
OPTIONAL SERVICES

A. **CUSTOM CALLING SERVICES**

Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices arranged to provide such services. The number of Custom Calling Services available depends upon the exchange central office providing the service and is subject to the availability of its facilities.

1. General Description

Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices arranged to provide such services. The number of Custom Calling Services available depends upon the exchange central office providing the service and is subject to the availability of its facilities.

2. Definitions

a. Call Forward-Busy (Fixed)

This service automatically redirects incoming calls to a predesignated telephone number or voice mail service when the customer's line is busy. The customer activates the service by contacting the telephone company and designating the number to which all calls will be forwarded when the line is busy. The telephone company then establishes the fixed forward-to telephone number within the switch. To cancel the service or change the forward-to telephone number, the customer must contact the telephone company. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

b. Call Forward – Busy (Variable)

This service routes incoming calls to another telephone number when the customer's dedicated number is busy. The customer can activate this service by dialing a code and entering the number to which calls will be forwarded. To deactivate Call Forward-Busy, a customer must dial a special access code. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

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OPTIONAL SERVICES

A. **CUSTOM CALLING SERVICES** (Continued)

2. Definitions (Continued)

c. Call Forward- No Answer (Fixed)

This service automatically redirects incoming calls to another telephone number or voice mail service when the customer's telephone is not answered in a pre-determined number of rings. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer activates the service by contacting the telephone company and designating the number to which all calls will be forwarded when the telephone is not answered within an established period of time. The telephone company then establishes the fixed forward-to telephone number within the switch. To cancel the service or change the forward-to telephone number, the customer must contact the telephone company. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

d. Call Forward – No Answer (Variable)

This service redirects incoming calls not answered after a predetermined number of rings to another telephone number. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward-No Answer, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

e. Call Forwarding

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

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OPTIONAL SERVICES

A. **CUSTOM CALLING SERVICES** (Continued)

2. Definitions (Continued)

f. Call Waiting/Cancel Call Waiting

This service alerts a customer who is on the phone that another local or long distance caller wants to get through the line. The customer will receive a tone signal to indicate another incoming call and the caller will receive the usual ringing tone. To place the first call on hold and answer the incoming call, the customer depresses the switchhook once. The customer can then toggle between both calls by depressing the switchhook. If the customer hangs up when a call is still on hold, the customer's line will automatically ring back.

Cancel Call Waiting allows a Call Waiting customer to deactivate the Call Waiting service by dialing a code. When this service is activated, the customer will not be interrupted by the Call Waiting tone and the incoming caller will receive a busy signal. Call Waiting will remain disabled for the rest of the call, but will be automatically restored upon call termination.

g. Toll Restriction

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

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OPTIONAL SERVICES

A. CUSTOM CALLING SERVICES (Continued)

2. Definitions (Continued)

h. 3-Way Calling

(T)

This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switchhook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switchhook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use 3-Way Calling will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

i. Speed Call 8

(T)

This service allows the customer to keep a list of eight specified telephone numbers which can be dialed by using a one-digit (2 through 9) access code.

j. Speed Call 30

(T)

This service allows the customer to keep a list of 30 specified telephone numbers which can be dialed by using a two-digit (20 through 49) access code.

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OPTIONAL SERVICES

A. **CUSTOM CALLING SERVICES** (Continued)

3. Limitations

- a. Custom Calling Services require special central office equipment and will be provided only where facilities are available.
- b. The acceptance of long distance collect call messages is not restricted by the use of Toll Restriction.
- c. Custom Calling Services are only available on single-line party service.
- d. Custom Calling Services will only be provided under this tariff to residential end users and business end users with less than five (5) access lines.
- e. No key systems, private branch exchange systems , measured service system or paystation service will be equipped with revert calling.
- f. Toll Restriction Service is available on single party residence and business lines.
- g. Toll Restriction Service may be canceled at any time without charge.
- h. Customers subscribing to Toll Restriction Service may be required to sign an agreement indemnifying the company for any liability resulting from such toll restriction.

