

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
Initial Effective Date: 5/30/03

Section: 3 Leaf: 21
Revision: 0
Superseding Revision:

SECTION 3 - INDIVIDUAL, PARTY AND PRIVATE BRANCH EXCHANGE SERVICE

J1. Enhanced Custom Calling Services (Cont'd)

2. Description (Cont'd)

b. Repeat Dialing (Cont'd)

calling and called lines are checked periodically for availability to complete the call. If, during the queuing process, the called line becomes idle, the customer is notified through a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. Repeat Dialing will be deactivated automatically at the end of the thirty-minute period, or when the customer dials a deactivation code. Repeat Dialing does not interfere with the normal operation of incoming and outgoing calls during the queuing process.

The Repeat Dialing customer is responsible for any applicable local or toll usage charges.

c. Call Trace

This feature will, upon successful customer activation, automatically trace the telephone number of the line used for the last call placed to the customer. The intent of this feature is to record the details (e.g., called number, calling number, and time) of nuisance or harassing telephone calls at a Telephone Company location. The customer must dial a Company-designated code, and activation must occur prior to the time that either another call is placed, or the call waiting tone is received by the customer. The customer will receive a recording indicating there will be a charge and information on how to proceed with the trace. A final recording will indicate if the trace was successful. The traced numbers will not be provided to the customer. Call Trace will be available where facilities permit.

d. Call ID

This feature enables the customer to view on a display unit the telephone number of callers. When Call ID is activated on a customer's line, the telephone numbers of incoming calls are displayed on the called customer premise equipment between the first and second ring. Call ID is not available on operator-handled calls. If the incoming call is from a caller served by a PBX or multi-line hunt group, only the main number of the PBX or hunt group is likely to be transmitted and available for display.

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas