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## SUPPLEMENTAL SERVICES

## A. FLEXIBLE PRICING PLAN

## 1. General

The Flexible Pricing Plan sets minimum and maximum rates that can be charged for certain types of telephone equipment and services. This plan gives the Company the option of changing a specific rate within the range of the established minimum and maximum rates.

## 2. Regulations

- a. The Company reserves the right to change prices within its pre-established minimum and maximum range at any time upon ten (10) business days notice to the Commission by filing a revised Rate Attachment.
- b. Customer notification of rate increases shall be made in the manner appropriate to the circumstances involved, ten (10) business days prior to the change.
- c. A rate shall not be changed unless it has been in effect for at least thirty-days.
- d. A customer can request that the Company disconnect service that is regulated under the Flexible Pricing Plan due to a price increase. The customer will be credited for the difference between the new price and the old price back to the effective date of the price increase if the customer notifies the Company within a month of receiving notification of the price increase.
- e. Services furnished under the Flexible Pricing Plan will be designated as such in the concurring Company's tariff, Section 3, Group 7.

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## SUPPLEMENTAL SERVICES

## B. TOUCH CALLING SERVICE

## 1. General

Touch Calling Service provides for the origination of calls by using a dual tone multi-frequency telephone equipped with tone producing push buttons instead of a rotary dial. Touch Calling Service is furnished subject to the availability of central office facilities. The monthly rate for Touch Calling Service is listed in the concurring Company's tariff, Section 3, Group 7.

## C. CUSTOM CALLING SERVICES

## 1. General

All custom calling features listed in this section are available on an individual basis or as part of a specially designed multiple feature package on exchange lines. All features are provided subject to availability within the specific Central Office and are limited to private lines only. Some features may be mutually exclusive offerings. Transmission levels may not be sufficient in all cases.

## 2. Description of Features

## a. Call Waiting

This service provides a tone signal to indicate to the 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 through the hold/recover mechanism.

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## SUPPLEMENTAL SERVICES

## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## b. Cancel Call Waiting

Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of a 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.

## c. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specified line served by the same office or by another office. The customer may have to activate and deactivate the forwarding function and specify the desired terminating address during each activation procedure. Call originating capability is not affected by Call Forwarding.

The calling party is billed for that part of 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.

## d. Call Forward-Busy

Call Forward-Busy automatically reroutes an incoming call to a customer-predesignated number when the called number is busy.

## e. Call Forward-Don't Answer

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

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## SUPPLEMENTAL SERVICES

## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## f. Call Forward-Busy or Don't Answer

Call Forward-Busy or Don't Answer automatically reroutes an incoming call to a customer-predesignated number when the called number is either busy or does not answer within the number of rings programmed by the Company.

## g. Three Way Calling

This service allows an existing call to be held while a second telephone call is made and then added to the existing connection. The customer pays for calls placed from his/her telephone to the other telephone on the connection.

## h. Speed Calling

This service permits the dialing of pre-selected telephone numbers by means of an abbreviated code. This feature is available in either an 8-number or 30-number capacity.

## i. Call Restriction

Originating calls are restricted to either local calls and "911" only; local calls, IntraLata calls and 911 only, local calls, Interstate calls and 911 only; or a combination of the aforementioned. Billing operator assisted calls are restricted.

1. Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction) without a monthly charge. There will be no record order charge to add this restriction (blocking).

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## SUPPLEMENTAL SERVICES

## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## j. Intercom Calling

This service enables a customer to ring an extension on their own line and create an intercom connection by dialing their own directory number, depressing the switch-hook, and allowing the extensions to ring until answered. Upon pick-up at another extension, the customer releases the switch-hook and conversation can begin.

## k. Call Transfer

Call Transfer allows a customer to transfer any established call to another station. Either the calling or called party can transfer the call if they have this feature. This is a modification of the Three-Way Calling (TWC) feature that allows the party that initiated the TWC to hang up without the other two parties being disconnected. The customer is responsible for all long distance and local measured charges.

## l. Reminder Service

Reminder Service allows a customer to dial an access code, receive a second dial tone, and then dial a time at which a reminder call is desired. At the entered time, a call is automatically originated. When the call is answered, a tone or announcement is applied to the line. The desired time must be entered in 24-hour format, e.g., 6:30 p.m. is 1830. The customer can cancel or change a wake up request once it is entered.

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## SUPPLEMENTAL SERVICES

## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## m. Hot Line

Hot Line Service provides for automatic dialing of a customer predesignated number immediately after the customer has taken the telephone off-hook.

## n. Warm Line

The Warm Line feature provides for automatic dialing of a customer predesignated number after the telephone is off-hook for the time designated by the central office switch manufacturer (COSM). Dialing any number prior to the end of the COSM-designated time automatically deactivates the Warm Line feature for that call.

## o. Consultation Hold

The Consultation Hold feature allows a customer to hold one party and dial another party for a separate discussion (consultation). The customer can switch between both connections. The two parties are never connected to each other, only to the customer with the feature.

## p. Last Number Redial

This service allows customers to instruct their central office to redial the last number dialed from the customer's telephone.

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## SUPPLEMENTAL SERVICES

## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## q. Distinctive Ringing

Distinctive Ringing enables a customer to have additional telephone numbers associated with a single access line. The designated primary number will receive a normal ringing pattern and the other numbers will have their own distinctive ring for the identification of incoming calls. One standard alphabetical listing will be provided for each number assigned to a customer. The customer is responsible for all charges billed to any assigned telephone numbers.

## r. Call Forwarding USP

This service permits all customers to arrange to have temporary access to the Call Forwarding option without paying a monthly subscription fee. The customer dials an activation code followed by the forward to directory number, a Call Set Up, which creates a billing record. Call Forwarding USP does not qualify for packaged services.

## s. Call Forwarding Override

Call Forwarding Override allows a caller to instruct a central office to override the called customer's activated Call Forwarding feature. This allows the caller to ring the premises associated with the called number.

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## SUPPLEMENTAL SERVICES

## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## t. Call Forwarding Remote Reprogramming

This service is offered to Call Forwarding customers and allows them to program or reprogram their Call Forwarding functions from any Touch Calling telephone other than the access line associated with the Call Forwarding feature being reprogrammed. Appropriate tariff rates apply for any station-to-station call made to reprogram.

## u. Toll Call Forwarding

This service allows an individual line customer to have all incoming toll calls automatically forwarded to a pre-designated number in a different central office exchange.

## v. Ring Again

This service allows a customer to automatically redial the telephone of the most recent incoming call. This feature works only with calls placed within a common central office switch. The customer activates the feature using a touch-calling phone. If the called number is busy, the call will be attempted for a maximum of 30 minutes without tying up the called party's telephone. When the called party's telephone line becomes idle and the customer's line is available to complete the call, then a distinctive ringing signal will alert the customer that the call can be completed. When the customer picks up the telephone after the ring back signal, the call is automatically dialed to the called party. The customer may place and receive regular calls while the busy line is being monitored.

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## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## w. Ring Again Denied

This service allows a customer to prevent a caller with the Ring Again feature from camping on the line and monitoring the line status.

## x. Call Return

Call Return allows the customer to automatically return the most recent incoming call, even if it was not answered. This feature works only with calls placed within a common central office switch. The customer activates the feature using a central office code entered using a touch-calling phone. Where technically feasible, an announcement will provide the number, date and time of the last incoming call, as well as an option to return the call immediately or hang up and call later. If the customer is subscribing on a per use basis the customer is charged after receiving the information, whether or not they actually place the call. If the called number is busy, the call will be attempted for a maximum of 30 minutes without tying up the end-user's telephone. When the called party's telephone line becomes idle and the customer's line is available to complete the call, then a distinctive ringing signal will alert the customer that the call can be completed.

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## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## y. Call Trace

Call Trace allows a customer to initiate an automatic trace of the last incoming call. After terminating the call, which is to be traced, the customer activates a code and the traced number is automatically sent to the Company. The customer must then contact the Company for further action to be taken. This feature works only with calls placed within a common central office switch. The customer must activate the code before making or receiving any other calls. The results of the trace are provided to the local law enforcement agency for proper handling and are not provided directly to the customer. The Company is not liable for damages if a trace attempt is not successful.

## z. Voice and Data Protection

Voice and Data Protection prevents interruption tones, such as those associated with Call Waiting and Operator Verification, from occurring when the customer's line is busy. This feature can be activated/deactivated by dialing a special code.

## aa. Do Not Disturb

Do Not Disturb (DND) allows a customer to prevent incoming calls from ringing their line by diverting them to a tone or recorded announcement (determined by Company facility specifications). A personal identification number (PIN) is provided to the customer, which will override the DND feature and allow the call to ring to the premises.

