

Personal Communications Services

Calling Plan Options

LOCAL CALLING

- Standard Service
- Premium Service
- Lifeline

NON-LOCAL CALLING

- Call Bonus Community Plans
- Call Bonus Wide Area Plans

Convenience Services

- TouchTone Service
- Call Waiting
- Call Forwarding
- 3-Way Calling
- Speed Calling
- Busy Call Forwarding
- Delayed Call Forwarding
- Premiere Communications Systems
- Operator Services
- Calling Card
- Direct Calling Card
- Mobiletelephone
- Bellboy® Paging
- Number Referral Service
- Directory Assistance

Special Services

ENTERTAINMENT/ EDUCATION

- Pacific Bell TalkLine™
- 976 Information Access

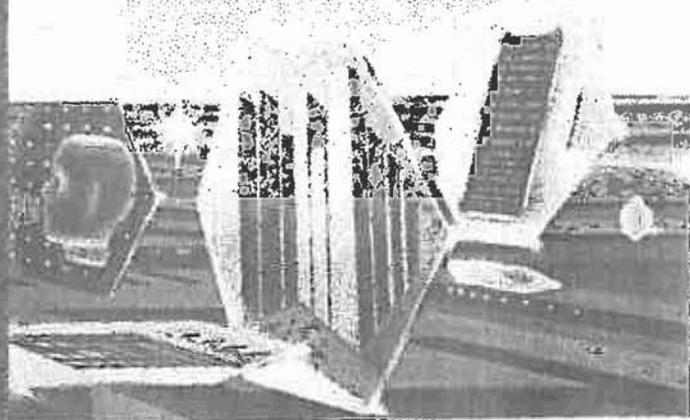
SAFETY/ SECURITY

- 911 Emergency Services

Network of Services

PACIFIC BELL

A Bell Telephone Company



© 1995
PACIFIC BELL
ALL RIGHTS RESERVED

CUSTOMIZED BUSINESS BILLING

This tailored billing service provides any size business customer with the tools for more efficient bill processing. Consolidation of all accounts into one monthly bill, a preferential billing date and magnetic tape billing are three options currently available.

ADDITIONAL DIGITAL SERVICE

Highly reliable, this dedicated digital transport service provides high speed (2.4, 4.8, 9.6 and 56 thousand bits per second) data capabilities for data retrieval/transmission, inquiry/response transactions, slow scan video and bulk data transfer.

TRANSFER CALL FORWARDING

After a specified number of rings, customers' calls can be routed to another line of their choice. So their calls are always answered.

DIRECT CALLING CARD

Unlike the regular Calling Card where calls can be placed to any number, the Direct Calling Card is restricted and good only for calls back to the billing number. It replaces the inconvenience and expense of calling collect.

DIRECTORY ASSISTANCE

An easy way, 24 hours a day, for customers to obtain numbers when they are new or when a telephone directory is not available.

HIGH CAPACITY TRANSPORT SERVICE

This service provides dedicated, high-volume transmission capabilities for voice, low and high speed data (up to 1.544 megabits per second) and such services as video, electronic mail and facsimile.

LIFELINE

This service discounts the basic monthly service charge to make telephone service available to residence customers with total household income no more than \$11,000 per year. (Rate will change per Consumer Price Index.)

MOBILE TELEPHONE SERVICE

This service eliminates unproductive travel time for customers by providing the only mobile telephone service serving all major California cities and towns.

NUMBER REFERRAL SERVICE

This service provides quick notification to customers of new telephone numbers when they call the old number. In cases such as business partners/ex-roommates, calls to the former number can be referred to separate new numbers.

OPERATOR SERVICES

Verify/Interrupt

Upon request, an operator will test a constant busy signal to verify if the line is working. When out of order, the operator will report it to repair. The operator can also interrupt a conversation advising the talking parties that another caller is trying to get through.

Collect and 3rd Number
When placing a call, the operator, upon request, will reverse the charges or bill the call to a different number.

PACIFIC BELL TALKLINE

This is a unique 24-hour-a-day "public teleconferencing service" which allows 2 to 20 participants to engage in a casual, anonymous conversation. Currently available in trial areas in Northern and Southern California, there are separate telephone numbers for seniors, adults, and teens.

PACIFIC BELL WAYS

This outgoing only line provides discounts to customers for volume calling within the Service Area or State. Having rates decrease as hours of use increase makes telemarketing very cost-effective.

PREMIERE COMMUNICATIONS SYSTEMS

This Network service for multi-line customers who aren't quite big enough for Centrex offers such features as Pick Up and Hold, Three-Way Calling, Call Transfer and Intercom. Additional features available include Alternate Answering, Call Forwarding, Convenience Dialing, Call Waiting and Distinctive Ringing.

An excellent choice for customers who need to tie several lines and/or locations into one system.

PREMIUM SERVICE

This service is an economical option for residence customers who make frequent/lengthy local calls. A flat monthly fee allows for unlimited local calling. (Not available to businesses where Standard Service is available.)

REMOTE CALL FORWARDING

This service provides customers with a telephone number in a remote exchange which automatically forwards incoming calls back to another number. They have local presence in a distant market without the expense of creating a new office.

TRIPLE DIALING

Customers can gain instant access to their suppliers or save time in an emergency by automatically dialing one or two digit codes for frequently called numbers.

STANDARD SERVICE

This basic service plan gives residence customers a calling allowance for their local calls. Customers save money because they pay only for what they use.

STREET ADDRESS DIRECTORY

For customers who wish to sharply focus their direct mail or door-to-door sales effort, this service provides household information (names, telephone numbers) organized by street address location.

TRACEDONE SERVICE

A Network feature which, when used in conjunction with a push button telephone, provides faster call connection plus access to such high-tech services as 976 Information Access Service, Bank by Phone and Shop by Phone.

TRACEDONE (ANALOG) SERVICE

This service provides customers with a dedicated private line connecting two or more locations. The fixed monthly rate with unlimited usage gives the customer budget control.

VOICE GRADE DATA SERVICE

This service provides customers with a dedicated line connecting two or more locations for slow-speed data transmission.

3-WAY CALLING

This service allows customers to add a third party to conversations and talk with friends, family or simplify cooperative decision-making.

800 SERVICE

Business customers can encourage customer calling by providing a toll-free number. Charges for calls to an 800 number are like collect call without an operator.

911 EMERGENCY SERVICE

This service, provisioned by Pacific Bell and provided through local government agencies, provides customers with a single three-digit number for summoning emergency help.

976 INFORMATION SERVICE

This service provides an excellent way for a business to sell information by telephone without having to manage the billing. Sports, horoscopes, financial reports and more are available to consumers by dialing a 976 number.

