

Schedule No. A-19

ADVANCED CALLING SERVICES

APPROVED

(T)
(N)

APPLICABILITY

Applicable to Advanced Calling Services (ACS) furnished in connection with individual access line business and residence service where facilities are available.

TERRITORY

Within the exchange areas, as said areas are defined on a map filed as part of the tariff schedules.

RATES

- (1) The rates and charges apply to both residential and business customers in addition to the established rates and charges for associated services.
- (2) Non-recurring service charges set forth in Schedule No. A-17 apply to ACS except during certain promotional periods when the Utility may offer a promotional campaign as specified in Schedule No. A-26, or if a feature is added on the same line at the same time of an initial order or subsequent order for local service.
- (3) Activation and Deactivation codes listed below apply to touchtone telephones. (Rotary telephones use the codes prefaced by 11. For example, Call Return would be 1169.)

	<u>Rate Per</u> <u>Month</u>	<u>Trans.</u> <u>Code</u>	<u>Activation</u> <u>Code</u>	<u>Deactivation</u> <u>Code</u>
(4) Individual Features, per line				
(a) Anonymous Call Rejection	\$ 3.00	ACSAC	*77	*87
(b) Call Rejection	3.00	ACSRJ	*60	N/A
(c) Call Return	3.00	ACSRT	*69	*89
(d) Preferred Call Forwarding	3.00	ACSPF	*63	N/A
(e) Priority Ringing	3.00	ACSPR	*61	N/A
(f) Repeat Dialing	3.00	ACSRP	*66	*86
(g) Special Call Acceptance	3.00	ACSSC	*64	N/A

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(Continued)

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Michael A. LeVasseur

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Resolution No.

Schedule No. A-19
ADVANCED CALLING SERVICES
(Continued)

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RATES - (Continued)

	<u>Rate Per</u> <u>Month</u>	<u>Trans.</u> <u>Code</u>	<u>Activation</u> <u>Code</u>	<u>Deactivation</u> <u>Code</u>
(4) Individual Features, per line - (Continued)				
(h) Caller ID-Basic (Number Only) includes Anonymous Call Rejection	\$5.50	ACSZZ	N/A	N/A
(i) Caller ID-Deluxe (Name and Number)	\$7.95	Varies	N/A	N/A
(j) Caller ID Blocking:				
1. Selective Blocking, per call	No charge	ACSSE	*67	
2. Complete Blocking, per call	No charge	ACSCO		*82
(5) Multiple Feature Discount Plan, per line				

A discount will apply to additional Advanced Calling Services subscribed to based on the following:

<u>Per Feature Credit*</u>	<u>Credit Per</u> <u>Month</u>	<u>Trans</u> <u>Code</u>
(a) Two Features	(\$0.75)	ACSR2
(b) Three Features	(1.50)	ACSR3
(c) Four Features	(2.25)	ACSR4
(d) Five Features	(3.00)	ACSR5
(e) Six Features	(3.75)	ACSR6
(f) Seven Features	(4.50)	ACSR7
(g) Eight Features	(5.25)	ACSR8

* Call Trace, Caller ID Blocking, and Usage Sensitive Features are not offered as part of the above package.

	<u>Per</u> <u>Successful</u> <u>Activation</u>	<u>Monthly</u> <u>Cap</u>	<u>Trans</u> <u>Code</u>	<u>Activation</u> <u>Code</u>	<u>Deactivation</u> <u>Code</u>	
Call Trace	\$4.00	\$12.00	AC SCT	*57	N/A	
Call Return	\$0.75	\$7.50	N/A	*69	N/A	(N)
Repeat Dialing	\$0.75	\$7.50	N/A	*66	N/A	(N)

(Continued)

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ADVANCED CALLING SERVICES
(Continued)

APPROVED

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RATES - (Continued)

(7) Non-recurring Charges

A non-recurring charge applies to the connection of Advanced Calling Service. If more than one feature is subscribed to at a time, only one charge is applied. The non-recurring charge does not apply to customers requesting a change in their blocking option (i.e. changing from per line to per call or vice versa, changing from per call to per line).

Advanced Calling Service Connection Charge: \$5.00
Transaction Code: ACSI

SPECIAL CONDITIONS

A. GENERAL

Advanced Calling Services (ACS) are optional features, offered in addition to regular exchange service, which allow customers to efficiently manage the call flow generated over their Exchange Access Line(s). Customers will be able to screen, redirect, or return selected calls. These features offer customers convenience, time savings, and a greater degree of control over the use of their telephones. ACS are available to residence and business customers where facilities are available. Individual feature availability may differ by exchange.

