

LIST OF EFFECTIVE SHEETS

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

<u>Revision Number</u>	<u>Sheet</u>
Original	CS A
Original	1
Original	2
Original	3
Original	4

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

**Issued by**

Harry H. Baker

NAME

President

TITLE

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

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. \_\_\_\_\_

A11. INFORMATION SERVICES CALL BLOCKING

11.1 GENERAL INFORMATION

11.1.1 APPLICABILITY

Applicable to Information Services Call Blocking furnished in connection with business and residence service.

11.1.2 TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

11.2 RATES

NON-RECURRING CHARGES

	<u>Business</u>	<u>Residence</u>
Information Services Call Blocking/ 900 Blocking (ISCB/900)		
A. New Connect, each line*	\$15.00*	\$ - -
B. Transfer/change location of service, each line*	15.00*	- -
C. Company initiated call blocking, each line	- -	- -
D. Removal of Call Blocking**	15.00	5.00

\*Effective 11/1/93 through 12/31/93 business customers may obtain information Services Call Blocking/900 Blocking (ISCS/900) at no charge. The applicable Removal of Call Blocking charges will apply during this sixty day period.

Information Services Call Blocking/900 Blocking (ISCB/900) is available to all customers at no charge at the time telephone service is established and for sixty days thereafter. The applicable Removal of Call Blocking charges will apply during this sixty day period.

\*\*The Removal of Call Blocking charge does not apply when ISCB/900 was initiated by the Utility in accordance with tariff provisions.

(Continued)

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A11. INFORMATION-SERVICES CALL BLOCKING

11.3 SPECIAL CONDITIONS

A. Description of Service

Information Services Call Blocking/900 (ISCB/900) is a central office call blocking service that allows residence and business customers to prohibit access of directly dialed and operator-assisted calls originating from their telephone line to all intrastate and interstate 900 numbers.

There is no charge to establish residence ISCB/900 nor is there a monthly charge for this service. A charge for the removal of ISCB/900 does apply.

There is a charge to establish business ISCB/900, however, no monthly charges apply. A charge for the removal of ISCB/900 does apply.

B. Explanation of Terms

1. **Company initiated blocking:** The Utility's option to assign ISCB/900 to a customer's line when the customer fails or refuses to pay 900 charges or when the customer cannot be contacted as required by the Customer Advance Notification Procedures.
2. **Selective blocking:** The blocking of 900 calls by specific 900 prefix (900 NXX).

C. Customer Advance Notification Procedures

1. The Utility will notify each customer by letter the first time the total 900/976 charges billed by the Utility reaches \$75.00 in one billing period, or \$30.00 for Lifeline customers (as Lifeline is described in Schedule Cal. P.U.C. No. A4, Universal Lifeline Telephone Service).
2. The Utility will attempt to contact each customer by telephone the first time the total bill for 900/976 services billed by the Utility exceeds \$150.00 in one billing cycle. In the event the customer cannot be reached by telephone, the Utility may temporarily block the customer's access to 900 services, until contact is made and the customer requests access to 900 services.

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A11. INFORMATION-SERVICES CALL BLOCKING

11.3 SPECIAL CONDITIONS - Continued

D. Inquiry, Dispute, and Adjustment Procedures

1. The Utility will make a one-time adjustment for 900 charges for customers for inadvertent, mistaken, or unauthorized use of services billed by the Utility when the customer disputes the 900 charges within sixty days of the bill date. The Information Service/900 Provider will not attempt secondary collection against the Utility customer on amounts adjusted according to Special Condition 11.3. D.1.
2. At the time of the adjustment request, the customer will be informed of the availability of Information Services Call Blocking/900 (ISCB/900) as described in Special Condition 11.3. A. preceding. If the customer requests ISCB/900, 900 charges will be adjusted to the date blocking was placed on the residential customer's line.
3. When a customer disputes a 900 charge, either orally or in writing, within 60 days of bill date on grounds other than specified in Special Condition 11.3. D.1. preceding, the Utility will notify the customer that until the dispute is resolved:
  - a. The customer is not required to pay the disputed amount, and
  - b. Customer credit standing with the Utility will not be impacted.

In the event that the dispute is resolved in favor of the customer, the Utility will make the requested adjustment and recourse the adjustment back to the Information Service/900 Provider. In the further event the customer dispute cannot be resolved within the billing cycle, a written acknowledgement will be mailed within thirty days of receipt of the customer's written notification to the Utility of the dispute. A billing cycle is the 30-day interval between the mailing of the monthly bill and the next month's mailing.

4. In addition, other adjustments may be made in accordance with standard Utility practices and recoured back to the Information Service/900 Provider.
- E. Selective blocking will not be provided.
- F. ISCB/900 is available to all customers at no charge at the time telephone service is established and for sixty days thereafter. The applicable Removal of Call Blocking charges will apply during this sixty day period.

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A11. INFORMATION-SERVICES CALL BLOCKING

11.3 SPECIAL CONDITIONS - Continued

G. Requests by customers to remove Information Services Call Blocking/900 (ISCB/900) must be submitted in writing to the Utility. The applicable Removal of Call Blocking charges will apply.

H. There is no charge to remove company initiated blocking of ISCB/900.

I. The Utility will not disconnect a customer's basic telephone service solely for nonpayment of 900 charges. However, a customer's access to 900 services may be blocked until the unpaid 900 charges have been paid.

J. The Utility will not include charges for 900 service in the calculation of deposit amounts, as described in Schedule Cal. P.U.C. A2, Rule 7, Deposits.

K. Non-recurring service order and network access charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, will not apply to this service.

L. Limitation of Liability

Provisions covering limitation of liability and allowance for interruption in service as set forth in Schedule Cal. P.U.C. A2, Rule 24, Limitation of Liability, shall apply to this service.

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