

7.1 CUSTOM CALLING FEATURES

7.1.1 Custom Calling Services

A. SERVICE DESCRIPTION

Custom Calling Service is a central office based service which consists of a variety of optional network services that enhance customer lines.

B. REGULATIONS

1. Custom Calling Services will be furnished to individual line residence and business customers and Private Branch Exchange (PBX) customers where technically feasible.
2. Custom Calling Services are not available to end users with the following types of service:
 - Multi-party lines
 - Public and semi-public coin or coinless payphones
 - Customer Owned Public Telephone Service (COPTS)
 - Customer Provided Inmate Calling Service (CPICS)
 - Direct connections
 - 800 service
 - 900 service
 - Private line service
 - Outward WATS service
 - Direct Inward Dial (DID) trunks
3. Normal transmission is not guaranteed on any forwarded call or three-way call. The quality of calls which are forwarded on three-way calling may vary depending on the distance and the routing necessary to complete each call.
4. The customer who subscribes to call forwarding is responsible for the payment of applicable charges for each completed call between customer's call forwarding equipped station and the station to which the call is forwarded. This charge, exchange message or dial station toll, applies to all forwarded calls answered at the station to which the calls are forwarded.
5. Charges between the originating station and the call forwarding equipped station are applicable in accordance with regularly filed tariffs, exchange message, dial station, operator station or person toll.
6. Private Branch Exchange (PBX) trunk line service (except DID) is limited to receiving all individual Call Forwarding features, customer Changeable Speed Calling and Two Feature package - Busy and Delayed Call Forwarding.

7.1 CUSTOM CALLING FEATURES**7.1.1 Custom Calling Services (Cont'd)****B. REGULATIONS (Cont'd)**

7. Some Custom Calling Services are available on a Pay-Per-Use basis, in addition to a monthly subscription basis. (See Part 7, Section 1.1.B.3 feature descriptions in this Guidebook.)

Customers are charged for each successful activation. A successful activation is defined as an attempt by the Company's central office switches to ring the called party's line. A completed call is not guaranteed, Charges will not be assessed if call setup results in a busy condition. The functionality of the features do not differ from the existing features offered on a subscription basis.

8. A monthly cap of \$11.92 for each Pay-Per-Use feature (8 successful activations) will be applicable to each residence line. Business lines will not have a monthly cap.
9. Pay-Per-Use Custom Calling Services are available on residential and small business access lines where facilities and operating conditions permit. The customer is not required to order the features unless customer wishes to subscribe to the features as a monthly service.
10. The Company shall, upon request of the customer, provide blocking of the Pay-Per-Use Custom Calling Services free of charge. Customers may request blocking by calling their respective business office(s).
11. Each customer is obligated to pay the applicable service charge for the removal of clocking from customer's telephone line(s) as shown in Part 3, Section 1.1.c.1 of this Guidebook.
12. The Company shall make a one-time adjustment for charges incurred per account if it is established that, (1) the customer did not know a change applied per activation of the features, (2) the activations were made by a minor child and the calls were made without parental consent, (3) the calls were not authorized by the customer of record or (4) the customer inadvertently activates the feature. The customer of record must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the blocking option at the time of the adjustment.

7.1 CUSTOM CALLING FEATURES**7.1.1. Custom Calling Services (Cont'd)****C. FEATURE DESCRIPTIONS****1. Call Forwarding**

- a. Call Forwarding variable (USOC: ESM) permits the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. Only ten calls can be forwarded simultaneously.
- b. Busy Call Forwarding (USOC: EVB) permits the forwarding of incoming calls when the customer's line is busy. The forwarded number is fixed by the customer service order. Calls may be forwarded outside the customer's local central office.
- c. Delayed Call Forwarding (USOC: EVD) permits the forwarding of incoming calls when the customer's line remains unanswered after customer-designated number of rings. The number of rings and the forwarded number are fixed by the customer service order. Calls may be forwarded outside the customer's local central office.
- d. Remote Access to Call Forwarding (USOC: RAF) permits the customer to activate, deactivate or change an existing forwarding-to number from a location other than where the service is located. A customer is assigned a personal identification number at the time the service is subscribed to by the customer.

Limitation:

Remote Access to Call Forwarding will only work with Call Forwarding Variable, Remote Access to Call Forwarding or Select Call Forwarding¹.

NOTE 1: Select Call Forwarding is a Custom Calling 2000 feature available in Part 7, Section 2 of this Guidebook.

