

Local Access LLC  
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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1 CUSTOM CALLING SERVICE****5.1.1 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.

**5.1.2 Feature Descriptions and Rates**

Rates in this section are applied on a monthly basis unless otherwise specified:

	Minimum	Maximum
<b>CALL WAITING</b>	\$1.00	\$2.00
Provides a tone signal when a second call is coming in on a busy line.		
<b>CALL FORWARDING – Variable</b>	\$1.00	\$2.00
Permits a customer to automatically transfer all incoming calls to another dialable telephone number.		
<b>THREE-WAY CALLING</b>	\$1.00	\$2.00
Adds a third party to an established connection without operator assistance.		
<b>SPEED CALLING - 39 Number List</b>	\$1.00	\$2.00
Allows a customer to call other telephone numbers by dialing a code rather than the complete telephone number.		

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum Per Activation</u>	<u>Maximum Per Activation</u>
<b>CALL TRACE</b>	\$1.00	\$2.00
<p>This feature will, upon successful customer activation, automatically trace the telephone number of the line used for the last call received by the Customer. Call Trace is provided to customers whose local Telephone Exchange Service includes only Residence lines. The company will not provide the traced number to the customer, but it will be provided to law enforcement officials upon written request of the customer.</p>		
<b>DISTINCTIVE RINGING</b>	\$1.00	\$2.00
<p>This feature allows a customer to designate up to ten telephone numbers from which incoming calls will have a distinctive ring. For customers with call waiting, a distinctive call-waiting signal will be received if a call from one of the designated telephone numbers is waiting.</p>		
<b>CALL SCREENING</b>	\$1.00	\$2.00
<p>Customer can designate 10 numbers from which incoming calls will be connected to a pre-recorded announcement that calls are not being taken now.</p>		

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum</u>	<u>Maximum</u>
<b>CALLER ID</b>	\$3.00	\$6.00

This Central Office feature provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The Company will forward all telephone numbers subject to technical limitations.

<b>CALLER ID WITH NAME</b>	\$5.00	\$10.00
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This Central Office feature is only offered to customers being served by appropriately equipped central offices and subscribing to caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a customer provided display device. The company will forward all calling names subject to technical limitations.

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum</u>	<u>Maximum</u>
<b>SPECIAL DELIVERY SERVICE</b>	\$1.00	\$2.00

When a busy or don't answer condition exists on an outgoing call, this feature automatically forwards the calling party to a pre-determined telephone number.

<b>BUSY LINE TRANSFER</b>	\$1.00	\$2.00
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In the event that the called telephone number is busy, this feature automatically forwards incoming calls to a predetermined telephone number served by the same central office switch, or provides inter-switch forwarding to a predetermined, dialable telephone number where technically available. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls. This feature is not compatible with Call Waiting or Direct Inward Dialing Service.

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum</u>	<u>Maximum</u>
<b>ALTERNATE ANSWERING</b>	\$1.00	\$2.00
In the event that the telephone number is not answered within the Company designated parameters, normally three to four rings, this feature automatically forwards incoming calls to a predetermined, or a different central office switch, multiple calls will be transferred simultaneously provided that are sufficient facilities to accept the calls.		
<b>EASY CALL</b>	\$1.00	\$2.00
Provides automatic dialing of a number when the customer's line is taken off-hook, at 7-second intervals.		

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum</u>	<u>Maximum</u>
<b>MESSAGE WAITING TONE</b>	\$1.00	\$2.00
Allows an audible signal, stutter dial tone, to be present on the line when a message is waiting.		
<b>BUSY LINE TRANSFER, ALTERNATE ANSWERING, MESSAGE WAITING TONE</b>	\$1.00	\$2.00
Allows access to all three services.		
<b>CUSTOMER CONTROL OPTION</b>		
Allows the customer to activate/deactivate the Busy Line Transfer and Alternate Answering features and to change the number to which the calls are forwarded.		
Busy Line Transfer	\$1.00	\$2.00
Alternate Answering	\$1.00	\$2.00

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum</u>	<u>Maximum</u>
	<u>Per Activation</u>	<u>Per Activation</u>
<b>AUTOMATIC CALL BACK</b>	\$1.00	\$2.00

Allows a customer to return most recent incoming calls whether answered or not. If the line to which the request is made is idle, the call goes through, if the line is busy, the automatic callback continues to attempt until the line is free. The request is deactivated after 30 minutes or six unanswered ring backs if the call is not completed.

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum</u>	<u>Maximum</u>
<b>REMOTE CALL FORWARDING</b>		
First	\$5.00	\$10.00
Second	\$5.00	\$10.00

Remote Call Forwarding (CO Based), provides a method to automatically transfer all incoming calls to another dialed number at all times. The dialable number is user defined. The dialed number can be either 7 or 10 digit numbers (POTS) and can be changed via a service order. No physical telephone is required at the subscribed dialed number. Multiple simultaneous call paths can be provided, with each additional path priced at the rates above. (Business Service Ordering and Line Connection Charges apply.)

