

CUSTOMER SERVICE GUIDE

PORT BYRON TELEPHONE COMPANY
New York

Section 4
Original Sheet 1

OPTIONAL SERVICES

A. CUSTOM CALLING SERVICES

1. 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.

2. Service Descriptions

a. 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.

This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use Call Forwarding 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.

b. 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.

c. 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.

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A. CUSTOM CALLING SERVICES (Continued)

2. Service Descriptions (Continued)

d. Call Forwarding-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.

e. 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.

f. 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.

g. 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.

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OPTIONAL SERVICES

A. CUSTOM CALLING SERVICES (Continued)

2. Service Descriptions (Continued)

h. Home Intercom-Basic

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.

i. Home Intercom-Enhanced

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.

j. Personal Ringing

This service allows the customer to have two distinct telephone numbers on a single line. The second number will 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 both numbers can be forwarded.

k. 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.

l. 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.

m. 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. Service Descriptions (Continued)

n. 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.

o. Do-Not-Disturb

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.

p. Call Reminder

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.

q. Toll Restriction with PIN override

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.

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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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A. CUSTOM CALLING SERVICES (Continued)

4. Monthly Rates

	<u>Current Rate</u>
a. Call Forward – Busy (Residence)	\$1.75
Call Forward – Busy (Business)	\$1.75
b. Call Forward - No Answer (Residence)	\$1.75
Call Forward – No Answer (Business)	\$1.75
c. Call Forward (Residence)	\$1.75
Call Forward (Business)	\$1.75
Call Forward-Per Use (Residence)	\$1.00
Call Forward-Per Use (Business)	\$1.00
d. Call Waiting/Cancel Call Waiting (Residence)	\$2.25
Call Waiting/Cancel Call Waiting (Business)	\$2.25
e. Toll Restriction (Residence)	\$2.50
Toll Restriction (Business)	\$3.75
f. 3-Way Calling (Residence)	\$2.25
3-Way Calling (Business)	\$2.25
g. Call Transfer (Residence)	\$1.75
Call Transfer (Business)	\$1.75
h. Speed Call 8 (Residence)	\$2.25
Speed Call 8 (Business)	\$2.25
i. Speed Call 30 (Residence)	\$3.00
Speed Call 30 (Business)	\$3.25
j. Personal Ringing (Residence)	\$4.00
Personal Ringing (Business)	\$4.25
k. Call Forward – Remote Access (Residence)	\$1.95
Call Forward – Remote Access (Business)	\$1.95
l. Home Intercom – Basic (Residence)	\$2.45
Home Intercom – Basic (Business)	\$2.45
m. Home Intercom – Enhanced (Residence)	\$3.70
Home Intercom – Enhanced (Business)	\$3.70
n. Call Hold (Residence)	\$1.55
Call Hold (Business)	\$2.45
o. Do-Not-Disturb (Residence)	\$2.50
Do-Not-Disturb (Business)	\$3.75
p. Call Reminder (Residence)	\$2.45
Call Reminder (Business)	\$2.45
q. Toll Restriction with PIN Override (Residence)	\$4.45
Toll Restriction with PIN Override (Business)	\$4.45

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OPTIONAL SERVICES

A. CUSTOM CALLING SERVICES (Continued)

5. Multi-Service Plan Per Line Discount

	Current Credit Per Month <u>Res/Bus</u>
a. Two Services	(\$0.75)
b. Three Services	(\$1.00)
c. Four Services	(\$1.50)
d. Five Services	(\$2.00)
e. Six Services	(\$2.50)
f. Seven Services	(\$3.00)
g. Eight Services	(\$3.50)
h. Nine Services	(\$4.00)
i. Ten Services	(\$4.50)

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B. ADVANCED CALLING SERVICES

1. General Description

Advanced Calling Services (ACS) is comprised of a group of features which allow customers to efficiently manage the call flow generated over their Exchange Access Line(s). This management is possible only where the calling party's telephone number can be forwarded from the central office originating the call to the terminating central office servicing the called party. ACS features are optional services offered in addition to regular exchange service.

