

CUSTOM CALLING SERVICE

A. General

1. Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices so arranged to provide such service. The number of Custom Calling Service features available is subject to the availability of facilities.
2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:

2a. **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.

2b. **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.

CUSTOM CALLING SERVICE (cont'd)

A. General (cont'd)

2c. **Call Conference - Three-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.

2d. **Speed Calling**

Provides for calling of a regular telephone number by dialing an abbreviated code. Two arrangements are available, either an 8-number capacity or a 30-number capacity, but not both on the same line. Up to 16 digits may be stored for each telephone number.

2e. **Call Forward – 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.

CUSTOM CALLING SERVICE (cont'd)

A. General (cont'd)

2f. **Call Forward – Busy (Programmed by Telco)**

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.

2g. **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.

2h. **Call Forward – No Answer (Programmed by Telco)**

This service automatically redirects incoming calls to another telephone number or voice mail service when the customer's telephone is not answered in a predetermined 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.

2i. **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 number in another location. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

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Section 1
First Revised Sheet 4
Cancels Original Sheet 4

CUSTOM CALLING SERVICE (cont'd)



A. General (cont'd)

2j. **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.

2k. **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.

2l. **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 SERVICE (cont'd)

A. General (cont'd)

2o. **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.

2p. **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.

2q. **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.

2r. **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.

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Section 1
Fourth Revised Sheet 6
Cancels Third Revised Sheet 6

CUSTOM CALLING SERVICE (cont'd)



A. General (cont'd)

2s. **Long Distance Call Waiting** (Additive to 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.

B. Rates

The following monthly rates apply to Custom Calling Service Features and are in addition to the rates and charges applicable to basic service, and all additional and/or associated equipment and facilities.

1. <u>Individual Features</u>	<u>Rate Per Month</u>	
	<u>Res.</u>	<u>Bus.</u>
Call Forwarding-per line	\$2.75	\$2.50
Call Waiting-per line	\$4.00	\$3.50
Call Conferencing-per line	\$2.75	\$2.25
Speed Calling-per line		
- 8 -Number	\$2.00	\$2.00
- 30-Number	\$3.00	\$3.00
Call Forward – Busy (Cust. Program & Telco)	\$2.75	\$2.50
Call Forward – No Answer (Cust. Program & Telco)	\$2.75	\$2.50
Call Forward Remote Access *	\$1.50	\$2.00
Call Hold	\$2.00	\$2.00
6-Way Calling	\$3.75	\$3.75
Call Transfer	\$2.25	\$2.25
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* * *		
Personal Ringing		
- 2 nd Number	\$4.25	\$4.25
- 3 rd Number (incremental) *	\$1.00	\$1.00
- 4 th Number (incremental) *	\$1.00	\$1.00
Do-Not-Disturb	\$2.00	\$2.00
Toll Restriction with PIN Override	\$4.00	\$4.00
Home Intercom - Basic	\$1.50	\$1.50
Long Distance Call Waiting *	\$1.50	\$1.50

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* Discounts do not apply to these services.

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CUSTOM CALLING SERVICE (cont'd)

B. Rates (cont'd)

2. **Pay-Per-Use**

- Call Forward - \$.75 per activation with a \$3.75 Cap
- 3-Way Calling - \$.75 per activation with a \$3.75 Cap

3. **Discount Packages**

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

	<u>Resident and Business Credit Per Month</u>
Any two features	\$.25
Any three features	\$.75
Any four features	\$1.50
Any five features	\$2.00
Any six features	\$2.50
Any seven features	\$3.75
Any eight features	\$4.25
Any nine features	\$5.00
Any ten features	\$5.50

C. Conditions

1. Custom Calling Services are furnished only in connection with individual line service. Pay telephone lines equipped with a coin collector are excluded from this offering.
2. The charges specified above will apply on a per line basis when Custom Calling Services are provided in conjunction with Key or Multi-Line Phone 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. Access line services equipped for Call Forwarding are assessed regular long distance message charges for each call transferred on a long distance basis.
5. Custom Calling Features are not available on any Private Automatic Branch Exchange System.

CUSTOM CALLING SERVICE (cont'd)

C. Conditions (cont'd)

6. Service Charges as stated in Section 3 will apply for adding Custom Calling Services to an existing customer's primary service. Custom Calling Services installed simultaneously with establishment of primary service will be included with the normal Service Connection Charges. These charges do not apply when a customer discontinues Custom Calling Services.
7. Subsequent to the initial establishment of Custom Calling Services at a customer's location, regular Service Connection Charges as stated in Section 3 shall apply for additions and changes to the customer's service.
8. There will be a three (3) month trial period for these features introduced at any exchange equipped for Custom Calling Services, during which time no service connection charges will apply for new additions.
9. Custom Calling Features will be offered on an individual basis to rotary customers. Discount Packages are not available to rotary customers.