	<u>Minimum</u>	<u>Maximum</u>
<b>900 SPECIAL ACCESS CODE BLOCKING</b>	N/C	N/C

Blocks access from a company provided Exchange Access Service to customer dialed 900 numbers.

<b>976 PREFIX BLOCKING SERVICE</b>	N/C	N/C
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Blocks access from a company provided Exchange Access Service to customer dialed 976 numbers.

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.1.2 Feature Descriptions and Rates (continued)**

	<u>Minimum</u>	<u>Maximum</u>
<b>REPEAT DIALING</b>	\$1.00	\$2.00
Allows a Customer, by dialing a particular code, to redial a dialed number a specified number of times or until a party answers the call.		

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## SECTION 5 - SUPPLEMENTAL SERVICES (continued)

### 5.2 SERVICE AND PROMOTIONAL TRIALS

#### 5.2.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

#### 5.2.2 Regulations

- 5.2.2.1 Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- 5.2.2.2 During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- 5.2.2.3 During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- 5.2.2.4 Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- 5.2.2.5 The Company retains the right to limit the size and scope of a Promotional Trial.

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Original Leaf No. 12SECTION 5 - SUPPLEMENTAL SERVICES (continued)**5.3 OPERATOR ASSISTANCE SURCHARGES****5.3.1 General**

Operator Assistance Surcharges apply when a customer utilizes either an automated or live Company operator for purposes of completing or billing a call. Operator

**5.3.2 Operator Assistance Surcharges -- Rate Schedule** Assistance Surcharges apply in addition to local usage or long distance usage services as identified in this tariff.

	<u>Minimu</u>	<u>Maximum</u>
<b>PERSON-TO-PERSON</b>	\$5.00	\$10.00
Operator assists caller by beginning to bill the call only when a specifically identified party answers the phone.		
<b>BILLED TO A THIRD NUMBER</b>	\$5.00	\$10.00
Operator assists the caller by billing the call to a verified number other than the station number from which the call is being made or by which the call is received.)		
<b>COLLECT CALLS</b>	\$5.00	\$10.00
Operator assists the caller by verify charges with, and billing the call to, the party receiving the call.		
<b>SENT - PAID/OPERATOR ASSISTED</b>	\$5.00	\$10.00
Operator assistance provided to stations capable of accepting pre-payment by terms of coin or non-calling card credit arrangements.		

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.3 OPERATOR ASSISTANCE SURCHARGES (continued)****5.3.2 Operator Assistance Surcharges -- Rate Schedule (continued)**

<b>CALLING CARD ASSISTANCE</b>	<u>Minimum</u>	<u>Maximum</u>
Operator assists the caller by accepting and/or billing, and/or completing a call based upon information pertaining to a billable calling card.		
Automated Assistance (where available)	\$5.00	\$10.00
Non-Automated Assistance	\$10.00	\$20.00
<b>BUSY LINE VERIFICATION</b>	\$5.00	\$10.00
Operator assists caller by verifying the busy status of an exchange access line. Charged for each verification.		
<b>BUSY LINE VERIFY AND INTERRUPT</b>	\$5.00	\$10.00
Operator assists caller by first verifying the busy status of an exchange access line and then by interrupting the communications on the line to alert the communicating parties of the caller's need to reach the busy line.		

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.4 DIRECTORY SERVICES****5.4.1 General**

Directory services allow customers to customize the manner in which their Company assigned telephone numbers appear in published directory and/or are used by dialable directories and Company operators. This section applies only to services provided by the Company.

**5.4.2 Directory Services -- Rate Schedule**

	<u>Minimum</u>	<u>Maximum</u>
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<b>ALPHABETICAL DIRECTORY LISTING</b>	N/C	N/C
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One listing, without charge, is provided in the alphabetical section of the directory of the local exchange area in which the Customer's premises is located. This listing is termed the primary listing and is provided for each line provided pursuant to the Company's Exchange Access Service. Where two or more lines are arranged to hunt, all of those lines so arranged constitute a separate Customer Service.

**EXTRA LISTINGS**

An Extra Listing is any listing of a name or information in connection with a Customer's access line number beyond that provided pursuant to the Alphabetical Directory Listing Service provided above.)

Per Month for each listing:	\$1.00	\$2.00
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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.4 DIRECTORY SERVICES (continued)****5.4.2 Directory Services -- Rate Schedule (continued)**

	<u>Minimum</u>	<u>Maximum</u>
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**PRIVATE LISTING**

A telephone number that is not listed in either the directory assistance records or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers.

