

## ADVANCED CALLING SERVICE

### 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 feature availability may differ by exchange.

### B. SERVICE DESCRIPTION

#### 1. 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.

#### 2. 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. 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 rate basis.

#### 3. 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.

**ADVANCED CALLING SERVICE (cont'd)****B. SERVICE DESCRIPTION (cont'd)****4. 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.

**5. 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 rate basis.

**6. 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.

**7. CALLER ID**

Caller ID - Basic (Number only) is the available service.

**a) CALLER ID - Basic**

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number 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 and display the number transmission. The Company will forward all telephone numbers where technically feasible.

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

B. SERVICE DESCRIPTION (cont'd)

7. CALLER ID (cont'd)

If a calling party has activated blocking, the number 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 number delivery.

b) **Caller ID - Deluxe**

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

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

8. 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. PER THE FCC CALLER ID ORDER, EFFECTIVE 12/1/95, CALLER ID BLOCKING - PER CALL IS PROVIDED TO ALL CUSTOMERS AT NO CHARGE.

As of 1/1/97, per FCC Docket 91-281, Per Call Blocking will be provided on calls originating from pay telephone lines used by the general public and party lines.

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

B. SERVICE DESCRIPTION (cont'd)

8. CALLER ID BLOCKING (cont'd)

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 made available or offered, at no charge for victims of domestic violence, domestic violence programs, social welfare agencies, health and counseling centers, public service hotlines, law enforcement agencies and staff thereof. In addition, all customers can request per line blocking at no charge. Per line blocking can be deactivated by dialing \*67 (1167 from a rotary phone) prior to placing the call.

9. 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 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.

10. 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. Anonymous Call Rejection is included with the Caller ID at no charge.

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

**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) 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. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
- 2) The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
- 3) 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.
- 4) Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (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 telephone lines and party line stations.

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

C. SPECIAL CONDITIONS AND LIMITATIONS (cont'd)

1. Special Conditions for Caller ID: (cont'd)

- 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.

5) All calling data will be passed, even for customers who do not subscribe to Caller ID.

6) 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:

The management of these services is possible only:

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

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

C. SPECIAL CONDITIONS AND LIMITATIONS (cont'd)

2. Limitations of Advanced Calling Services: (cont'd)

- c. 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 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.

Some services are available on a usage sensitive basis with a per activation rate and a specified number of chargeable activations. Each activation thereafter will be at no charge.

D. RATES, DISCOUNTS\*\*, NON-RECURRING CHARGES AND PROMOTIONAL PERIODS

1. RATES

- a) The monthly rates, credits and any non-recurring charges are in addition to basic local exchange service or any other services subscribed to by the customer.
- b) Activation and Deactivation codes listed below apply to touchtone telephones. (Rotary phones use the codes prefaced by a 11. For example, Call Return would be 1169).
- c) The below rates apply to both residential and business customers.

Call Trace and Caller ID Blocking \*\* are not offered as part of the above discount package.

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3<sup>rd</sup> Revised Sheet 8  
Cancels 2<sup>nd</sup> Revised Sheet 8

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

**D. RATES, DISCOUNTS\*\*, NON-RECURRING CHARGES AND PROMOTIONAL PERIODS (cont'd)**

**APPROVED**

**1. RATES (cont'd)**

| <u>One Service Per Line</u>           | <u>Rate Per</u> |             | <u>Activation</u> | <u>Deactivation</u> |     |
|---------------------------------------|-----------------|-------------|-------------------|---------------------|-----|
|                                       | <u>Res.</u>     | <u>Bus.</u> | <u>Code</u>       | <u>Code</u>         |     |
| 1) Call Rejection                     | 3.00            | 3.00        | *60               | N/A                 |     |
| 2) Call Return                        | 4.00            | 4.00        | *69               | *89                 |     |
| 3) Preferred Call Forwarding          | 3.00            | 3.00        | *63               | N/A                 |     |
| 4) Priority Ringing                   | 3.00            | 3.00        | *61               | N/A                 |     |
| 5) Repeat Dialing                     | 4.00            | 4.00        | *66               | *86                 |     |
| 6) Special Call Acceptance            | 3.00            | 3.00        | *64               | N/A                 |     |
| 7) Caller ID/Anonymous Call Rejection |                 |             |                   |                     |     |
| a. Basic                              | 8.50            | 8.50        | N/A               | N/A                 | (I) |
| b. Deluxe                             | 9.00            | 9.00        | N/A               | N/A                 | (I) |
| 8) Caller ID Blocking                 |                 |             |                   |                     |     |
| a. Per Call                           | N/C             | N/C         |                   | *67                 |     |
| b. Per Line                           | N/C             | N/C         |                   | *67                 |     |
| 9) Call Trace                         | 1.00            | 1.00        | *57               | N/A                 |     |
| 10) Anonymous Call Rejection          | 3.00            | 3.50        | *77               | *87                 |     |

**2. MULTIPLE SERVICES DISCOUNT PLAN, Per Line**

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

| <u>Per Service Credit (2)</u> | <u>Credit Per. Month</u> |
|-------------------------------|--------------------------|
| a) Two Services               | 1.00                     |
| b) Three Services             | 2.00                     |
| c) Four Services              | 3.00                     |
| d) Five Services              | 4.00                     |
| e) Six Services               | 5.00                     |
| f) Seven Services             | 6.00                     |

**3. NON-RECURRING CHARGES**

A non-recurring charge of \$5.00 applies to the connection of Advanced Calling Services. If more than one service is subscribed to at a time, only one charge is applied. The non-recurring charge may, during certain promotional periods, be waived for customers subscribing to one or more of the Advanced Calling Services.

Call Trace and Caller ID Blocking \*\* are not offered as part of the above discount package.

(I) Indicates Increase



## Supplement No. 2 - Telephone - PA P.U.C. No. 500

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1<sup>st</sup> Revised Sheet 9  
Cancels Original Sheet 9

**ADVANCED CALLING SERVICE (cont'd)****D. RATES, DISCOUNTS\*\*, NON-RECURRING CHARGES AND PROMOTIONAL PERIODS (cont'd)****4. PRIVACY PACK <sup>(1)</sup>****(C)**

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

Rate Per Month  
\$9.95

Call Trace and Caller ID Blocking \*\* are not offered as part of the above discount package.

(1) This service is grandfathered to existing customers effective February 15, 2007. The service will not be available to new customers after this date.

(C)  
(C)

(C) Indicates Change

Issued: February 13, 2007

Effective: February 15, 2007