

**Service Name:** Mail and Messenger Services  
**Schedule No:** TC-15-005  
**Manual No.:** 15.02  
**General Administrative Services Agreement** **Date Prepared:** 1/8/96  
**between Pacific Bell and Pacific Bell Communications**  
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VI. This Schedule No. TC-15-005 incorporates by reference the provisions of the General Administrative Services Agreement between the parties hereto referenced above.

**PACIFIC BELL**

Approved By: B.D. Dempsey  
 Print Name: B.D. Dempsey  
 Title: Exe. Dir.  
 Date: 1-10-96

**PACIFIC BELL COMMUNICATIONS**

Approved By: Betty J. Bernard  
 Print Name: B. J. BERNARD  
 Title: PRESIDENT & C.O.O.  
 Date: 1/15/96



## **Attachment 5.A.3**

**Service Name:** Information Directory Services

**Schedule No:** TC-01-006      **Modification No. 1**      **Effective:** May 1, 1997

**Manual No.:** 01.11

**General Administrative Services Agreement  
between Pacific Bell and Pacific Bell Communications**

Page 1 of 2

- I. **Commencement Date:** January 16, 1996  
**Duration of Schedule:** Initial term of one (1) year *and shall continue thereafter until terminated as provided herein.*  
**Termination:** The cancelling party shall provide thirty (30) days prior written notice to other party.

II. **Description:** Information Directory Service is a centralized network of personnel database information systems. This service automatically provides, maintains, and updates personnel information to all three service functions as follows:

- **OFFICIAL COMPANY DIRECTORY (Paper Bound Directory)** - This service provides, updates, and maintains all listings for the Official Company Directory and the Managers Subject to Call Directory. It includes publication of these directories at least once a year *or as requested* but does not include the actual printing costs.
- **REGIONAL ADMINISTRATIVE CALL HANDLING - EMPLOYEE LOCATOR (RACHEL)** - (Operator Assisted) - *This service provides facilities and personnel to furnish employee phone numbers to in-Company and outside callers for all employees. The locating services will be performed at 140 New Montgomery Street, Room 422, San Francisco.*
- **TOUCH-TELL DIRECTORY (Automated Dialing)** - This service provides automated internal directory assistance through a computerized interactive telephone system. It is available 24 hours a day, seven days a week from a touchtone telephone.

III. **Prices:**

**Allocator:** The number of employees for each client company over the total number of employees (Pacific Bell plus clients).

**Direct Expenses:** Expenses which are 100% billable, include but are not limited to the following:

- Miscellaneous expenses directly associated with services provided to the contracted party.

**Service Name:** Information Directory Services

**Schedule No:** TC-01-006      **Modification No.** 1      **Effective:** May 1, 1997

**Manual No.:** 01.11

**General Administrative Services Agreement  
between Pacific Bell and Pacific Bell Communications**

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**IV. Ordering/Performance Criteria:**

**Ordering:** The Service is provided on a continuous basis.

- Requests for directories should be submitted on a P3056-FA, Order for Printed Material.
- Client company shall provide thirty (30) days written notice requesting RACHEL service.
- Pacific Bell shall provide instructional brochure to access Touch Tell Directory.

**Performance:** The following will be required:

- Client company will provide a directory coordinator for its organization who will interface with Official Directory Services on how client company listings will appear and how to update listings.
- Client company will provide listings of its own organizations in a pre-established format as required by Official Directory Services.
- Client company will provide updates to directory listings as required by a pre-established schedule in order to meet publication/distribution dates. Failure to meet schedules could result in outdated and/or non-published listings.
- Training on how to update directory listings will be provided by Official Directory Services.

