

Seamless Geoport Communications, Inc.  
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P.S.C. Tariff No. 2 – Telephone  
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## Section 5 – SUPPLEMENTAL SERVICE

### 5.1 CUSTOM CALLING SERVICES

#### 5.1.1 General

The features in this section are made available in connection with residential and business services. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

#### 5.1.2 Description of Features

##### a) Three Way Calling/Call Hold

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switch hook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

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### 5.1 CUSTOM CALLING SERVICES (cont'd)

#### 5.1.2 Description of Features (cont'd)

##### b) Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding – Busy automatically reroutes an incoming call to a customer pre-designated number when the called number is busy.

Call Forwarding – Don't Answer automatically reroutes an incoming call to a customer pre-designated number when the called number does not answer within the number of rings programmed by the Company.

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### 5.1 CUSTOM CALLING SERVICE (cont'd)

#### 5.1.2 Description of Features (cont'd)

##### b) Call Forwarding (cont'd)

Call Forwarding – Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

##### c) Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

##### d) Call-ID – Displays the ten digit telephone number represented as the number of the originating caller, as passed to the Company by connecting carriers or as determined by the Company when a call originates from a customer of the Company. The Company does not make any representation as to the accuracy of the displayed number. Specialized terminal equipment, provided by the customer, is required.

##### e) Distinctive Ring – A specialized ringing signal will be associated with calls originated from specific telephone numbers or lines.

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### 5.1 CUSTOM CALLING SERVICE (cont'd)

#### 5.1.3 Rates and Charges

##### .1 Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

##### .2 Non-Recurring Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

##### .3 Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

##### .4 Packages combining Customer Calling Services are set forth in Sections 6 and 7 of this tariff.

5.2 [Reserved]

5.3 [Reserved]

5.4 [Reserved]

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### 5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

#### 5.5.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

#### 5.5.2 Rate Application

a) A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls.

b) Both Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

c) No charge will apply when the calling party advises that the call is from an official public emergency agency.

#### 5.5.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Verification Charge, each request	\$ 0.01	\$20.00
Interrupt Charge, each request	\$ 0.01	\$20.00

### 5.6 RESERVED FOR FUTURE USE

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### 5.7 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3<sup>rd</sup> party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call:

	<u>Minimum</u>	<u>Maximum</u>
Local Operator Assistance, per call:	\$0.00	\$6.00

### 5.8 [Reserved]



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### 5.9 BLOCKING SERVICE

#### 5.9.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- a) 900, 700 Blocking – allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b) 900, 971, 974, 540, 550, 396, 970, 976, 910, 920 & 700 Blocking – allows the subscriber to block all calls beginning with the above prefixes from being placed.
- c) Third Number Billed and Collect Call Restriction – provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- d) All Toll Restriction (1+ and 0+ Blocking) – provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.

- e) Toll Restriction Plus – provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- f) Direct Inward Dialing Blocking (Third Party and Collect Call) – provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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### 5.9 BLOCKING SERVICE (cont'd)

#### 5.9.1 General (cont'd)

- g) International Restriction – allows customer to block calls to any foreign country which requires a 3 digit county code (does not block calls to countries with North American Numbering Plan numbers).
- h) All Call Blocking – allows customer to block all outgoing calls except 911 calls.

#### 5.9.2 Regulations

- .1 The Company will not be liable for any charge incurred when any long distance carrier or Alternative operator service provider accepts third number billed or collect calls.
- .2 Blocking Service is available where equipment and facilities permit.
- .3 There will be no charge for Toll Restriction when requested by a Lifeline customer.
- .4 The Company shall have no liability for failure of any blocking service unless such failure was the direct result of the Company's gross negligence or willful misconduct.

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### 5.9 BLOCKING SERVICE (cont'd)

#### 5.9.3 Rates and Charges

##### .1 Recurring and Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	Nonrecurring Charge	
	<u>Minimum</u>	<u>Maximum</u>
900 and 700 Blocking		
-Residential	\$0.00	\$25.00
-Business (up to 200 lines)	\$0.00	\$25.00
900, 971, 974, and 700 Blocking		
-Residential	\$0.00	\$25.00
-Business (up to 200 lines)	\$0.00	\$25.00

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### 5.9 BLOCKING SERVICE (cont'd)