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### SUPPLEMENTAL SERVICES

#### C. CUSTOM CALLING SERVICES (cont'd)

##### 2. Description of Features (cont'd)

###### bb. Do Not Disturb-Telemarketing

Do Not Disturb-Telemarketing allows a customer to prevent incoming telemarketing calls from ringing their lines by diverting all calls to a recorded announcement which states: "You have called a number which does not accept calls from telemarketers.

All other callers may press '1' if you wish to complete the call." According to FCC Rules, Section 64.1200(e)(2)(iii), telemarketers must record and maintain a list of those consumers who do not wish to receive calls from telemarketers.

The Do Not Disturb - Telemarketing feature can be activated and deactivated (turned on/off) by the customer by pressing a code.

Do Not Disturb-Telemarketing is not available from rotary phones.

###### cc. Intercom Calling With Call Transfer

This feature allows Intercom Calling customers to transfer an established call to another party within the business. The call is transferred by flashing the hook switch and dialing the station where the call is to be transferred to.

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## C. CUSTOM CALLING SERVICES (cont'd)

## 2. Description of Features (cont'd)

## dd. 1+ Restriction Service

At the non-coin customer's request, all direct dialed long distance calls (1+ calls only) will be denied at the Company's central office. Calls utilizing 0-, 00-, 0+, 10XXX0-, 1+800, and 10XXX0+ prefixes will be processed through to the operator for completion. Calls sent to the operator will contain "info" digits, which indicate special billing arrangements apply. Third number billing to this customer's number will also be denied from calls made outside the Company's serving territory.

## ee. Call Forwarding USP

This feature permits all customers to arrange to have temporary access to Call Forwarding without paying a monthly subscription fee. To use the feature, the customer dials an activation code followed by the forward-to directory number. This action creates a billing record for both the activation charge and any charges for forwarded calls. Call Forwarding USP does not qualify for packaged services or multi-feature discounts.

## ff. Call Pick-up

This feature allows a subscriber in a specified Call Pick-up group to answer a call that is ringing at another access line in the same group by dialing the Call Pick-up access code.

## gg. Six-Way Calling

This feature allows an existing call to be held while an additional telephone call is made and then added to the existing connection. This service allows up to five additional connections. The customer pays for calls placed from his/her telephone to the other telephones on the connection.

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### SUPPLEMENTAL SERVICES

#### C. CUSTOM CALLING SERVICES (cont'd)

##### 3. Rates and Charges

###### a. Monthly Rates

Maximum and minimum rates for these services are located in the concurring Company's tariff, Section 3, Group 7. Packaged features are available. The discount rate for multiple features not combined to form a packaged offering is also listed in the concurring Company's tariff, Section 3, Group 7. Currently effective rates for all features are listed in Attachment A.

###### b. Connection Charges

Normal connection charges 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, which results in the same connection charges.

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## SUPPLEMENTAL SERVICES

## C. CUSTOM CALLING SERVICES (cont'd)

## 3. Rates and Charges (cont'd)

## c. Trial Period

The Company may elect to offer a trial of any new custom calling feature(s) to customers within 90 days of the establishment of the new feature or establishment of a new customer's service. The Company in accordance with the trial waiver options outlined later in this section may offer a trial of any feature. The Company will inform all eligible customers about the trial. The notification will include the specific details about the trial and its duration. Free connection to the feature(s) will be provided during the trial period. If the Company automatically connects customers to the trial feature, a customer must contact the Company if they wish to retain the feature(s). If the Company requires that the customer request the trial feature(s) in order to be connected, the customer will be automatically subscribed to the feature(s) at the end of the trial unless the Company is told otherwise.

## 4. Optional Custom Calling Services Packages

## a. General

The Company offers several special packages of custom calling features and, in some cases, combined with touch-tone service. These packages are available to both residential and business customers under a fixed or flexible pricing plan. The actual packages are listed in the concurring Company's tariff, Section 3, Group 7.

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### SUPPLEMENTAL SERVICES

#### C. CUSTOM CALLING SERVICES (cont'd)

##### 4. Optional Custom Calling Services Packages (cont'd)

###### b. Regulations

1. All regulations pertaining to touch tone and custom calling services apply to all packages.
2. The Service Charge applies when a customer adds or changes custom calling features, or when a customer who has rotary service with custom calling features orders both touch tone service and additional features to form one of the packages.
- 3 Substitution of features is not permitted.

###### c. Long Term Contracts

The Company may choose to offer long-term contracts for these packages. A customer subscribing to a package on a monthly basis can switch to a contract plan at any time.

A Record Order Charge will apply for the conversion.

If the customer cancels in whole or in part the package, which they have contracted for before the end of the contract period, the customer is obligated to pay the monthly rate for the package for each month remaining on the contract. This applies to customers who terminate their telephone service and do not re-establish service within the Company's serving area.

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C. CUSTOM CALLING SERVICES (cont'd)

4. Optional Custom Calling Services Packages (cont'd)

c. Long Term Contracts (cont'd)

If a customer terminates service before the end of the contract period, but re-establishes service within the Company's service area and within an area providing the same packaged offering, the contract continues at the new location for the duration of the contract period. If the serving area of the Company in which the customer relocates does not offer the custom calling services, the customer shall not be obligated to complete the contract. Customers can renegotiate their Long Term Contract at any time provided that the length of the new contract is no shorter than the current contract period. If the contract price of a package decreases during the contract period, a customer can renegotiate the contract at the lower rate provided that the period for the new contract is not less than the remaining term of the current contract. The following charges will apply.

Renegotiation of a longer contract period - Record Order Charge.

Renegotiation of a contract at new rates - Service Order Charge.

Renegotiation of contract for a new package of features - Service Order Charge.

Changes the package of features at the end of a contract period - Service Order Charge.

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## SUPPLEMENTAL SERVICES

## D. REMOTE CALL FORWARDING SERVICE

## 1. General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a directory number and local central office facilities to automatically forward all incoming calls to another directory number designated by the customer.

## 2. Regulations

- a. RCF service is offered only where facilities are available.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.
- c. All charges for the call to the customer designated number from the RCF central office shall be the responsibility of the customer.
- d. Identification of the originating telephone number is not provided.
- e. Transmission may not be satisfactory on all RCF calls.
- f. RCF is not represented as suitable for the transmission of data.
- g. RCF service cannot be terminated on a line equipped with call forwarding.
- h. The minimum service period for RCF service is three months.
- i. Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory, which serves the RCF office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations apply.

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## D. REMOTE CALL FORWARDING SERVICE (cont'd)

## 3. Rates and Charges

The monthly Rates for RCF are listed in the concurring Company's tariff, Section 3, Group 7. In addition, a Rewire Charge applies each time the customer designated directory number, which the RCF Service is directed to be changed at the customer's request. A change of directory listing for the RCF group will incur a Record Order Charge.

The RCF customer is also responsible for the local and toll charges applicable to calls forwarded from the RCF office to the customer designated directory number. The charge applies for each call answered, including person-to-person and collect calls, which are refused at the terminating location.

## E. SERVICE TRIAL

## 1. General

The Service Trial provides for waiver of the recurring and/or nonrecurring charges for the optional services listed in Attachment B.

## 2. Regulations

- a. The period for the trial in any particular serving area will not extend beyond 90 days. The Company will notify the Commission in writing, at least 7 days in advance, when a serving area is about to be offered the trial.
- b. Appropriate notification of the Service Trial will be made to all eligible customers.

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## E. SERVICE TRIAL (cont'd)

## 2. Regulations (cont'd)

- c. During the trial period, the optional service listed in Attachment B is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated feature be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the optional service.
- d. Customers can subscribe to any feature, combination of features or packaged features during the trial period and not be billed the normal nonrecurring connection charge. If a customer requests connection to a single feature other than the feature designated in Attachment B, the feature(s) will be connected free-of-charge, but the customer waives the right to receive the designated feature at no charge for the duration of the trial. The offering of this trial period option is limited in that the feature may be tried only once per customer, per premises.

## F. PROMOTIONAL OFFERING TRIAL

## 1. General

The Promotional Offering Trial provides for waiver of the recurring and/or nonrecurring charges for the optional services listed in Attachment C.

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F. PROMOTIONAL OFFERING TRIAL (cont'd)

2. Regulations

- a. The period for the trial in any particular serving area will not extend beyond 90 days. The Company will notify the Commission in writing, at least 3 days in advance, when a serving area is about to be offered the trial.
- b. Appropriate notification of the Service Trial will be made to all eligible customers.
- c. During the trial period, the optional service listed in Attachment C is provided to all eligible customers who request to participate. Customers will be notified in advance of the opportunity to receive the services in the trial for free. A customer can request that the designated feature be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company will be billed for the service.
- d. Customers can subscribe to any feature, combination of features or packaged features listed as part of the trial in Attachment C and not be billed the normal nonrecurring connection charge. The offering of this trial period option is limited in that the feature may be tried only once per customer, per premises.

