



20575 NW Von Neumann Dr. Suite 150  
Beaverton, OR 97006

January 19, 2016

Advice Letter No. OR-16-01

Ms. Joan Grindeland  
Administrator, Regulatory Operations  
Oregon Public Utility Commission  
201 High St SE  
Salem, OR 97301

RE: Citizens Telecommunications Company of Oregon – Custom Calling and CLASS Service

Dear Ms. Grindeland:

Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) hereby submits for electronic filing the original and a redlined copy of the revised tariff sheets.

The purpose of this filing is to standardize the naming and description of service for Custom Calling and CLASS Services; remove billing codes and grandfather Speed Call 8 and Caller ID Number Only.

It is respectfully requested that this filing become effective on February 24, 2016.

Please return stamped tariff sheets to:  
Frontier Communications  
Linda Saldaña  
9260 E. Stockton Blvd.  
Elk Grove, CA 95624

Any questions or notifications of action taken on this tariff filing should be directed to me at (503) 645-7909 or [Renee.Willer@ftr.com](mailto:Renee.Willer@ftr.com).

Sincerely,

A handwritten signature in black ink that reads "Renee M. Willer".

Renee Willer  
Manager, State Government & Regulatory Affairs

RW:lms  
Enclosures

Section IV  
 Schedule 12  
 3<sup>rd</sup> Revised Sheet No. 1

**FOR DEPARTMENT'S  
 RECEIPT STAMP**

**GENERAL SERVICES**

**CUSTOM CALLING SERVICE**

**A. TERRITORY**

All exchanges as defined in tariffed exchange area maps where required facilities are available.

**B. RATES**

	<u>Installation*</u> <u>or Change Charge</u>	<u>Rate</u> <u>Per Month</u>	
1. Individual features, each line			
a. Call Waiting/Cancel Call Waiting			(T)
- Residential	\$5.00	\$3.00	
- Business	\$5.00	\$4.00	
b. 3 Way Calling	\$5.00	\$2.40	(T)
c. Basic Call Forward	\$5.00	\$2.40	
d. Call Forward Busy	\$5.00	\$2.40	
e. Call Forward No Answer	\$5.00	\$2.40	
f. Speed Call 8 <sup>(1)</sup>	\$5.00	\$2.40	(C)
g. Speed Call 30	\$5.00	\$5.00	
h. Priority Call	\$5.00	\$5.00	
i. Toll Restriction (See Special Condition 6.f.)			(T)
(1) Only, each line	\$5.00	\$2.40	
(2) Multi-feature, each line	\$5.00	\$1.80	
j. Remote Call Forward (RCF)	\$5.00	\$16.00	(T)

\* Plus Service Order Charge as shown in Section III, Schedule 2.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)

ISSUED BY: STEVE CROSBY  
 SENIOR VICE PRESIDENT  
 REGULATORY AFFAIRS  
 9260 E. STOCKTON BLVD.  
 ELK GROVE, CA 95624

ISSUED: JANUARY 19, 2016  
 EFFECTIVE: FEBRUARY 24, 2016  
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Section IV  
Schedule 12  
1st Revised Sheet No. 2

FOR DEPARTMENT'S  
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GENERAL SERVICES

CUSTOM CALLING SERVICE

B. RATES (Continued)

		<u>Installation*</u> <u>or Change Charge</u>	<u>Rate</u> <u>Per Month</u>		
			<u>Residence</u>	<u>Business</u>	
2.	Four feature packages, each line				
a.	Call Waiting/Cancel Call Waiting, Basic Call Forward, 3 Way Calling and				(T)
	(1) Speed Call 8 <sup>(1)</sup>	\$5.00	\$4.95	\$6.95	(C)
	(2) Speed Call 30	\$5.00	\$6.95	\$8.95	(T)

\* Plus Service Order Charge as shown in Section III, Schedule 2.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)

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Section IV  
Schedule 12  
1<sup>st</sup> Revised Sheet No. 4

FOR DEPARTMENT'S  
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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

5. With Call Forwarding Service, calls may be forwarded within the local service area only.

6. Description of Service

a. Call Waiting/Cancel Call Waiting.

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

b. 3 Way Calling

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

c. Basic Call Forward

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to

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Section IV  
Schedule 12  
1<sup>st</sup> Revised Sheet No. 5

FOR DEPARTMENT'S  
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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

6. Description of Service (Continued)

d. Call Forward Busy

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

e. Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

f. Speed Call 8 <sup>(1)</sup>

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

g. Speed Call 30

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity

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<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

(L) Material relocated from Sheet No. 7.

