

TC Systems, Inc.  
P.S.C. No. 6 -- Telephone  
Local Exchange Services  
Effective Date: December 16, 2011

Section 6  
Leaf No. 1  
Revision: 0

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features

#### 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

##### 2 B-Channel Transfer on PRI

Allows a controller that is interfaced over an ISDN PRI to initiate the transfer of one of its calls to another call so that the two end-users are connected to each other within the switch and the two PRI B-Channels to the controller are released.

##### Attendant Access to Paging

Allows an attendant to gain access to customer-provided loudspeaker paging equipment.

##### Attendant Autodial

Permits an attendant to dial frequently called numbers by depressing the autodial feature key, which is programmed with the number.

##### Attendant Camp-on

Allows the attendant to extend an incoming call to a busy station..

##### Attendant Conference (Maximum Six Conferees)

Permits an attendant to establish a six-port conference call (maximum of 6 ports).

##### Attendant Call Transfer

Allows calls transferred by a station line user to the attendant to be queued on a first-in, first-out basis.

##### Automatic Call Distribution (ACD)

Automatically distributes calls to operator positions according to specified call parameters. A call is distributed to the appropriate operator serving team and, within that serving team, to the operator who has been idle longest.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features

#### 6.1.2 Description of Features (Cont'd)

##### Authorization Codes

Used to identify callers on the SMDR record, assign a Network Class-of-Service and control network access.

##### Automatic Call Back

Allows a station line user calling a busy station line to be automatically connected to the allied line when the line becomes idle.

##### Automatic Recall

Returns attendant extended calls to the console after a predetermined time.

##### Automatic Identified Outward Dialing

Automatic Identified Outward dialing is a feature that automatically provides you with an accurate record of all toll calls made by each line.

##### Automatic Route Selection-Basic

Automatic Route Selection-Basic is a preset pattern of routing calls originating by a station user to selected Interexchange carriers or dedicated facilities.

##### Backup D Channel

Backup D Channel automatically takes over for a failed D channel in case of trouble. This is purchased as part of a 23B+Backup D PRI Arrangement.

##### Basic ARS

Up to a maximum of four routes for a dialed NPA/NXX will be examined before a call is blocked.

##### Busy Verification of Trunks

Allows the attendant to establish a talking connection to an apparently busy trunk to determine if the trunk is in working order.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Blocking Service

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available.

#### A. Outbound Blocking Options

1. Option A: 976-Like NXXs and 500 Area Code Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs and 500 prefixes (i.e., 500-XXX-XXXX) from being placed.
2. Option B: Option A plus 976 NXX Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs, 976 NXX and 500 prefixes from being placed.
3. Option C: Option B plus 900 Area Code Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs and 976 NXX; and the 500 and 900 prefixes from being placed.
4. Option D: Option C plus International Calls (011, 01) Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs and 976 NXX; the 500 and 900 prefixes; and international calls beginning with the "011" & "01" dialing prefixes from being placed.
5. Option E: Option D plus Directory Assistance Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs and 976 NXX; the 500 and 900 prefixes; international calls beginning with the "011" & "01" dialing prefixes; and local and IntraLATA toll Directory Assistance calls (calls to 411 and customer NPA-555 will be blocked if selected) from being placed.
6. Option F: Option E plus InterLATA Long Distance Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs and 976 NXX; the 500 and 900 prefixes; international calls beginning with the "011" & "01" dialing prefixes; local and IntraLATA toll Directory Assistance calls; and InterLATA long distance calls from being placed.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### A. Outbound Blocking Options (Cont'd)

7. Option G: Option F plus IntraLATA Toll Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs and 976 NXX; the 500 and 900 prefixes; international calls beginning with the "011" & "01" dialing prefixes; local and IntraLATA toll Directory Assistance calls; InterLATA long distance calls; and local calls marked by the switch as IntraLATA toll calls from being placed.
8. Option H: Option A plus 0+ Call Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs; the 500 prefixes; and automated operator assisted calls, including card calls, that require the party to enter the billed party number after dialing zero from being placed.
9. Option I: Option A plus 0- Call Blocking - allows the subscriber to block all calls beginning with the 976-Like NXXs; the 500 prefixes; and non-automated operator assisted calls including card calls, and emergency breakthrough calls from being placed. (C)

##### B. Inbound Blocking Options

1. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all 3rd number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.

