

Schedule No. A-7

VOICE MAIL SERVICE

APPLICABILITY

Voice Mail Service is an optional central office based voice messaging system with the capability to record and store voice messages for subsequent playback for business or residence customers.

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the tariff schedules and where technically capabilities and/or operating conditions permit.

RATES

	<u>Non-Recurring Charge</u>	<u>Rate Per Month</u>	
(1) Basic Mailbox	*	\$5.00	
a. Message Length			
5 minutes			
b. Message Storage			
180 minutes			
c. Message Retention			
Unlimited			
d. Greeting Length			
1 minute			
e. Features:			
1. Announce Caller			
2. Busy Greeting			
3. Date and Time			
4. Wakeup Call			
5. Save Message			
6. Delete Message			
(2) Optional Features			(N)
a. Auto Attendant			
1. Without Call Forwarding		\$17.95	
2. With Call Forwarding		\$19.95	
(a) Initial Set Up or Change		\$19.95	(N)

* Non-Recurring charges will not apply when ordering is concurrent with the installation of new service. See Schedule No. A-9 for the Multi-Element Service Charges.

(Continued)

(To be inserted by the utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 239

Date Filed October 28, 2009

Decision No. _____

Steven R. Bryan

Effective November 27, 2009

NAME
President

\cng

TITLE

Resolution No. _____

Schedule No. A-7

(N)

VOICE MAIL SERVICE
(Continued)

SPECIAL CONDITIONS

1. Description of Service:

a. Message Length:

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

b. Message Storage:

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

c. Message Retention:

The number of days a played or unplayed message will remain in the mailbox.

d. Greeting Length:

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

e. Announce Caller:

Allows the customer to enable or disable the announcement of the party who left a message on a per-customer basis.

f. Busy Greeting:

If the call was forwarded to voice mail because the line is busy, this feature announces "The party you have reached is on the phone" before playing the customer's custom greeting.

(Continued)

(N)

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Schedule No. A-7

VOICE MAIL SERVICE
(Continued)

SPECIAL CONDITIONS – (Continued)

1. Description of Service: – (Continued)

g. Date and Time:

Plays date and time of message.

h. Delete Message:

Messages marked for deletion will be deleted at the end of the session and may not be recovered.

i. Save Message:

Allows the customer to save the message when the customer ends the session.

j. Wakeup Call:

Allows the customer to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wakeup call.

k. Auto Attendant

An optional call processing system. The recorded greeting(s) act as a general menu-type message that directs callers to specific messages, directory numbers, or extensions.

(N)
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(N)

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Schedule No. A-7

VOICE MAIL SERVICE
(Continued)

SPECIAL CONDITIONS – (Continued)

2. Regulations:

- a. Voice Mail Service requires use of a dual tone multi-frequency (DTMF) compatible telephone set.
- b. Hunting Service may not be compatible with Voice Mail Service.
- c. Call Waiting takes precedence over Call Forwarding to a voice mailbox.
- d. Calls made to a local exchange access line equipped with Voice Mail Service will automatically be routed to a designated mailbox when either:
 - (1) the line is busy, or
 - (2) the line is unanswered after a designated number of rings, unless otherwise specified by the customer.
- e. The Utility makes no guarantee and assumes no liability for accuracy, performance, or non-performance of Voice Mail Service. Credit adjustments will be made in accordance with the provisions outlined in Rule No. 24.
- f. Voice Mail Service and optional features are furnished for a minimum period and/or charge of one month. (N)
- g. Auto Attendant
 - 1. Will incur a non-recurring Set Up Fee, listed in Rates (2) a. 2. (a), preceding at the time of the customer's initial order.
 - 2. Requires a Change Order Charge, listed in Rates (2) a. 2. (a), preceding for each affected number when a customer requests a change that impacts the current functions and/or set up of the Auto Attendant
 - 3. May have maximum of seven Alternate ID numbers. (N)

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