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## SUPPLEMENTAL SERVICES

## G. NONRECURRING CHARGE WAIVER OPTION

## 1. General

The Company may waive all nonrecurring charges during promotional periods for the sale of optional services such as touch-tone, custom calling services and Remote Call Forwarding.

## 2. Regulations

- a. The Company reserves the right to waive any of the nonrecurring charges associated with the installation of optional services at any time upon 1 day written notice to the Commission.
- b. Attachment D in the supplemental attachment section lists the terms and conditions of the Nonrecurring Charge Waiver in effect as listed by the effective date on the attachment.
- c. The maximum duration of any single waiver is 90 days. Customers will be appropriately informed as to the details of any waiver that affects them.

## H. BLOCKING SERVICE

## 1. General

- a. Blocking Service is a feature wherein the Company will restrict, to the maximum extent technically possible, a customer's access to either 900 services alone or to all Dedicated Mass Announcement Network, Interactive Information Network, Group Bridging Services, and 700 and 900 services. Those services can be identified by specific central office prefixes and service access codes. The Company does not represent, warrant, or guarantee that all calls can be blocked. The blocking is provided only on the specific access line it is requested for.

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### SUPPLEMENTAL SERVICES

#### H. BLOCKING SERVICE

##### 1. General

- b. Blocking Service is available on individual lines for residence and business customers.
- c. Blocking Service is only available and offered where facilities permit.
- d. Blocking Service is continued until such time as a line is terminated or the customer requests cancellation of Blocking Service.
- e. The Company may provide options to its Blocking Service that restricts access to specific prefixes. If the Company offers such options, they will be listed in the concurring Company's tariff on Attachment E. Changes to the options listed on the Attachment can be made on 10-business days notice to the Public Service Commission.
- f. International Access Toll Blocking is a blocking service that restricts access to direct dialed International numbers beginning with the prefix 011. Calls to countries participating in the North American Numbering Plan use area code prefixes and would not be blocked.
- g. Blocking Services or a telephonic block can only be removed pursuant to a written request by the customer of record, or the customer providing the correct password over the telephone, or by a request made in person by such customer. The customer can provide a personal password to use to remove blocking service at the time blocking service is established.

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## SUPPLEMENTAL SERVICES

## I. EXTENDED NUMBER REFERRAL SERVICE

## 1. General

Extended Number Referral (ENR) Service allows a customer to continue the number referral service on disconnected numbers past the free period, as defined in item 2. c. Below.

## 2. Regulations

- a. ENR is provided to residential and business customers where facilities permit.
- b. ENR is available, at the customers discretion, for a period, including the free period, for up to 365 days from the date of disconnect for business customers and for a period, including the free period up to 90 days from the date of disconnect for residential customers. During this time, the company will not re-assign and will keep the customers' telephone number idle.
- c. The normal period for a business or residential customer to receive number referral service, or intercept service, at no cost is 60 days or the remaining life of the normal alphabetical directory (including local directories) published by the serving service provider or on its behalf, in which the old number appears plus 30 days, whichever is shorter.

## 3. Rates

The monthly rates for this service are listed in the concurring Company's tariff, Section 3, Group 7.

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## SUPPLEMENTAL SERVICES

## J. GROUP BRIDGING SERVICE

## 1. General

Group Bridging Service (GBS) consists of a service and facilities, whereby telephone users, within a Local Access and Transport Area (LATA), can call a publicized number to join an ongoing, casual, group conversation. The Company provides to customers (vendors) of Group Bridging Service access lines, transport over the network, and billing and collection services. The vendor furnishes the necessary teleconferencing equipment and monitoring functions to ensure free flowing conversation and, if necessary, isolate or disconnect abusive or unruly callers from the service. A telephone user is a person who makes a call to a GBS number or is responsible for the payment of such a call. GBS hours of operation are established at the vendor's discretion and are contained in all of the vendor's advertising and promotional material.

This service will be offered subject to the availability of facilities.

## 2. Regulations

- a. Customer connection to and transport of Group Bridging Service calls on the network are furnished subject to the availability of facilities and the requirements of local exchange service.
- b. The Company will furnish, install, and maintain the Group Bridging Service access lines subject to the rates and charges specified in the concurring Company's tariff, Section 3, Group 7. The choice as to which central office in any geographic area will be used to serve Group Bridging Service is in the sole discretion of the Company.
- c. The service will not be furnished where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Company's plant, property, or service. The Company may withdraw or temporarily suspend service from any vendor forthwith if such injurious effects are experienced.

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## SUPPLEMENTAL SERVICES

## J. GROUP BRIDGING SERVICE (cont'd)

## 2. Regulations (cont'd)

- d. GBS access lines are provided as incoming service only.
- e. Where the customer is not located within the GBS normal serving central office, the Voice Grade Interoffice Mileage schedule of this Tariff will apply to each GBS access line.
- f. Company coin-originated, operator-assisted, calling card, and other than seven digit calls cannot access Group Bridging Service.
- g. Calls to GBS may be blocked subject to the provisions for Blocking Service as specified in Section 7 (H) of this Tariff.
- h. The Company shall not be liable for the lack of available GBS facilities or calls that cannot be completed, for whatever reason, except when due to gross negligence or willful misconduct of the Company.
- i. The Company will provide to the general public, upon request, the name, address and telephone numbers of the vendors.
- j. In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Company, the vendor may be required to agree in writing to a termination charge liability which would apply in the event of disconnection prior to a specified period, or pay an installation charge or construction charge, monthly charge or any combination thereof, based on the additional costs and expenses involved. The vendor may also be required to pay additional charges for work performed outside of regular working hours at the request of the vendor.

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## SUPPLEMENTAL SERVICES

## J. GROUP BRIDGING SERVICE (cont'd)

## 2. Regulations (cont'd)

- k. One alphabetical directory listing per GBS program will be furnished without charge in each of the Company white pages directories provided in the LATA the vendor is serving.
- l. The Company will issue a monthly payment to each vendor based upon the total billed minutes of use for calls made to the vendor's Group Bridging Service telephone number. The remittance of GBS revenues will be the usage rate, less Company charges per call to the vendor as provided in the concurring Company's tariff, and such minutes of use will be reduced for amounts to a vendor's telephone number identified as uncollectible or adjusted on the calling party bills when computing monthly payment. The Company report of the number of billed minutes to each Group Bridging Service program will serve as the sole source of information upon which remittance will be made. The Company will not be liable for incorrect counts of completed calls except where caused by the gross negligence or willful misconduct of the Company.
- m. The number of billed minutes generated by a vendor's service will be determined by the Company. Subsequent to the first 2 months of operation, each vendor will be required to generate a minimum of 90 hours of usage over any consecutive three-month period per Group Bridging Service access line subscribed to. If a vendor fails to meet this minimum, after the initial start up period, the Company may terminate that vendor's GBS access lines.
- n. At the time service is disconnected, any monthly payment due the vendor will be applied to the vendor's account.
- o. Upon termination of service, telephone numbers assigned to the vendor will not be reassigned for at least 6 months, unless written notification is received from the immediately preceding vendor.

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## SUPPLEMENTAL SERVICES

## J. GROUP BRIDGING SERVICE (cont'd)

## 2. Regulations (cont'd)

- p. The assignment of a telephone number for GBS is at the sole discretion of the Company.
- q. Vendors who request telephone numbers other than those randomly offered by the Company, will be subject to the rates, regulations and charges applicable to Customized Number Service as specified in this Tariff.
- r. GBS access lines are analog and are provided as either a line or trunk connection.
- s. All vendors to GBS will be required to pay all installation charges set forth in this Tariff.
- t. The vendor shall indemnify and save the Company harmless against any and all claims, damages or other penalties associated therewith, arising from the conversations transmitted over facilities furnished hereunder, including but not limited to those for libel, and against all other claims, damages or penalties arising out of any act or omission of the vendor or of the calling party in connection with facilities provided by the Company.
- u. The vendor has exclusive responsibility and control over the content and characteristics of conversations conducted on the vendor's teleconferencing equipment, and the Company assumes no liability for such conversations. In the event that conversations on vendors' teleconferencing equipment are found to be unlawful, the Company reserves the right to refuse service or to terminate service.

