

## 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 services. 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:
  - 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 – Remote Access** (additive to Call Forwarding)

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.
  - c. **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.

TDS Telecom/Sugar Valley  
Telephone Company

Section 2  
First Revised Sheet 2  
Cancels Original Sheet 2

**CUSTOM CALLING SERVICE (cont'd)**

**APPROVED**

**A. GENERAL (cont'd)**

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)

**c. Call Waiting/Cancel Call Waiting (cont'd)**

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.

**d. 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.

**e. Speed Calling**

Provides for the 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.

\* \* \*

(C)

(C) Indicates Change

TDS Telecom/Sugar  
Valley Telephone Co.

Section 2  
Second Revised Sheet 3  
Cancels First Revised Sheet 3

**CUSTOM CALLING SERVICE (cont'd)**

**APPROVED**

A. GENERAL (cont'd)

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)

\* \* \*

(C)

h. **Do Not Disturb**

This feature allows a customer to divert incoming calls to a special tone indicating that the phone is in the DO NOT DISTURB mode. When the feature is activated, incoming calls receive a busy tone.

i. **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.

j. **Personal Ringing<sup>(1)</sup>**

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.

k. **Toll Restriction with Authorization Code**

Permits originated calls to be completed within the local exchange area only, and restricts originating direct dialed calls from completing outside the exchange without the use of an authorization code which is assigned by the company and changeable by the company.

<sup>(1)</sup> This service is grandfathered to existing customers effective September 20, 2010. This service will not be available to new customers after this date.

(C) Indicates Change

**CUSTOM CALLING SERVICE (cont'd)**

## A. GENERAL (cont'd)

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)

l. **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.

m. **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 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.

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. **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.

**CUSTOM CALLING SERVICE (cont'd)**

**APPROVED**

A. GENERAL (cont'd)

2. Custom Calling Services are optional telephone service arrangements which provide one or more of the following features: (cont'd)

p. **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.

q. **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.

B. RATES

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

		<b>MONTHLY RATES</b>	
		<u>Residence</u>	<u>Business</u>
1.	<b>Individual Features:</b>		
	a. Call Forwarding-per line	\$2.75	\$2.50
	b. Call Forward Remote Access*	2.00	2.00
	c. Call Waiting/Cancel Call Waiting	4.00	3.50
	d. Three-way Calling-per line	2.75	2.50
	e. Speed Calling-per line-8 codes	2.00	2.00
	Speed Calling-per line-30 codes	3.00	3.00
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	* * *		(C)
	h. Do Not Disturb	2.00	2.00
	i. Call Reminder	2.00	2.00
	j. Personal Ringing <sup>(1)</sup>	4.00	4.00
	k. Toll Restriction w/Auth. Code	4.00	4.00
	l. Call Forward Busy	2.75	2.50
	m. Call Forward No Answer	2.75	2.50
	n. Call Hold	2.00	2.00
	o. Call Transfer	2.25	2.25
	p. Long Distance Call Waiting*	1.50	1.50
	q. Home Intercom – Basic	1.50	1.50

\*These Premium Features are not offered in Discount Packages.

<sup>(1)</sup> This service is grandfathered to existing customers effective September 20, 2010. This service will not be available to new customers after this date.

(C) Indicates Change

**CUSTOM CALLING SERVICE (cont'd)****B. RATES (cont'd)**

## 2. Pay-Per-Use Features:

- a. Three-Way Calling: .75 per activation with a \$3.75 Cap
- b. Call Forwarding: .75 per activation with a \$3.75 Cap

## 3. Discounts:

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

	<b>Residence &amp; Business Credit Per Month</b>
Any 2 features	\$ .25
Any 3 features	\$ .75
Any 4 features	\$1.50
Any 5 features	\$3.75
Any 6 features	\$4.50
Any 7 features	\$5.25
Any 8 features	\$6.00
Any 9 features	\$6.75
Any 10 features	\$7.50

**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 Multiline Systems. All Features, except Call Waiting and Three-Way Calling are available to Key and 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. Access line services equipped for Call Forwarding are assessed regular long distance message charges for each call transferred on a long distance basis.

**CUSTOM CALLING SERVICE (cont'd)**

C. CONDITIONS (cont'd)

5. Remote Call Forwarding (RCF) service provides automatic forwarding of all incoming calls to a seven-digit RCF number to a terminating number in the same or a different exchange. The terminating number may not be to a semi-public telephone service.
6. The Telephone Company does not provide identification of the originating telephone number of the calling party to the RCF customer.
7. RCF service is furnished upon the condition that the customer subscribes to adequate RCF and terminating facilities to permit the use of the service without impairment, disruption, or deterioration of the quality of other telephone services. If in the opinion of the telephone company additional RCF service or terminating facilities are needed, the customer must subscribe to the additional services or facilities. If the customer refuses to subscribe to adequate RCF services or terminating facilities, the RCF service is subject to termination.
8. Custom Calling Features are not available on any key, or Private Automatic Branch Exchange System.
9. Upon the effective date of this Tariff, and for the following 90 day period, all customers will be provided, at no charge, the following Custom Calling Features: Call Forwarding, Call Waiting, Cancel Call-Waiting, and Three-Way Calling. Any other Custom Calling Features will be provided at the basic monthly rate, per Section B.1 preceding. For the same 90 day period, no service connection <sup>(1)</sup> charges will apply for the addition or deletion of other Custom Calling Features.

After the initial 90 day period, those customers not having notified the Company that they wish to keep the services at the tariffed rates, will be disconnected at no charge.

(1) Service Connection Charge waived is the Central Office Work Charge.