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OPTIONAL SERVICES

A. **CUSTOM CALLING SERVICES** (Continued)

4. Monthly Rates

		Monthly Rate		
		<u>Residence</u>	<u>Business</u>	
a.	Call Forward – Busy (Variable)	\$2.50	\$3.75	
b.	Call Forward – Busy (Fixed)	2.50	3.75	
c.	Call Forward - No Answer (Variable)	2.60	4.00	
d.	Call Forward – No Answer (Fixed)	2.50	3.75	
e.	Call Forward	3.00	4.00	
f.	Call Waiting/Cancel Call Waiting	4.00	4.00	
g.	Toll Restriction	1.50	2.25	
h.	3-Way Calling	3.50	4.00	(D)
i.	Speed Call 8	3.50	4.00	(T)
j.	Speed Call 30	4.25	4.25	(T)

5. Multi-Service Plan Per Line Discount

		Total Credit <u>Per Month</u>	Trans <u>Code</u>
		<u>Res/Bus</u>	
a.	Two Services	(\$1.00)	CFD2
b.	Three Services	(\$1.75)	CFD3
c.	Four Services	(\$3.50)	CFD4
d.	Five Services	(\$4.50)	CFD5
e.	Six Services	(\$5.00)	CFD6

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OPTIONAL SERVICES

B. ADVANCED CALLING SERVICES

1. General Description

Advanced Calling Services (ACS) are optional services, 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 services offer subscribers convenience, time savings, and a greater degree of control over the use of their telephones. Advanced Calling Services are available to residence and business customers where facilities are available. Individual feature availability may differ by exchange.

2. Service Descriptions

- a. Anonymous Call Rejection - This service enables a subscriber to reject incoming calls from which a privacy indicator is received. The service is activated by dialing a unique code. When the service is active, the Telephone Company ("Company") will not complete calls to its customer when the calling party has activated Caller ID blocking services. Such calls will be routed to a Company recorded announcement.
- b. Call Rejection - Enables customers to block the last incoming call or calls from a maximum of six (6) specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company equipment will screen incoming calls against the customer's list and block those on the list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. To block unknown telephone numbers, a customer can activate a code after an unwanted call and block the number. Callers whose numbers are blocked are directed to a Telephone Company recorded announcement.
- c. Call Return - This service enables the subscriber to automatically redial the telephone number of the most recent incoming call. The Telephone Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period, beginning with the subscriber's activation of Call Return if the most recent incoming call is busy. If the most recent incoming call is blocked, the subscriber will get a Telephone Company recorded announcement indicating the number is a private number and the call can not be returned. The service 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.

Call Return is available on a flat monthly rate and a pay-per-use basis. Pay-per-use Call Return will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter, will be at no charge.

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OPTIONAL SERVICES

B. **ADVANCED CALLING SERVICES** (Continued)

2. Service Descriptions (Continued)

d. Preferred Call Forwarding - Enables the customer to forward incoming calls from a maximum of six (6) specified telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Telephone Company 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.

e. Priority Ringing - Provides the customer with a distinctive alerting signal, ring or call waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from a maximum of six (6) preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company equipment will screen incoming calls against the customer's list and provide the Priority Ringing feature for telephone numbers on the customer's list.

f. Repeat Dialing

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

g. Special Call Acceptance - Enables a customer to designate a maximum of six (6) telephone numbers from which calls will be accepted. The customer can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company equipment will screen incoming calls against the customer's list and complete calls from numbers on the customer's list. Calls from all other numbers will be routed to a recorded announcement.

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OPTIONAL SERVICES

B. ADVANCED CALLING SERVICES (Continued)

2. Definitions (Continued)

h. Caller ID

Caller ID-Basic (Number only) and Caller ID-Deluxe (Name and Number) are the available services.

1) **Caller ID – Basic**

This service 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 subscriber's must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The Company will forward all telephone numbers where technically feasible.

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

2) **Caller ID – Deluxe**

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 premises equipment in order to process the name and number transmission. The Company will forward all telephone numbers and names where technically feasible.

