

A16. INFORMATION SERVICES CALL BLOCKING

LIST OF EFFECTIVE SHEETS

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

<u>Revision Number</u>	<u>Sheet</u>
2nd	CS A*
2nd	1*
2nd	2*
2nd	3*

* New or revised page

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A16. INFORMATION SERVICES CALL BLOCKING

16.1 GENERAL

16.1.1 APPLICABILITY

Information Services Call Blocking (ISCB) is a Central Office call blocking service. ISCB allows the Utility's single-party residential and business customers the option to block directly dialed, Utility's operator-assisted and Utility's operator entered billing calls originating from their telephones to Pacific Bell California 976 and Pacific Bell California 900 numbers within California and to 900 Interexchange Carrier Service numbers (900 IEC). See Cal. P.U.C. Schedule A8, "Digital Business Service" and A24, "Custom Calling Service", for additional toll restriction services.

16.1.2 TERRITORY

Within the SureWest Telephone exchange area as said area is defined on map filed as part of the tariff schedules. (T)

16.2 RATES

	<u>MONTHLY</u> <u>RATE</u>	<u>NON-RECURRING</u> <u>CHARGE</u>	<u>RSOC</u>
16.2.1 INFORMATION SERVICES CALL BLOCKING:			

The Utility shall, upon request from the customer, provide blocking pursuant to Rates (A) or (B) below with the exception listed in 16.3(B)(6) following.

(A) RESIDENCE:

New Connect or Transfer of Service, each line -----	\$ --	\$ --	ISCBR
Add to existing service, each line -----	--	--	ISCBR
Company Initiated Call Blocking, each line -----	--	--	ISCBR
Remove Call Blocking, each line -----	--	5.00	M25

(B) BUSINESS:

New Connect or Transfer of Service, each line -----	--	--	ISCBR
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(Continued)

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16.2 RATES - (Cont'd)

16.2.1 INFORMATION SERVICES CALL BLOCKING - (Cont'd)

(B) BUSINESS - (Cont'd)

	<u>MONTHLY RATE</u>	<u>NON- RECURRING CHARGE</u>	<u>RSOC</u>
Add to Existing Service, each line -----	--	\$15.00	ISCB
Company Initiated Call Blocking each line -----	--	--	ISCB
Remove Call Blocking each line -----	--	15.00	M25B

16.3 SPECIAL CONDITIONS

(A) LIMITATIONS

- (1) The limitation of the Utility's liability is set forth in Cal. P.U.C. Schedule A2, Rule No. 24.
- (2) Selective blocking will not be available.
- (3) The Utility's customer can order ISCB by calling their respective business offices.

ISCB will be disconnected only if the customer makes a written request to the business office to cancel the service or if the customer disconnects their telephone service. The customer will be charged the applicable rate(s) as shown above.

- (4) If a customer with ISCB dials a Pacific Bell California 976, Pacific Bell California 900 or 900 IEC number, they will receive a recorded announcement that advises the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers.

(B) RATE REGULATIONS

- (1) The Utility shall make a one-time adjustment for Pacific Bell California 976, Pacific Bell California 900 or 900 IEC charges per customer account if it is established that; 1) the calls were made by the customer's minor children without parental consent, 2) the calls were not authorized by the customer or 3) the customer was not aware that associated service charges applied.

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16.3 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS - (Cont'd)

- (2) A customer must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the availability of ISCB at the time of the adjustment. If the customer elects to have ISCB installed, contested Pacific Bell California 976, Pacific Bell California 900 or 900 IEC charges will be adjusted to the date blocking is placed on the customer's line.
- (3) The Utility may block access to Pacific Bell California 976, Pacific Bell California 900 and 900 IEC services for customers who fail or refuse to pay for associated charges, except charges for which an adjustment has been granted.
- (4) The Utility will not disconnect local service for non-payment of Pacific Bell California 976, Pacific Bell California 900 or 900 IEC charges. The Utility will inform the customer, by mail, of financial responsibility for Information Charges and that if they are not paid, the Utility will equip the customer's line(s) with Information Services Call Blocking (ISCB).
- (5) The Utility will temporarily block access to Pacific Bell California 976, Pacific Bell California 900 and 900 IEC if the customer exceeds \$150.00 in Pacific Bell California 900 and 900 IEC charges and the Utility is unable to contact the customer. Once the Utility has contacted the customer, the blocking will be removed at the customer's request at no additional charge.
- (6) Blocking access to Pacific Bell California 976, Pacific Bell California 900 and 900 IEC is offered to all subscribers at no charge at the time telephone service is established at a new number and for 60 days thereafter.

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