##### C. Regulations

Blocking Service is available where equipment and facilities permit.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Call-by-Call Service Selection (CBC)

Call-by-Call Service Selection provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID, DOD, and business dial tone lines. The customer premises equipment signals the local serving central office as to what type of services to access for each call.

##### Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another Customer specific telephone number. 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

This feature allows the Customer to designate a telephone number to which their calls will be forwarded to in the event that their number is already in use. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

##### Call Forwarding-Don't Answer

This feature allows the Customer to designate a telephone number to which their calls are forwarded to after a predetermined time with no answer. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

##### Call Forwarding-Variable

This feature enables a Customer to program their telephone to forward their calls to another telephone number. The Customer must activate and deactivate this feature. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Call Hold

The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switch-hook 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.

##### Call Name Display

Provides for the display of the calling party's name on suitable equipped customer-provided station equipment at the terminating end. This feature will be offered on intra-group (intercom) calls only.

##### Call Park

Call Park allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

##### Call Pickup

Call Pickup allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.

##### Call Return

This feature automatically redials the number of the last person who called you. Each time this feature is activated, the user will be charged regardless if the called party answers. Any calls completed with this service will be subject to local, toll or long distance charges as appropriate.

##### Call Selection

Enables an attendant to answer incoming calls using either of the following methods: in the order they are received, regardless of the incoming call type; or by manually selecting a specific incoming call type.

##### Call Splitting

Allows the attendant to talk privately to either the calling party or the called party.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Call Transfer

Call Transfer allows a subscriber to transfer an established call to any other line without requiring the assistance of an operator or attendant. The user is responsible for all usage charges associated with the transferred call for the duration of the call.

##### Call Transfer Enhanced

Call Transfer Enhanced allows a station line user to transfer any established call to another station line inside or outside the Customer group without the assistance of an attendant.

##### Call Waiting

The Call Waiting feature enables a Customer already on a call to be notified of another call by the sound of a Call Waiting tone. The Customer depresses the switch-hook to answer the new call, placing the original call on hold. It will also permit the Customer to alternate between both callers by depressing the switch-hook.

##### Call Waiting-Cancel

The Cancel Call Waiting feature enables a Customer to deactivate the Call Waiting feature. Cancel Call Waiting is activated (i.e., CCW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

##### Call Waiting-Dial

Call Waiting-dial permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to calls within the established user group only.

##### Call Waiting-Incoming

Call Waiting-Incoming allows an incoming call to a busy station line to be held waiting while a signal is directed towards the busy station line user.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Call Waiting DID

An audible tone alerts the user an incoming DID call is being attempted.

##### Call Waiting-IntraGroup

Call Waiting-IntraGroup permits both incoming calls and calls originating from within the system to activate the call waiting feature.

##### Call Waiting-Originating

Call Waiting-Originating allows a station line user to impose call waiting on a busy station line.

##### Calling Party Number (CPN)

Calling Party Number allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and is the responsibility of the customer. CPN will forward the calling party number to the extent that the CPN is forwarded to the company by the LEC or IXC.

##### Caller ID-Number only

Caller ID displays the phone number that an incoming call is being placed from. The phone number is shown on the built-in displays of telephones that are equipped for this feature, or on separate Caller ID devices. Caller ID displays the complete 10-digit phone number for every incoming call, except when the call comes from areas where the feature is not supported, or if the caller has elected to make their phone number unavailable to Caller ID.

##### Caller ID with Name

This feature permits the display of a listed name associated with the telephone number from which the call is being made. The name and number will be delivered to a Customer-provided display device.



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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Caller ID Blocking

Blocking options are available to the calling party to prevent their Caller ID from being displayed on the called party's telephone number display.

Selective Blocking is designed to allow the customer the option to block delivery of their telephone number on a per call basis. Customers may control the delivery of their telephone number by dialing \*67 (1167 on rotary dial phones) before dialing the telephone number they are calling. Blocking does not work when dialing 800/888 and 900 services and 911 emergency services.

Complete Blocking will automatically block a calling party's telephone number from being transmitted on all calls. However, the calling party can choose to override Complete Blocking and transmit their number on selected calls by pressing \*82 (1182 rotary phones) before dialing the number. Blocking does not work when dialing 800/888 and 900 services and 911 emergency services.

The Selective and Complete blocking options are provisioned at no charge to Customers who order Caller ID Service. However, any request to change the option will incur a feature change charge.