2. Definitions

- 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 Trace - Enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. If the number being traced is successfully captured, the Telephone Company's equipment will record the incoming call detail (not the conversation) at which time the customer will be accessed a Call Trace fee. The fee will be included in the next normal billing process. The results of the trace will not be provided to the customer directly. For further action to be taken, the customer is required to contact the Telephone Company Business Office during normal working hours and work days or the law enforcement. Call trace detail will be retained by the company and made available to law enforcement agencies for 10 business days after the trace has been initiated.
- c. Selective 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.
- d. 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)

- e. Call Screening – This service allows a customer to store a limited quantity of directory numbers in screening lists for the purpose of rejecting certain incoming calls. When the call-screening feature is activated, those calls that originate from directory numbers contained in the screening list are rejected and are notified to that effect by an announcement.

- f. 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.

- g. 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.

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OPTIONAL SERVICES

B. ADVANCED CALLING SERVICES (Continued)

2. Definitions (Continued)

h. Caller ID - Basic

Number Delivery

Utilizes specific network capabilities to transmit the Calling Party Number (CPN) associated with an incoming call to the called party's access line. The CPN of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide, and connect, their own compatible premises equipment in order to process the CPN transmission.

A calling party may prevent the display of their CPN by using one of the two blocking options described below in 11.B.2(K). If a calling party's CPN is blocked, the CPN 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 CPN delivery.

CPN blocking will not be provided on calls originating from paystations or other services used by the general public.

Name Delivery

This service utilizes specific network capabilities to transmit the Calling Party Directory Name (CPDN) associated with an incoming call to the called party's access line. The CPDN 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 CPDN transmission.

A calling party may prevent the display of their CPDN by using one of the two blocking options described below in 11B.2(K). If a calling party's CPDN is blocked, the CPDN 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 CPDN delivery.

CPDN blocking will not be provided on calls originating from paystations or other services used by the general public.

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OPTIONAL SERVICES

B. ADVANCED CALLING SERVICES (Continued)

2. Definitions (Continued)

- i. Caller ID - Deluxe - This service utilizes specific network capabilities to transmit the Calling Party Number (CPN) and Calling Party Directory Name (CPDN) associated with an incoming call to the called party's access line. Both the CPN and the CPDN of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. The date and time of the call is also transmitted to the Caller ID - Deluxe subscriber. Caller ID Name subscribers must provide, and connect, their own compatible premises equipment in order to process the CPN transmission. The maximum number of characters allowed for transmission of the calling party directory name will depend on the subscriber's CPE.

A calling party may prevent the display of their CPN and CPDN by using one of the two blocking options described below in 11B.2(K). If a calling party's CPN and CPDN is blocked, the CPN and CPDN 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 CPN and CPDN delivery

CPN and CPDN blocking will not be provided on calls originating from paystation or other services used by the general public.

- j. Caller ID Blocking - Caller ID Blocking allows the subscriber to prevent the delivery of their CPN and /or CPDN to a Caller ID subscriber on a per call basis (per call blocking) or per line basis (per line blocking).

Per Call Blocking will block the delivery of the subscriber's CPN and/or CPDN to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing *67 prior to placing the call. Per call blocking will be provided to all customers at no additional charge.

Per Line Blocking will automatically block the delivery of the subscriber's CPN and/or CPDN to a Caller ID subscriber on all calls and will be provided, at no charge, to all subscribers including subscribers of non-published telephone number service, law enforcement agencies and domestic violence programs. There may be instances when a subscriber to per line blocking wishes to send their directory number any/or name. To deactivate the per line blocking, the subscriber dials *82 prior to placing the call.

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OPTIONAL SERVICES

B. ADVANCED CALLING SERVICES (Continued)

3. Undertaking of the Telephone Company

ACS features are available to residence and business customers where facilities are available. Individual feature availability may differ by exchange.

ACS features will be functional under the following conditions:

- a. When both the originating and the call terminating customer are served from the same central office.
- b. 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.