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Section IV  
Schedule 12  
2<sup>nd</sup> Revised Sheet No. 6

**FOR DEPARTMENT'S  
RECEIPT STAMP**

**GENERAL SERVICES**

**CUSTOM CALLING SERVICE**

**C. CONDITIONS (Continued)**

**6. Description of Service (Continued)**

**h. Priority Call**

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone

**i. Toll restriction provides the customer with local dialing capabilities, including EAS service, but blocks any call with long distance or premium service charges.**

Blocked Calls

- 0 +
- 0 -
- 1 +
- 1 + 555-1212
- 1 + 900
- 1 + 976
- Local Directory Assistance

Unblocked Calls

- 911
- Repair
- Time of Day
- 1 + 800

- (1) Toll Restriction is offered to individual business and residence exchange access service customers only where facilities are available.
- (2) Toll restriction customers are responsible for collect, third number billed and credit card calls billed to the access line with toll restriction service.
- (3) Toll Restriction will work in combination with all other Custom Calling features.
- (4) Customers subscribing to Toll Restriction without subscribing to any other Custom Calling feature(s), are charged the Toll Restriction rate as shown in Rates 1.f.(1), for each line.
- (5) Customers subscribing to Toll Restriction in addition to any other Custom Calling feature(s) are charged the discounted multi-feature rate for toll restriction as shown in Rates 1.f.(2), in addition to the appropriate individual feature monthly rate for the additional Custom Calling feature(s) or package.
- (6) 911 access is available for emergency situations in which property or human life is in jeopardy and the prompt summoning of aid is essential.

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ISSUED BY: STEVE CROSBY  
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Schedule 12  
2<sup>nd</sup> Revised Sheet No. 7

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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

- (7). During specific promotional periods, the service order and line connection charges will be waived. The Utility will obtain prior approval from the Commission for the promotional periods.
- (8). Upon conversion to a digital Central Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscriber to Custom Calling Service without incurring service connection charges.
- (9). With Ring Plus, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

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(L) Material relocated to Sheet No. 5.

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Section IV  
Schedule 12  
1<sup>st</sup> Revised Sheet No. 7.1

FOR DEPARTMENT'S  
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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

- i. (a) Remote Call Forward (RCF) Service allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number located beyond the local calling area of the exchange where the RCF number is furnished. The RCF customer is the called party receiving the automatically forwarded call.
- (b) Remote Call Forward Service will be provided subject to the following limitations: (T)
  - 1. RCF Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide RCF Service.
  - 2. The RCF customer must be located beyond the local calling area of the exchange where the RCF number is furnished.
  - 3. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.
  - 4. RCF Service is not suitable for satisfactory transmission of data.
  - 5. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.
  - 6. The Call Forwarding feature of Custom Calling Services or another RCF Service is not intended to be offered by the Company or another Company as a feature at the answering location.
  - 7. The Company will not provide identification of the calling party number to the RCF customer.
  - 8. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified in Section IV, Schedule 2 of this Tariff.
  - 9. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
  - 10. Remote Call Forward Service cannot be used for toll by-pass. (T)

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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

A. DESCRIPTION OF SERVICE

1. Anonymous Call Block/Rejection (ACR)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

2. \*66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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Section IV  
Schedule 19  
1<sup>st</sup> Revised Sheet No. 2

FOR DEPARTMENT'S  
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GENERAL SERVICES

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. DESCRIPTION OF SERVICE (Continued)

3. \*69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

4. Caller ID Number Only <sup>(1)</sup>

Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

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<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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GENERAL SERVICES

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. DESCRIPTION OF SERVICE (Continued)

5. Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

6. Caller ID Blocking - per call

Caller ID Blocking – per call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (\*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

7. Caller ID Blocking - per line

Caller ID Blocking - per line permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (\*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

A. DESCRIPTION OF SERVICE (Continued)

8. Call Trace

Call Trace allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. Call Tracing is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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9. Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

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10. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone.

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11. Call Waiting ID

Call Waiting ID provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the call-waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

Section IV  
Schedule 19  
1<sup>st</sup> Revised Sheet No. 4.1

FOR DEPARTMENT'S  
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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

A. DESCRIPTION OF SERVICE (Continued)

12. Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone

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ISSUED BY: STEVE CROSBY  
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ELK GROVE, CA 95624

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EFFECTIVE: FEBRUARY 24, 2016  
ADVICE LETTER NO. OR-16-01

Section IV  
 Schedule 19  
 6<sup>th</sup> Revised Sheet No. 6

**FOR DEPARTMENT'S  
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**GENERAL SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

**C. RATES**

1. The following charges are for the features only and are in addition to applicable charges for service.

	Monthly – Per Line		Usage – Per Call	
	Residence	Business	Residence	Business
	Rate	Rate	Rate	Rate
Anonymous Call Block/Rejection (ACR)	\$3.50	\$4.00		
*66 Busy Number Redial	\$2.00	\$3.50	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>
*69 Call Return	\$2.95	\$4.00	\$0.75 <sup>(2)</sup>	\$0.75 <sup>(2)</sup>
Caller ID Number Only <sup>(1)</sup>	\$7.50	\$8.50		
Caller ID with Name	\$8.00	\$9.99		
Caller ID Blocking (per call)			\$0.00	\$0.00
Caller ID Blocking (per line)	\$0.00	\$0.00		
Call Trace	\$5.00	\$5.00	\$1.00	\$1.00
Selective Call Rejection	\$3.50	\$4.50		
Priority Call	\$2.00	\$3.50		
Call Waiting ID	\$0.50	\$0.50		
Selective Call Acceptance	\$3.50	\$4.50		
CLASS Value PAK *	\$9.95	\$11.95		
CNAM Value PAK **	\$10.95	\$13.95		

- \* includes Caller ID, Call Return, and Anonymous Call Block/Rejection  
 \*\* includes Caller ID with Name, Call Return, and Anonymous Call Block/Rejection

- <sup>(1)</sup> The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month.  
<sup>(2)</sup> The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times the service is activated within a month.

2. Non-recurring service charges:

- a. For any single or group of CLASS Services taken concurrent with new or additional access line requests see Service Order-Initial and Line Connection for new access line (Schedule 2(B), Rates).
- b. For any single or group of CLASS Services taken as an addition to an in-service access line see Service Order-Subsequent (Schedule 2(B), Rates).
- c. There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply to subsequent changes (see Service Order-Subsequent (Schedule 2(B), Rates)). Charges do not apply to Law Enforcement and Domestic Violence Agencies.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

ISSUED BY: STEVE CROSBY  
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FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

CUSTOM CALLING SERVICE

A. TERRITORY

All exchanges as defined in tariffed exchange area maps where required facilities are available.

B. RATES

	<u>Installation*</u> <u>or Change Charge</u>	<u>Rate</u> <u>Per Month</u>	
1. Individual features, each line			
a. <del>Call w</del> <u>Waiting/Cancel Call Waiting</u>			<u>(T)</u>
- Residential	\$5.00	\$3.00	
- Business	\$5.00	\$4.00	
b. <del>3</del> <u>Three-Way Ce</u> alling	\$5.00	\$2.40	<u>(T)</u>
c. <u>Basic Call F</u> orwarding	\$5.00	\$2.40	
d. <u>Call Forward Busy</u>	<u>\$5.00</u>	<u>\$2.40</u>	
e. <u>Call Forward No Answer</u>	<u>\$5.00</u>	<u>\$2.40</u>	
f. <u>Customer Changeable s</u> peed <u>C</u> ealling <u>8</u> <sup>(1)</sup>			<u>(C)</u>
<del>(1) Eight (8) code capacity</del>	<del>\$5.00</del>	<del>\$2.40</del>	
<del>(2) Thirty (Speed Call 30) code capacity</del>	<del>\$5.00</del>	<del>\$5.00</del>	
g. <u>Ring Plus</u> Priority Call	\$5.00	\$5.00	
h. Toll Restriction (See Special Condition 6.f.)			<u>(T)</u>
(1) Only, each line	\$5.00	\$2.40	
(2) Multi-feature, each line	\$5.00	\$1.80	
ii. Remote Call Forward <u>(RCF)</u>	\$5.00	\$16.00	<u>(T)</u>

\* Plus Service Order Charge as shown in Section III, Schedule 2.

