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**OPTIONAL SERVICES**

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**OPTIONAL SERVICES**

**CUSTOM CALLING SERVICES**

A. General

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.

B. Service Descriptions

1. 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.

2. Call Forwarding-Busy (Customer Programmable)

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 should 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.

3. Call Forward-No Answer (Customer Programmable)

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.

4. Call Forward - Remote Access

This service is an additive to the Call Forwarding service and allows the customer to activate and deactivate Call Forwarding from a telephone in another location. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

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**OPTIONAL SERVICES**

**CUSTOM CALLING SERVICES (Continued)**

**B. Service Descriptions (Continued)**

**5. 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.

**6. Long Distance Call Waiting**

This service is additive to Call Waiting and uses a special tone signal to indicate to the customer that the incoming call is long distance. The tone is different than the Call Waiting tone signal received for a local call. The long distance caller will receive the usual ringing tone.

**7. 3-Way Calling**

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.

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**OPTIONAL SERVICES**

**CUSTOM CALLING SERVICES (Continued)**

B. Service Descriptions (Continued)

8. 6-Way Calling

This service allows a customer to call up to five parties and establish a six-way conference call. To activate this service, the customer dials an access code, dials the desired telephone number (calling party must answer), depresses the switchhook to add the calling party to the line, then depresses the switchhook again to receive a new dial tone. If the called party line is busy or there is no answer, the customer must dial a special access code to drop the line. This process needs to be repeated until all parties (up to five) have been connected to the customer's line. All 6-Way Calls are subject to transmission limitations and all applicable local and long distance charges.

9. Speed Call 8

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.

10. Speed Call 30

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.

11. Call Hold

This service allows a customer to place a current caller on hold, which frees the line so the customer can initiate another call. To activate Call Hold, the customer depresses the switchhook to receive a dial tone and then dials a specific code. Only one call per access line can be placed on hold at a time. The held call cannot be added to another call, however, the customer can toggle between each call.

12. Warm Line

This service allows a call to be automatically placed to a pre-assigned number determined by the customer. The call will be placed once the customer's phone has been off-hook for a predetermined time-out period. The time-out period may be set at 1 to 14 seconds. During the time-out period the customer will receive a normal dial tone and can originate calls. Once the time-out period has expired, a call is automatically placed to the pre-assigned number as programmed by the Company.

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(D)  
  
(T)

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**OPTIONAL SERVICES**

**CUSTOM CALLING SERVICES (Continued)**

B. Service Descriptions (Continued)

13. Call Reminder (T)

This service allows a customer to program a time at which a reminder call is desired. At the programmed time, the customer will receive a call placed by the Central Office Equipment. When the call is answered, the customer will hear a tone or a Company recorded announcement.

14. Do-Not-Disturb (T)

This service prevents incoming calls from ringing at the customer's premises. Callers will reach a recording which states that the number they have dialed is not accepting calls at this time and to try again later. A personal identification number (PIN) is available to allow selected callers the ability to override this service in order to reach the customer.

15. Personal Ringing (T)

This service allows the customer to have up to four distinct telephone numbers on a single line. The second, third and fourth number will each have a distinctive ringing pattern so the customer can identify which number has been called. If a customer also subscribes to Call Waiting, each phone number will have a distinctive Call Waiting tone. If a customer also subscribes to Call Forward, the main directory number or all four telephone numbers can be forwarded.

16. Home Intercom-Basic (T)

This service allows customers to redial their own directory number in order to talk to another party at a different extension. To activate this service, customers redial their own directory number and then hang-up. After a short interval, the phone will ring back. Once both parties pick-up the phone, they will be able to have a two-way conversation. This service is also known as Revertive Ringing.

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**OPTIONAL SERVICES**

**CUSTOM CALLING SERVICES (Continued)**

**B. Service Descriptions (Continued)**

17. Home Intercom-Enhanced

(T)

This service allows customers to establish a talking path between two or more of their extensions. To activate this service, the customer dials one of the access code numbers predetermined by the Company, receives an announcement, and then hangs up the phone. The phone will ring back in one of the distinctive patterns, depending on the access code dialed. Also included in this package is dialable hold, where one extension can transfer an outside call to another extension.

18. Toll Restriction

(T)

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.

19. Toll Restriction with PIN override

(T)

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. In addition, the customer will have the ability to override the restriction on a per call basis by using a Personal Identification Number (PIN). To activate the override, the customer dials a code, the PIN, waits for a dial tone and then dials the toll number. When a restricted call is attempted without the PIN, from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

**OPTIONAL SERVICES**

**CUSTOM CALLING SERVICE (Continued)**

C. Rates and Discounts

1. Rates

The following monthly rates apply to Custom Calling Services and are in addition to basic local exchange service and any other service, equipment or facilities subscribed to by the customer.

