SECTION 6 - SUPPLEMENTAL SERVICES

6.1 Custom Calling Service

  6.1.1 General

  The features in this section are made available on an individual basis or as part of multiple feature
  packages. All features are provided subject to availability; features may not be available with all classes of
  service. Transmission levels may not be sufficient in all cases.

  6.1.2 Description of Features

    A) Three Way Calling/Call Hold

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

    B) Call Forwarding

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

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

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

    Call Forwarding - 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.

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