

CUSTOMER SPECIFIC CONTRACTS

K1. GENERAL REGULATIONS

LIST OF EFFECTIVE SHEETS

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

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NOTE 1: Issued

CUSTOMER SPECIFIC CONTRACTS

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CUSTOMER SPECIFIC CONTRACTS

K1. GENERAL REGULATIONS

1.1 REGULATIONS

A. DESCRIPTION

Contracts are customer specific agreements that permit the Utility to provide services or facilities at rates and/or conditions other than the rates and conditions contained in its current tariff schedules or at rates that fully recover their costs and/or conditions for services or facilities that are not currently tariffed.

B. REGULATIONS

1. All contracts in this schedule will be filed in compliance with General Order No. 96-A (G.O. No. 96-A), Section IX or Section X. (T)
2. All contracts in this schedule will conform with applicable commission decisions.

C. BASIC SERVICE ELEMENTS (BSES) AND COMPLEMENTARY NETWORK SERVICES (CNSS)

1. The following BSES/CNSS services are not contained in current tariff schedules due to minimal market demand. These services will be made available through contracts that are filed in compliance with General Order 96-A, Section X.
  - a. Call Forward Busy/Don't Answer - Customer Control Activation/Deactivation. This service provides Enhanced Service Providers (ESPs) clients with the ability to activate or deactivate this feature by dialing an access code.
  - b. Call Forward Busy/Don't Answer - Customer Control of Forward to Number. This service provides ESPs clients with the ability to change the Forward to Number by dialing an access code.
  - c. DID Trunk Queing. This service will permit calls directed to an ESPs All Trunks Busy DID Trunk Group to be held for delivery when a DID trunk becomes idle.