

CUSTOM CALLING FEATURES

APPROVED

S.1 CUSTOM CALLING SERVICES

S.1.1 General

Custom Calling Services consist of optional service features used in connection with a customer's local access service. The number of Custom Calling Features available depends upon the central office providing the service and is subject to the availability of facilities.

1. 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.

2. 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 with this service are subject to transmission limitations and all applicable local and long distance charges.

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BY: *Steph D. Bell*
EFFECTIVE: October 4, 2000
SECRETARY OF THE COMMISSION

BY: Paul E. Pederson, Vice-President

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SALEM TELEPHONE COMPANY
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Section 5
Second Revised Sheet 2
Cancels First Revised Sheet 2

CUSTOM CALLING FEATURES

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S.1 CUSTOM CALLING SERVICES (Continued)

S.1.1 General (Continued)

3. 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.

4. 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.

5. 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.

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(S.1 **CUSTOM CALLING SERVICES** (Continued)

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S.1.1 General (Continued)

8. Personal Ringing

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.

9. 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.

10. 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 should be forwarded. To deactivate Call Forward- Busy, a customer must dial a special access code. All forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

11. 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.

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CUSTOM CALLING FEATURES

S.1 **CUSTOM CALLING SERVICES** (Continued)

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S.1.1 **General** (Continued)

12. Call Transfer

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three-way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

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CUSTOM CALLING FEATURES

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S.1 CUSTOM CALLING SERVICES (Continued)

S.1.2 Rates

The following monthly recurring rates are associated with Residential and Business Individual Line Service.

	<u>Monthly Rate</u>		<u>Activation Code</u>	<u>Deactivation Code</u>
	<u>Res</u>	<u>Bus</u>		
1. Call Waiting/Cancel Call Waiting	\$3.50	\$2.75	N/A/*70	N/A
2. Call Forwarding	2.50	2.25	*72	*73
3. 3-Way Calling	2.50	2.25	N/A	N/A
4. Speed Calling				
a. Speed Call 8	2.75	2.75	*74	N/A
b. Speed Call 30	3.25	3.25	*75	N/A
7. Personal Ringing	4.75	4.75	N/A	N/A
8. Toll Restriction	1.50	1.50	N/A	N/A
9. Call Forward-Busy (Variable)	2.50	2.25	*90	*91
10. Call Forward-No Answer (Variable)	2.50	2.00	*92	*93
11. Call Transfer	2.25	2.25	N/A	N/A

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CUSTOM CALLING FEATURES

S.1 CUSTOM CALLING SERVICES (Continued)

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S.1.3 Multi Feature Discounts

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

	<u>Monthly Discount</u>	<u>Trans Code</u>
Two Services	\$.50	CFD2
Three Services	\$1.00	CFD3
Four Services	\$1.50	CFD4
Five Services	\$2.00	CFD5
Six Services	\$2.50	CFD6
Seven Services	\$3.00	CFD7
Eight Services	\$3.50	CFD8
Nine Services	\$4.00	CFD9
Ten Services	\$4.50	CFD1

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