##### Carrier Access

Enables station users in the customer group to gain access to an interexchange carrier by using special access codes or automatic route selection.

##### Code Restrictions

Enables customers to restrict NPA and /or NXX codes for stations or groups of stations within a customer group.

##### Console Release

Allows the attendant to extend a call to a trunk and release the call after dialing is completed but before out-pulsing to the trunk is completed.

##### Console Test

Allows an attendant to test the functional operation of a console.

##### Consultation Hold

Allows the station line user to consult privately with a third party prior to establishing a three-way conference/transfer.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Customer System Administration

Allows the customer to access an administration position associated within a customer group. It permits station and feature rearrangements and changes of ARS patterns.

##### Dial Transfer Arrangement on Incoming Trunk Groups

Dial Transfer Arrangements permit the direct completion of calls from foreign exchange lines, other common carrier lines, business individual and auxiliary lines, and inward WATS (800 Service) lines, to a billable station line within the customer's system, and transfer of such calls to other stations within the system. For Inward WATS (800 Service), two types of Dial Transfer Arrangements (local and remote) are offered; the type offered depends on the available facilities.

##### Direct Inward Dialing

Direct Inward Dialing allows incoming calls from the local exchange and long distance networks to reach an individual line or group of lines in the system without the assistance of an attendant.

##### Direct Outward Dialing

Direct Outward Dialing permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code.

##### Directed Call Pickup with Barge-in

Directed Call Pickup with Barge-in allows a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a 3-way call.

##### Directed Call Pickup without Barge-in

Directed Call Pickup without Barge-in allows a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Distinctive Call Waiting Tones

Distinctive Call waiting Tones permits a called station line user to determine whether an incoming waiting call is external or internal to the Customer group by providing different tone cadences for both occurrences.

##### Distinctive Ringing

Distinctive Ringing allows a unique pattern of ringing to permit the Customer to distinguish between IntraGroup and Direct Inward Dialing calls.

##### Do-not-Disturb

Permits the attendant to cut off a single station line and selected groups of station lines from receiving DID and station-to-station calls.

##### Enhanced Tree-Way Calling

Allows a non-controlling party on a three-way call to add another conferee.

##### Flexible Console Alerting

Enables an attendant to be alerted to a call requiring attention, by an alert tone that is sent through the headset.

##### Forced Account Codes

Up to six digits can be used by customer to ensure outgoing calls are billed to department or clients.

##### Group

Allows shared use of a speed calling list. A control station will add, change or delete telephone numbers from the list for the group (maximum of 30 numbers).

##### Group Intercom

Enables a customer to terminate, using abbreviated dialing, on a member of a predesigned group.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Incoming Call Redirect (ICR)

###### A. General

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress Network Service, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Incoming Call Redirect (ICR) (Cont'd)

##### B. Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Destination Numbers.

Per subscribed Rate Center, the Customer is required to subscribe to a sufficient number of trunks so as to not degrade the Company's network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of trunks to satisfy the call completion criteria listed above. Subject to the availability of facilities, Customers may request the PrimeConnect Option to be provisioned from a Rate Center other than that normally assigned by the Company. Rates for this arrangement will be on an Individual Case Basis.

##### C. Rates

##### Incoming Call Redirect

	<u>Non-Recurring</u>			<u>Monthly Recurring</u>	
	<u>Min.</u>	<u>Max.</u>		<u>Min.</u>	<u>Max.</u>
Per T1	\$125	\$500	Per T1	\$40	\$160
Per Charge	\$ 40	\$160			

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Intercept

Routes incoming exchange calls made to a non-networking line to an announcement machine.

##### Intercom

Allows an electronic telephone user to directly terminate on another pre-designated electronic telephone by depressing the intercom key.

##### Interposition Calling

Allows communication and transfer of calls between attendants.

##### Line Hunting

Circular Hunting allows a call directed to a busy station configured in a circular hunt arrangement, to be directed to any station within the group until such time as a station becomes available.

Terminal Hunting routes a call in a pre-arranged linear pattern until it reaches the last number in the series. If that last number is busy, the incoming caller receives a busy signal.

##### Line Treatments

Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines.

##### Locked Loop Operation

Allows an attendant to hold a call on a loop. Attendant locked loop operation consists of two types, manual and automatic.

