McCLELLANVILLE TELEPHONE COMPANY, INC.

d/b/a TDS Telecom South Carolina Section 9
Original Contents Sheet 1

EFFECTIVE: April 25, 2008

OPTIONAL SERVICES

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BY: Jeff Jung, Vice-President

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES

9.1.1 **GENERAL**

Advanced Calling Services (ACS) are optional services, offered in addition to regular exchange service, which allows 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.

9.1.2 SERVICE DESCRIPTION

A. ANONYMOUS CALL REJECTION

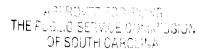
This service enables a subscriber to reject incoming calls from which a privacy indicator is received. The service is activated by dialing a unique code. When the service is active, the Telephone Company ("Company") will not complete calls to its customer when the calling party has activated Caller ID blocking services. Such calls will be routed to a Company recorded announcement. Anonymous Call Rejection is included with Caller ID at no charge.

B. 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.

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES (Continued)

9.1.2 SERVICE DESCRIPTION (Continued)

C. 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. If the most recent incoming call is blocked, the subscriber will get a 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.

D. 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.

E. 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.

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OPTIONAL SERVICES

ADVANCED CALLING SERVICES (Continued) 9.1

9.1.2 SERVICE DESCRIPTION (Continued)

F. 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 monthly rate basis and a pay-per-use basis. Pay-per-use Repeat Dialing 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.

SPECIAL CALL ACCEPTANCE G.

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. 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.

Η. CALLER ID

Caller ID - Basic (Number only) and Caller ID-Deluxe (Name and Number) are the available services.

1) 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.

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

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES (Continued)

SERVICE DESCRIPTION (Continued) 9.1.2

Н. CALLER ID (Continued)

2) 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. Anonymous Call Rejection is included with Caller ID at no charge.

CALLER ID BLOCKING Ι.

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).

Caller ID Blocking - Per Call 1)

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. CALLER ID BLOCKING - PER CALL IS PROVIDED TO ALL CUSTOMERS AT NO CHARGE.

Per call blocking may be provided on calls originating from paystations used by the general public and party lines.

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES (Continued)

9.1.2 <u>SERVICE DESCRIPTION</u> (Continued)

I. CALLER ID BLOCKING (Continued)

2) 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, to law enforcement agencies and domestic violence programs. Per line blocking can be deactivated by dialing *82 (1182 from a rotary phone) prior to placing the call.

J. 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 the 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.

Call Trace is available on a flat monthly rate basis and/or on a pay-peruse basis. Pay-per-use Call Trace 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. The customer will be assessed the Call Trace fee, that will appear on the customer's next bill, upon completion of a successful trace.

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES (Continued)

SPECIAL CONDITIONS AND LIMITATIONS 9.1.3

- A) Special Conditions for Caller ID:
- An originating caller's data may not be displayed to the called party under 1) the following conditions:
 - 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.
 - The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
 - 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.
 - 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.
 - Caller ID services cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
 - 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.
 - The calling party has activated blocking.
 - 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 and party line stations.

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES (Continued)

- 9.1.3 SPECIAL CONDITIONS AND LIMITATIONS (Continued)
 - A) Special Conditions for Caller ID: (Continued)
 - 2) The following special conditions apply to Caller ID services 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 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 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

9.1 ADVANCED CALLING SERVICES (Continued)

9.1.3 SPECIAL CONDITIONS AND LIMITATIONS (Continued)

B) Limitations of Advanced Calling Services:

The management of these services 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.

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.

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES (Continued)

9.1.4 RATES, DISCOUNTS AND NON-RECURRING CHARGES

A. RATES

- 1) 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.
- 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.)
- 3) The below rates apply to both residential and business customers.

One Service Per Line	Rate <u>Mo</u> <u>Res</u>	Per onth Bus	Trans <u>Code</u>	Activation Code	Deactivation <u>Code</u>
 Anonymous Call Rejection Call Rejection Call Return Preferred Call Forwarding Priority Ringing Repeat Dialing Special Call Acceptance a. Caller ID - Basic 	\$3.00 4.00 4.00 3.00 3.00 4.00 4.00 8.00	\$3.00 4.00 4.00 3.00 3.00 4.00 4.00 7.50	ACSAC ACSRJ ACSRT ACSPF ACSPR ACSRP ACSSC ACSZZ	*77 *60 *69 *63 *61 *66 *64 N/A	*87 N/A *89 N/A N/A *86 N/A N/A
(Includes Anonymous C b. Caller ID - Deluxe (Includes Anonymous C 9) Caller ID Blocking a. Per Call b. Per Line (See Note 1) 10) Call Trace (Per Month)	8.50	9.00 ion)	ACSXX BLOCL ACSN	N/A *67 *57	N/A *82 N/A

Note 1: Per line blocking is available free of charge to certain "eligible" customers. Please see Service Description.

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OPTIONAL SERVICES

9.1 ADVANCED CALLING SERVICES (Continued)

9.1.4 RATES, DISCOUNTS AND NON-RECURRING CHARGES (Continued)

B. Multiple Services Discount Plan, Per Line

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

		Credit Per	Trans.
Pe	r Service Credit	<u>Month</u>	<u>Code</u>
	Two Services	(1.00)	ACSR2
,	Three Services	(2.00)	ACSR3
	Four Services	(3.00)	ACSR4
,	Five Services	(4.00)	ACSR5
,	Six Services	(5.00)	ACSR6
f)	Seven Services	(6.00)	ACSR7

Caller ID Blocking is not offered as part of the above discount package.

