

FiberLinc, LLC
P.S.C. Tariff No. 1 – Telephone
Effective Date: June 27, 2021

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SECTION 5 – SUPPLEMENTAL SERVICES (cont'd)

5.5 VOICE MAIL SERVICE

5.5.1 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.

5.5.2 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 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.)

5.5.3 Rates

See Rates and Charges SECTION 13

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