Per Month for each listing:	\$1.00	\$2.00
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**SEMI-PRIVATE LISTING**

A telephone number that is not listed in the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers. The telephone number is listed in the directory assistance records and will be furnished upon request of the calling party.

Per Month for each listing:	\$1.00	\$2.00
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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.4 DIRECTORY SERVICES (continued)****5.4.2 Directory Services -- Rate Schedule (continued)**Minimum      Maximum**DIRECTORY ASSISTANCE CALL**

D.A. Call services furnish the customer with either automated or operator assisted access to the Company's Directory Services database on a dial-up basis. A maximum of two number requests will be accommodated per D.A. Call Service call.

Per Call	\$1.00	\$2.00
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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.4 DIRECTORY SERVICES (continued)****5.4.2 Directory Services -- Rate Schedule (continued)**

	<u>Minimum</u>	<u>Maximum</u>
<b>INFORMATION CALL COMPLETION</b>		
Information Call Completion (ICC) is available as an add-on to the Company's D.A. Call Service. ICC allows the customer to connect directly to a number requested via the Company's D.A. Call service by means of operator dialing.		
Per Call Completed	\$1.00	\$2.00

Mobile telephone service customers will only be eligible for ICC service if an alternate billing option is used, i.e., calling card, billed-to-third number, collect and person-to-person special handling. However, should a mobile carrier request the option, the Company will provide ICC to a mobile carrier on a sent-paid basis.

**5.5 DIRECT INWARD DIAL (DID) SERVICE****5.5.1 General**

DID is a service which permits incoming dialed calls to be dialed directly by a calling party station associated with a switching system located on the Carrier's Customer Premises. These lines support inbound calling traffic only.

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## 5.5 DIRECT INWARD DIAL (DID) SERVICE Analog Only (continued)

5.5.2 Direct Inward Dial Service -- Rate Schedule

	Minimum MRC	Maximum MRC	Minimum NRC	Maximum NRC
<b>DID Trunk Termination Charges</b>				
Each DID trunk termination in central office, per trunk	\$50.00	\$100.00	\$50.00	\$100.00
Each DID trunk termination in Central Office arranged for Touch-Tone signaling.	\$50.00	\$100.00	\$50.00	\$100.00
Subsequent additions, deletions or rearrangements of DID trunk terminations in addition to above charges, per occasion.	\$50.00	\$100.00	\$50.00	\$100.00
<b>DID Number Charges</b>				
Each group of 10 assigned DID station numbers or fraction thereof, each group	\$2.00	\$4.00	\$2.00	\$4.00
Each group of 10 Reserved DID station numbers or fraction thereof, each group	\$2.00	\$4.00	\$2.00	\$4.00
<b>Business</b>				
<b>DID Service from a Remote Central Office</b>				
Mileage charges apply in addition to the rates specified, preceding. Mileage charges are those specified for Foreign District Service as appropriate.				
Each new installation, addition, or rearrangement of trunks that provide DID service from a Remote Central Office, per occasion.	\$50.00	\$100.00	\$50.00	\$100.00

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**SECTION 5 - SUPPLEMENTAL SERVICES (continued)**

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**5.6 2-WAY DIRECT INWARD DIALING (DID) WITH CALL TRANSFER****5.6.1 General**

2-Way Direct Inward Dialing (DID) with Call Transfer is a service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the transfer of those calls to another line. Touch-Tone is a standard feature of this service.

**5.7 MISCELLANEOUS SERVICES**

	Monthly Rate	
	<u>Minimum</u>	<u>Maximum</u>
<b>TOLL RESTRICTION SERVICE</b>		
Toll Restriction Service will not allow inter-MSA 1+, 0+, 0-, 10XXX, or 700 calls to be completed.		
- per line equipped	\$1.00	\$2.00
Toll billing exception that prevents third number billed and collect call is also a customer option.		
<b>INTERCEPT REFERRAL EXTENSION SERVICE</b>		
Provides notification to calling parties about changes in the status of the called party's telephone line. (An Add / Change Charge applies to add or change the length of months requested)		
	\$1.00	\$2.00

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**5.7 MISCELLANEOUS SERVICES (cont'd)**

	Non-Recurring Charge	
	<u>Minimum</u>	<u>Maximum</u>

**TEMPORARY INTERCEPT**

Enables a Customer to have incoming calls intercepted for 1 month. (Regular Exchange Access Service billing continues and an Add/Change charge applies)

- per Central Office Line	\$5.00	\$10.00
- per Port Intercepted	\$5.00	\$10.00

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SECTION 5 - SUPPLEMENTAL SERVICES (continued)

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## 5.8 CUSTOMER REQUESTED SERVICE SUSPENSIONS

5.8.1 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.

5.8.2 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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