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## SUPPLEMENTAL SERVICES

## J. GROUP BRIDGING SERVICE (cont'd)

## 2. Regulations (cont'd)

- v. The vendor is required to provide a teleconferencing bridge arrangement, which will accommodate the number of Group Bridging Service lines subscribed to. The teleconferencing bridge arrangement must be equipped with an initial recording describing the type of service, which has been reached, the charges for the call and that callers will receive 5-minute time alert tones. Billing for the call will commence with the vendor's recording. In addition, each vendor is required to provide a monitoring device and moderator to monitor conversations, and isolate or disconnect unruly or abusive callers. The moderator will also have the ability to enter conversations, particularly to advise initial callers reaching a vacant teleconferencing bridge that other callers should be joining them shortly.
- w. The vendor shall provide emergency power back up for the bridge and console equipment. The vendor's equipment shall provide quality transmission levels among all conversation groups.
- x. Each vendor advertisement, publication or other communication containing the Group Bridging Service telephone number to be called shall contain the program name, the rate for calls, and the GBS hours of operation. The advertised program name must be the same as listed on Company records for bill page display and this information, in a clearly discernible audio announcement, is required for all video displays in addition to the visual printed message. The audio announcements for advertisements broadcast during time spots considered to be within hours that contain programming directed to children under twelve (12) years of age must be presented in language that can be understood by children and must advise children to obtain parental consent before calling.

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## SUPPLEMENTAL SERVICES

## J. GROUP BRIDGING SERVICE (cont'd)

## 2. Regulations (cont'd)

- y. All vendors are required to subscribe to GBS utilizing an NXX code specifically designated for the provision of this service. The Company reserves the right to refuse service or to terminate service to any vendor found not to be providing service as described above.

## K. INTERACTIVE INFORMATION NETWORK SERVICE

## 1. General

Interactive Information Network Service (IINS) consists of a service and facilities whereby telephone users, by calling a particular central office designation and number, can obtain a vendor-provided pre-recorded announcement or interactive program with an automatic disconnect occurring after one complete program. An interactive program is a program whereby a telephone user, by the use of a tone telephone or similar device, can communicate with the vendor's equipment for the purpose of sending or receiving information. A customer to the IINS is an Information Provider (IP) who provides the program is called a "vendor." A telephone user is a person who makes a call to an IINS number or is responsible for the payment of such a call. The Company provides the vendor IINS access lines, transport over the telephone network and billing and collection services. The service is offered throughout the operating territory of this Company.

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SUPPLEMENTAL SERVICES

K. INTERACTIVE INFORMATION NETWORK SERVICE

2. Regulations

- a. Connection to and transport of Interactive Information Network Service calls on the network are furnished subject to the availability of facilities and the requirements of local exchange service.
- b. The Company will furnish, install, and maintain the Interactive Information Network Service access lines subject to the rates and charges specified in the concurring Company's tariff, Section 3, Group 7.
- c. IINS access lines are provided as incoming service only.
- d. The choice as to which central office in any geographic area will be used to serve an IINS vendor is in the sole discretion of the Company.
- e. Company coin-originated, operator assisted, calling card calls and WATS calls cannot access the IINS.
- f. The service will not be furnished where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Company's plant, property, or service. The Company may withdraw or temporarily suspend service from the vendor forthwith if such injurious effects are experienced.
- g. The Company shall not be liable for the lack of available IINS facilities or for calls that cannot be completed, for whatever reason, except when due to gross negligence or willful misconduct of the Company.
- h. Connection to the IINS serving Central Office will be provided only within the vendor's home LATA.

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## SUPPLEMENTAL SERVICES

## K. INTERACTIVE INFORMATION NETWORK SERVICE (cont'd)

## 2. Regulations (cont'd)

- i. In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Company, the vendor may be required to agree in writing to a termination charge liability which would apply in the event of disconnection prior to a specified period, or to pay an installation charge or construction charge, monthly charge or any combination thereof, based on the additional costs and expenses involved. The vendor may also be required to pay additional charges for work performed outside regular working hours at the request of the vendor.
- j. The Company will bill and collect, on behalf of the vendor, the charges applicable to telephone users as established by the vendor in accordance with the Subscriber Selected Price (SSP) for each call made to the subscriber's program.

The SSP for each call made to the customer's program may only include charges for information sent or received during the course of the call to the customer's program. The SSP shall not include, either directly or indirectly, other charges, such as for merchandise, gift certificates, catalogs or other services or products provided by the customer.

The Company will issue a monthly payment to the vendor. The amount of this remittance will be the difference between the vendor's established rate per call applicable to telephone users and the Company's rate for each completed call applicable to the vendor set forth in the concurring Company's tariff, Section 3, Group 7, less uncollectibles and adjustments. The vendor will not receive payment from the Company for calls for which the Company does not bill and collect.

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SUPPLEMENTAL SERVICES

K. INTERACTIVE INFORMATION NETWORK SERVICE (cont'd)

2. Regulations (cont'd)

j. (Cont'd)

The customer shall be responsible for the charges applicable as set forth in this Tariff. The customer call rate will be based on the average holding time per month per IINS program. For purposes of calculating average holding time per month per IINS program, every call of up to one minute in duration is counted, as a one-minute call and every call over one minute in duration will be rounded up to the nearest minute.

In addition, if the customer has been paid for calls, the charges for which are later identified as uncollectible or adjusted, the customer shall be responsible for reimbursing the Company for an amount equal to such uncollected or adjustment. Uncollectible and adjusted amounts will be deducted from the monthly payment to the customer.

The Company will include with the monthly payment to the customer a report for each customer program of the total number of calls, total minutes, the average holding time, total charges billed to telephone users, the call rate applicable to the customer and total amount of uncollectibles and adjustments. The Company report will serve as the sole source of information upon which remittance will be made.

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## SUPPLEMENTAL SERVICES

## K. INTERACTIVE INFORMATION NETWORK SERVICE (cont'd)

## 2. Regulations (cont'd)

- k. At the time service is disconnected, any monthly payment due the customer will be applied to the customer's final bill.
- l. Upon termination of service, telephone numbers assigned to the customer will not be reassigned for at least six (6) months, unless written authorization is received from the immediately preceding customer of that number.
- m. One alphabetical directory listing per customer program will be furnished without charge in each of the Company's white pages directories in the customer's home LATA.
- n. The assignment of telephone numbers is at the sole discretion of the Company.
- o. Customers who request telephone numbers other than those randomly offered by the Company will be subject to the rates, regulations and charges applicable to Customized Number Service.
- p. The Company will provide to the general public, upon written request, the name, address, and telephone numbers of the customers to IINS.
- q. A one-month minimum period applies to this service.
- r. Live two-way voice conversation on IINS is not permitted.
- s. IINS lines are analog and are provided as either a line or trunk connection.

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SUPPLEMENTAL SERVICES

K. INTERACTIVE INFORMATION NETWORK SERVICE (cont'd)

2. Regulations (cont'd)

- T. This tariff shall not be interpreted to mean that the provision of any particular IINS program by a customer shall preclude another customer from providing the same or similar IINS program.
- U. All customers to the IINS will be required to pay all installation charges set forth for this service prior to the connection of the service.
- V. A customer that directs a telephone user to another program must include the Subscriber Selected Price for that program, including the initial minute and additional minute rates.
- W. Dial-A-Visit and time-of-day discounts do not apply to calls to IINS.
- X. Calls to the IINS may be blocked subject to the provisions for Blocking Service as specified in this tariff.
- Y. All vendors are required to subscribe to IINS utilizing an NXX code specifically designated for the provision of this service. The Company reserves the right to refuse service or to terminate service to any vendor found not to be providing service as described above.

3. Obligations of the Vendor

- a. The vendor is responsible for providing the program and all necessary premises equipment in connection with its program.

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## SUPPLEMENTAL SERVICES

## K. INTERACTIVE INFORMATION NETWORK SERVICE (cont'd)

## 3. Obligations of the Vendor (cont'd)

- b. Prior to the connection of service, the vendor must provide the Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes, and the average and maximum message length for each program. The customer must provide at least one-month notice to the Company whenever the maximum length of the program is to be changed. If the maximum program length is changed without one-month notification, the Company may terminate service.
- c. The vendor provided announcement equipment must be of a design, which automatically disconnects after playing out one full cycle of the program.

## L. MULTILINE HUNT SERVICE

Multi-line Hunt Service provides a search for an idle (non-busy) line within the customer's service group to which a call can be completed if the dialed number is busy. Monthly rates for this service are located in the concurring Company's tariff, Section 3, Group 7 and are billed per line of the service group.

## M. BUSY VERIFICATION AND INTERRUPT SERVICE

## 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.

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## SUPPLEMENTAL SERVICES

## M. BUSY VERIFICATION AND INTERRUPT SERVICE (cont'd)

## 2. Rate Application

- a. A Verification Charge, as listed in the concurring Company's tariff, Section 3, Group 7, will apply when:
  - 1. The operator verifies that the line is busy with a call in progress.
  - 2. The operator verifies that the line is available for incoming calls.
- b. Both a Verification Charge and an Intercept Charge, as listed in the concurring Company's tariff, Section 3, Group 7, will apply when:
  - 1. 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 intercept call.
- c. Requests for busy verification and interruption will also be charged when placed from a public or semi-public telephone. The charge will be collected in advance and returned if the conditions listed in either a., b., or c. above are not met.
- d. No charge will apply when the calling party advises that the call is to or from an official public emergency agency.