##### Lockout

Prohibits an attendant from entering a call on a held loop, unless recalled by a station user or by automatic recall.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Loudspeaker Paging Access

Permits station line users to access Customer-provided loudspeaker paging equipment by dialing an access code. The Customers equipment will dictate the type of termination that is provided by the Company. One access method could be the termination of a Company line on a standard jack interface. This assumes the paging equipment has a line card termination. In this method of operation users would dial the Company line for access to the paging facilities. Another method of access to paging equipment is a four wire trunk side dedicated leased line which requires an access level or dial code in the Company line. Users will dial this to access the paging equipment.

##### Message Waiting Indicator

Interrupt dial tone.

##### Multiple Facility Signaling Control

Multiple Facility Signaling Control allows the D channel of one PRI Arrangement to provide signaling for up to 20 PRIs terminating on a switch module. Multiple Facility Signaling control requires Backup D Channel.

##### Original Called Number (OCN)

Original Called Number, which must be ordered for specific PRI ISDN trunks, places the callers original dialed digits into the OCN field of the selected ISDN message for inbound calls which have been forwarded one or more times. These ISDN messages, containing OCN information, will be transmitted over the designed Data-Channels (D-Channels, primary, secondary, and back-up) on the ISDN trunk.

##### Position Busy

Allows the attendant to make the console unavailable to additional queued calls.

##### Private Facilities

Enables station line users in the customer group to gain access to the ETN by using special access codes and dialing (RNX) patterns.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Remote Access to Call Forwarding

This feature allows a customer to activate/deactivate the automatic transfer of their incoming calls to another telephone number. Users subscribing to RACF must also have or subscribe to Call Forward Variable feature. RACF requires a local dial-in telephone number be provided to the customer. Customer used a four-digit PIN to access the call forwarding feature. The user gains remote access to the Call Forwarding Variable feature from a touch-tone telephone at a remote location.

##### Remote Call Forwarding

Remote Call Forwarding the customer to establish a local phone number in another city, and have all calls to that number automatically forwarded to a different number. The calls that are forwarded from the remote location will ring on the customer's phone just like any other call.

##### Repeat Dialing

This feature allows the user to redial the last number dialed. Each time this feature is activated, the user will be charged regardless if the called party answers. Any calls completed with this service will be subject to local, toll or long distance charges as appropriate.

##### Secrecy

Allows the attendant to talk to a called party without the calling party hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

##### Serial Call

Allows an attendant to extend a call to more than one station.

##### Speed Calling

This feature allows the Customer to use 1-digit Speed Calling to complete calls. This is accomplished by assigning a 1-digit number to frequently called numbers. Up to 8 numbers can be stored.

##### Station Message Detail Recording-Direct Output (Basic)

Station Message Detail Recording-Direct Output (Basic) permits the capturing of call detail information by the switch and passing this information to a call accounting system.



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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Station Message Detail Recording-Direct Output (Basic)

Station Message Detail Recording-Direct Output (Basic) permits the capturing of call detail information by the switch and passing this information to a call accounting system.

##### Station-to-Station Dialing

Station-to-Station Calling allows Customer group stations to complete calls to other stations without the assistance of an attendant.

##### Three Way Calling

This feature allows the Customer to connect a third party call to an existing two-way call and form a 3-way call.

##### Tie Line Access

Allows a station user to gain access to tie lines and leased channels.

##### Time of Day Network Class of Service Routing

Provides the capability for mapping normal Class-of-Service (COS) values into new values based on the time of day (or day of week or year).

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.2 Description of Features (Cont'd)

##### Uniform Call Distribution

Allows for an even distribution of incoming calls, over a group of stations called a UCD group. When all the answering agents are busy, the incoming calls are queued and the callers receive an audible ringback. When the delay interval exceeds the customer delay threshold, a recorded announcement advising of the delay may be provided.

##### Uniform Call Distribution for Queue

Provides for a uniform distribution of calls from the attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

##### Uniform Numbering Plan

Enables a customer to have a uniform numbering plan among multiple switches via private facilities, by using a seven digit dialing plan comprised of RNx and extension numbers.

##### Voice Mail

Voice mail, with 128 feature attributes, sets the standard for system feature flexibility, and application development. Applications such as "Vanilla Voice Messaging", Call Answering", Voice Mail", Auto Attendant", paging and telefax can be designed to meet requirements at a departmental level. This allows each level of management to create a functional voice messaging application to meet their specific needs. (T)

##### Wild Card Key

Permits an attendant to use the wild card key to activate special features not directly available through any special feature key on the console.