- C. Non-recurring charges do not apply to the establishment of Advanced Calling Services on a customer's line.
- D. Pay-Per-Use Services

	Per Successful	Monthly	Trans	Activation	
Deactivation	<u>Activation</u>	<u>Cap</u>	<u>Code</u>	<u>Code</u>	<u>Code</u>
a) Call Trace	\$4.00	\$12.00	ACSCT	*57	N/A
b) Call Retur	n \$0.75	\$7.50	ACSRM	*69	*89
c) Repeat D	aling\$0.75	\$7.50	ACSDM	*66	*86

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OPTIONAL SERVICES

9.2 CUSTOM CALLING SERVICES

9.2.1 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.

9.2.2. Service Descriptions

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.

2. 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.

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OPTIONAL SERVICES

9.2 **CUSTOM CALLING SERVICES** (Continued)

9.2.2. Service Descriptions (Continued)

3. 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.

4. 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.

5. 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.

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OPTIONAL SERVICES

9.2 **CUSTOM CALLING SERVICES** (Continued)

9.2.2. <u>Service Descriptions</u> (Continued)

6. 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.

7. 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

9.2 **CUSTOM CALLING SERVICES** (Continued)

9.2.2. Service Descriptions (Continued)

8. 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.

9. Warm Line

This service allows a call to be automatically placed to a pre-assigned number determined by the customer. The call will be placed once the customer's phone has been off-hook for a predetermined time-out period. The time-out period may be set at 1 to 14 seconds. During the time-out period the customer will receive a normal dial tone and can originate calls. Once the time-out period has expired, a call is automatically placed to the pre-assigned number as programmed by the Company.

10. Hotline

This service allows a call to be automatically placed to a pre-assigned number determined by the customer as soon as the customer's phone goes off-hook. The Company will program the pre-assigned number for the customer.

11. Personal Ringing

This service allows the customer to have up to three distinct telephone numbers on a single line. The second and third 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 three telephone numbers can be forwarded.

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OPTIONAL SERVICES

9.2 **CUSTOM CALLING SERVICES** (Continued)

9.2.2. Service Descriptions (Continued)

12. 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.

13. 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.

14. 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.

15. 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

9.2 **CUSTOM CALLING SERVICES** (Continued)

9.2.2. Service Descriptions (Continued)

16. Call Transfer Enhanced

This feature enables a customer to transfer multiple incoming or outbound calls to a third party with either a Screened Transfer or a Blind A Screened Transfer enables the transferring party to announce a call to the third party prior to completing the transfer. If the third party chooses not to take the call, the transferring party may disconnect the third party and return to the caller. Otherwise, the transferring party may disconnect, completing the transfer and returning the line to an idle state. A Blind Transfer enables the transferring party to immediately disconnect after dialing the third party, prior to the third party answering the call. After disconnecting, the transferring party may either originate or receive a new call, even though the transferred call is still in progress. In addition, this feature enables a customer to establish a 3way conference call while enabling any party (including the originator of the call) to drop out of the conference while leaving the other two parties connected. The customer is responsible for all applicable long distance charges for originating or terminating calls that will apply for the duration of the calls, even if the customer drops off the call.

9.2.3. Limitations

- Custom Calling Services require special central office equipment and will be provided only where facilities are available.
- Custom Calling Services are only available on single-line party service.
- Custom Calling Services will not be provided in connection with Paystation Service (except for the business line extension), Private Branch Exchange Trunk Line Service, or Centrex Service.

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OPTIONAL SERVICES

9.2 **CUSTOM CALLING SERVICES** (Continued)

9.2.4 Rates and Discounts

1. Rates

The following monthly rates apply to Custom Calling Services and are in addition to basic local exchange service and any other service, equipment or facilities subscribed to by the customer.

One S	Service Per Line	Ra <u>Per M</u> <u>Res</u>		Trans <u>Code</u>	Activation Code	Deactivation <u>Code</u>
1. 2. 3. 4. 5. 6. 7. 8. 9. 10.	Call Forwarding Call Forward-Busy Call Forward-No Answer Call Forward-Remote Access ¹ (Additive to Call Forwarding) Call Hold 3-Way Calling Call Waiting/Cancel Call Waiting Home Intercom-Basic Warm Line Hotline Personal Ringing a) 2 nd Directory Number	\$2.25 2.25 2.25 1.50 2.00 2.25 4.00 1.50 1.00 1.00	\$1.75 1.75 1.75 2.00 2.00 1.75 4.00 1.50 1.00 1.00	CCCF CCFNV CCFM CCCH CCCC CWCCW CCHI CCWL CCHT	*72 *90 *92 N/A *52 N/A N/A/*70 N/A N/A N/A	*73 *91 *93 N/A N/A N/A N/A N/A N/A
12. 13. 14. 15. 16.	b)3 rd Directory Number ¹	1.00 I for both R \$1.00 \$1.75 \$1.00 \$2.00 \$5.00	1.00 tes and Bus) 1.50 2.25 1.00 2.00 5.00	CPR3 CCSE CCST CCDD CCTR CCCTE	N/A *74 *75 *78 (*48 for N/A N/A	N/A N/A N/A *79 Override) N/A N/A

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BY: Jeff Jung, Vice-President

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Discounts do not apply to these services.

McCLELLANVILLE TELEPHONE COMPANY, INC.

d/b/a TDS Telecom South Carolina Section 9 Original Sheet 18

OPTIONAL SERVICES

9.2 **CUSTOM CALLING SERVICES** (Continued)

- 9.2.4. Rates and Discounts (Continued)
 - 2. Multi-Service Discount Plan, Per Line

3. Pay-Per-Use Rates

	Per Successful Activation	Monthly <u>Cap</u>
a. Three-Way Calling	\$0.75	\$3.75

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