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SUPPLEMENTAL SERVICES

N. TRAP CIRCUIT SERVICE

1. General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, the calls may be held and traced.

2. Regulations

- a. This service is to be provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving public safety.
- b. The customer shall be required to sign a written request for this service and the Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations in which case, the appropriate agency will be notified.
- c. The equipment required to provide this service cannot operate in all central offices. The service is restricted to locations where facilities permit.
- d. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

3. Rates

Rates for the service are listed in the concurring Company's tariff, Section 3, Group 7.

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## SUPPLEMENTAL SERVICES

## O. DIRECTORY ASSISTANCE SERVICES - Directory Assistance

## 1. General

Customers may obtain assistance in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for the telephone numbers desired.

## 2. Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from all coin telephones, including COCOTS.
- b. Requests for telephone numbers of non-published service.
- c. Requests for telephone numbers, which were erroneously omitted from the local directory by the Company. The customer must inform the Company of the error in order to receive credit.
- d. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- e. Requests from individuals who are certified visually or physically impaired in a way, which prevents the use of a local directory. Individuals must be certified in accordance with the regulations found in Section 9 of this tariff.

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## SUPPLEMENTAL SERVICES

## O. DIRECTORY ASSISTANCE SERVICES - Directory Assistance (cont'd)

## 3. Rates

The Directory Assistance Charges, as listed in Section 3, Group 7 of the concurring Company's tariff, apply for each request made to the Directory Assistance operator unless one of the exceptions listed above applies.

## P. DIRECTORY ASSISTANCE SERVICES - Directory Assistance Call Completion

## 1. General

Where offered, Directory Assistance Call Completion (DACC) allows customers the option to have their local and/or intraLATA calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

## 2. Regulations

- a. The regulations and charges apply to calls placed to Directory Assistance from within the LATA where the Directory Assistance call originates.
- b. The DACC charge will apply only to completed calls.
- c. The Directory Assistance charge will apply in addition to the DACC charge.
- d. If offered for intraLATA toll calling, toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the Directory Assistance service location.

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## SUPPLEMENTAL SERVICES

## P. DIRECTORY ASSISTANCE SERVICES - DACC (cont'd)

## 2. Regulations (cont'd)

- e. Alternate billing is available for restricted lines, through Collect, Bill to Third, Person-to-Person, or Calling Card options. The surcharge associated with the option requested will apply in addition to the Directory Assistance and DACC charges. Calls completed to a number outside the local calling area will also incur applicable message toll rates.

Restricted lines are IntraLATA identified as coin, hotels/motels, hospitals, and colleges.

- f. DACC calls will not be completed to non-published numbers, 700, 800, or 900 prefixes.
- g. Calls from COCOTS will be the standard DA announcement and DACC will not be offered.

## 3. Exemptions

- a. Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical impairment.

Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs in cooperation with an official agency of the State of New York or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for the use of the facilities of an agency for the blind.

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## SUPPLEMENTAL SERVICES

## P. DIRECTORY ASSISTANCE SERVICES - DACC (cont'd)

## 3. Exemptions (cont'd)

- b. Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of the form.
- c. Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the calling party reports the wrong number to the Company.

## 4. Types of DACC

## a. Fully-Automated DACC

The customer receives the requested directory number and accepts DACC. The DACC portion of the call will automatically be billed as shown in Section 3, Group 7 of the concurring Company's tariff.

## b. Operator-Handled DACC

The customer calls DA through the operator from a restricted line and receives the requested directory number and the operator then keys a different billing number for the DACC portion of the call.

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## SUPPLEMENTAL SERVICES

## P. DIRECTORY ASSISTANCE SERVICES - DACC (cont'd)

## 4. Types of DACC (cont'd)

## c. Autocollect

Autocollect is an optional feature enhancement to Directory Assistance Call Completion. The Autocollect feature enhances the DACC service by allowing a directory-listing subscriber to pay the call completion surcharge for all DACC eligible callers requesting their number.

The listing subscriber only pays the DACC per call charges for completed calls only. An additional nonrecurring monthly presubscription fee applies for this service.

## 5. Rates

The DACC charges, as listed in Section 3, Group 7 of the concurring Company's tariff, apply for each request made for DACC.

## Q. DIRECTORY ASSISTANCE SERVICES - Enhanced Directory Assistance

## 1. General

Where available, Enhanced Directory Assistance (EDA) allows customers to receive address and telephone number information on customers outside of the LATA from where the EDA call originates.

## 2. Regulations

- a. There will be a charge for Enhanced Directory Assistance as specified in Section 3, Group 7 of the concurring Company's tariff.

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SUPPLEMENTAL SERVICES

Q. DIRECTORY ASSISTANCE SERVICES - Enhanced Directory Assistance (cont'd)

2. Regulations (cont'd)

- b. All requests for information on numbers (outside the LATA from where the EDA call originates) are chargeable at the rate specified in Section 3, Group 7 of the concurring Company's tariff.
- c. Requests from payphones will be charged at the rate specified in Section 3, Group 7 of the concurring Company's tariff in addition to all applicable payphone charges.
- d. The Company will make every reasonable effort not to release non-published listings except where a listing may be already disclosed in another telephone company published directory or directory database.

3. Rates

The EDA charges, as listed in Section 3, Group 7 of the concurring Company's tariff, apply for each request made to EDA.

R. Directory Assistance Services - Enhanced Directory Assistance Call Completion

1. General

Where available, Enhanced Directory Assistance Call Completion (EDACC) allows customers the option to have their EDA call completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provided the requested directory number.

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### SUPPLEMENTAL SERVICES

#### R. Directory Assistance Services - EDACC (cont'd)

##### 2. Regulations

- a. The regulations and charges apply to calls to Enhanced Directory Assistance. These regulations and charges are in addition to the regulations, rates, and charges found elsewhere in the Company's tariff.
- b. The EDACC charges will apply only to completed calls.
- c. The EDA charge will apply in addition to the EDACC charge as specified in Section 3, Group 7 of the concurring Company's tariff.

##### 3. Rates

The EDACC charges, as listed in Section 3, Group 7 of the concurring Company's tariff, apply for each request for EDACC.

#### S. VOICE MAIL SERVICE

##### 1. General

Voice Mail Service (VMS) is a central office-based service which provides customers with the capability to receive, send, store, and retrieve voice messages over the telephone network. This service is offered to individual residence and individual business customers served from central offices where VMS facilities are available.

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## SUPPLEMENTAL SERVICES

## S. VOICE MAIL SERVICE (cont'd)

## 2. Features

## a. Call Answering

Incoming calls are forwarded to a "mailbox" when the line is busy and/or when the call is not answered after a customer-designated number of rings. The Call Answering customer can thereafter access the mailbox at any time to hear stored messages using suitable station equipment from any location connected to the telephone network. After listening to each message, the customer has the option to erase it or retain it for future reference.

Whenever there is a message stored in the mailbox, the customer receives a message waiting indication via a stutter dial tone after lifting the telephone receiver.

Maximum message length is listed in the concurring Company's local tariff. Message storage duration is designated in the concurring Company's local tariff.

## 1. Guest Mailbox

This is a standard feature for business Call Answering customers. It enables the customer to partition the mailbox into alternative segments in addition to the host mailbox, each with its own password. This feature allows communication between the host and guests mailboxes. The overall capacity of a business service mailbox is specified in the concurring Company's local tariff.

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## SUPPLEMENTAL SERVICES

## S. VOICE MAIL SERVICE (cont'd)

## 2. Features (cont'd)

## a. Call Answering (cont'd)

## 2. Personal/Family Mailbox

This is an option available to residence Call Answering customers for an additional monthly charge. This feature enables the customer to partition the mailbox into alternative segments in addition to the host mailbox, each with its own password, own personal mailbox when the host line is busy or doesn't answer. The overall capacity of a residence service mailbox employing this feature is listed in the concurring Company's local tariff.

## b. Pager Notification

This feature outdials any telephone number chosen by the subscriber for the purpose of notifying the subscriber that there is a new unplayed message in the subscribers voice mailbox.

## 1. All New Message Notification

Every time a subscriber receives a voice mail message the voice mailbox will outdial a subscriber's pager number and the pager will beep. The number displayed will be the mailbox number.

## 2. Selective Message Notification

A caller after leaving a message on voice mail can opt to outdial a pager notification by pressing a predetermined signal if allowed by the subscriber.

