

Resale Billing - Usage

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Direct Distance Dialed (DDD)

Most calls are DDD originated, which means that an EU dials and completes a call from a Residence or Business phone without assistance from an operator. DDD usage rates apply to calls made through an operator in the following circumstances:

- DDD is not available in local area
- Equipment failure prevents DDD
- End User is handicapped
- Previously dialed call was cut-off, had poor transmission, etc.

Toll Telephone Message

Completed call or telephone communication between two exchange stations, to which rates apply, located according to one of the following criteria:

- In different local service areas
- Between toll stations
- Between toll stations and exchange stations

Usage Billed By Message

Completed telephone calls will incur the following 'per message' charges:

- First minute of use
- Each additional minute of use
- Per message charge

Usage Billed by Distance

Usage is billed by distance, which is referred to as **Zone Usage Measurement (ZUM)**, **Local Toll**, and **IntraLATA Toll**. Zone Usage Measurement (ZUM) divides a customer's 'Nearby' calling area into three Zones. Zones are based on airline mileage from rate center point in one exchange to rate center point in another exchange.

- **Zone 1** - 0-8 miles (Local Calling Area - not counted or charged with Flat Rate Service)
- **Zone 2** - 9-12 miles (Local Calling Area)
- **Zone 3** - 13-16 miles:
 - Billed as Zone 3 in ZUM areas
 - Billed as **Local Toll** in non-ZUM areas
 - **ZUM** is located in metropolitan areas:
 - San Francisco - East Bay Extended Area
 - Los Angeles Extended Area
 - Orange County Extended Area
 - San Diego Extended Area
 - Sacramento Extended Area
 - Ventura County Extended Area
 - Riverside County Extended Area
 - San Bernardino County Extended Area
 - C.P.U.C. Tariff A5.2.1.B lists cities within Extended Areas
- **IntraLATA Toll** = 17 miles to LATA boundary

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Note: Zone calling usage rates are applicable to calls between Zones (i.e., if a call originates and terminates within the same ZUM exchange or terminates in another ZUM exchange, and the call is within 13-16 miles, then the call is billed as a Zone 3 charge).

The following are areas of **Local Toll**:

- **ZUM Area:**
 - Calls beyond 16 miles, but within the Service Area
 - Calls within 13-16 miles to a Non-ZUM exchange
 - Station calls to Zones 1, 2, and 3
- **Non-ZUM Area:**
 - Calls beyond 12 miles, but within the Service Area
 - Station calls to Zones 1 and 2

Note: In **LATA 5**, End Users can call eight locations in Arizona as **Local Toll** calls. Pacific Bell's discount calling plans do not apply to calls outside of California; LATA 5 Service Area calls to Arizona are not discounted.

- Calls are billed as Pacific Bell Local Toll
- Toll is billed at AT&T interstate long distance rates
 - Toll rates are not available in Exchange Plus
 - Call AT&T operator for rates
- Arizona locations (Area Code 520) are:
 - Poston, AZ (Prefix 662)
 - Parker Dam, AZ (Prefix 667)
 - Parker, AZ (Prefix 669)
 - Bouse, AZ (Prefix 851)
 - Cibola, AZ (Prefix 857)
 - Salome, AZ (Prefix 859)
 - Ehrenberg, AZ (Prefix 923)
 - Quartzsite, AZ (Prefix 927)

Usage Billed by Time/Day Placed:

Rate Periods are:

- **Monday through Friday:**
 - Day rates = 8:00 A.M. - 5:00 P.M.
 - Evening rates = 5:00 P.M. - 11:00 P.M.
 - Night rates = 11:00 P.M. - 8:00 A.M.
- **Weekend: Night rates** apply 11:00 P.M. Friday - 8:00 A.M. Monday
- **Holidays - Night rates** apply

Holidays when night rates apply include:

- New Year's Day
- Presidents' Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

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Rounding For Call Duration and Charges

Rounding for call duration and charge occurs as follows:

- Calls are rounded up to the next full minute.
- Fractional dollar amounts are rounded up or down using normal rounding procedures.

Operator Assisted Calls

A Service Charge applies to all of the following types of calls:

Collect:

- Charges are billed to the service receiving the call
- Caller speaks to anyone

Third Number:

Completed call placed from one telephone service to another number; charges are billed to a third (different) telephone service.

Person to Person:

- Caller asks for specific person, department, or extension
- Person not available and caller agrees to speak to someone else
- Mobile operator handles call to mobile station
- Appointment calls when operator arranges connection at pre-specified time
- Call back call, when called person is not available and originator asks operator to leave a message for the person to return the call
- Messenger calls where operator employs messenger to bring called party to telephone

Time and Charges quoted

Other

- Enterprise and Zenith - except Dial Interexchange Receiving Service (DIRS)
- Mobile or VHF Maritime phones

Pay Station Calls:

Inmate Service

- Collect calls placed from a Pacific Bell Coin phone located in a correctional facility
- Service charge applies
- Service charge is billed in addition to toll rates and all other applicable service charges.

Sent-Paid Call

Messages dialed and completed by an EU from residence or business telephone service without assistance from an operator, or a station call originating at public or semipublic telephone and paid for by coin deposit.

Non-Sent Paid Call

Station call or person call originating at public or semipublic telephone where the call is not paid for by coin deposit. Service charges may apply in addition to toll rates and other applicable service charges.

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How to Determine Call Rate

The rate for each call is determined by:

- Day and time when connection is established
- Distance from Rate Center of calling station to the Rate Center of the called station
- Length of call
- Call type (how call was placed, e.g., collect, person-to-person)
- Holiday Rate
- Multi-rated call - Messages that cross rate periods are calculated according to the rate that was in effect for each portion of message.

Example:

A 30-minute call between 7:45 A.M. - 8:15 A.M.
7:45 A.M. - 8:00 A.M. calculated at Night Rate
8:00:01 A.M. - 8:15 A.M. calculated at Day Rate

Discounts

A variety of usage discount plans are available. For details, refer to Resale Section 2.0 Products and Services of the CLEC Handbook. Resale Tariff discounts apply to usage as indicated in C.P.U.C. Tariff 175T.

Verify Busy and Interruption

Verify Busy

- Caller requests operator to check a line/telephone number to determine if number is either in use or is out of order
- Charge is quoted before service is provided
- Charge is billed if number checked is in use

Interruption

- Caller requests operator to interrupt a busy line
- Operator will break into the conversation and ask the called party if he/she is willing to release the line.
- Operator provides caller's name and reports back to the caller with a response.
- Charge is quoted prior to providing the service
- Charge is billed whether or not the line is released

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Rates for Verify Busy and/or Interrupt are waived if

- Line checked or number called is determined to be out of order
- Call to or from a public emergency number
- Emergency call from pay phone when:
 - Customer claims to have no money
 - Does not have or refuses to provide calling card number or 3rd number for billing