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

4. Limitations

- a. For Caller ID an originating caller's CPN and/or CPDN may not be displayed at the called party under the following conditions:
 - (1) The calling number and/or name will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data.
 - (2) The CPN and/or CPDN will not be displayed if the called party answers the incoming call during the first ring interval.
 - (3) Caller ID 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) Identifications of specific stations or extensions serviced by a PABX or Key System is not possible. The main directory number of the PABX or Key System will be displayed.
 - (5) Caller ID cannot be provided if the calling party is from a multi-party line. The called party will receive an "unavailable" display.
 - (6) The calling number and/or name will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.

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OPTIONAL SERVICES

B. ADVANCED CALLING SERVICES (Continued)

4. Limitations (Continued)

a. (Continued)

- (7) The calling party has activated one of the blocking options.
- (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 paystation and party lines stations.

b. 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)

4. Limitations (Continued)

- c. The management of these service 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.
- d. Unless specified otherwise, ACS is not available with Paystation service.
- e. It shall be responsibility of the Customer to provide terminal 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. Monthly Rates

<u>One Service Per Line</u>	<u>Current Rate</u>
1) Anonymous Call Rejection (Residence)	\$4.85
Anonymous Call Rejection (Business)	\$4.85
2) Call Return (Residence)	\$5.55
Call Return (Business)	\$5.55
3) Call Trace – Each Trace (Residence)	\$2.10
Call Trace – Each Trace (Business)	\$2.10
4) Selective Call Forwarding (Residence)	\$4.85
Selective Call Forwarding (Business)	\$4.85
5) Priority Ringing (Residence)	\$4.85
Priority Ringing (Business)	\$4.85
6) Special Call Acceptance (Residence)	\$4.85
Special Call Acceptance (Business)	\$4.85
7) Call Screening (Residence)	\$4.85
Call Screening (Business)	\$4.85
8) Caller ID – Basic (Residence)	\$7.00
Caller ID – Basic (Business)	\$7.00
9) Caller ID – Deluxe (Residence)	\$8.50
Caller ID – Deluxe (Business)	\$11.30
10) Caller ID Blocking (Residence & Business)**	
a) Per Call Restrict	\$6.95
b) Per Line Restrict	\$6.95

b. Multiple Services Plan Per Line Discount

	<u>Total Credit Per Month</u>
	<u>Res/Bus</u>
1) Two Services	(\$1.00)
2) Three Services	(\$2.00)
3) Four Services	(\$3.00)
4) Five Services	(\$4.00)
5) Six Services	(\$5.00)
6) Seven Services	(\$6.00)
7) Eight Services	(\$7.00)

*A customer is entitled to change blocking options two times during the six month period after Caller ID is available in the customer's Central Office territory. A customer is also entitled to change two times if they are a new customer to the serving area of the Central Office territory. Customers electing the per-line blocking option after the initial six months or in excess of two changes within the six month period will incur a non-recurring charge as specified above.

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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. Greeting length is up to one (1) minute. 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 (an audible interrupted tone) after lifting the telephone receiver. The tone 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 Greeting Length	Default Message Length	Minutes of Stored Messages Allowed ⁽¹⁾	Days Messages Stored ⁽²⁾
Personal Mailbox ⁽⁴⁾	4 minutes	4 Minutes	100 minutes	30 days
Business Mailbox ⁽³⁾	4 minutes	4 Minutes	100 minutes	30 days

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

⁽²⁾ For played messages. Messages will be erased by the Company, unless erased by the customer first. Unplayed messages will be erased by the company after 30 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).

⁽⁴⁾ Basic Mailboxes will include local out-dialing to a pager number.

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OPTIONAL SERVICES

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

2. **Service Descriptions** (Continued)

a. General (Continued)

- (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 four (4) 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.
- (3) **Voice Mailbox Plus Pager** – Voice Mailbox Plus Pager is included with the Basic Voice Mailbox and provides 4 minutes of greeting times, 100 minutes of messages and 30 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) **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.
- (5) **Easy Attendant** – A simple auto attendant that provides a message with a menu, then routes calls to individual lines based on the number the caller chooses.
- (6) **Premium Attendant** – Similar to the Easy Attendant with the added functionality of multiple menus and scheduled greetings.