	<u>Monthly Rate</u>		<u>Activation</u>	<u>Deactivation</u>
	<u>Res</u>	<u>Bus</u>	<u>Code</u>	<u>Code</u>
Call Forwarding	\$2.55	\$2.55	*72	*73
Call Forward-Busy (Fixed or Customer Programmable)	2.25	1.90	*90	*91
Call Forward-No Answer (Fixed or Customer Programmable)	2.25	1.90	*92	*93
Call Forward-Remote Access <sup>1</sup> (additive to Call Forwarding)	2.00	2.50	N/A	N/A
Call Waiting/Cancel Call Waiting	3.75	3.75	N/A/*70	N/A
Long Distance Call Waiting <sup>1</sup> (additive to Call Waiting)	Not Available		N/A	N/A
3-Way Calling	3.05	3.05	N/A	N/A
6-Way Calling	2.25	2.25	*41	N/A
Speed Call 8	2.75	3.05	*74	N/A
Speed Call 30	3.25	3.55	*75	N/A
Call Hold	Not Available		*52	N/A
Warm Line	Not Available		N/A	N/A
Call Reminder	Not Available		*95	*96
Do-Not-Disturb	1.00	1.00	*78	*79
Personal Ringing				
a. 2 <sup>nd</sup> Directory Number	2.75	2.75	N/A	N/A
Home Intercom-Basic	1.50	1.50	N/A	N/A
Home Intercom-Enhanced	3.00	3.00	*52,53,54,55	N/A
Toll Restriction	5.00	5.00	N/A	N/A
Toll Restriction w/Pin Override	5.00	5.00	N/A	N/A

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<sup>1</sup> Discounts do not apply to these services.  
Non-recurring charges do not apply to the establishment of Custom Calling Services.

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**OPTIONAL SERVICES**

**CUSTOM CALLING SERVICES (Continued)**

C. Rates and Discounts

2. Pay-Per Use Rates

	<u>Per Successful Activation</u>	<u>Monthly Cap</u>
Three Way Calling	\$0.75	\$3.75

3. Multi-Service Plan Discount, Per Line

<u>Per Service Credit</u>	<u>Credit Per Month</u>	<u>Trans Code</u>
a. Two Services	(0.30)	CFD2
b. Three Services	(0.75)	CFD3
c. Four Services	(1.20)	CFD4
d. Five Services	(2.00)	CFD5
e. Six Services	(2.50)	CFD6
f. Seven Services	(3.00)	CFD7
g. Eight Services	(3.50)	CFD8
h. Nine Services	(4.00)	CFD9
i. Ten Services and up	(4.50)	CFD1

Touch Calling is not considered one service for applying the discount.

D. Conditions

1. Custom Calling Services are furnished in connection with all classes of local exchange service, except Coin Telephone Service and Private Branch Exchange System.
2. The charges specified above will apply on a per line basis when Custom Calling services are provided in conjunction with Key or Multiline Systems. All Services, except Call Waiting are available to Key or Multiline Systems.
3. Except as specifically provided herein, Custom Calling Services are subject to the regulations, rates, and charges applicable to other types of customer service.
4. Flat rate services equipped for Call Forwarding are assessed regular long distance message charges for each call transferred on a long distance basis.



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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES**

A. General

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 Service availability may differ by exchange.

B. Service Description

1. 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.

2. Call Rejection

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

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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

**B. Service Description (Continued)**

**3. Call Return**

This service enables the subscriber to automatically redial the telephone number of the most recent incoming call. 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 of Call Return if the most recent incoming call is busy. If the most recent incoming call is blocked, the subscriber will get a 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 basis 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.

**4. Preferred Call Forwarding**

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

**5. Priority Ringing**

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

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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

**B. Service Description (Continued)**

**6. 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.

Repeat Dialing is available on a flat monthly rate basis and a pay-per-use basis. Pay-per-use Repeat Dialing 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.

**7. Special Call Acceptance**

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

**8. Caller ID – Name <sup>1)</sup>**

This service utilizes specific network capabilities, where technically feasible, to transmit the name associated with an incoming call to the called party's access line. The name of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID - Name subscribers must provide, and connect, their own compatible premises equipment in order to process the name transmission. The Company will forward all names where technically feasible.

