

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

### 5.3 CENTREX-TYPE SERVICE (Cont'd)

#### 5.3.3 TelCove Centrex-Type Service Feature Groups (Cont'd)

##### b. Optional No-Charge Features Package

These less common and/or mutually exclusive features are offered to all TelCove Centrex customers at no extra charge (with the exceptions of Uniform Call Distribution, and queuing). Any or all of these features may be included at the customer's request.

- Account Codes are dialed immediately preceding an outward call and enable a user to associate a call with a specific account code.
- Authorization Codes are dialed immediately preceding an outward call and identify callers on the SMDR record, assign a Network Class-of Service (NCOS), and control network access.
- Call Forwarding Busy re-directs calls attempting to terminate to a busy station line to a pre-determined line inside or outside the customer group.
- Call Forwarding Don't Answer re-directs incoming calls to a pre-determined line inside or outside the customer group when the called station line does not answer within a pre-determined time.
- Call Waiting allows an internal or external incoming call to a busy station line to be held waiting while a signal is directed to the busy station line. Call Waiting may be canceled for a call by dialing a deactivation code immediately prior to the call, or by using the three-way calling and the deactivation code during a call.
- Cancel Call Waiting – Call waiting may be canceled for a call by dialing a deactivation code immediately prior to the call, or by using three-way calling and the deactivation code during a call.
- Distinctive Call Waiting Tones provides different call waiting tone cadences for internal and external calls to the customer group.
- Distinctive Ringing provides different ringing patterns for internal and external calls to the customer group.
- Group Call Pickup allows a station line to answer incoming calls to another station line within a defined call pickup group.

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Cancelled effective 03/11/2021.