

A9. VOICE MAIL

LIST OF EFFECTIVE SHEETS

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

<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>
CS A*	9th	2.3	Original	6.1	3rd
1*	7th	3*	8th	6.2	Original
2*	9th	4	3rd	7	3rd
2.1	6th	5	3rd	8	3rd
2.2	Original	6	5th	9	3rd

* New or revised page

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A9. VOICE MAIL

9.1 GENERAL

9.1.1 APPLICABILITY

Voice Mail Service is an optional Central Office based Voice Message system with the capability to record and store voice messages for subsequent playback.

9.2 RATES

		<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>
		<u>BUSINESS</u>	<u>RESIDENCE</u>	
9.2.1	REGULAR MAILBOX SERVICE:			
(A)	GREETING ONLY	\$5.00 (I)	\$ 5.00	\$ 2.00
	Maximum Message Length- 3 minutes			
(B)	ECONOMY	5.00 (I)	5.00	2.00
	Message Length 1 minute			
	Message Storage 10 messages			
	Message Retention 7 days			
	Greeting Length 1 minute			
	Message Scanning			
(C)	BASIC	9.00 (I)	9.00	2.00
	Message Length 2 minutes			
	Message Storage 20 messages			
	Message Retention 15 days			
	Greeting Length 2 minutes			
	Message Scanning			
	Partitioning (4) - Optional			
	Wake-up/Reminder			
(D)	ENHANCED	11.00 (I)	11.00	2.00
	Message Length 3 minutes			
	Message Storage 30 messages			
	Message Retention 30 days			
	Greeting Length 3 minutes			
	Message Scanning			
	Wake-up/Reminder			
	Alternate Answer			
	Partitioning (8) - Optional			
	Message Sending/Marking			
	Pager Notification			
	Direct Message			

(Continued)

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A9. VOICE MAIL

9.2 RATES - (Cont'd)

		<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>
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9.2.1 REGULAR MAILBOX SERVICE - (Cont'd)

		<u>BUSINESS</u>	<u>RESIDENCE</u>	
(E)	PREMIUM	\$18.00 (I)	\$17.00	\$ 2.00
	Message Length	5 minutes		
	Message Storage	99 messages		
	Message Retention	30 days		
	Greeting Length	5 minutes		
	Message Scanning			
	Wake-up/Reminder			
	Alternate Answer			
	Partitioning (8) - Optional			
	Message Sending/Marking			
	Pager Notification			
	Message Forwarding			
	Busy Greeting			
	Extended Absence Greeting			
	Direct Message			
(F)	ULTRA PREMIUM	39.95	\$39.95	\$ 2.00
	Message Length	5 minutes		
	Message Storage	250 Messages		
	Message Retention	60 days		
	Greeting Length	5 minutes		
	Message Scanning			
	Wake-up/Reminder			
	Alternate Answer			
	Partitioning (8) – Optional			
	Message Sending/Marking			
	Pager Notification			
	Message Forwarding			
	Busy Greeting			
	Extended Absence Greeting			
	Direct Message			

Material omitted now located on 6th Revised Sheet 2.1.
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A9. VOICE MAIL

9.2	RATES - (Cont'd)			
9.2.2	STAND ALONE MAILBOX SERVICE [See Special Condition (A)(12)]		Monthly <u>Rate</u>	Non- Recurring <u>Charge</u>
(A)	GREETING ONLY		9.50	2.00
	Maximum Message Length			
	-			
	3 minutes			
(B)	ECONOMY		9.50	2.00
	Message Length	1 minute		
	Message Storage	10 messages		
	Message Retention	7 days		
	Greeting Length	1 minute		
	Message Scanning			
(C)	BASIC		12.15	2.00
	Message Length	2 minutes		
	Message Storage	20 messages		
	Message Retention	15 days		
	Greeting Length	2 minutes		
	Message Scanning			
	Partitioning (4) - Optional			
	Wake-up/Reminder			

(L) Material formerly located on 6th Revised Sheet 2.
Material omitted now located on Original Sheet 2.2