(1) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)

ISSUED BY: ~~ALO J. STEVENS~~ STEVE CROSBY

~~DIRECTOR~~ SENIOR VICE PRESIDENT

~~STATE GOVERNMENT REGULATORY~~ AFFAIRS  
~~P.O. BOX 3409~~ 260 E. STOCKTON BLVD.  
ELK GROVE, CA ~~95759~~ 624

ISSUED: ~~September 26,~~  
2002 ~~JANUARY 19, 2016~~  
EFFECTIVE: ~~December 24,~~  
2002 ~~FEBRUARY 24, 2016~~  
ADVICE LETTER NO. ~~OR-02-1716-01~~

**CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3**

Section IV  
Schedule 12  
~~1<sup>st</sup> Revised~~~~Original~~ Sheet No. 2

**FOR DEPARTMENT'S  
RECEIPT STAMP**

GENERAL SERVICES

**CUSTOM CALLING SERVICE**

B. RATES (Continued)

		<u>Installation*</u> <u>or Change Charge</u>	<u>Rate</u> <u>Per Month</u>		
			<u>Residence</u>	<u>Business</u>	
2.	Four feature packages, each line				
a.	Call Waiting/ <del>Cancel Call Waiting, Call Forwarding,</del> <del>Basic Call Forward, 3 Three-Way Calling and</del>				(T)
	(1) <del>Customer Changeable Speed Calling-(8) code</del> <u>Call 8<sup>(1)</sup></u>	\$5.00	\$4.95	\$6.95	(C)
	(2) <del>Customer Changeable Speed Calling-(30) code</del>	\$5.00	\$6.95	\$8.95	(T)

\* Plus Service Order Charge as shown in Section III, Schedule 2.

(1) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEVE CROSBY  
~~ASSISTANT SENIOR~~ VICE PRESIDENT  
~~TELECOM~~-REGULATORY AFFAIRS  
~~3 HIGH RIDGE PARK~~ 9260 E. STOCKTON BLVD.  
~~STAMFORD, CT 06905~~ ELK GROVE, CA 95624

ISSUED: ~~NOVEMBER 7,~~  
~~1997~~ JANUARY 19, 2016  
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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

5. With Call Forwarding Service, calls may be forwarded within the local service area only.

6. Description of Service

a. ~~Call Waiting/Cancel Call Waiting permits the customer engaged in a call, to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.~~

(T)

~~The tone signal generated by this service may be cancelled for the duration of one call by flashing the hook switch, enter a cancel call waiting code, and once again flashing the hookswitch. When the call is terminated, the subscriber's call waiting functionality is automatically reactivated.~~

~~On key telephone service with trunk hunting this feature is not available.~~

~~Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.~~

-b. ~~3Three- Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.~~

~~On key telephone service with trunk hunting this feature is available on the first line only.~~

~~Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.~~

c. ~~Basic Call Forwarding (Variable or Fixed) Call Forwarding permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.~~

~~(1) Variable With this option, a forwarded to number must be programmed by the customer from his station each time call forwarding is activated.~~

(T)

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to

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Section IV  
Schedule 12

1<sup>st</sup> Revised Original Sheet No. 5

FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

6. Description of Service (Continued)

~~c. Call Forwarding (Variable or Fixed) - (Continued)~~

~~(2) Fixed - With this option, a forwarded-to number (selected by the customer) is permanently programmed by the Utility at the serving Central Office. A change in the programmed number may be made by the Utility at the customer's request and requires a Change Charge.~~

~~Customers may have only one type of Call Forwarding per line.~~

~~The installation or change charge applies if a customer requests a change in the type of call forwarding service provided.~~

~~On key telephone service with trunk hunting this feature is available on the first line only.~~

d. Call Forward Busy

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

e. Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

fd. Speed Calling (8<sup>(1)</sup> Numbers or 30 Numbers)

Customer Changeable Speed Calling permits the customer to place calls to other telephone numbers by dialing a one (1) or two (2) digit code rather than the complete telephone number. The feature is available as an eight (8) code list or thirty (30) code list.

~~Each customer has the option of variable or fixed programming.~~

~~(1) Variable - With this option the customer can program the desired numbers and change them at his discretion using a code system provided by the Utility.~~

~~(2) Fixed - With this option the customer selects desired numbers which are then permanently programmed by the Utility at the serving Central Office. A change in the programmed numbers may be made by the Utility at the customer's request but will require an installation or change charge.~~

~~Customers may have only one type of Speed Calling per line. The installation or change charge applies if a customer requests a change in the type of call forwarding service provided. On key telephone service with trunk hunting this feature is available on a per hunt group basis. This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.~~

(D)

(D)

(M)(T)

(M)(T)

(T)(C)

(T)

g. Speed Call 30

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity (T)  
(T)

(1) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)  
(L) Material relocated from Sheet No. 7. (N)

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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

6. Description of Service (Continued)

~~he. Priority CallRing Plus permits the assignment of an additional telephone number to a single party access line. Incoming calls to the two separate telephone numbers assigned the single access line are identified by a distinctive ringing cadence. A directory listing is included with the additional telephone number.~~

(T)

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone

(T)

if. Toll restriction provides the customer with local dialing capabilities, including EAS service, but blocks any call with long distance or premium service charges.