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## SUPPLEMENTAL SERVICES

## S. VOICE MAIL SERVICE (cont'd)

## 3. Regulations

- a. Touch Calling Service is required for the provision of Voice Mail Service. Customers must use a touch-calling telephone or similar Dual Tone Multi-frequency (DTMF) device to access VMS.
- b. Call Forwarding, as described earlier in this section, can be connected to the line in order to provide alternative forwarding patterns to the VMS. The company will inform VMS customers if there are optional call forwarding arrangements at the time VMS is requested.
- c. The Call Answering customer incurs all applicable usage charges for calls answered and forwarded to a mailbox and for calls made to the mailbox to retrieve messages. The calling party incurs appropriate usage charges for the call to the VMS customer's access line.
- d. The Company is not responsible for any claimed damage associated with the installation, provision, termination, maintenance, repair, or restoration of service. The Company's liability for service, if any, is specified in Section 1 of this tariff. The Company is not responsible for any other claimed damage (i.e., lost messages, VMS interruptions, etc.)
- e. VMS is not recommended for lines equipped with distinctive ring service.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS)

## 1. General

CLASS features are a set of call management features, which utilize the network's ability to forward a calling number between the originating and terminating central offices. CLASS features may only be used on calls originating and terminating in central offices with the technical capability to provide this service.

## 2. Description

The CLASS features listed below are available individually or, where allowed, as part of a discounted package on individual lines. The feature names listed below may vary from the names actually used by individual companies.

## a. Automatic Redial

This service allows a calling party to automatically redial the most recent outgoing call by activating a code. The network periodically tests the busy/idle status of the called line until both lines are found idle or until the 30-minute queuing process expires. This is done without tying up the called party's telephone line.

A distinctive ringing signal will alert the customer when the call can be completed. When the customer picks up the telephone after the ring back signal, the call is automatically dialed to the called party. The customer may place and receive regular calls while the busy line is being monitored.

Calls to 800 Service Numbers, 900 Service Numbers, 10XXX Access Codes, International Direct Distance Dialed, Operator Assisted Calls, Directory Assistance, and 911 cannot be automatically redialed.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## b. Call Return

Call Return allows a customer to automatically return the most recent incoming call, even if it is not answered. This is accomplished by the customer activating a code. If a line is found busy, a 30-minute queuing process begins within which the network automatically attempts to complete the call. This is done without tying up the called party's telephone line.

A distinctive ringing signal will alert the customer when the call can be completed. When the customer picks up the telephone after the ring back signal, the call is automatically dialed to the called party. The customer may place and receive regular calls while the busy line is being monitored.

## c. Customer Originated Trace

Customer Originated Trace allows a called party to initiate an automatic trace of the last call received. After terminating the call, which is to be traced, and before making or receiving any other calls, the customer activates a code and the traced telephone number is automatically sent to the Company. The customer using Customer Originated Trace is required to contact the Company for further action.

The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them. The Company is not liable for damages if a trace attempt is not successful. Customer Originated Trace is available on a usage basis only.

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### SUPPLEMENTAL SERVICES

#### T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

##### 2. Description (cont'd)

##### c. Customer Originated Trace (cont'd)

Storage of Customer Originated Trace activations will be as follows:

3 months if there is no customer follow-up with the Annoyance Call Bureau.

1 year if there is a customer follow-up with the Annoyance Call Bureau but the police do not become actively involved.

7 years if an investigation is originated and referred to the police.

##### d. Calling Number Identification Service

Calling Number Identification Service permits a customer to view the calling party's telephone number for calls placed to that customer, if the call is not placed from outside of the Calling Number Identification Service area, through an operator or via telephone credit card, and provided the calling party has not activated either the per call or per line blocking options.

The Calling Number Identification Service feature requires a telephone number display device designed for use with Calling Number Identification Service. The Company is not responsible for obtaining, maintaining, or repairing any such device except as it may separately agree to in writing with the customer. Where available, see Section 7.Q.2.I for Anonymous Call Rejection Service.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## c. Customer Originated Trace (cont'd)

Storage of Customer Originated Trace activations will be as follows:

3 months if there is no customer follow-up with the Annoyance Call Bureau.

1 year if there is a customer follow-up with the Annoyance Call Bureau but the police do not become actively involved.

7 years if an investigation is originated and referred to the police.

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The Calling Number Identification Service feature requires a telephone number display device designed for use with Calling Number Identification Service. The Company is not responsible for obtaining, maintaining, or repairing any such device except as it may separately agree to in writing with the customer. Where available, see Section 7.T.2.I for Anonymous Call Rejection Service.

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### SUPPLEMENTAL SERVICES

#### T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

##### 2. Description (cont'd)

##### e. Calling Number Identification Service Blocking Options

Calling Number Identification Service Blocking Options include per-call blocking or per-line blocking.

##### Per-Call Blocking

Individual line customers who choose per-call blocking option must, before placing an outgoing telephone call, designate their number as private by dialing the calling number identification service blocking activation code which will, flag the individual call as private and prevent the delivery of their telephone number to the call id subscriber for that call. The Calling Number Identification service blocking activation code must be dialed each time the customer wishes to designate their number as private.

Customers using per call blocking who make a call, receive a busy signal, and subsequently complete the call using Busy Redial, should be aware that the call may not continue to be designated as private and their number may appear on the call id subscriber's display set.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## e. Calling Number Identification Service Blocking Options (cont'd)

Per-Line Blocking

Individual line customers choosing the per-line blocking option may designate their number as private and prevent the delivery of their telephone number to the call id subscriber\*.

All customers will be given free per-call blocking unless the customer chooses per line blocking. The customer is entitled to change blocking options two times during the six months after Calling Number Identification Service is available in the customer's central office territory. Customers electing the per line blocking option after the initial six months or in excess of two changes within the six month period will incur a nonrecurring charge as specified in the concurring Company's tariff, Section 3, Group 7. New customers, who move into the territory after the six-month grace period, are entitled to a six-month grace period from their initial service date.

\* Calling Number identification service blocking options does not prevent the calling party's Automatic Number Identification (ANI) from being transmitted with the call. Therefore, Calling Number ID Blocking does not prevent the delivery of calling party's telephone number to those parties that utilize ANI, such as calls made to emergency services (9-1-1), or calls made to toll free service numbers (i.e. 800, 888, 877, 866 etc.).

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## f. Priority Ringing

Priority Ringing enables the customer to program their line to ring with a distinctive pattern when an incoming call has originated from a line that has been previously designated as a priority number. The customer creates a Priority Ring screening list that stores a limited quantity of pre-selected directory numbers. (If the customer has call waiting, a distinctive call waiting indicator tone is delivered when the customer is called from a number on the list.)

## g. Selective Call Forwarding

Selective Call Forwarding enables the customer to store a limited number of directory numbers in screening lists for the purpose of forwarding certain incoming calls. The customer has the ability to activate and deactivate the feature and to modify screening lists. The customer also has the ability to vary the call forwarding number, which is similar to the regular call forwarding feature.

## h. Call Screening

Call Screening feature allows a customer to store a limited quantity of directory numbers in screening lists for the purpose of rejecting certain incoming calls. When the call-screening feature is activated, those calls that originates from directory numbers contained in the screening list are rejected and are notified to that effect by an announcement.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## i. Special Call Acceptance

Special Call Acceptance allows the customer to store a limited quantity of directory numbers in screening lists for the purpose of accepting certain incoming calls. When the special call-screening feature is activated, only those calls that originate from directory numbers contained in the screening lists are accepted. Customers that are not on the list are denied acceptance and are notified to that effect by an announcement.

## j. Calling Number and Name Identification Service

Calling Number and Name Identification Service is the identical service as described in Section 7 T.2.d., Calling Number Identification Service, with one addition. This service displays not only the telephone number but also the name of the subscriber as listed in the directory. Where available, see Section 7.T.2.I for Anonymous Call Rejection Service.

## k. Calling Number and Name Identification Service Blocking Options

The blocking options associated with Calling Number and Name Identification Service is identical to the Blocking Options listed in Section 7 T.2.e.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## I. Anonymous Call Rejection Service

Where available, Anonymous Call Rejection (ACR) allows a customer subscribing to Calling Number Identification Service or Calling Number and Name Identification Service to reject calls automatically if the calling party is using either per call blocking or per line blocking. Customers subscribing to Calling Number or Calling Number and Name Identification service may activate or deactivate ACR by dialing an appropriate code. With ACR activated, the called party's phone will not ring, and the calling party will hear an announcement advising that the anonymous call will not be accepted. There will be no charge to the calling party for anonymous calls thus rejected. Upon customer request, ACR will be removed from a customers line without charge. A Record Order Charge will apply to add ACR capability back onto a customers line after it has been removed.

