

LIST OF EFFECTIVE SHEETS

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

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(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. _____

A17. TELEPHONE NUMBER REFERRAL SERVICE

17.1 GENERAL INFORMATION

17.1.1 APPLICABILITY

Applicable to central office intercept arrangements for diversion of calls from a telephone number that has been disconnected or changed by customer request furnished in connection with business and residence service.

17.1.2 TERRITORY

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

17.2 RATES

MONTHLY
RATE

A. Basic Telephone Number Referral Service

1. Residence - Published and Non-Published Telephone Number

- | | |
|--|-----------|
| a. Standard Referral - 90 days | No Charge |
| b. Extended Referral - each month in excess of standard referral | \$ 5.00 |

2. Business

a. Published Telephone Number Appearing in Utility's Current Telephone Directory

- | | |
|--|-----------|
| (1) Standard Referral - life of current directory
(See Special Condition 17.3.E. following) | No Charge |
| (2) Extended Referral - each month in excess of standard referral | 10.00 |

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A17. TELEPHONE NUMBER REFERRAL SERVICE

17.2 RATES - Continued

MONTHLY
RATE

A. Basic Telephone Number Referral Service
 - Continued

2. Business - Continued

b. Non-Published Telephone Number or Published
 Telephone Number Not Yet Appearing in the
 Utility's Telephone Directory

- | | |
|--|-----------|
| (1) Standard Referral - 90 days | No Charge |
| (2) Extended Referral - each month in excess
of standard referral | \$ 10.00 |

B. Automatic Announcement Service (No referral service)

- | | |
|--|-----------|
| 1. Residence - Published and Non-Published
Telephone Number | No Charge |
| 2. Business - Published and Non-Published
Telephone Number | No Charge |

17.3 SPECIAL CONDITIONS

A. Telephone Number Referral Service is available to residence and business service customers where facilities and operating conditions of the Utility permit.

B. Explanation of Terms

1. **Basic Telephone Number Referral Service:** An optional central office intercept and referral arrangement which provides the calling party with information about a called telephone number that is disconnected and provides information on how to reach the called party.

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17.3 SPECIAL CONDITIONS – Continued

B. Explanation of Terms - Continued

2. **Automatic Announcement Service:** An automated announcement which states that the called telephone number is not in service. No further information is provided about the called telephone number.

C. Description of Service

Basic Telephone Number Referral Service is an optional central office intercept and referral arrangement for diversion of telephone calls from a telephone number which is no longer in service to a working telephone number. In accordance with the customer's instruction, a caller reaching a disconnected telephone number is provided with information which may include: the called telephone number, the reason the call was not connected, and information on how to reach the called party. The service will be provided on either an operator or automated basis at the discretion of the Utility.

Automatic Announcement Service is an optional central office intercept arrangement that provides an automated announcement that the called telephone number is not in service.

- D. Basic Telephone Number Referral Service rates are charged on a per telephone number basis.
- E. Basic Telephone Number Referral Service for business customers will be provided only when directory advertising billed to the disconnected or changed telephone number is paid for the period of the referral.
- F. The disconnected or changed referred telephone number will be kept dedicated for the customer's selected period of the referral unless the Utility determines it necessary to reassign and use the referred telephone number.
- G. One referral telephone number will be provided for each telephone number equipped with Basic Telephone Number Referral Service.
- H. When the customer does not order Basic Telephone Number Referral Service, the Automatic Announcement Service will be provided.

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A17. TELEPHONE NUMBER REFERRAL SERVICE

17.3 SPECIAL CONDITIONS – Continued

- I. All residence and business service customers will be billed the applicable Basic Telephone Number Referral Service charges on the next bill rendered after the effective date of the referral for the disconnected or telephone number changed account.
- J. There is no charge to establish Telephone Number Referral Service when the service is ordered with the disconnection or telephone number change.
- K. The applicable Service Connection and Move and Change Charges as set forth in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, will apply to changes in established Basic Telephone Number Referral Service and/or established referral information.
- L. Basic Telephone Number Referral Service charges do not apply to referral service provided in connection with:
 - 1. Disconnects or telephone number changes with Automatic Announcement Service (no referral service),
 - 2. Utility initiated telephone number changes, or
 - 3. Directory errors caused by the Utility.
- M. Limitations of Liability

Provisions covering limitation of liability and allowance for interruption in service set forth in Schedule Cal. P.U.C. No. A2, Rule 24, Limitation of Liability, shall apply to this service.

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