##### Touch Tone (DTMF)

Touch Tone provides for the originating of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Features (Cont'd)

#### 6.1.3 Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Minimum: \$00.00  
Maximum: \$20.00

#### 6.1.4 Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature.

#### 6.1.5 Rates for Features

See Price List.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.2 Directory Assistance Service

#### 6.2.1 General

A customer may obtain assistance, for a charge, in determining and obtaining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or requests operator assistance to place a call to Local Directory Assistance. (C)

#### 6.2.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Calls from coin telephones.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in the Section 1, Definitions of this Tariff, up to a maximum of 50 requests per month.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.2 Directory Assistance Service (Continued)

#### 6.2.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Directory Assistance:

Minimum:	\$0.01
Maximum:	\$1.60

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.3 Directory Listings

#### 6.3.1 General

Customers shall provide the Company with information for all Directory Listings.

The Company will include the Customer's Main Listings in the white and yellow page directories and offer Additional Listings to the Customer at an additional charge(s). The Customer must identify its Non-Published and Non-Listed business telephone numbers for directory purposes.

The Company is not liable for damages arising from errors or omissions in the making up or printing directories or, in the submission or specification of listing information for purposes of Directory Assistance or other industry databases, or in accepting Listings as presented by the Customer.

If a Customer that subscribes to the Company's Local Exchange Services under this tariff for the purpose of resale to other Parties wishes to obtain Directory Listings for its end users, the Customer must provide the Company with all information necessary for such listings in the form required by the Company. The Company will not accept such information directly from the Customer's end users, and will not gather such information for the Customer. The Company shall not be liable to the Customer's end users for any damages arising from errors or omissions in connection with such Directory Listings.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.3 Directory Listings (Cont'd)

#### 6.3.1 General (Cont'd)

##### A. Main Listings

The Customer will receive one free Main Listing, per location, in the alphabetical section of the directory that serves the Customer's location. Business Customers will receive a single white page and a single yellow page listing.

##### B. Additional Listings

The term Additional Listing denotes any white page listing, regardless of form, in addition to the Main Listing. A monthly rate applies for each Additional Listing. Additional Listings may be any of the following:

1. If the Customer is a partnership or a firm, names of partners or members of the firm;
2. If the Customer is a corporation, name of officers of the Corporation;
3. For any business establishment, names of associated or employees of the establishment or other listings as agreed to by the Company.

Additional Listings also may be the bona fide names of firms or corporations, which the Customer owns or controls or is duly authorized to represent, or names under which business are regularly conducted.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.3 Directory Listings (Cont'd)

#### 6.3.2 Non-Published Listings

##### A. General

Non-Published telephone numbers are not listed in directories or Directory Assistance records available to the general public.

##### B. Regulations

The Company will enable incoming calls only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.2.1, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence, or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of a Non-Published Listing in the directory or disclosing said Listings to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Published Listing for the affected period.

Except as provided above, the Customer indemnifies and holds the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, the publication of the Non-Published Listing or the disclosing of said Listing to any person.

- C. Pursuant to Section 91(7) of the Public Service Law, where the customer requests protection of his or her identity in connection with the customer's purchase of telephone service and the customer a) is a victim of domestic violence, as defined in Section 459-a of the New York Social Services Law, and b) for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction. This waiver of charges shall be for the duration of the applicable, non-temporary, order. A customer requesting such an accommodation may be required to provide a copy of the order of protection to the Telephone Company. Any Non-Published Listings provided under this Paragraph 6.5.2 shall conform to all the same requirements of other Non-Published Listings, as described in this tariff.



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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.3 Directory Listings (Cont'd)

#### 6.3.3 Non-Listed Listings

##### A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

##### B. Regulations

The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.2.1, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with publishing the telephone number of Non-Listed Listing in the directory, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Listed Listing for the affected period.

Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the Non-Listed Listing.

#### 6.3.4 Installation/Change Charge

An Installation/Change Charge is a non-recurring charge applicable to customer-requested changes of a Non-Published or Non-Listed listing. This charge also applies to the installation of a Non-Published or Non-Listed listing after the initial installation of the Customer's local service. Changes to published listings may be subject to an Installation/Change Charge.

#### 6.3.5 Rates

The charges as shown below apply for each request made for Directory Listings.