7.1 CUSTOM CALLING FEATURES

7.1.1. Custom Calling Services Cont'd

C. FEATURE DESCRIPTIONS (Cont'd)

2. Call Waiting

- a. Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting and, by operation of the switchhook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.
- b. Cancel Call Waiting (CCW) allows a customer to dial an activation code prior to making a call, and cancel the Call Waiting (CW) feature. CCW must be activated each time the customer wants SW cancelled. Exception: Customers subscribing to a Custom Calling Service that provides "flash privileges" such as Three-Way Calling can activate the CCW feature while an incoming or outgoing call is in progress.

3. Three-Way Calling

Three-Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

Three-Way Calling is available on a monthly subscription basis or on a pay-per-use basis. (See Section 1.A.7 for Pay-Per-Use Custom Calling Service Regulations)

7.1 CUSTOM CALLING FEATURES

7.1.1 Custom Calling Services (Cont'd)
C. FEATURE DESCRIPTIONS (Cont'd)

4. Customer Changeable Speed Calling

Customer Changeable Speed Calling permits the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight code list or thirty code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code (for the eight code and thirty code lists, respectively) plus the telephone number.

7.1 CUSTOM CALLING FEATURES

7.1.1 Custom Calling Services (Cont'd)
C. FEATURE DESCRIPTIONS (Cont'd)5. Intercom¹

Intercom permits intercommunication between two or more customer provided telephone stations terminating on the same telephone number. The customer activates an intercom call by picking up customer's receiver and dialing customer's own telephone number. When the customer hears a busy tone signal, customer must return the receiver to its hang up position within fifteen seconds. A distinctive ringing tone is then activated at all the customer's telephone or the intercom activation is canceled. The intercom feature is deactivated when all connected parties terminate their intercom call. The Intercom feature is offered to individual signal line residence and business customers within the exchange areas and central office where facilities and operating conditions permit.

Limitations:

- a. Intercom is not provided on lines arranged for multi-line or series completion hunting.
- b. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- c. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- d. Intercom calls may not be initiated or included as any part of a three-way call.
- e. On or after December 18, 1989 the offering of Intercom will only be furnished to the same customer, on the premise and supersedures. Additions, deletions or changes to the existing Intercom system are prohibited.

NOTE 1: Grandfathered – See Limitations.

7.1 CUSTOM CALLING FEATURES

7.1.1. Custom Calling Services (Cont'd)

C. FEATURE DESCRIPTIONS (Cont'd)

6. Intercom Plus

Intercom Plus permits intercommunication between two or more customer provided telephone extensions answering the same telephone number. Intercom Plus is offered to individual single line residence and business customers within the exchange areas of all exchanges and central office where facilities and operating conditions permit.

Limitations:

- a. Intercom Plus will work only with a Utility provided dialable line where dial tone is normally served.
- b. Intercom Plus is not provided on lines arranged for multiline hunting.
 - (1) Intercom Dialing Permits the customer to pick up the receiver, dial an access code and hang up. The central office then applies distinctive ringing to the customer's telephone line and all stations of that line. The intercom feature is deactivated when all connected parties terminate their call.
 - (2) Call Transfer allows the customer to transfer an incoming call between extensions. Anyone picking up an extension will be connected to the incoming call automatically.
 - (3) Extension Hold allows the customer to put a non-intercom call on hold. The call will remain on hold until any extension is taken offhook or the calling party disconnects.
 - (4) Three-way Calling allows the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. the customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

7.1. CUSTOM CALLING SERVICES

7.1. Custom Calling Services (Cont'd)
C. FEATURE DESCRIPTIONS (Cont'd)

7. Call Transfer Disconnect

Call Transfer Disconnect (CTD) allows a qualified business customer to initiate a 3-way call with either an incoming or originating call and then disconnect from the call leaving the two remaining parties connected. This is a feature enhancement to 3-Way Calling.

Limitations:

- a. Call Transfer Disconnect (CTD) is not available to business customers with the following types of lines: foreign exchange, coin and coinless pay phones, Centrex or any optional flat rate land, toll ESDN, PBX, Direct Connection Pay Per Three Way Calling, Three Way Calling or expanded calling plan.
- b. CTD is not available to residential customers.
- c. Customers of Call Transfer Disconnect are automatically restricted from making international calls due to toll fraud concerns. Customers may contact their business office to request to have their line unblocked for international calls. Customers who wish to make international calls can sign a CTD Toll Fraud Release stating that they will accept responsibility for all toll calls placed from their CTD-equipped line and their restrictions will be removed.
- d. Customers of Call Transfer Disconnect are responsible for any toll or other charges associated with calls they originate.