Blocked Calls

0 +  
0 -  
1 +  
1 + 555-1212  
1 + 900  
1 + 976  
Local Directory Assistance

Unblocked Calls

911  
Repair  
Time of Day  
1 + 800

- (1) Toll Restriction is offered to individual business and residence exchange access service customers only where facilities are available.
- (2) Toll restriction customers are responsible for collect, third number billed and credit card calls billed to the access line with toll restriction service.
- (3) Toll Restriction will work in combination with all other Custom Calling features.
- (4) Customers subscribing to Toll Restriction without subscribing to any other Custom Calling feature(s), are charged the Toll Restriction rate as shown in Rates 1.f.(1), for each line.
- (5) Customers subscribing to Toll Restriction in addition to any other Custom Calling feature(s) are charged the discounted multi-feature rate for toll restriction as shown in Rates 1.f.(2), in addition to the appropriate individual feature monthly rate for the additional Custom Calling feature(s) or package.
- (6) 911 access is available for emergency situations in which property or human life is in jeopardy and the prompt summoning of aid is essential.

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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

- (7). During specific promotional periods, the service order and line connection charges will be waived. The Utility will obtain prior approval from the Commission for the promotional periods.
- (8). Upon conversion to a digital Central Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscriber to Custom Calling Service without incurring service connection charges.
- (9). With Ring Plus, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

~~g. Call Forward Busy provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number. The customer selected forward to number is preprogrammed at the time service is established and can only be changed via service order.~~

(M)

~~h. Call Forward No Answer provides for calls terminating to a subscriber's idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.~~

(M)

(L) Material relocated to Sheet No. 5.

(N)

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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

i. (a) Remote Call Forward (RCF) Service allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number located beyond the local calling area of the exchange where the RCF number is furnished. The RCF customer is the called party receiving the automatically forwarded call.

(b) Remote Call Forwarding Service will be provided subject to the following limitations: (T)

1. RCF Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide RCF Service.
2. The RCF customer must be located beyond the local calling area of the exchange where the RCF number is furnished.
3. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.
4. RCF Service is not suitable for satisfactory transmission of data.
5. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.
6. The Call Forwarding feature of Custom Calling Services or another RCF Service is not intended to be offered by the Company or another Company as a feature at the answering location.
7. The Company will not provide identification of the calling party number to the RCF customer.
8. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified in Section IV, Schedule 2 of this Tariff.
9. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
10. Remote Call Forwarding Service cannot be used for toll by-pass. (T)

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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

A. DESCRIPTION OF SERVICE

1. Anonymous Call Block/Rejection (ACR)

~~Anonymous Call Rejection allows the called party the ability to reject calls if the calling number is marked private. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked private are routed directly to an announcement. A typical announcement states, "You have attempted to reach a party who is not accepting calls marked private. To complete the call unblock your line and try again." Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.~~

(T)

2. Repeat Dialing\*66 Busy Number Redial

~~Repeat Dialing is an arrangement which permits the customer to redial automatically the last number dialed by dialing an activation code (\*66 or 1166 from a rotary phone). If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.~~

~~Repeat Dialing is available on a monthly subscription basis, or on a pay per use basis. The maximum monthly pay per use charge is \$6.00 for residential customers and \$7.50 for business customers, regardless of the number of times the service is activated within a month. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.~~

(T)

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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GENERAL SERVICES

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. DESCRIPTION OF SERVICE (Continued)

3. \*69 Call Return

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~~Call Return allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation (\*69 or 1169 from a rotary phone) of the feature the customer receives an automated voice response message stating the number of the last party who called, and is given the option of returning the call. If the called line is found to be busy, the network will go through the same process described above for Repeat Dialing. Call Return will not return a call to a blocked number. The customer will hear a recording explaining that the call cannot be returned.~~

~~Call Return is available on a monthly subscription basis, or on a pay per use basis. The maximum monthly pay per use charge is \$6.00 for residential customers and \$7.50 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.~~

~~The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.~~

4. Caller ID Number Only <sup>(1)</sup>

(C)

~~Caller ID is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multi-line hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (----), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PABX systems within the Customized Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service. Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and~~

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provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

(1) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

A. DESCRIPTION OF SERVICE (Continued)

~~4. Caller ID (Continued)~~

~~a. Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.~~

~~b. Telephone numbers are not available on operator handled or credit card calls.~~