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A9. VOICE MAIL

9.2	RATES - (Cont'd)			
9.2.2	STAND ALONE MAILBOX SERVICE - (Cont'd) [See Special Condition (A)(12)]		Monthly <u>Rate</u>	Non- Recurring <u>Charge</u>
(D)	ENHANCED		\$14.95	\$ 2.00
	Message Length	3 minutes		
	Message Storage	30 messages		
	Message Retention	30 days		
	Greeting Length	3 minutes		
	Message Scanning			
	Wake-up/Reminder			
	Alternate Answer			
	Partitioning (8) - Optional			
	Message Sending/Marking			
	Pager Notification			
	Direct Message			
(E)	PREMIUM		21.50	2.00
	Message Length	5 minutes		
	Message Storage	99 Messages		
	Message Retention	30 days		
	Greeting Length	5 minutes		
	Message Scanning			
	Wake-up/Reminder			
	Alternate Answer			
	Partitioning (8) - Optional			
	Message Sending/Marking			
	Pager Notification			
	Message Forwarding			
	Extended Absence Greeting			
	Direct Message			

(L) Material formerly located on 5th Revised Sheet 2.1

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A9. VOICE MAIL

9.2	RATES - (Cont'd)			
9.2.2	STAND ALONE MAILBOX SERVICE - (Cont'd)			
	[See Special Condition (A)(12)]			
		<u>Monthly</u>	<u>Non-</u>	
		<u>Rate</u>	<u>Recurring</u>	
			<u>Charge</u>	
(F)	ULTRA PREMIUM	\$44.50	\$ 2.00	(N)
	Message Length	5 minutes		
	Message Storage	250 Messages		
	Message Retention	60 days		
	Greeting Length	5 minutes		
	Message Scanning			
	Wake-up/Reminder			
	Alternate Answer			
	Partitioning (8) - Optional			
	Message Sending/Marking			
	Pager Notification			
	Message Forwarding			
	Extended Absence Greeting			
	Direct Message			(N)

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A9. VOICE MAIL

9.2 RATES - (Cont'd)

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>
9.2.3 BULLETIN BOARD SERVICE (Business Only) [See Special Condition (A)(12)]		
(A) INFORMATION TREE	\$ 8.60	\$ 49.00
(B) EXTENSION MAILBOXES, each		
(1) Greeting Only	5.00 (I)	6.00
(2) Economy	5.00 (I)	6.00
(3) Basic	9.00 (I)	6.00
(4) Enhanced	11.00 (I)	6.00
(5) Premium	18.00 (I)	6.00
(6) Ultra Premium	39.95	6.00
9.2.4 CUSTOMIZED MAILBOX	ICB*	ICB*
9.2.5 OPTIONS		
(A) GROUP MAILBOX ARCHITECTURE# - each additional line	1.50	4.00
(B) ADDITIONAL MESSAGE STORAGE** - Each additional 10 Messages		
- Economy	1.50	--
- Basic	2.60	--
- Enhanced	4.00	--
(C) PARTITIONING###	--	--

* ICB - Individual Case Basis

** Services applicable to those in service prior to March 19, 1994.

See Special Condition (A)(8).

See Special Condition (A)(10).

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A9. VOICE MAIL

9.2 RATES - (Cont'd)

9.2.5 OPTIONS – (Cont'd)

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	
(D) ADDITIONAL PATHS, each	\$15.00	--	(L)
(E) SingleAccess, each			(N)
[See Special Condition (A)(16)]	1.50	--	(N)
9.2.6 MISCELLANEOUS CHARGES			
(A) REPLACE LOST PASSCODE			
[See Special Condition (C)(3)]	--	\$ 15.00	
(B) CHANGE ALTERNATE ANSWER NUMBER	--	15.00	
(C) INFORMATION TREE ADDITIONS, CHANGES OR MODIFICATIONS	--	15.00	

9.3 SPECIAL CONDITIONS

9.3.1 VOICE MAIL SERVICE

(A) LIMITATIONS

- (1) Voice Mail service requires use of a dual tone multi-frequency (DTMF) compatible telephone set.
- (2) Calls made to local exchange telephone lines equipped with voice mail service will be automatically terminated on a designated mailbox when either; the line is busy or; unanswered after a designated number of rings, unless otherwise specified by the customer.
- (3) This service is not available on party line services.
- (4) Voice Mail service associated with local exchange access service is subject to temporary disconnection for non-payment, in accordance with Rule 11.
- (5) The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Voice Mail service. Credit adjustments will be made in accordance with the provisions outlined in Rule 14, "Interruptions and Failures of Service".