B. FEATURE DESCRIPTIONS

1. ANONYMOUS CALL REJECTION (Feature #99-5E-1275)

This feature enables a customer to reject incoming calls from which a privacy indicator is received. The feature is activated by dialing a unique code. When the feature is active, the Utility will not complete a call to its customer when the calling party has activated Caller ID Blocking. Such calls will be routed to a Utility recorded announcement. Anonymous Call Rejection is included with Caller ID at no charge.

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ADVANCED CALLING SERVICES
(Continued)

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SPECIAL CONDITIONS - (Continued)

B. FEATURE DESCRIPTIONS - (Continued)

2. CALL REJECTION (Feature #99-5E-0592)

This feature enables a customer to reject up to a maximum of six (6) preselected telephone numbers from which he/she does not wish to receive calls. To select a telephone number, the customer dials a unique code and then constructs or modifies a telephone number screening list. To add an unknown telephone number to the list, a customer can activate a code immediately after receiving an unwanted incoming call. The Utility's equipment will screen incoming calls against the customer's list and reject those on the list. Callers whose numbers are rejected are directed to a Utility recorded announcement. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur.

3. CALL RETURN (Feature #99-5E-0526)

This feature enables the customer to automatically redial the telephone number of the most recent incoming call. The Utility's equipment will make repeated attempts to establish the call for approximately a thirty (30) minute period, beginning with the customer's activation of Call Return if the most recent incoming call is busy. This feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups.

This feature is offered on a per line or per use basis. When Repeat Dialing is activated on a per use basis, the per use rate applies each time the feature is activated. Provision of the per use option of this feature may be blocked at the request of the customer.

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4. PREFERRED CALL FORWARDING (Feature #99-5E-0595)

This feature enables the customer to forward up to a maximum of six (6) preselected incoming telephone numbers to another telephone number. To forward a telephone number, the customer dials an activation code and then constructs or modifies a telephone number screening list. The Utility's equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list. Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

(Continued)

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(Continued)

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SPECIAL CONDITIONS - (Continued)

B. FEATURE DESCRIPTIONS - (Continued)

5. PRIORITY RINGING (Feature #99-5E-0596)

This feature allows the customer to provide up to a maximum of six (6) preselected telephone numbers with a distinctive alerting signal or ring (or a Call Waiting tone if the customer has subscribed to Call Waiting), when the customer receives calls from them. To program a telephone number, the customer dials a unique code and then constructs or modifies a telephone number screening list. The Utility's equipment will screen incoming calls against the customer's list and provide the Priority Ringing feature for telephone numbers on the customer's list.

6. REPEAT DIALING (Feature #99-5E-0529)

This feature enables the customer to automatically redial the last outgoing telephone number dialed from that line. When the recalled telephone number is busy, the Utility's equipment will make repeated attempts to establish the call for a thirty (30) minute period, beginning with the customer's activation.

This feature is offered on a per line or per use basis. When Repeat Dialing is activated on a per use basis, the per use rate applies each time the feature is activated. Provision of the per use option of this feature may be blocked at the request of the customer.

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7. SPECIAL CALL ACCEPTANCE (Feature #99-5E-0593)

This feature enables a customer to allow a maximum of six (6) preselected telephone numbers to be accepted. To select a telephone number to be accepted, the customer dials a unique code and then constructs or modifies a telephone number screening list. The Utility's equipment will screen incoming calls against the customer's list and allow only those calls to be completed. Calls from all other numbers will be routed to a Utility recorded announcement.

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Schedule No. A-19
ADVANCED CALLING SERVICES
(Continued)

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SPECIAL CONDITIONS - (Continued)

B. FEATURE DESCRIPTIONS - (Continued)

8. CALLER ID

a) Caller ID - Basic Number only (Feature #99-5E-0528)

This feature utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID customers must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The Utility will forward all telephone numbers where technically feasible. The customer originating the call may prevent the display of their number by using blocking services. If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID customer. Instead, the Caller ID customer will receive a privacy indicator. This privacy indicator notifies the Caller ID customer that the calling party chose to block number delivery. Anonymous Call Rejection is included with Caller ID at no charge.

b) At this time, blocking may or may not be provided on calls originating from public, semi-public, or other services used by the general public. This depends on feature availability.

c) Caller ID - Deluxe Name and Number

This service utilizes specific network capabilities, where technically feasible, to transmit the Name and Number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID - Deluxe subscribers must provide, and connect, their own compatible premise equipment in order to process the name and number transmission. The Company will forward all telephone numbers and names where technically feasible. Anonymous Call Rejection is included with Caller ID - Deluxe at no charge.