## m. Selective Call Waiting

Selective Call Waiting (SCW) enables a customer to receive a call waiting tone from a line that has been previously designated as a priority number. The customer creates a Selective Call Waiting screening list, which stores a limited quantity of preselected directory numbers. Only the preselected numbers will have the capability of initiating the call waiting tone. Customers subscribing to SCW may activate or deactivate SCW by dialing an appropriate code. With SCW activated there will be a call waiting tone to indicate to the customer, already engaged in a telephone call, a caller on their SCW screening list is attempting to dial in. With SCW deactivated there will be no call waiting tone.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## n. Selective Call Forwarding-Busy

Selective Call Forwarding-Busy enables the customer to store a limited number of directory numbers in a screening list for the purpose of forwarding certain incoming calls when the called number is in use. Non-priority calls will route to the called number's location; the caller will hear a busy tone. The customer has the ability to activate and deactivate the feature and/or change the forward to number by dialing an appropriate code on the line for which the calls are being forwarded.

## o. Selective Call Forwarding-No Answer

Selective Call Forwarding-No Answer enables the customer to store a limited number of directory numbers in a screening list for the purpose of forwarding certain calls when the called number does not answer within the number of rings programmed by the company. Non-priority calls will continue to ring at the called number's location. The customer has the ability to activate and deactivate the feature and/or change the forward to number by dialing an appropriate code on the line for which the calls are being forwarded.

## p. Selective Call Forwarding-Remote Activation

Selective Call Forwarding-Remote Activation gives the customer all the functionality of Selective Call Forwarding with the additional ability to activate and deactivate the feature and/or change the forward to number by dialing an appropriate code from any location.

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### SUPPLEMENTAL SERVICES

#### T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

##### 2. Description (cont'd)

###### q. Call Waiting With Calling Number Identification Service

This service is an enhanced form of Call Waiting that gives customers the ability to receive Calling Number Identification information (number only) for a new incoming call while on an existing call, provided the calling party has not activated either the per call or per line blocking options. The calling number is displayed on customer provided premise equipment attached to the customer's telephone line.

###### r. Call Waiting With Calling Number & Name Identification Service

This feature provides the same functionality as described for Call Waiting With Calling Number Identification Service in Paragraph (q) preceding, plus the display of the name associated with the line from which the call originates, including names associated with non-published and non-listed service. The calling name and number are displayed on customer provided premises equipment attached to the customer's line.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## s. Call ID Vanity Name Display Service

Call ID Vanity Name Display Service enables customers of the service to choose what unique name, other than their directory listing name, that will appear on a Call ID subscribers display unit. This service is available to any customer of the Telephone Company. This Service is subject to Per Call and All Call Blocking Options. The Company reserves the right to reject a customer's vanity name selection.

The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of name, or assignment of a requested name to another customer whether prior to or after establishment of service. In any case, the Company shall not 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 the Call ID Vanity Name Display Service.

- t. Call Waiting with Calling Name Announcement Call Waiting with Calling Name Announcement: Allows the Company's customer who is already on the telephone to know that another call is waiting and who the call is from. The name of the calling party is announced to the customer in addition to the call waiting beep. A customer must subscribe to call waiting to have this feature. This service is available where technically feasible.

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## u. Calling Name and Number with Call Screening Service

Calling Name and Number with Call Screening Service is an optional subscription service that is available as an enhancement to Calling Name and Number Service. It gives the subscriber the ability to request that callers identify themselves, prior to answering calls, even when callers have blocked their numbers or are calling from telephone numbers that do not send name and number information.

Calling Name and Number subscriber usually see one of three displays on their Caller ID unit:

1. The name and telephone of the calling party;
2. "Anonymous" or "Private" if the calling parties have blocked the display of their numbers; or
3. "Unavailable" or "Out of Area" which is shown when the call is placed through an operator, is an 800 number or calling card, or organizers from a non-SS7 equipped central office or from a business using trunk side connections. International calls also display "Out of Area."

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## v. Calling Name and Number with Call Screening Service

Calling Name and Number with Call Screening Service is an optional subscription service that is available as an enhancement to Calling Name and Number Service. It gives the subscriber the ability to request that callers identify themselves, prior to answering calls, even when callers have blocked their numbers or are calling from telephone numbers that do not send name and number information.

Calling Name and Number subscriber usually see one of three displays on their Caller ID unit:

4. The name and telephone of the calling party;
5. "Anonymous" or "Private" if the calling parties have blocked the display of their numbers; or
6. "Unavailable" or "Out of Area" which is shown when the call is placed through an operator, is an 800 number or calling card, or organizers from a non-SS7 equipped central office or from a business using trunk side connections. International calls also display "Out of Area."

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## w. Call waiting with Internet notification

Call waiting with Internet notification (Internet Call Waiting)(ICW) is a service provided to residential customers. Residential customers, while accessing the Internet, may receive incoming calling party name and number information and options for call disposition. ICW utilizes a combination of software that a customer loads onto his or her computer, in conjunction with the tariffed feature of call forward busy. During Internet sessions, ICW subscribers are immediately notified when they have an incoming call via a dialog box that appears on their computer screens, with the name and number of the caller, if available. \* Customers have the following options upon notification of an incoming call:

- 1) Answer (this option will automatically cancel the Internet session and ring the customer's telephone);
- 2) Transfer (this option is customizable for customers to transfer the call to another number such as a wireless phone or a second line);
- 3) Play message/notify ("I'll call you back", "You'll call me back");
- 4) Voice mail (sends callers to their personal Web voicemail page);
- 5) Ignore (dismisses the pop-up, the caller will hear ringing).

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## w. Call waiting with Internet notification (cont'd)

ICW maintains a call log of all incoming calls received during the Internet session. ICW works independently of Call Waiting and Caller ID. Customers must have call forward busy or call forward variable on their line.

- a. ICW is available where facilities permit and where technically feasible;
- b. ICW customers will be directed to a web site to download software after ordering service from the Telephone Company representative, agent, or on-line. Service is provided on a two business day interval;
- c. ICW software will operate on personal computers with at least a 486 processor, a 14.4 kbps modem, Microsoft Windows 9x operating system, and a standard Internet browser with a non-proxied Internet connection;
- d. ICW is compatible with most Internet Service Providers' (ISP) services;
- e. ICW is available for residence customers only. ICW is not available on two party or multiple party lines. ICW is not compatible with Distinctive Ring service;
- f. ICW customers must subscribe to call forward busy or call forward variable;
- g. The customer is responsible for inside wire and customer premises equipment;
- h. The transfer option is limited to domestic wire line and cellular numbers;

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## SUPPLEMENTAL SERVICES

## T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

## 2. Description (cont'd)

## w. Call waiting with Internet notification (cont'd)

- i. International and 900 numbers are prohibited;
- j. Two of the features can be customized with personal greetings. To customize the greetings on the "answer" or "notify" options, the customer may call a pre-designated number identified in a "welcome" e-mail from the Telephone Company, select the appropriate menu option, and follow the prompts. The customer will need a PIN number also identified in the "welcome" e-mail from the Telephone Company. The Telephone Company will not be liable for unauthorized use of PINs or customized content of the personal greetings.

\*Caller ID name and number information from a calling party with blocking on his/her line will not be displayed to the ICW subscriber.

## x. Audio Call ID with Screening Options

Audio Call ID with Screening Options provides the functionality of Call ID Name and Number without the purchase of the Call ID display. With this service, when the telephone rings, the CALL ID information that would normally appear in the Call ID display will be translated into a computer generated audio translation. When the consumer picks up the receiver, the audio translation will be spoken to the subscriber. If a calling party's name (or number) is blocked or unavailable, then a phrase such as "name unavailable" or "name blocked" is spoken to the subscriber. The subscriber has the same choices for handling all incoming calls that Call Screening provides for blocked or unavailable calls. The subscriber has the following four options:

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### SUPPLEMENTAL SERVICES

#### T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

##### 2. Description (cont'd)

##### x. Audio Call ID with Screening Options (cont'd)

1. Press a digit to accept the call. The caller will then be connected.
2. Press a digit to reject the call. The service plays a message to the caller that the subscriber is unavailable and disconnects the call.
3. Press a digit to reject the call and request their name to be removed from the caller's phone list. The service plays a message to the caller of this request and disconnects the call.
4. Press a digit to send the call to their voice mail. The service connects the caller to the subscriber's voice mail system. (If the customer subscribes to voice mail service)

##### Optional Feature:

A "PIN Override" feature is available to customers who request such a feature. The PIN Override enables a caller to supersede the call screening feature and be connected to the subscriber directly. This feature allows family or acquaintances that may call from locations not displaying name and number, e.g., Business and Hotel PBXs to reach the subscriber.