<sup>1)</sup> Caller ID - Name is offered in conjunction with Caller ID - Number. Caller ID Number is not a regulated service.

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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

B. Service Description (Continued)

8. Caller ID – Name <sup>1)</sup> (continued)

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

9. Caller ID Blocking

Caller ID Blocking allows the caller 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).

a. 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 will be provided on calls originating from paystations used by the general public and party lines.

b. 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 provided at no charge, to 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.

<sup>1)</sup> Caller ID - Name is offered in conjunction with Caller ID - Number. Caller ID Number is not a regulated service.

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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

B. Service Description (Continued)

10. 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.

11. Privacy Pack<sup>1</sup>

The Privacy Pack combines five (5) Advanced Calling Services into one package. The package will include the following service: Caller - ID Name, Call Rejection, Anonymous Call Rejection, Preferred Call Forwarding, and Priority Ringing.

<sup>1</sup> This service is grandfathered to existing customers effective February 15, 2007. The service will not be available to new customers after this date.

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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

C. Special Conditions and Limitations

1. Special Conditions for Caller ID:

- a. An originating caller's data may not be displayed to the called party under the following conditions:
- (1) 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.
  - (2) 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.
  - (3) The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
  - (4) Identification of names, specific stations or extensions served by a PBX or Key System is not possible. Only the main directory name (if available) of the PBX or Key System will be displayed.
  - (5) Caller ID services 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.
  - (8) 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**

**ADVANCED CALLING SERVICES (Continued)**

B. Special Conditions and Limitations (Continued)

1. Special Conditions for Caller ID (Continued):

b. The following special conditions apply to Caller ID Services 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 per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI.
- (2) 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.
- (3) Caller ID Services are available on all long distance calls where technically feasible.
- (4) All calling data will be displayed to E911 through ANI technology, even if the customer 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.
- (5) Per Call Blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Per Call blocking.)

2. Limitations of Advanced Calling Services:

a. The management of these services is possible only:

- (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;

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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

**B. Special Conditions and Limitations (Continued)**

**2. Limitations of Advanced Calling Services: (Continued)**

**a. The management of these services is possible only: (Continued)**

- (1) When both the originating customer and the call terminating customer are served from the same central office;
- (2) 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;
- (3) If offering Caller ID – Name, the calling name will be displayed only where appropriate facilities are available to provide a match of the calling name to the 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.



**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

C. Rates

1. The rates apply in addition to the established rates and charges for associated services. Non-recurring charges do not apply to the establishment of Advance Calling Services.

2. Service rates:

a. Monthly rates, per Service, per line

	<u>Monthly Rate</u>		<u>Activation</u>	<u>Deactivation</u>
	<u>Res</u>	<u>Bus</u>	<u>Code</u>	<u>Code</u>
Call Rejection	\$2.75	\$3.25	*60	N/A
Call Return	3.50	4.00	*69	*89
Priority Ringing	2.75	3.25	*61	N/A
Repeat Dialing	3.50	4.00	*66	*86
Preferred Call Forwarding	2.75	2.75	*63	N/A
Special Call Acceptance	2.75	2.75	*64	N/A
Anonymous Call Rejection	2.75	3.25	*77	*87
Caller ID – Name*	1.00	1.00	N/A	N/A

\* Requires Caller ID-Number.

b. Pay-Per-Use Services

	<u>Per</u>	<u>Monthly</u>	<u>Trans</u>	<u>Activation</u>	<u>Deactivation</u>
	<u>Successful</u>				
	<u>Activation</u>	<u>Cap</u>	<u>Code</u>	<u>Code</u>	<u>Code</u>
Call Trace	\$ 6.00	\$24.00	ACSCT	*57	N/A
Call Return	0.50	7.00	ACSRM	*69	*89

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**OPTIONAL SERVICES**

**ADVANCED CALLING SERVICES (Continued)**

C. Rates

2. Service rates: (Continued)

c. Multiple Services Discount & Packaging, per line

Total Service charges will be reduced by a credit corresponding to the number of Services purchased.

	Monthly <u>Rate</u>	Trans <u>Code</u>
Two Services	\$(1.00)	ACSR2
Three Services	(2.00)	ACSR3
Four Services	(3.00)	ACSR4
Five Services	(4.00)	ACSR5
Six Services	(5.00)	ACSR6
Seven Services	(6.00)	ACSR7
Privacy Pack <sup>1</sup>	\$9.95	PVCY

<sup>1</sup> This service is grandfathered to existing customers effective February 15, 2007. The service will not be available to new customers after this date.