**V. Special Terms and Conditions: None**

**VI. This Schedule No. TC-01-006 incorporates by reference the provisions of the General Administrative Services Agreement between the parties hereto referenced above.**

**PACIFIC BELL**

**Approved By:**

**Print Name:**

**Title:**

**Date:**

Melinda Robbins  
Melinda Robbins

Manager  
Manager

5-22-97  
5-22-97

**PACIFIC BELL COMMUNICATIONS**

**Approved By:**

**Print Name:**

**Title:**

**Date:**

RAOJ TIRATHI  
RAOJ TIRATHI

MANAGER  
MANAGER

5/29/97  
5/29/97



## **Attachment 5.A.4**

**Service Name:** Consulting Services Systems Development

**Schedule No:** TC-09-011

**Manual No.:** 09.21

**General Administrative Services Agreement**

**Date Prepared:** 1/7/96

**between Pacific Bell and Pacific Bell Communications**

Page 1 of 1

- I. **Commencement Date:** January 16, 1995  
**Duration of Schedule:** Initial term of 1 year.  
**Termination:** The cancelling party shall provide 60 days prior written notice to other party.
- II. **Description:** Pacific Bell shall consulting and other related activities to render assistance to Pacific Bell Development Company to:  
-create system requirements to support the Long Distance business  
-develop systems, manage vendors and long term systems operations
- III. **Prices:**  
**Allocator:** Will be based on the type of project or activity supported.  
**Direct Expenses:** All services provided exclusively for client will be billed 100% and captured by an Interdepartmental Tracking Code.
- IV. **Ordering/Performance Criteria:**  
**Ordering:** The Service is provided upon request.
- V. **Special Terms and Conditions:** Not applicable
- VI. This Schedule No. TC-09-011 incorporates by reference the provisions of the General Administrative Services Agreement between the parties hereto referenced above.

**PACIFIC BELL**

**Approved By:**

Leslie Whitehead

**Print Name:**

C. D. Whitehead

**Title:**

Vice President

**Date:**

1-11-96

**PACIFIC BELL COMMUNICATIONS**

**Approved By:**

Betsy J. Bernard

**Print Name:**

B. J. BERNARD

**Title:**

PRESIDENT & C.O.O.

**Date:**

1-15-96



## **Attachment 5.A.5**

**Service Name:** Computer Security Services

**Schedule No:** TC-09-035 Modification No. 1 Effective: 2/1/97

**Manual No.:** 9.20

**General Administrative Services Agreement** Date Prepared: 1/16/97  
**between Pacific Bell and Pacific Bell Communications**

Page 1 of 2

I. **Commencement Date:** January 16, 1996

**Duration of Schedule:** Initial term of one (1) year and shall continue thereafter until terminated as provided herein.

**Termination:** The canceling party shall provide 120 days prior written notice to other party.

II. **Description:**

Pacific Bell shall provide the client company computer and network security services. Services shall include support for investment and cost processing, which includes firewall development, maintenance and network surveillance, supporting Local Security Administrators (LSAs), maintaining and updating the computer security data base. In addition, methods & procedures, security consulting and compliance and investigative services shall be provided.

III. **Prices:**

**Allocator:** The number of client UUIDs to the total number of UUIDs for Pacific Bell and all contracting parties shall be used to allocate the primary expenses for Centralized Administration.

The number of client employee headcount to the total number of employee headcount for Pacific Bell and all contracting parties shall be used to allocate the primary expenses for the following:

- Security Policies and Standards
- Security Awareness and Education
- Security Compliance and Investigative Services
- Firewall

**Direct Expenses:** All services provided exclusively for the client (i.e. Security Consulting, etc.). Service charges shall include salary costs, wages and other applicable costs.

**Investment Intensive:** N/A

IV. **Ordering/Performance Criteria:**

**Service Name:** Computer Security Services

**Schedule No:** TC-09-035 Modification No. 1 Effective: 2/1/97

**Manual No.:** 9.20

**General Administrative Services Agreement** Date Prepared: 1/16/97  
**between Pacific Bell and Pacific Bell Communications**

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**Ordering:** The Service is provided on continuous basis. Client shall request specific services in writing or by a telephone request. Telephone requests shall be followed by written confirmation within one week. Pacific Bell will confirm or deny the request via telephone or in writing within one week of receiving the initial request.