If a calling party has activated blocking, the name and number will not be transmitted to the display equipment of a Caller ID - Deluxe subscriber. Instead, the Caller ID - Deluxe subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID - Deluxe subscriber that the calling party chose to block name and number delivery.

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(Continued)

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ADVANCED CALLING SERVICES
(Continued)

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SPECIAL CONDITIONS - (Continued)

B. FEATURE DESCRIPTIONS - (Continued)

9. CALLER ID BLOCKING (*Feature # Not Applicable*)

Caller ID Blocking allows the customer to prevent the delivery of their number to a Caller ID customer on a per call basis (Caller ID Blocking - Per Call) or per line basis (Caller ID Blocking - Per Line). There are two available options:

a) Caller ID Blocking - Per Call (*Advertised as "Selective Blocking" to the public.*)

This feature will block the delivery of the customer's number to a Caller ID customer for one call only and may be activated from all individual access lines by dialing *67 (1167 from a rotary phone) prior to placing the call. PER THE FCC CALLER ID ORDER, EFFECTIVE 12/01/95, CALLER ID BLOCKING - PER CALL IS PROVIDED TO ALL CUSTOMERS AT NO CHARGE.

b) Caller ID Blocking - Per Line (*Advertised as "Complete Blocking" to the public.*)

This feature will automatically block the delivery of the customer's number to a Caller ID customer on all calls and will be provided, at no charge, to all customers requesting it. A customer is able to unblock their line on a specific call by dialing *82 prior to placing the call.

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ADVANCED CALLING SERVICES
(Continued)

APPROVED

SPECIAL CONDITIONS - (Continued)

B. FEATURE DESCRIPTIONS - (Continued)

10. CALL TRACE (Feature #99-5E-0527)

- a) This feature enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. A Call Trace is considered successful when the Utility's equipment is able to record the incoming call detail (not the conversation). Incoming call detail includes: the calling number, the time the trace was activated, and in some locations, the time the traced call was received. Upon completion of a successful trace, the customer will be assessed a Call Trace fee that will appear on the customer's next bill. The results of the trace are never provided to the customer directly. For further action to be taken, the customer is required to contact the Utility's business office during normal business hours, which will refer the customer to appropriate law enforcement agencies, or contact the law enforcement agency directly. Call Trace detail will be retained by the Utility and made available to the local law enforcement for ten (10) business days after the trace has been initiated.
- b) Call Trace may not capture incoming telephone numbers marked "private" or "out of area."
- c) Only calls from locations with compatible signalling services are traceable using Call Trace.

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ADVANCED CALLING SERVICES
(Continued)

APPROVED

SPECIAL CONDITIONS - (Continued)

C. LIMITATIONS

1. CALLER ID

a) An originating caller's data may not be displayed at the called party under the following conditions:

- (1) The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
- (2) The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
- (3) Caller ID features cannot be provided with any distinctive ringing lines having a maximum silent interval duration that is not long enough to allow transmission of the data message.
- (4) Identification of names, specific stations, or extensions served by a PBX or Key System is not possible. The main directory number of the PBX or Key System will be displayed.
- (5) Caller ID features cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
- (6) The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
- (7) The calling party has activated blocking.

(Continued)

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ADVANCED CALLING SERVICES
(Continued)

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SPECIAL CONDITIONS - (Continued)

C. LIMITATIONS - (Continued)

1. CALLER ID - (Continued)

a) An originating caller's data may not be displayed at the called party under the following conditions: - (Continued)

(8) Caller ID features do not display a directory number or name for operator assisted calls, calls marked private by the originator or calls originating from coin and party line stations.

b) The following SPECIAL CONDITIONS apply to Caller ID features based on the FCC Caller ID Order effective 12/1/95:

(1) If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has Complete Blocking or has activated Selective Blocking, the 800 number party has the right to obtain this information through ANI.

(2) Caller ID features are available on all long distance calls where technically feasible.

(3) All calling data will be displayed to E911, even if the customer has Complete Blocking or has activated Selective Blocking.

(4) All calling data will be passed, even for customers who do not subscribe to Caller ID.

(5) Selective Blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Selective Blocking.)

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SPECIAL CONDITIONS - (Continued)

C. LIMITATIONS - (Continued)

2. ADVANCED CALLING SERVICES (ACS)

a) The management of these features is possible only when the following conditions are met:

(1) Where the calling party's data can be forwarded from the central office originating the call to the terminating central office serving the called party;

(2) When both the originating customer and the call terminating customer are served from the same central office;

(3) When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities;

b) The Utility shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of ACS or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the features after the Utility has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the feature affected for the period following notice from the customer until service is restored.

c) It shall be the responsibility of the customer to provide customer premises equipment compatible with ACS.

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