#### 5.9.3 Rates and Charges (cont'd)

##### .1 Recurring and Nonrecurring Charges (cont'd)

Third Number Billed and Collect Call Restriction	Monthly Charges		Non-Recurring	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
-Residential	\$0.00	\$25.00	\$0.00	\$25.00
-Business	\$0.00	\$25.00	\$0.00	\$25.00
All Toll Restriction				
-Residential	\$0.01	\$25.00	\$0.00	\$25.00
-Business	\$0.01	\$25.00	\$0.00	\$25.00
Toll Restriction Plus				
-Residential	\$0.01	\$25.00	\$0.00	\$25.00
-Business				
(up to 200 lines)	\$0.01	\$25.00	\$0.00	\$25.00
Direct Inward Dialing Blocking (Third Party and Collect Call)				
-Initial Activation	\$0.01	\$50.00	\$0.00	\$25.00
-Subsequent Activation (per line)	\$0.01	\$10.00	\$0.00	\$25.00
International Restriction	\$0.01	\$10.00	\$0.00	\$25.00

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### 5.9 BLOCKING SERVICE (cont'd)

#### 5.9.3 Rates and Charges (cont'd)

##### .1 Recurring and Nonrecurring Charges (cont'd)

	Monthly Charges		Non-Recurring	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
All Call Blocking	\$0.01	\$10.00	\$0.00	\$25.00

.2 Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service, and will be provided on an Individual Case Basis.

.3 Connection charges apply as specified in Section 3 of this tariff.

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## SECTION 5 – SUPPLEMENTAL SERVICES (cont'd)

### 5.10 CUSTOMIZED NUMBER SERVICE

#### 5.10.1 General

- a Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- b Customized Number Service will be offered only to Business Customers.
- c Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- d The Company will not be responsible for the manner in which Customized Number are used for marketing purposes by the customer.
- e When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.

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### 5.10 CUSTOMIZED NUMBER SERVICE (cont'd)

#### 5.10.1 General (cont'd)

- f The Company reserves and retains the right:
  - 1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  - 2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
  - 3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
  - 4. The limitation of liability provisions of this tariff in Section 2.1.1 is applicable to Customized Number Service.
- g All rights to use, assign, or withdraw a Customized Number remains with the Company. The customer has no property interest in, or entitlement to use, any Customized Number assigned by the Company, and such assignments of Customized Number may be withdrawn or retrieved by the Company on 30 (thirty) days notice to customer.

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### 5.10 CUSTOMIZED NUMBER SERVICE (cont'd)

#### 5.10.2 Conditions

- a. Charges for Customized Number Service apply when a customer:
  1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
  2. Requests a number change from the customer's present number to a Customized Number.
- b. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

#### 5.10.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Set-up Charges		
Business Customer	\$0.00	\$250.00



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### 5.11 CUSTOMER REQUESTED SERVICE SUSPENSIONS

5.11.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed six months. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

5.11.2 The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one year limit)	½ Regular Monthly Rate

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## SECTION 5 – SUPPLEMENTAL SERVICES (cont'd)

### 5.12 Directory Listings

#### 5.12.1 Description

There are three main types of Directory Listings: Standard Listings, Additional Listings, and Non-Published Listings.

##### a. Standard Listing

A **Standard Listing** is the type of listing that includes a name, designation, address and telephone number to appear in Directory Assistance records and the paper directory that covers the area where the telephone service is provided. The first Standard Listing is provided without charge for the main number associated with an address or location. In the case of a PBX trunk group or DID group, only one listing is considered a Standard Listing. Any other listings are considered Additional Listings.

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## SECTION 5 – SUPPLEMENTAL SERVICES (cont'd)

### 5.12 Directory Listings (cont'd)

#### 5.12.1 Description (cont'd)

##### b. Additional Listing

There are five types of Additional Listings.

*Additional Standard Listings* contain a name, designation, address, and telephone number to appear in Directory Assistance records and the paper directory that covers the area where the telephone service is provided.

An *Indented Listing* is a listing that is indented under a Standard Listing and may only include a designation, address and telephone number.

*Captioned Listings* are listings for businesses with multiple sites under the main company name. Each captioned listing contains a designation, address, and telephone number.

An *Alternative Telephone Number* listing is any listing where a listed party has made the necessary arrangements for receiving telephone calls during periods of absence. These listings will be of the form: “If no answer call (telephone number)”, “Night Calls (telephone number)”, or “Nights, Sundays, and Holidays (telephone number)” etc.

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### 5.12 Directory Listings (cont'd)

#### 5.12.1 Description (cont'd)

##### b. Additional Listing (cont'd)

*A Cross Reference Listing* may be obtained in the same alphabetical group with the related listing when required for identification of the listed party not designated for advertising purposes (e.g. “ABC Company *see* Smith and Jones”)

##### c. Non-Published Listing

*Non-Published Listings* are telephone numbers that are not listed in either Directory Assistance records or the paper directory. These numbers/names/addresses are not available to the general public. This information may be divulged only in the instance of a call to 911 or Enhanced 911. When a customer with a *Non-Published Listing* makes a call that uses the services of a Billing Name and Address Service subscriber, the billing name and address that corresponds to that number will be furnished to the Billing Name and Address Service subscriber.