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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OPTIONAL SERVICES

B. **ADVANCED CALLING SERVICES** (Continued)

2. Definitions (Continued)

i. Caller ID Blocking

Caller ID Blocking allows the subscriber to prevent the delivery of his/her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking - per call) or per line basis (Caller ID Blocking - per line).

(1) Caller ID Blocking – Per Call

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing *67 (1167 from a rotary phone) prior to placing the call. CALLER ID BLOCKING – PER CALL IS PROVIDED TO ALL CUSTOMERS AT NO CHARGE.

Per call blocking may be provided on calls originating from paystations used by the general public and party lines.

(2) Caller ID Blocking – Per Line

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge, to all subscribers including subscribers of non-published telephone number service, law enforcement agencies, and domestic violence programs. Per line blocking can be deactivated by dialing *82 (1182 from a rotary phone) prior to placing the call.

j. Call Trace

This service 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 Company'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. The results of the trace are never provided to the customer directly. Call Trace information will only be given to appropriate law enforcement agencies. For further action to be taken, the customer is required to contact the Telephone Company 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 company and made available to the local law enforcement for ten business days after the trace has been initiated.

Call Trace may not capture incoming telephone numbers marked "private" or "out of area".

Only calls from locations with compatible signaling services are traceable using Call Trace.

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OPTIONAL SERVICES

B. **ADVANCED CALLING SERVICES** (Continued)

3. Special Conditions and Limitations

a. **Special Conditions for Caller ID:**

- (1) An originating caller's data may not be displayed to the called party under the following conditions:
- 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.
 - The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
 - Caller ID services 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.
 - Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.
 - Caller ID services cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
 - 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.
 - The calling party has activated blocking.
 - Caller ID services do not display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from pay and party line stations.

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OPTIONAL SERVICES

B. **ADVANCED CALLING SERVICES** (Continued)

3. Special Conditions and Limitations (Continued)

a. **Special Conditions for Caller ID:** (Continued)

(2) Special Conditions for Caller ID:

The following special conditions apply to Caller ID service based on the FCC Caller ID Order effective 12/1/95:

- 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 a non-listed or non-published number, or has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI.
- ANI information may not be reused or resold for other purposes without a caller’s consent, even where the called party has paid for the call.
- Caller ID Services are available on all long distance calls where technically feasible.
- All calling data will be displayed to E911 through ANI technology, even if the customer has a non-listed or non-published number or has per line blocking or has activated per call blocking.
- All calling data will be passed, even for customers who do not subscribe to Caller ID.
- Per Call Blocking will be available to all customers.

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OPTIONAL SERVICES

B. **ADVANCED CALLING SERVICES** (Continued)

3. Special Conditions and Limitations (Continued)

b. **Limitations of Advanced Calling Services:**

The management of these services is possible only:

- 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;
- When both the originating customer and the call terminating customer are served from the same central office;
- 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;
- If offering Caller ID - Deluxe, the Calling Name will be displayed only where appropriate facilities are available to provide a match of Calling Name to Calling Number.

The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures, or malfunctions of ACS Services or equipment. Such damages of services after the Company has been notified, and has had reasonable time for repair, shall in no event exceed an amount equivalent to the rates charged for the service affected from the time the customer gives notice until service is restored.

It shall be the responsibility of the customer to provide customer premise equipment (CPE) compatible with ACS.

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OPTIONAL SERVICES

B. **ADVANCED CALLING SERVICES** (Continued)

5. Rates, Discounts, and Pay-Per-Use Services

a. Rates

- (1) The monthly rates, credits and any non-recurring charges are in addition to basic local exchange service or any other services subscribed to by the customer.
- (2) Activation and Deactivation codes listed below apply to touchtone telephones. (Rotary phones use the codes prefaced by an 11. For example, Call Return would be 1169).

