

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.9 VOICE MAIL SERVICE

5.9.1 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.

5.9.2 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.

b. Packages

1. Starter Package

Includes a thirty (30) second greeting message and stores up to ten (10) thirty (30) second messages.

2. Basic Package

Includes a forty-five (45) second greeting message and stores up to twenty (20) forty-five (45) second messages.

3. Delux Package

Includes a sixty (60) second greeting message and stores up to thirty (30) sixty (60) second messages.