V. Special Terms and Conditions: N/A

VI. This Schedule No. TC-09-035 incorporates by reference the provisions of the General Administrative Services Agreement between the parties hereto referenced above.

**PACIFIC BELL**

Approved By:

*Danna Kaurugh*

Print Name:

Jennifer Burch

Title:

Director - 100

Date:

5/21/97

Approved By:

*M. F. Ashby*

Print Name:

M. F. Ashby

Title:

VP, CFO

Date:

2/13/97

**PACIFIC BELL COMMUNICATIONS**

Approved By:

*Brian Howard*

Print Name:

Brian Howard

Title:

Director

Date:

6-28-97



## **Attachment 5.A.6**

**Service Name:** Datacommunication Services

**Schedule No:** TC-09-036

**Manual No.:** 9.17

**General Administrative Services Agreement  
between Pacific Bell and Pacific Bell Communications**

**Date Prepared:** 1/8/96

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**I. Commencement Date: January 16, 1996**

**Duration of Schedule: Initial term of one (1) year.**

**Termination: The canceling party shall provide sixty (60) days prior written notice to other party.**

**II. Description:**

- Installation and maintenance of the Data Center & Network Operations (DC&NO) backbone network including circuits, switches, software, etc..
- Network management for the DC&NO backbone network.
- Design and Engineering of customer LANs from the P&TS point of demarcation to the DC&NO computer centers.
- Support for the application "genning" process to allow access to DC&NO computer applications.
- Trouble call handling, user assistance and problem diagnosis/resolution for telecom-related problems. Includes dispatch to the appropriate fix-it agency, which may be DC&NO, other Pacific Bell groups or vendors.

**III. Prices:**

**Allocator:** Client billable network addresses plus the number of applications (e. g. Sord, Boss) over the total number of billable Network addresses plus the number of application's for Pacific Bell and all contracting parties shall be used to allocate the primary expenses.

**Direct Expenses:** All services provided exclusively to client. Charges will include but are not limited to salary costs, wages and other applicable costs.

**Investment Intensive:** N/A

**IV. Ordering/Performance Criteria:**

**Ordering:** The Service is provided on continuous basis. Client shall request specific services by calling Pacific Bell's Official Communications Service Center.

**V. Special Terms and Conditions: N/A**

**Service Name:** Datacommunication Services

**Schedule No:** TC-09-036

**Manual No.:** 9.17

**General Administrative Services Agreement**  
**between Pacific Bell and Pacific Bell Communications**

**Date Prepared:** 1/8/96

Page 2 of 2

VI. This Schedule No. TC-09-036 incorporates by reference the provisions of the General Administrative Services Agreement between the parties hereto referenced above.