<u>One Service Per Line</u>	<u>Monthly Rate</u>		<u>Activation Code</u>	<u>Deactivation Code</u>
	<u>Res</u>	<u>Bus</u>		
(a) Anonymous Call Rejection	\$2.75	\$2.75	*77	*87
(b) Call Rejection	\$2.75	\$2.75	*60	N/A
(c) Call Return	\$2.75	\$2.75	*69	*89
(d) Preferred Call Forwarding	\$2.75	\$2.75	*63	N/A
(e) Repeat Dialing	\$2.75	\$2.75		
(f) Priority Ringing	\$2.75	\$2.75	*61	N/A
(g) Special Call Acceptance	\$2.75	\$2.75	*64	N/A
(h) Caller ID - Basic	\$6.50	\$6.00	N/A	N/A
(i) Caller ID - Deluxe	\$7.50	\$7.50	N/A	N/A
(j) Caller ID Blocking-Per Call	N/C	N/C	*67	
(k) Caller ID Blocking-Per Line	N/C	N/C		*82

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OPTIONAL SERVICES

B. **ADVANCED CALLING SERVICES** (Continued)

5. Rates, Discounts, and Pay-Per-Use Services

b. Multiple Services Plan Per Line Discount

	Total Credit Per Month <u>Res/Bus</u>
1. Two Services	(\$1.25)
2. Three Services	(\$3.00)
3. Four Services	(\$4.75)
4. Five Services	(\$6.50)
5. Six Services	(\$8.25)
6. Seven Services	(\$10.00)
7. Eight Services	(\$11.75)

c. Privacy Pack¹ \$9.95

The Privacy Pack combines five (5) Advanced Callign Services into one package. The package includes the following services: Caller ID-Deluxe, Call Rejection, Anonymous Call Rejection, Preferred Call Forwarding, and Priority Ringing.

d. Pay-Per-Use
Residential and Business

	<u>Successful Activation</u>	<u>Monthly Cap</u>
1. Call Trace	\$1.00	---
2. Call Return	\$0.50	\$5.50

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¹ This service is grandfathered to existing customers effective February 16, 2007. The service will not be available to new customers after this date.

OPTIONAL SERVICES**C. VOICE MAIL SERVICE**1. General

Voice Mail Service (VMS) is a central office based service which provides customers with the capability to receive, send, store, and retrieve voice messages over the telephone network.

VMS answers incoming calls placed to the customer's telephone line, when the called number is busy and/or if the called number does not answer. The service will greet incoming callers with a personal or a company-provided greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any touchtone telephone.

2. Service Descriptions

a. General

Voice Mailbox - Incoming calls to existing telephone lines are forwarded to a "mailbox" in the VMS equipment when the line is busy and/or when the call is not answered after a company-defined number of rings (4). Callers are asked to leave a message in the mailbox. Voice Mail can greet callers with a personal or company-provided greeting and the mailbox receives and saves the caller's message for review by the customer. The Voice Mail customer can thereafter access the mailbox at any time to retrieve stored messages using suitable customer premise equipment (CPE) from any location connected to the telephone network. After listening to each message, the customer has the option to erase or retain the message for future reference.

Where available, whenever there is a message stored in the mailbox, the customer receives a message waiting indication via a Stutter Dial Tone or Message Lamp Indication. The indicator will continue until the customer has retrieved the message.

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OPTIONAL SERVICES

C. **VOICE MAIL SERVICE** (Continued)

2. Service Descriptions (Continued)

a. General

Voice Mailbox options are available to Residential and Business customers. The basic mailbox for each will have the following limits:

	Default Message Length	Stored Number of Messages Allowed ⁽¹⁾	Days Messages Stored ⁽²⁾
Personal Mailbox	2 minutes	10 messages	7 days
Business Mailbox ⁽³⁾	2 minutes	10 messages	14 days

(1) When the mailbox limit is reached, no further messages can be stored until existing messages are deleted.

(2) For played messages only. Messages will be erased by the Company, unless erased by the customer first. Unplayed messages will be erased by the Company after 14 days, for all mailboxes. Mailboxes with increased limits are available as listed in the rate section.