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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 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 Customer Service Guide.

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 Customer Service Guide 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.

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OPTIONAL SERVICES

C. VOICE MAIL SERVICE (Continued)

3. Conditions (Continued)

- e. The Company shall not be liable for any other damages, regardless of the theory, whether direct, indirect, incidental, special, or consequential.
- f. The Company is not responsible for any claimed damage associated with the installation, provision, termination, maintenance, repair or restoration of service. The Company's liability for service, if any, is specified in the Voice Mail Service Guarantee portion of this Customer Service Guide. The Company is not responsible for any other 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 Voice Mail Service.
- 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.

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OPTIONAL SERVICES

C. VOICE MAIL SERVICE (Continued)

4. Rates

VOICE MAIL RATE SCHEDULE		
<u>SERVICE</u>	MONTHLY RATE	TRANS CODE
RESIDENTIAL SERVICE OPTIONS:		
Basic Voice Mail Box 4 min greeting/4 min message length/100 min of messages/30 day storage	\$5.95	BRSVM
BUSINESS SERVICE OPTIONS:		
Basic Voice Mail Box 4 min greeting/4 min message length/100 min of messages/30 day storage	\$5.95	VRBXB
DID Voice Mailbox (Stand Alone Voice Mailbox) 4 min greeting/4 min message length/100 min of messages/30 day storage	\$6.95	VRDID
FAMILY MAILBOX		
Parent Box (Greeting Only and One Basic Residential Box)	\$9.20	VRFMY
Second Individual Box	\$0.00	VRCH2
Third Individual Box	\$0.00	VRCH3
Fourth Individual Box	\$0.00	VRCH4
GREETING ONLY MAILBOX		
Standard – Residential	\$3.50	VRPGS
Standard - Business	\$3.95	VRGRT
DID Greeting Only	\$3.95	RDIDG
BUSINESS TREE MAIL		
Tree Mail Router Box 4 min greeting/4 min message length/100 min of messages/30 day storage	\$4.55 \$3.00	VRBGP VRBGR
AUTO ATTENDANT		
Easy Attendant	\$9.95	VRBEA
Premium Attendant	\$15.95	VRBPA
TOTAL TALK PACK RESIDENTIAL DISCOUNT⁽¹⁾	(\$2.00)	TTVMP

⁽¹⁾ Customer must subscribe to Total Talk Pack in Section 4 to be eligible for this discount.

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

4. **Grandfathered Services**

a. General

The company has revised its Voicemail Services and no longer offers Residential and/or Business its previously tariffed Voice Mail Service. Customers currently receiving these services will be allowed to keep the service until the date of disconnection. If the service is disconnected, the grandfathered status is eliminated. Customers cannot transfer the grandfathered service to a new customer.

b. Rates

<u>SERVICE</u>	MONTHLY RATE	TRANS CODE
RESIDENTIAL SERVICE OPTIONS:		
Personal voice Mailbox		
4 min of greeting/4 min Message Length/50 min of messages/30 days storage	\$4.55	PRVM1
4 min of greeting/4 min Message Length/50 min of messages/30 days storage	\$5.75	PRVM2
BUSINESS SERVICE OPTIONS:		
Standard Voice Mailbox		
4 min of greeting/4 min message Length/50 min of messages/30 days storage	\$5.75	VRBS2

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D. PERSONAL GREETING SERVICE

1. Customers can subscribe to this service, only if utilizing the Company's Seasonal/Suspended Service offering. The Company will allow the customer to record a personal greeting to be used while the customer's service is suspended.
2. Rates. Customers will be charged a monthly recurring rate as defined below.

	<u>Residential</u>	<u>Business</u>
a. Recurring Rates	\$4.05	\$4.05

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OPTIONAL SERVICES

F. MULTILINE HUNT SERVICE

Multi-Line Hunt Service provides a search for an idle (non-busy) line within the customer's service group to which a call can be completed if the dialed number is busy.

	<u>Current Rate</u>
1. Per Month (Residence)	\$4.50
2. Per Month (Business)	\$7.55