	Monthly Recurring Charge		Non-Recurring Installation/Change charge Per Change	
	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
Additional Listing	\$0.01	\$5.00	-----	-----
Non-Published Listing	\$0.01	\$5.00	\$0.01	\$16.00
Non-Listed Listing	\$0.01	\$5.00	\$0.01	\$16.00

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.4 Local Operator Service

#### 6.4.1 General

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed to the originating line or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service and will be equal to or less than those rates charged by the dominant telephone service provider. In addition to usage charges, an operator assistance charge applies to each call. (C)

#### 6.4.2 Rates

	<u>Minimum</u>	<u>Maximum</u>
Local Operator Assistance, per call	\$0.00	\$1.50

#### Per Call Service Charges

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

	<u>Minimum</u>	<u>Maximum</u>	
Customer Dialed Calling Card	\$0.01	\$0.60	(D)
			(D)
Operator Assistance	\$0.01	\$1.58	(C)

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SECTION 6 - SUPPLEMENTAL SERVICES

6.5 Reserved for Future Use

(T)

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(D)

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.6 Customer Requested Service Suspensions

- 6.6.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.
- 6.6.2 The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one year limit)	1/2 Regular Monthly Rate

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.7 Connection Charge

#### 6.7.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

#### 6.7.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- B. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- C. The Company may from time to time waive or reduce the charge as part of a promotion.

#### 6.7.3 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 2 of this tariff.

	<u>Business</u>	<u>Residence</u>
Minimum:	\$ 5.00	\$ 5.00
Maximum:	\$160.00	\$80.00

#### 6.7.4 Moves Adds and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.
- Add: The addition of a vertical service to existing equipment and/or service at one location.
- Change: Change-including rearrangement or reclassification - of existing service at the same location.

Business Charge per:	<u>Move</u>	<u>Add</u>	<u>Change</u>
Minimum:	\$ 5.00	\$ 5.00	\$ 5.00
Maximum:	\$160.00	\$160.00	\$160.00

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.8 Charges Associated with Premises Visit

#### 6.8.1 Terms and Conditions

The customer may ask for an estimate or a firm bid before requesting a Company technician to visit the customers' premises. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time (measured in 1/2 hour increments) and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested. Special Construction charges are identified in Section 2.8 of this tariff.

	<u>Minimum</u>	<u>Maximum</u>	
Per Premises Visit, Residence:	\$10.00	\$50.00	(Per 1/2 Hour)
Per Premises Visit, Business:	\$10.00	\$50.00	(Per 1/2 Hour)

The Company will provide an on-site service technician(s) dedicated to specific Customer locations when requested by the Customer. The charges for an on-site service technician will be determined on an Individual Case Basis, and will be based on factors including, but not limited to: time-of-day, day-of-week and holiday coverage periods; equipment and inventory requirements; travel; hazardous conditions; and level of service support required. The Company may require the Customer to sign a term commitment for the Customer's network services as a condition for providing an on-site service technician.

#### 6.8.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

	<u>Minimum</u>	<u>Maximum</u>	
Per Premises Visit, Residence:	\$10.00	\$50.00	(Per 1/2 Hour)
Per Premises Visit, Business:	\$10.00	\$80.00	(Per 1/2 Hour)

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.9 Added Labor Charge

#### 6.9.1 Description

In situations where a PrimeXpress or PrimePlex PRI Customer reports a trouble to the Company for clearance and is subsequently informed that no reported trouble has been found in the Company's facilities, the Customer shall be responsible for payment of an Added Labor Charge if the Customer still requests the dispatch of Company personnel to the Customer's site. An Added Labor Charge will be applied as shown below for the period of time from when Company personnel are dispatched to the Customer's premises to when the work is completed.

No charges will apply if the reported trouble is found to be in Company facilities. Failure of Company personnel to detect the reported trouble in Company facilities will result in no charge to the Customer if the reported trouble is discovered in the Company facilities at a later date.

#### 6.9.2 Rate Regulations

Rates are applied in the 6-minute increments. Customers will be charged a minimum charge based on the Minimum Hours shown below. Fractions of 6-minute increments will be rounded up to the next whole 6-minute increment.

Business hours are defined as 8:00 am up to but not including 6:00 pm, Monday through Friday (non-holiday). Non-business hours are defined as 6:00 pm up to but not including 8:00 am, Monday through Friday and all day Saturday and Sunday.

Non-business hour rates will apply to the following holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25), and on legal holidays when New Year's, Independence, or Christmas Day holidays fall on dates other than January 1, July 4, or December 25 respectively.