(3) Business mailboxes will include Call Transfer. This feature will allow the caller to transfer to a predetermined number by pressing zero (0).

(1) **Greeting Only Mailbox** - Greeting Only Mailbox service provides a dedicated telephone number and associated announcement. The Greeting Only Mailbox answers incoming calls with a user-programmable message which is up to five (5) minutes in length. This service does not receive and save callers' messages. Disconnection will occur immediately upon completion of message delivery. The customer may include call transfer with this mailbox. This feature will allow the caller to transfer to a predetermined number by pressing zero (0).

(2) **Family Mailbox** - Family Mailbox provides a residential customer with a Greeting Only Mailbox and up to four (4) Basic Residential Mailboxes. The Greeting Only Mailbox will allow the caller to select which mailbox they would prefer to leave a message at.

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d/b/a TDS Telecom
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OPTIONAL SERVICES

C. **VOICE MAIL SERVICE** (Continued)

2. **Service Descriptions** (Continued)

a. General (Continued)

- (3) **Voice Mailbox Plus Pager** – Voice Mailbox Plus Pager provides a Business Mailbox with two (2) minutes of greeting time, 20 messages and 14 days of storage. This service will notify the customer's pager when a message is waiting. The customer can choose to be notified immediately when urgent messages are left, or when any message is left. Notification can be either automatic or at the discretion of the caller. This service is limited to Paging Numbers in the local exchange or EAS areas.
- (4) **Voice Mailbox Plus Fax** – Voice Mailbox Plus Fax provides residential and business customers a service that accepts electronic transmissions of facsimiles and voice messages. There may be a combination of up to 20 messages stored for 14 days. Greeting length will be limited to two (2) minutes.
- (5) **Tree Service** - An optional front-end call routing mailbox that allows callers to make quick connections to a certain mailbox by pressing digits on a touch tone telephone. This is used in conjunction with two or more Business Tree Mailboxes and is a greeting only box.

OPTIONAL SERVICES**C. VOICE MAIL SERVICE** (Continued)3. Conditions

- a. Touchtone Calling Service is required for the provision of VMS. Customers must use a touchtone telephone or similar dual tone multifrequency (DTMF) device to access VMS.
- b. Customers must have their lines equipped with Call Forward-Busy/Call Forward After Call Waiting and Call Forward-No Answer to operate Voice Mail.

Call Forward-Busy/Call Forward After Call Waiting Line and Call Forward-No Answer are programmed in the central office and the customer does not control these services. The services are programmed to forward calls only to the mailbox when the line is busy or is not answered. There is no additional charge, to local exchange customers, for Call Forward-Busy/Call Forward After Call Waiting or Call Forward-No Answer when used with Voice Mail Service.

Any additional call forwarding features requested by the Voice Mail subscriber will be provisioned from the Custom Calling Services Tariff.

With Call Waiting (a separate custom calling service), the Voice Mail customer who is already off hook, will receive a Call Waiting signal which is notification that another call is waiting. If the customer does not choose to answer the call which is waiting, the call will be forwarded to the customer's mailbox. To have this capability, Call Waiting must be separately subscribed to at applicable tariff rates and must be able to be provided by the central office.

- c. Wake-Up Mailboxes are limited to customers in the local calling area of this telephone company's respective exchanges. "Local" is defined as all local and EAS calls.
- d. A message waiting lamp indication may be connected to the line indicating a message has been received. This service is provided where available in the central office to exchange customers only. The customer must provide compatible customer premise equipment (CPE) capable of receiving and displaying the message waiting lamp indication.
- e. The Company shall not be liable for any other damages, regardless of the theory, whether direct, indirect, incidental, special or consequential.