~~c. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff.~~

5. Caller ID with Name

~~Caller ID with Name is an arrangement which permits a customer who subscribes to Caller ID service to receive the phone number and name of the calling party, pursuant to Caller ID limitations, on a customer provided display device. When calls are marked private by the calling party, number and name cannot be received. Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.~~

6. Caller ID Blocking - per call

Caller ID Blocking – per call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (\*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

7. Caller ID Blocking - per line

Caller ID Blocking - per line permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (\*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

A. DESCRIPTION OF SERVICE (Continued)

8. Call Tracing

~~Call Tracing allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. Call Trace allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.~~

Call Tracing is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

9. Selective Call Rejection

~~Selective Call Rejection allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement, which specifies that the called party is not accepting calls. Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.~~

10. Priority RingCall

~~Priority Ring allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. Where the technology is available, if a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone.~~

11. Call Waiting ID

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Call Waiting ID provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the call-waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

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~~1<sup>st</sup> Revised~~ Original Sheet No. 4.1

FOR DEPARTMENT'S  
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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

A. DESCRIPTION OF SERVICE (Continued)

12. Selective Call Acceptance

~~Selective Call Acceptance allows a customer to select up to twelve (12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally. Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone~~

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(T)

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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

C. RATES

1. The following charges are for the features only and are in addition to applicable charges for service.

	Monthly – Per Line				Usage – Per Call				
	Residence		Business		Residence		Business		
	Billing Code	Rate	Billing Code	Rate	Billing Code	Rate	Billing Code	Rate	
Anonymous Call <u>Block/Rejection (ACR)</u>	ANCRR	\$3.50	ANCRB	\$4.00					(D)
*66 <u>Busy Number Repeat Redial</u>	RDRF	\$2.00	RDBF	\$3.50	USGRDR	\$0.75 <sup>(a1)</sup>	USGRDB	\$0.75 <sup>(b2)</sup>	(T)
*69 <u>Call Return</u>	ACRR	\$2.95	ACRB	\$4.00	USGCRR	\$0.75 <sup>(a2)</sup>	USGCRB	\$0.75 <sup>(b2)</sup>	(T)(C)
Caller ID <u>Number Only</u> <sup>(1)</sup>	CIDNR	\$7.50	CIDNB	\$8.50					
Caller ID with Name	CCNMR	\$8.00	CCNMB	\$9.99					
Caller ID Blocking (per call)					CIBPR	\$0.00	CIBPB	\$0.00	
Caller ID Blocking (per line)	CIBPL	\$0.00	CIBPL	\$0.00					(T)
Call <u>Tracing Service</u>	GTR	\$5.00	GTB	\$5.00	USGCTR	\$1.00	USGCTB	\$1.00	(T)
Selective Call Rejection	CSCRR	\$3.50	CSCRB	\$4.50					(T)
Priority <u>RingCall</u>	VIPR	\$2.00	VIPB	\$3.50					
Call Waiting ID	CWIDR	\$0.50	CWIDB	\$0.50					
Selective Call Acceptance	SCAR	\$3.50	SCAB	\$4.50					
CLASS Value PAK *	CLBFR	\$9.95	CLBFB	\$11.95					(D)
CNAM Value PAK **	CNBFR	\$10.95	CNBFB	\$13.95					

\* includes Caller ID, Call Return, and Anonymous Call Block/Rejection  
\*\* includes Caller ID with Name, Call Return, and Anonymous Call Block/Rejection

a. <sup>(1)</sup> The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month.

b. <sup>(2)</sup> The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times the service is activated within a month.

2. Non-recurring service charges:

- For any single or group of CLASS Services taken concurrent with new or additional access line requests see Service Order-Initial and Line Connection for new access line (Schedule 2(B), Rates).
- For any single or group of CLASS Services taken as an addition to an in-service access line see Service Order-Subsequent (Schedule 2(B), Rates).
- There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply to subsequent changes (see Service Order-Subsequent (Schedule 2(B), Rates)). Charges do not apply to Law Enforcement and Domestic Violence Agencies.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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~~DIRECTOR SENIOR VICE PRESIDENT~~  
~~STATE GOVERNMENT REGULATORY AFFAIRS~~  
~~P.O. BOX 3409260 E. STOCKTON BLVD.~~  
~~ELK GROVE, CA 95759624~~

~~2006~~ JANUARY 19, 2016  
EFFECTIVE: ~~JULY 15,~~  
~~2006~~ FEBRUARY 24, 2016  
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