**PACIFIC BELL**

**Approved By:**

**Print Name:**

**Title:**

**Date:**

*J.A. Jenkins*  
J.A. JENKINS  
**DIRECTOR**  
1/8/96

**PACIFIC BELL COMMUNICATIONS**

**Approved By:**

**Print Name:**

**Title:**

**Date:**

*Betty J. Bernard*  
B. J. BERNARD  
PRESIDENT & C.O.O.  
1/15/96



## **Attachment 5.A.7**

**Service Name:** Project Management Services

**Schedule No:** TC-09-056

**Manual No.:** 09.35

**General Administrative Services Agreement  
between Pacific Bell and Pacific Bell Communications**

**Date Prepared:** 1/9/97

*Page 1 of 2*

- I. **Commencement Date:** February 1, 1997  
**Duration of Schedule:** Initial term of one (1) year and shall continue thereafter until terminated as provided herein.  
**Termination:** The canceling party shall provide sixty (60) days prior written notice to other party.
- II. **Description:** Pacific Bell shall provide project management services for the client company which shall include but not be limited to the following:
- Customer Consultations
  - Opportunity Assessments
  - Project Decision Analysis
  - Project Implementation
- III. **Prices:**
- Allocator:** Not applicable.
- Direct Expenses:** Project Time Accounting (PTA) will be used to accumulate hours and dollars associated with each project. All project codes that represent work performed exclusively for the contracting party will be identified and billed at 100% of the total cost. These charges include salary costs, wages and other applicable costs.
- For services benefiting both Pacific Bell and the contracting party, a value allocator to be determined by the project manager and the contracting party to reflect the contracting party's direct portion of the expense shall be used to pre-allocate the direct primary expenses.
- Investment Intensive:** Not applicable.
- IV. **Ordering/Performance Criteria:**
- Ordering:** The Service is provided upon request. The client company shall request specific services in writing via correspondence, electronic mail, facsimile or by telephone request. Pacific Bell will confirm or deny the request via telephone or in writing within 24 hours of receiving the initial request.

**Service Name:** Project Management Services

**Schedule No:** TC-09-056

**Manual No.:** 09.35

**General Administrative Services Agreement  
between Pacific Bell and Pacific Bell Communications**

**Date Prepared:** 1/9/97

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**V. Special Terms and Conditions:**

N/A

**VI. This Schedule No. TC-09-056 incorporates by reference the provisions of the General Administrative Services Agreement between the parties hereto referenced above.**

**PACIFIC BELL**

**Approved By:**

George Kontaxis

**Print Name:**

George Kontaxis

**Title:**

Project manager

**Date:**

1/9/97

**PACIFIC BELL COMMUNICATIONS**

**Approved By:**

Brian Hansen

**Print Name:**

Brian Hansen

**Title:**

Director

**Date:**

1/15/97



## **Attachment 5.A.8**

**Service Name:** Consulting Services ~~Marketing Support~~ Sales support  
**Schedule No:** TC-62-013  
**Manual No.:** 62.07 29  
**General Administrative Services Agreement**  
**between Pacific Bell and Pacific Bell Communications**

**Date Prepared:** 1/7/96

Page 1 of 2

- I. **Commencement Date:** January 16, 1996  
**Duration of Schedule:** Initial term of 1 year.  
**Termination:** The cancelling party shall provide 30 days prior written notice to other party.
- II. **Description:** Pacific Bell shall provide personnel on a consulting basis to render assistance to client to provide marketing support and other related activities. This will include, but not be limited to:
- defining product sets
  - defining product requirements
  - defining capabilities needed for system and other infrastructure
  - define product bundles
- III. **Prices:**
- Allocator:** There are no allocated expenses  
**Direct Expenses:** All services provided exclusively client will be billed 100% and captured by Interdepartmental Tracking codes:
- Marketing consultation
- IV. **Ordering/Performance Criteria:**
- Ordering:** The Service is provided upon request.
- V. **Special Terms and Conditions:** Not applicable

Service Name: Consulting Services Marketing Support *Sales Support* <sup>10\*</sup>

Schedule No: TC-62-013 <sup>10\*</sup>

Manual No.: ~~62-09~~ 29.40

General Administrative Services Agreement  
between Pacific Bell and Pacific Bell Communications

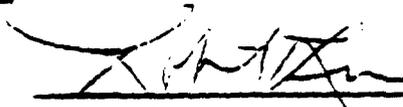
Date Prepared: 1/7/96

Page 2 of 2

VI. This Schedule No. TC-62-013 incorporates by reference the provisions of the General Administrative Services Agreement between the parties hereto referenced above.

**PACIFIC BELL**

Approved By:



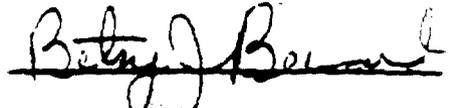
Print Name: Robert Lee

Title: President

Date: 1/10/96

**PACIFIC BELL COMMUNICATIONS**

Approved By:



Print Name: B. J. BERNARD

Title: PRESIDENT & C.O.O.

Date: 1/15/96

Approved By:



Print Name: John H. Polumbo

Title: President

Date: 1/16/96