If a customer has a Standard or Additional listing, additional number may be designated as *Non-listed*. Non-listed numbers will not be published in the paper directory or in Directory Assistance records. Otherwise, these numbers are treated the same as Non-published listings. For the purpose of this section, subsequent numbers in a trunk group are considered non-listed. If the customer wishes to have a listing for numbers beyond the main number of a trunk group, they will be considered Additional Listings.

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### 5.12 Directory Listings (cont'd)

#### 5.12.1 Description (cont'd)

- d. The Company does not publish its own Directory, and instead places listings of its customers in the Directory published by, or on behalf of, the dominant Local Exchange Company. The Company's offering of Directory Listings to its customers is conditioned upon the Company obtaining access to the Directory of the dominant Local Exchange Company to list its customers.
- e. The formats for, and listing specifications, for the Company's customers is subject to the requirements and procedures established by, or on behalf of the dominant Local Exchange Company.

#### 5.12.2 Regulations

Directory Listings are limited to information essential to the identification of the listed party. The Company, in the construction of any listing may use appropriate abbreviations.

A name may be repeated in the same alphabetical directory list only when a different address or telephone number is also listed.

Alternative Telephone Number listing rates depend on the number of lines required for the listing. Rates are set forth in 5.13.1 below.

In a Residential listing, Dual Listings are permitted, so long as they are two individuals of the same surname living in the same domestic establishment. Alternative spellings (including, but not limited to, the maiden name of a married woman) are also acceptable.

A new listing other than a Standard Listing or a change of listing is subject to the Record Order Charge as specified in Section 3.

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#### 5.12 Directory Listing (cont'd)

##### 5.12.3 Rates and Charges

<u>Monthly Recurring Charges</u>	<u>Business</u>		<u>Residential</u>	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
Standard Directory Listing	\$ -	\$1.00	\$ -	\$1.00
Additional Standard Listing	\$ -	\$5.00	\$ -	\$5.00
Indented Listing	\$ -	\$5.00	\$ -	\$5.00
Captioned Listing	\$ -	\$5.00	N/A	N/A
Alternative Telephone				
Number listing				
-1 directory line	\$ -	\$5.00	\$ -	\$5.00
-more than one				
directory line	\$ -	\$5.00	\$ -	\$5.00
Cross Reference Listing	\$ -	\$5.00	\$ -	\$5.00
Non-published Listing	\$1.00	\$5.00	\$1.00	\$5.00
Non-Listed Number	\$ -	\$5.00	\$ -	\$5.00

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### SECTION 5 – SUPPLEMENTAL SERVICE (cont'd)

#### 5.13 Local Usage Detail Reports

Business Customers may request a Local Usage Detail Report on a monthly basis. This report will list the local number called, duration of call, and locality of call for each call made on an individual line or trunk.

If this service is requested at the time of order, no connection charge will apply. However, if this service is requested on existing services already provided by the company, a Record Order Charge will apply, as specified in Section 3.

	<u>Min</u>	<u>Max</u>
<u>Paper</u>		
Fixed Charge per report:	\$1.00	\$50.00
Per sheet (front and back)	\$0.01	\$ 1.00
<u>Electronic</u>		
Fixed one time setup charge	\$0	\$200
Monthly Report		
Average monthly local usage less than \$1,000 in excess of package	\$0	\$200
Average monthly local usage equal to or greater than \$1,000 in excess of package	\$0	\$200

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### SECTION 5 – SUPPLEMENTAL SERVICE (cont'd)

#### 5.14 Conference Calling for Business Customer

The service allows the customer to connect customer's line or Call Path and multiple other lines for simultaneous conversations. Pricing is based on number of ports, and on a per-use or an unlimited use basis.

##### Per Use Arrangements

##### Charge Per Use

	Min	Max
Up to 10 ports	\$1	\$50
Up to 20 ports	\$1	\$50
Up to 50 ports	\$1	\$50

##### Unlimited Use Arrangements

##### Monthly Recurring Charge

	Min	Max
Up to 10 ports	\$1	\$100
Up to 20 ports	\$1	\$150
Up to 50 ports	\$1	\$200

#### 5.15 Directory Assistance, per number requested (local, intrastate, and interstate)

<u>Min</u>	<u>Max</u>
\$ .10	\$5.00