(L) Material formerly located on 4th Revised Sheet 3

(Continued)

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A9. VOICE MAIL

9.3 SPECIAL CONDITIONS - (Cont'd)

9.3.1 VOICE MAIL SERVICE - (Cont'd)

(A) LIMITATIONS - (Cont'd)

(6) Group Message Limits for the Enhanced, Premium and Ultra Premium mailboxes are 3 groups with 8 mailboxes per group and 5 groups with 10 mailboxes per group respectively. Deviations from these quantities will necessitate a customized mailbox. (C)

(7) Service is only offered where facilities and operating conditions permit.

(8) Mailbox services associated with rotary hunt groups and/or remote lines require Group Mailbox Architecture. This allows customers with hunting or remote lines to access the Voice Mail Service.

(9) Call Waiting takes precedence over call forwarding to a mailbox.

(10) An individual voicemail box may be partitioned into sub-mailboxes as follows:

Basic 4 sub-mailboxes (total)

Enhanced 8 sub-mailboxes (total)

Premium 8 sub-mailboxes (total)

Ultra Premium 8 sub-mailboxes (total)

(N)

(11) Partitioning of mailboxes into sub-mailboxes does not increase an individual voicemail box's storage capacity. Sub-mailboxes are not considered an "add-on" to an individual mailbox, but are subdivisions of the individual mailbox.

(12) Stand Alone Mailboxes and Bulletin Board Services are not associated with a Utility's local exchange access line.

The Utility will furnish one alphabetical directory listing if requested. Additional listing will be offered in accordance with the provisions outlined in Schedule A-15, "Directory Listings".

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A9. VOICE MAIL

- 9.3 SPECIAL CONDITIONS - (Cont'd)
9.3.1 VOICE MAIL SERVICES - (Cont'd)
(A) LIMITATIONS - (Cont'd)
(12) (Cont'd)

Each branch of the information tree has a greeting lengths limitation of 30 seconds.

Extension mailboxes are not accessible by direct dialing. Accessing an extension mailbox, for changing greeting or to retrieve messages, can only be accomplished by dialing the Utility's Voice Mail access number(s).

- (13) Message Waiting Notification is provided only on mailboxes associated with a Utility's local exchange telephone access line. The customer will have the option of stutter dial tone and/or visual indication capability.
- (14) Under certain conditions, facilities restrictions and limitations may prevent Wake-up/Reminder from activating at the precise time designated by the customer.
- (15) The number out-dialed for pager notification or special delivery is restricted to the local calling area and/or 800 Services.
- (16) SingleAccess Limitations and Requirements:
- (a) SingleAccess is available with Basic, Enhanced, Premium or Ultra Premium Mailbox Service. (C)
(C)
 - (b) SingleAccess is not available on Bulletin Board Service.
 - (c) Each mailbox service is limited to a maximum of ten (10) SingleAccess features.
 - (d) SingleAccess is limited to carrier-provided landline or wireless service having an NPA of 530 or 916.
 - (e) Alternate Answer is not available on wireless service associated with the SingleAccess feature option.

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A9. VOICE MAIL

9.3 SPECIAL CONDITIONS - (Cont'd)

9.3.1 VOICE MAIL SERVICES - (Cont'd)

(A) LIMITATIONS - (Cont'd)

(16) (Cont'd)

- (f) The Customer is responsible to notify the Utility when changes are made to telephone number(s) associated with their SingleAccess feature option. (N)
- (g) The Customer is responsible for all necessary arrangements with their landline or wireless service carrier to establish forwarding of their voice mail bound calls to SingleAccess.
- (h) The Utility is not responsible for any toll charges that may occur when the Customer is accessing/utilizing voice mail service from outside of the Utility's Base Rate Area.
- (i) The Utility is not responsible for, nor guarantees, SingleAccess compatibility with systems outside of the Utility's control. (N)

(B) FEATURE/SERVICE DESCRIPTIONS: (L)

Additional Path:

Provides increased capacity to customers who require more than the standard three simultaneous calls to their Mailbox Service.

Alternate Answer:

A telephone number can be selected for call transfer in the event a "live" voice is required. This telephone number is changeable only by the Utility.

Busy Greeting:

Allows customer to choose whether they want the caller to hear different greetings depending on whether the call was forwarded on a busy condition or a no answer condition. (L)

Material omitted now located on Original Sheet 6.2.

(L) Material formerly located on 3rd Revised Sheet 6.

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A9. VOICE MAIL

- 9.3 SPECIAL CONDITIONS - (Cont'd)
9.3.1 VOICE MAIL SERVICES - (Cont'd)
(B) FEATURE/SERVICE DESCRIPTIONS: - (Cont'd)

(L)

Bulletin Board:

Allows customers to establish an information tree in conjunction with "Greeting Only" and/or "Message" extension mailboxes by pressing a single digit during the greeting.