#### 6.9.3 Rates

	Minimum	Maximum
Per 6-minute increments:	\$1.00	\$100.00

#### 6.9.4 Minimum Hours

Business Hours: 1 Hour  
Non-Business Hours: 4 Hours

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.10 Non-Recurring Charges

#### 6.10.1 Installation Charge

The Company's Local Exchange Services are subject to a non0recurring Installation Charge on a per-line or per-trunk basis unless otherwise specified.

#### 6.10.2 Service Order Charges:

Non recurring Service Order charges apply to various Customer requests on a per order basis including requests for ordering, connecting, installing, changing or moving of telecommunications services that relate to business lines, key lines, or business trunks. Service Order charges will apply to initial service orders and subsequent orders on a per request basis.

	<u>Minimum</u>	<u>Maximum</u>
Service Order Charge:	\$20.00	\$80.00 per order

#### 6.10.3 Line Move or Add with Dispatch

Non-Recurring charges which requires dispatch of company personnel to a single site to move or add telecommunications services to an existing Teleport business line, key line, or business trunk service on a per site and per hour basis. Adds and moves of business lines, key lines or trunks pertain to these charges. Charges are rounded to the nearest work hour with a one hour minimum.

	<u>Minimum</u>	<u>Maximum</u>
Line Move or Add with Dispatch:	\$50.00	\$250.00 per hour

#### 6.10.4 Feature Change without Dispatch

Non-recurring charges which do not require dispatch of company personnel to change a feature or group of features on a per request basis on an existing Teleport service. Feature changes are those that affect the functionality or characteristics of telecommunication services for business lines, key lines, or trunks.

	<u>Minimum</u>	<u>Maximum</u>
Feature Change w/o Dispatch Charge:	\$15.00	\$60.00 per Request

#### 6.10.5 Multiple Feature Change with Dispatch

Non-Recurring charges which require dispatch of company personnel to a single site to change a feature or group of features on per site and per hour basis. Feature changes are those that affect the functionality or characteristics of telecommunication services for business lines, key lines, or trunks. Charges are rounded to the nearest work hour with a one hour minimum charge.

	<u>Minimum</u>	<u>Maximum</u>
Multiple Feature Change w/ Dispatch:	\$50.00	\$250.00 per hour



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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.10 Non-Recurring Charges (Cont'd)

#### 6.10.6 Record Order Charge

Non-Recurring charges associated with maintaining information for billing services. Changes to such information will be charged a record order charge on a per request basis.

	<u>Minimum</u>	<u>Maximum</u>
Record Order Charge:	\$10.00	\$20.00 per Request

#### 6.10.7 Change Order Charge

A Change Order Charge applies when a Customer requests for a change in its telecommunications services after the initial installation. The Change Order Charge applies on a per change basis.

#### 6.10.8 Expedite Order Charge

An Expedite Order Charge applies when a Customer requests for installation in less than the Company standard of 30 days (from date of order to commencement of service). The Expedite Order Charge applies on a per expedite order basis.

#### 6.10.9 Primary Interexchange Carrier (PIC) Change Charge

A PIC Change Charge is a non-recurring charge. It applies to existing Local Service Customers who request a change in their PIC designation for pre-subscription of IntraLATA service. The charge is applied on a per-line or per-trunk basis. When both the IntraLATA and InterLATA designation is changed at the same time, only one PIC change charge applies.

The PIC Change Charge applies to the following services contained in this tariff: PrimePath Lines and Trunks, Integrated PrimePath Trunks, Prime Digital Trunks, Integrated Prime Digital Trunks, Integrated PrimePath Lines and Trunks, Integrated PrimePath NBX, PrimePath NBX and PrimeNBX.

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Minimum:	\$0.00
Maximum:	\$5.00

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.11 Customized Number Service

#### 6.11.1 General

- A. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- B. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- C. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- D. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- E. The Company reserves and retains the right:
  - 1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  - 2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
  - 3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
  - 4. The limitation of liability provisions of this tariff in Section 2.2.1 are applicable to Customized Number Service.

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## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.11 Customized Number Service

#### 6.11.2 Conditions

- A. Charges for Customized Number Service apply when a customer:
1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
  2. Requests a number change from the customer's present number to a Customized Number.
- B. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

#### 6.11.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Set-up Charges		
Business Customer	\$0.00	\$100.00