7.1 CUSTOM CALLING SERVICES

7.1.1 Custom Calling Services (Cont'd)
C. FEATURE DESCRIPTIONS (Cont'd)8. Distinctive Ring

Distinctive Ring (AWXDR) permits a customer to designate a distinctive ring on up to five (5) telephone numbers from which calls have been forwarded. The customer will designate the distinctive ring telephone numbers on the initial service order. The customer may designate distinctive ring for calls forwarded from a wireless service. Forwarded calls will activate the distinctive ring pattern, while retaining any characteristics present with the original incoming call, such as caller name and number. If the customer subscribes to Call Waiting, a distinctive tone is heard on the forwarded call.

Limitations:

- a. Distinctive Ring is not available on all lines (e.g., Farmer Lines, Manual or Direct Connections, lines serviced from some Remote Switching Systems, and 800 lines and data access lines).
- b. Distinctive Ring is not available on Centrex service.
- c. Privacy Manager and Anonymous Call Rejection will take priority over Distinctive Ring on lines equipped with these features.
- d. Distinctive Ring is not compatible with call forwarding features, except Delayed Call Forwarding.
- e. Distinctive Ring may not be compatible with customer premise equipment containing pre-set ring tones.

7.1 CUSTOM CALLING FEATURES

7.1.1 Custom Calling Services (Cont'd)

D. RATES AND CHARGES

1. Feature Rates (Monthly)

	<u>Monthly Rate</u>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
Call Forwarding, each line:			
- Call Forwarding Variable	\$6.00	\$7.50	ESM
- Busy Call Forwarding	1.00	2.00	EVB
- Delayed Call Forwarding	1.00	2.00	EVD
- Remote Access to Call Forwarding	1.00	3.00	RAF
Call Waiting:			
- Each Line	5.99	8.00	ESX
Three-way Calling:			
- Each Line	6.00	6.50	ESC
- Call Transfer Disconnect	N/A	15.00	FG3RE
- Call Transfer Disconnect with International Access	N/A	0.00	FG3UN
Customer Changeable Speed Calling:			
Eight Code Capacity,			
- Each Line	\$6.00	\$6.00	ESL
Thirty Code Capacity,			
- Each Line	4.25	7.00	ESF
Intercom			
- Each Line	2.50	3.00	HM1
Intercom Plus			
- Each Line	4.50	5.00	HMP
Distinctive Ring			
- Each Line	5.00	N/A	AWXDR

7.1 CUSTOM CALLING FEATURES

7.1.1. Custom Calling Services (Cont'd)
D. RATES AND CHARGES (Cont'd)

2. Feature Rates (Per Activation)

	<u>Activation Charge</u>
Three-way Calling	
- each activation, residence ¹	\$1.49
- each activation, business	\$1.49

3. Multi-Feature Rated Discounts

a. Multi-feature discount rates will apply when ordering the following Customer Calling features:

- | | |
|----------------------------|---------------------------|
| - Call Forwarding Variable | - Call Waiting |
| - Busy Call Forwarding | - Speed Calling - 8 Code |
| - Delayed Call Forwarding | - Speed Calling - 30 Code |
| - Three-Way Calling | |

b. Multi-feature discounts apply to both Residence and Business customers.

	<u>Monthly Rated % Discount</u>
- One feature	0
- Two or more features	25%

NOTE 1: A monthly cap of 8 successful activations is applicable to each residence line.

7.1 CUSTOM CALLING FEATURES

7.1.1 Custom Calling Services (Cont'd)

D. RATES AND CHARGES (Cont'd)

3. Multi-feature Rated Discounts (Cont'd)

c. Where Intercom is purchased and maintained in conjunction with additional Custom Calling features (Identified in 1.B FEATURE DESCRIPTIONS 1 through 4) the rate is as follows:

	<u>Monthly Rate</u>		<u>USOC</u>
	<u>Residence</u>	<u>Business</u>	
- Intercom and one additional CCS feature	\$2.00	\$2.40	HM1C1
- Intercom and two additional CCS features	1.50	1.80	HM1C2
- Intercom and three additional CCS features	1.00	1.20	HM1C3
- Intercom and four additional CCS features	.50	.60	HM1C4

When the customer downgrades CCS features (e.g., four features are reduced to one), the monthly rate for Intercom will be increased accordingly.

4. Mileage Rates

a. The rates below apply to the airline distance between Central Offices within the same Exchange when service is provided in a Central Office area different than that in which the Electronic Switching System equipment is located.

(1) Mileage between Central Offices of Exchange for each individual residence or business service:

	<u>Monthly Rate</u>	<u>USOC</u>
- First One-quarter Mile or Fraction or Quarter Mile	\$6.40	ZZZYB
- Each Additional Quarter Mile or Fraction of Quarter Mile	3.00	ZZZYB