Greeting Length:

The time allotted for the message a caller hears when accessing a mailbox.

Direct Message:

Allows a customer to leave a message in a mailbox without logging into a mailbox. This is useful, for example, if a receptionist wants to transfer a call directly to a mailbox to leave a message. This feature works with Central Office based Call Transfer.

Extended Absence Greeting:

An alternate greeting that is turned on and off by the customer. This greeting does not allow the caller to bypass the greeting before leaving a message or allow the caller to press the "0" key to transfer out. When this feature is enabled, it is the only greeting a caller hears.

(L)

SingleAccess:

Allows customers to integrate their Utility-provided mailbox service with up to ten (10) additional telephone numbers that can forward busy condition and no-answer condition calls into their Utility-provided mailbox service. Provides the Utility's customer the option to share the resources of their Utility-provided mailbox service with Access Line service(s), and/or with other landline or wireless service(s) provided to that same customer by a SingleAccess participating carrier.

(N)

(N)

(L) Material formerly located on 2nd Revised Sheet 6.1.

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A9. VOICE MAIL

- 9.3 SPECIAL CONDITIONS - (Cont'd)
- 9.3.1 VOICE MAIL SERVICES - (Cont'd)
 - (B) FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

Greeting Only Mailbox:

Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.

Group Mailbox Architecture:

Allows customer with rotary hunting groups and/or remote lines to establish a single mailbox service by provisioning each additional member of the hunt group with "Call Forwarding Don't Answer".

Message Forwarding:

Allows caller(s) to hear the voice mail customer's greeting, while the incoming message is forwarded to a mailbox selected by the voice mail customer.

Message Length:

The maximum time, in minutes, a caller has to leave a message in a mailbox.

Message Marking:

When leaving a message, customers can mark the message "Private" or "Urgent". Private messages cannot be forwarded, urgent messages are played before all other messages. Two other options are "Return Receipt Requested", which advises when recipient listens to the message and "Future Delivery", which allows customer to select the time and date that the message is to be delivered.

Message Retention:

The number of days a message may be allowed to remain in the mailbox.

Message Scanning:

Allows customer to peruse messages by depressing the appropriate digit.

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A9. VOICE MAIL

- 9.3 SPECIAL CONDITIONS - (Cont'd)
- 9.3.1 VOICE MAIL SERVICES - (Cont'd)
 - (B) FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

Message Sending:

Allows customers to send messages to other mailboxes or groups of mailboxes individually or simultaneously.

Message Storage:

The maximum quantity of messages a customer may save for subsequent retrieval.

Message Waiting Notification:

Special dial tone indicates a new message is waiting. Regular dial tone returns after message is retrieved, erased or stored.

Pager Notification:

Notifies a specific pager unit that a message is in the mailbox.

Partitioned Mailboxes:

Customers can create and delete sub-mailboxes for suppliers, clients or household members. Messages can be left in a particular mailbox. Only passcode holders can retrieve messages. Configuration determines if sub-mailboxes can send messages, replies and copies of messages to other mailboxes in or out of the partition.

Personal Greeting:

A changeable, recorded greeting to callers, such as itinerary, phone numbers or special instructions.

Regular Mailbox:

Mailboxes associated with a Utility's local exchange telephone access line and accessed via call forwarding.

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A9. VOICE MAIL

9.3 SPECIAL CONDITIONS - (Cont'd)

9.3.1 VOICE MAIL SERVICES - (Cont'd)

(B) FEATURE/SERVICE DESCRIPTIONS - (Cont'd)

Stand Alone Mailbox:

Mailboxes not associated with a Utility's local exchange telephone access line and accessed directly.

Wake-up/Reminder:

Provides user the capability to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wake-up call.

(C) RATE REGULATIONS

- (1) The minimum charge for services provided under this schedule shall be one month.
- (2) Installation and/or change charges as set forth in Cal. P.U.C. Schedule No. A28, "Multi-element Service Charges", are applicable.
- (3) Passcode Replacement charge shown in Rates 2.6(A) above will be waived for "one-time-only" for the first 60 days following installation of Voice Mail Service.
- (4) Customized mailboxes will be handled on an individual case basis. Rates and installation charges will depend upon customers individual needs. Any deviation from standard packages constitutes a customized mailbox.

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