OPTIONAL SERVICES**C. VOICE MAIL SERVICE** (Continued)3. Conditions (Continued)

- f. The Company is not responsible for any claimed damage associated with the installation, provision, termination, maintenance, repair or restoration of service. The Company is not responsible for any claimed damage (i.e., lost messages, service interruptions, etc.). The Company makes no warranties to the customer and it expressly excludes and disclaims any implied warranties such as warranties of fitness for a particular purpose or merchantability.
- g. The Company may disconnect, without advance notice, any VMS which is used in such a manner as to prevent, obstruct, delay or otherwise interfere with the service of other users.
- h. The Company, at its discretion, may change the customers' interface such as the recorded prompts and directions, the length of time available for leaving messages, the number of messages which may be left and other aspects of the service without prior notice to the customer.
- i. A one (1) month minimum service period applies to VMS.
- j. The rates for VMS are in addition to the rates and charges for all associated services.
- k. Non-recurring charges do not apply to Voice Mail Service.

TERMS OF SERVICE

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d/b/a TDS Telecom
Colorado**

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OPTIONAL SERVICES

C. VOICE MAIL SERVICE (Continued)

4. Rates

VOICE MAIL RATE SCHEDULE		
SERVICE	MONTHLY CURRENT RATE	TRANS CODE
RESIDENTIAL SERVICE OPTIONS:		
<i>2 minutes of greeting/ 10 messages/ 7 days storage</i>	\$3.95	VMP1
<i>2 minutes of greeting/ 10 messages/ 14 days storage</i>	\$4.95	VMP2
<i>2 minutes of greeting/ 10 messages/ 28 days storage</i>	\$5.95	VMP3
<i>2 minutes of greeting/ 20 messages/ 14 days storage</i>	\$5.95	VMP4
<i>2 minutes of greeting/ 20 messages/ 28 days storage</i>	\$6.95	VMP5
<i>2 minutes of greeting/ 50 messages/ 14 days storage</i>	\$6.95	VMP6
<i>2 minutes of greeting/ 50 messages/ 28 days storage</i>	\$7.95	VMP7
<i>5 minutes of greeting/ 10 messages/ 14 days storage</i>	\$6.95	VMP8
<i>5 minutes of greeting/ 10 messages/ 28 days storage</i>	\$7.95	VMP9
<i>5 minutes of greeting/ 20 messages/ 14 days storage</i>	\$7.95	VMP10
<i>5 minutes of greeting/ 20 messages/ 28 days storage</i>	\$8.95	VMP11
<i>5 minutes of greeting/ 50 messages/ 14 days storage</i>	\$8.95	VMP12
<i>5 minutes of greeting/ 50 messages/ 28 days storage</i>	\$9.95	VMP13
BUSINESS SERVICE OPTIONS:		
<i>2 minutes of greeting/ 10 messages/ 14 days storage</i>	\$4.95	VMB1
<i>2 minutes of greeting/ 10 messages/ 21 days storage</i>	\$5.95	VMB2
<i>2 minutes of greeting/ 10 messages/ 28 days storage</i>	\$6.95	VMB3
<i>2 minutes of greeting/ 20 messages/ 14 days storage</i>	\$5.95	VMB4
<i>2 minutes of greeting/ 20 messages/ 21 days storage</i>	\$6.95	VMB5
<i>2 minutes of greeting/ 20 messages/ 28 days storage</i>	\$7.95	VMB6
<i>2 minutes of greeting/ 50 messages/ 14 days storage</i>	\$6.95	VMB7
<i>2 minutes of greeting/ 50 messages/ 21 days storage</i>	\$7.95	VMB8
<i>2 minutes of greeting/ 50 messages/ 28 days storage</i>	\$8.95	VMB9
<i>5 minutes of greeting/ 10 messages/ 14 days storage</i>	\$6.95	VMB10
<i>5 minutes of greeting/ 10 messages/ 21 days storage</i>	\$7.95	VMB11
<i>5 minutes of greeting/ 10 messages/ 28 days storage</i>	\$8.95	VMB12
<i>5 minutes of greeting/ 20 messages/ 14 days storage</i>	\$7.95	VMB13
<i>5 minutes of greeting/ 20 messages/ 21 days storage</i>	\$8.95	VMB14
<i>5 minutes of greeting/ 20 messages/ 28 days storage</i>	\$9.95	VMB15
<i>5 minutes of greeting/ 50 messages/ 14 days storage</i>	\$8.95	VMB16
<i>5 minutes of greeting/ 50 messages/ 21 days storage</i>	\$9.95	VMB17
<i>5 minutes of greeting/ 50 messages/ 28 days storage</i>	\$10.95	VMB18
FAMILY MAILBOX		
Parent Box (Greeting Only and One Basic Residential Box)	\$7.95	VMFMY
Second Individual Box	\$0.00	VMCH2
Third Individual Box	\$0.00	VMCH3
Fourth Individual Box	\$0.00	VMCH4
VOICE MAILBOX PLUS PAGER		
All Calls	\$5.95	VMPAL
Urgent Only	\$5.95	VMPU