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SUPPLEMENTAL SERVICES

T. CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (cont'd)

3. Regulations

a. CLASS features are available to one-party residence and business customers where facilities are available. Each feature may be used when the customer and the other party involved in the call are served by the same central office, or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these offices.

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The Company does not assure the delivery or nondelivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID, Last Call Return services, Repeat Dialing services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Last Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID, Last Call Return, Repeat Dialing, or other similar services identified in this tariff.

(N)

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CLASS features are not available to 911, 711, Coin (Public, Semi-public, COCOTs) telephone services.

4. Rates and Charges

The rates and charges for these features are in addition to all other applicable rates and charges for the facilities and services furnished. Actual rates as well as the flexible pricing margins, which are in place for these features, are listed in Section 3 of the concurring Company's tariff.

U. RESERVED FOR FUTURE USE

V. RESERVED FOR FUTURE USE

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## SUPPLEMENTAL SERVICES

## W. TOLL CONTROL SERVICE

## 1. General

- a. Toll Control Service is an enhanced toll blocking service. With this service, the customers' line is conditioned so that all directly dialed long distance calls (1+, 10XXX+1, or seven digit dialed long distance calls) are denied unless a five digit PIN follows the dialed number. The customer will be notified to input the PIN via a two-beep signal. If no pin is entered, or is incorrectly entered, the caller will receive a message via intercept that toll access is denied. The PIN will be selected by the customer and activated or changed by the serving Company.
- b. Calls preceded by 0-, 00-, 0+, 00+, will be class marked as having special billing arrangements and will be passed to the appropriate operator for completion. All incoming collect, third number billed, and calling cards will not be blocked by this service. All Local and 911 calls will be completed.

## X. AUDIO TELECONFERENCING SERVICE

## 1. General

Audio Teleconferencing Service (ATS) is the furnishing of telecommunications between two or more stations.

## 2. Definitions

- a. Customer - The entity requesting the Audio Teleconferencing Service.
- b. Conferee - A participant in an Audio Teleconference call.

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## SUPPLEMENTAL SERVICES

## X. AUDIO TELECONFERENCING SERVICE (cont'd)

## 3. Descriptions

Audio Teleconferencing Service (ATS) provides the capability to establish a teleconference between multiple voice stations.

A customer with touch-tone service, or its equivalent, can either establish and control the teleconference or elect to have the teleconference established through an operator. After the call is established, control of the teleconference is transferred from the operator to the customer. A customer with rotary signaling must use the operator to establish the teleconference and will not have access to the control features of this service. Conferees may have either rotary or touch-tone telephones.

## 4. Types of Audio Teleconferencing Service

- a. We Call You - a conference coordinator to establish the teleconference calls Conferees.
- b. Meet-Me - A customer may establish a teleconference by having each conferee call a specified telephone number.
- c. Combination Calling - a conference coordinator may call some conferees while other conferees may call a specified telephone number to establish the teleconference.
- d. Meet-Me-Unattended - A customer may establish a teleconference by having each conferee call a specified telephone number. A conference coordinator is not available to the conferees during the conference.

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## SUPPLEMENTAL SERVICES

## X. AUDIO TELECONFERENCING SERVICE (cont'd)

## 5. ATS Features

The customer can establish and/or control the teleconference utilizing touch-tone signaling or its equivalent for ATS features.

ATS features enable the customer to:

- a. Access operator assistance (for an ATS arrangement ordered on a reservation basis there is no access to an operator during the last four minutes of the teleconference or during an unattended teleconference).
- b. Add additional stations.
- c. Transfer control of the teleconference to another station.
- d. Restore a station, which has been disconnected from the teleconference.
- e. Terminate the teleconference.
- f. Arrange to have an operator provide the capability for which each conferee will call a specified telephone number at a specified time (this feature is called a "meet-me" teleconference). This ATS feature is available only on a reservation basis and must be ordered by the Customer at least 30 minutes prior the start of the teleconference. In addition, this ATS feature is available only for a voice grade ATS arrangement. Any conferees not able to join the teleconference due to network limitations must be added to the teleconference by the originating conferee.

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## SUPPLEMENTAL SERVICES

## X. AUDIO TELECONFERENCING SERVICE (cont'd)

## 5. ATS Features (cont'd)

ATS features enable the customer to (cont'd):

- g. The Company may choose to offer optional features, such as, Recording, Transcription, and/or Pre-notification. When the service is offered by the Company and provided to the customer, charges will be applied as listed in the concurring Company's tariff.
- 6. Availability
    - a. ATS and associated features are furnished subject to the availability of components and billing capability.
    - b. ATS and associated features are not limited to the Company's local exchange territory.
    - c. A Customer may request an ATS arrangement on a reservation basis up to twelve months in advance. Reservations will be honored in the order received. All reservations are made subject to the availability of the ATS capacity.
    - d. Collect and Coin Station Sent-Paid Calls are not permitted.
  - 7. Regulations
    - a. All charges incurred for the conference call will be billed to the originating telephone number unless other billing arrangements are made.

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## SUPPLEMENTAL SERVICES

## X. AUDIO TELECONFERENCING SERVICE (cont'd)

## 7. Regulations (cont'd)

- b. For customer-dialed calls only, chargeable time for the Usage Charge for the initially specified ports used in a teleconference starts when the originating station is connected. During the teleconference, if all initially specified ATS ports are in use and additional ATS ports are added, the chargeable time starts for each additional ATS port when the ATS port is added to the teleconference.
- c. Chargeable time for the Usage Charge for the ATS ports ordered on a reservation basis starts at the Customer requested conference start time. If scheduled conferences are not convened, a cancellation charge will be applied to each unused port unless the conference is canceled at least 30 minutes prior to the scheduled conference time.
- d. Chargeable time for ATS arrangements will stop when each conferee hangs up.
- e. Chargeable time for an Operator Assisted conference call begins when connection is established for each of the stations on the conference call.
- f. Chargeable time for an Operator Assisted call ends on any connection of a conference call when each station hangs up.
- g. When a teleconference is initiated or ordered on a reservation basis, the Customer must specify the number of ports required. One port is required for each station on the teleconference. The customer will be billed for the number of ports specified in the reservation request.

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## SUPPLEMENTAL SERVICES

## X. AUDIO TELECONFERENCING SERVICE (cont'd)

## 8. Rates &amp; Charges

Rates for Audio Teleconference Service may include, but are not limited to:

1. Usage charges
2. Set-up charges
3. Cancellation charges as specified in the concurring Company's tariff.

## a. Rates:

1. Usage Charges - When a teleconference is initiated, the customer must specify the number of ATS ports (number of stations on the teleconference) required. One port is required for each station on the teleconference. A Usage Charge will be billed for all ports used by the customer.

The Usage Charge applies for each port's minutes of use. To determine the port minutes of use, multiply the number of ports by the duration of the total teleconference. If ports are subsequently added to the teleconference, a Usage Charge will apply for the time that each additional port is connected.

2. Set-up charges - The Set-up charge is billed for all ports used by the customer, regardless of the type of teleconference the customer subscribes to.
3. Cancellation charges - If a customer changes, cancels or does not use the teleconference, the customer will be liable for the Cancellation charges, unless notification is made to the Company at least 30 minutes prior to the scheduled conference start time.

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## SUPPLEMENTAL SERVICES

## Y. CRITICAL FACILITIES ADMINISTRATION SERVICE

## General:

Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits. If the Company is acting as the Prime Contractor, the company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

## Customer Obligations

1. Customers' circuits must be federally registered as TSP circuits.
2. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
3. Customers must pay the appropriate tariff charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.
4. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential and comply with any security procedures established in support of CFAS. This may include, but will not be limited to, provision of appropriate passwords prior to forwarding of CFAS information.

## Obligations of the Company

1. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.

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### SUPPLEMENTAL SERVICES

#### Y. CRITICAL FACILITIES ADMINISTRATION SERVICE (Cont'd)

##### Obligations of the Company (Cont'd)

2. Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.
3. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.
4. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
5. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

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SUPPLEMENTAL SERVICES

Y. CRITICAL FACILITIES ADMINISTRATION SERVICE (Cont'd)

Rates

The rates contained in the concurring company tariffs reflect the hourly rate that will be charged to the CFAS customer per circuit subscribed. If the Company is acting as the Prime Contractor, the customer will be billed the Company's tariff charges, in addition to those tarified charges established by any connecting carrier for the service. The Company will give the customer a good faith estimate of the time needed to perform the requested service, including the time that may be needed to obtain information from connecting carriers, if applicable. A record order charge will also apply if the customer orders CFAS after the establishment of its TSP Service.

The rates and charges for this service are listed in the concurring company's tariff, Section 3, Group 7.

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