

TelCove Operations, LLC
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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX-TYPE SERVICE (Cont'd)

5.3.2 Legacy Centrex-Type Service Features (Cont'd)

P. Call Forwarding (Cont'd)

Call Forwarding Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy. The feature is always activated on the subscriber's line. A service order is required to change the forward-to number.

Call Forwarding Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within a fixed period. The feature is always activated on the subscriber's line. A service order is required to change the forward-to number.

Call Forwarding Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer activates and deactivates this feature, and selects the forward-to number for each activation.

Remote Access to Call Forwarding Variable allows the subscriber to activate and deactivate Call Forwarding Variable from a telephone other than the one to which Call Forwarding Variable is assigned. A pre-assigned PIN provides the subscriber with security for activating and de-activating the feature.

Call Forwarding Fixed automatically re-routes an incoming call to a pre-designated number when Call Forwarding is activated by the user.

Q. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a 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. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing 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.

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