly in Schedule Cal.P.U.C. No. 175-T, 9.1, Sheet 572-A.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

(N)

F. RATES AND CHARGES

The rates and charges on a per unit basis are:

	<u>Rates</u> <u>Maximum</u>	
(1) Directory Assistance Service Call each	\$0.39	(N)

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1 DIRECTORY SERVICES (Cont'd)

5.1.3 INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

F. RATES AND CHARGES (Cont'd)

The rates and charges on a per unit basis are:

	<u>Rates</u>
2. Directory Assistance Service	Current
call, each	\$0.39 (I)

Refer to Schedule Cal.P.U.C. No. 175-T, 9.1.6 for Rates and Charges related to the Nonpublished Number Report Service and for Directory Access Service.

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1. DIRECTORY SERVICES (Cont'd)

(N)

5.1.4 REVERSE DIRECTORY ASSISTANCE SERVICE

A. Description

Reverse Directory Assistance Service (Reverse DA) is a service whereby customers may request assistance in determining name and address information associated with a telephone number the caller provides. This information will be available on a local and national basis<sup>1</sup>.

B. General Regulations

1. The customer will be charged for each request made during the call. The Reverse DA rate applies whether or not name and address information is provided. Information is not provided in response to requests for information that is not available in printed directories, unless the customer has authorized listing their information in the directory assistance database.
2. There are no billing exemptions or call allowances for Reverse DA calls.
3. Reverse DA is available to business and residence customers where facilities and operating conditions permit.
4. The Utility assumes no responsibility for the accuracy of the information provided.
5. Requests for Local Directory Assistance are billed at the rates and regulations set forth in Schedule Cal.P.U.C. No. A5.
6. The liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the service, shall in no event exceed an amount equal to the charge paid by the customer for the service. See Schedule Cal.P.U.C. No. A2.1.14.
7. The customer assumes full responsibility concerning the right to use and the use of any name or address provided through the service and agrees to hold the Utility harmless from any and all claims, loss damage, or liability of whatever kind which may result in any manner from the customer's use of the information.

(N)

NOTE 1: See Schedule Cal.P.U.C. No. D5.1.2.

(N)

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.1. DIRECTORY SERVICES (Cont'd)

5.1.4 REVERSE DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. RATES AND CHARGES

1. Maximum Rates

Charge per sent paid request \$1.99

2. Current Rates

Charge per sent paid request \$1.99 (I)

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.2 OPERATOR SERVICES

(N)

5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES

A. GENERAL

1. Description

In addition to the rates and charges associated with the Two-Point Message Telecommunication Service described in Schedule Cal.P.U.C. No. A6.2.1, the following operator assistance service charges may be applicable:

- Dial (Credit) Calling Card Station Service
- Operator Station Service
- Operator Person Service

(N)

Continued

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

- 5.2 OPERATOR SERVICES (Cont'd) (N)
- 5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd) (N)
- A. GENERAL (Cont'd) (N)
1. Dial (Credit) Calling Card Station Service applies when the person originating the call:<sup>1</sup> (T)(L)
- Dials the digit zero, plus the called telephone number, plus (Credit) Calling Card number (where equipment is available) to complete the call without operator assistance, or
  - Dials the digit zero, plus the called telephone number (0 + number) to complete the call. In such cases operator assistance is limited to recording the (Credit) Calling Card number for billing purposes, or
  - Dials the operator and places a (Credit) Calling Card operator station service call when equipment capability precludes either of the foregoing, or
  - The customers identify themselves as being handicapped and unable to dial.
  - The customers subscribe to Call Bonus Wide Area plans as specified in Schedule Cal.P.U.C. No. A6.3.4. (L)

NOTE 1: These charges are applicable only to calls placed originally as a (Credit) Calling Card call and not applicable to collect or third number billing on which the "billed-to-number" person, accepts the charges, but requests the charges be billed to a (Credit) Calling Card. (L)

(L) Formerly in Schedule Cal.P.U.C. No. A6. Sheet 5.

Continued



CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.2 OPERATOR SERVICES (Cont'd)

(N)

5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

A. GENERAL (Cont'd)

2. Operator Assisted Service includes:

Operator Station Service

Operator Person Service

(N)

Operator Station Service

(L)

Dial Station rates plus the operator station service charge apply to:

- Station messages billed to the called number, a third telephone number or a telephone company (credit) calling card where the (credit) calling card surcharge shown in 1. above does not apply.
- Station messages where the customer requests time and charges quoted.
- Interexchange Receiving Service messages (Enterprise or Zenith).
- Messages billed to special toll billing numbers, Q and Z included.
- Messages to or from a Mobile telephone where dial facilities are not available.

(L)

(L) Formerly in Schedule Cal.P.U.C. No. A6. Sheet 6.

Continued

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

5.2 OPERATOR SERVICES (Cont'd) (N)

5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

A. GENERAL (Cont'd)

2. Operator Assisted Service includes: (Cont'd) (N)

Operator Person Service (L)

Dial station rates plus operator person service charge apply to:

- Message for which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office or branch reached through and attendant at the called point or a particular land mobile station reached through a Radiotelephone Utility operator.

When, after the telephone service, or Radiotelephone Utility mobile radio system called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other station, department, office or branch to be reached through an attendant or to any other person or mobile unit to be reached through a Radiotelephone Utility operator, the call remains classified as a person service call. (L)

- Appointment Messages when the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time, the call is classified as an appointment call. (L)x

- Message Service when it is necessary for the Utility to employ a messenger or other means to bring the called party to a telephone, the call is classified as person service. In addition to the person service charges for the message, a charge is made for the exact amount expended for message service. (L)x

(L) Formerly in Schedule Cal.P.U.C. No. A6. Sheet 6.  
(L)x Formerly in Schedule Cal.P.U.C. No. A6. Sheet 7.

Continued

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

5.2 OPERATOR SERVICES (Cont'd) (N)

5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

B. REGULATIONS

1. The operator assistance service charges specified in this tariff are in payment for all service furnished between the calling and the called station.

2. In addition to the rates and charges described in this section, local toll charges as described in Schedule Cal.P.U.C. No. A6.2.1 will also apply.

3. The designated commercial credit cards, authorized by contract for use, are as follows: American Express (AE), Master Card, VISA, Carte Blanche and Diner's Club, JCB (Japanese Credit Bureau). Acceptance of designated commercial credit cards is limited to the condition defined in Schedule Cal.P.U.C. No. A5.5.1. (N)

Continued

Advice Letter No.

Issued by

Date Filed: June 18, 1999

Decision No.

A.E. Swan

Effective: June 23, 1999

Managing Director

Resolution No.

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

5.2 OPERATOR SERVICES (Cont'd)

(N)

5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

C. RATES AND CHARGES

1. Schedule Cal.P.U.C. No. A6.2.1 discounts for certified handicapped TDD users on message toll rates are not applicable to operator assistance service charges.
2. Refer to Schedule Cal.P.U.C. No. A6.2.1 for information on the collection of charges.
3. In addition to the usage rates described in A6.2.1, one or more of the operator assistance service charges in Schedule Cal.P.U.C. No. D5.2.1.C.4 following may apply per message.

(N)

Continued

CATEGORY III SERVICES

D5. OPERATOR AND DIRECTORY SERVICES

5.2 OPERATOR SERVICES (Cont'd)

5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

C. RATES AND CHARGES (Cont'd)

4. Maximum Rates

	<u>Per Call</u>
Commercial Credit Card	\$1.50 (I)
Interexchange Carrier Calling/Credit Card	1.50
Utility's (Credit) Calling Card	1.50
Utility's One Number Card <sup>1</sup>	1.50
Station (operator handled)	1.50
Person (operator handled)	4.50 (I)

NOTE 1: The One Number Card is a card with restricted calling to the billed number or account.

Continued

CATEGORY III SERVICES  
D5. OPERATOR AND DIRECTORY SERVICES

- 5.2 OPERATOR SERVICES (Cont'd)
- 5.2.1 OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)
- C. RATES AND CHARGES (Cont'd)

5. Current Rates

	<u>Per Call</u>	
Commercial Credit Card	\$1.50	(I)
Interexchange Carrier Calling/Credit Card	1.50	
Utility's (Credit) Calling Card	1.50	
Utility's One Number Card <sup>1</sup>	1.50	
Station (operator handled)	1.50	
Person (operator handled)	4.50	(I)

NOTE 1: The One Number Card is a card with restricted calling to the billed number or account.

Continued