TERMS OF SERVICE

**Strasburg Telephone Company
d/b/a TDS Telecom
Colorado**

Section 3
Original Sheet 22

OPTIONAL SERVICES

C. VOICE MAIL SERVICE (Continued)

4. Rates (Continued)

VOICE MAIL RATE SCHEDULE (Continued)		
VOICE MAILBOX PLUS FAX		
<i>Residential</i>	\$9.95	VMFAX
<i>Business</i>	\$9.95	VMFAB
GREETING ONLY MAILBOX		
<i>Standard</i>	\$3.95	VMGRT
<i>With Call Transfer</i>	\$4.95	VMGRX
BUSINESS TREE MAIL		
<i>Tree Mail Router Box</i>	\$3.95	VMBTP
<i>2 minutes of greeting/ 10 messages/ 14 days storage</i>	\$2.49	VMBT1
<i>2 minutes of greeting/ 10 messages/ 21 days storage</i>	\$3.49	VMBT2
<i>2 minutes of greeting/ 10 messages/ 28 days storage</i>	\$4.49	VMBT3
<i>2 minutes of greeting/ 20 messages/ 14 days storage</i>	\$4.49	VMBT4
<i>2 minutes of greeting/ 20 messages/ 21 days storage</i>	\$5.49	VMBT5
<i>2 minutes of greeting/ 20 messages/ 28 days storage</i>	\$6.49	VMBT6
<i>2 minutes of greeting/ 50 messages/ 14 days storage</i>	\$5.49	VMBT7
<i>2 minutes of greeting/ 50 messages/ 21 days storage</i>	\$6.49	VMBT8
<i>2 minutes of greeting/ 50 messages/ 28 days storage</i>	\$7.49	VMBT9
<i>5 minutes of greeting/ 10 messages/ 14 days storage</i>	\$4.49	VMBTA
<i>5 minutes of greeting/ 10 messages/ 21 days storage</i>	\$5.49	VMBTB
<i>5 minutes of greeting/ 10 messages/ 28 days storage</i>	\$6.49	VMBTC
<i>5 minutes of greeting/ 20 messages/ 14 days storage</i>	\$5.49	VMBTD
<i>5 minutes of greeting/ 20 messages/ 21 days storage</i>	\$6.49	VMBTE
<i>5 minutes of greeting/ 20 messages/ 28 days storage</i>	\$7.49	VMBTF
<i>5 minutes of greeting/ 50 messages/ 14 days storage</i>	\$6.49	VMBTG
<i>5 minutes of greeting/ 50 messages/ 21 days storage</i>	\$7.49	VMBTH
<i>5 minutes of greeting/ 50 messages/ 28 days storage</i>	\$8.49	VMBTI
TOTAL TALK PACK RESIDENCE DISCOUNT⁽¹⁾	(\$2.00)	TTVMP
TOTAL TALK PACK DISCOUNT for Family Mailbox⁽¹⁾	(\$4.00)	TTVMF
TOTAL TALK PACK BUSINESS DISCOUNT⁽¹⁾	(\$3.00)	TTVMB

⁽¹⁾ Customer must subscribe to Total Talk Pack under the Basic Local Exchange Services section, to be eligible for this discount.