

**CUSTOM CALLING SERVICES****A. General**

Custom Calling Services are classified as competitive for all Business customers.

Custom Calling Services are classified as competitive for all Residence customers.

Custom Calling Services are local exchange telecommunications services that consist of one or more of the following optional service features which are provided only from properly equipped electronic central offices. Variations in equipment may cause differences in the operation of these features.

Call Forwarding, Call Waiting, Speed Calling<sup>/1,2/</sup> and Three-Way Calling may be provided with one party residential or business lines, including lines of foreign exchange, foreign district and foreign central office service. Custom Calling Services are not compatible with Direct Inward Dialing (DID) Service. Speed Calling and Call Forwarding may also be provided with P.B.X. Trunks. Speed Calling may be provided with residence direct lines as described in Part 4, Section 2 and business direct lines as described in Part 4, Section 2, and with Out-WATS lines as described in Part 10, Section 1.

**B. Feature Descriptions**

Call Waiting - provides a tone signal and Call Waiting ID<sup>/4/</sup> (for residence customers) when a second call is coming in on a busy line. This feature is not compatible with Busy Line Transfer as provided in Part 7, Section 3. Call Waiting ID allows residence customers to identify the name and/or number of an incoming caller on the customer's phone equipment (CPE). Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number. Residence customers must also subscribe to Caller ID with Name for the Call Waiting ID to display on the customer's CPE.

(C)  
(C)

Call Forwarding<sup>/3/</sup> - permits a customer to have incoming calls to a line automatically transferred to another dialable telephone number.

The following Call Forwarding services are offered:

Call Forwarding-Variable: a customer activated feature that automatically transfers incoming calls to the customer's telephone number to another dialable telephone number until the customer deactivates the feature. If transferred to a number served by the same or a different central office switch, then up to 5 calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls.

Where a charge (local or long distance) is applicable for a call between the customer's telephone and the telephone to which calls are to be forwarded, such charge (dial station-to-station rate) is billed to the customer on every call forwarded to and answered at that telephone.

Three Way Calling<sup>/3/</sup> - permits adding a third party to an established connection without Company operator assistance.

Speed Calling<sup>/1,2/</sup> - permits a customer to call other telephone numbers by dialing a code rather than the complete telephone number. The repertory list for such telephone numbers is available in an 8 or 30 number capacity.

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

/2/ Speed Calling 30 is withdrawn for residence customers effective June 1, 2013.

/3/ The grade of transmission on calls forwarded or on three-way calls may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

/4/ For new and existing residence customers who subscribe to Call Waiting, Call Waiting ID functionality may be added at no additional charge upon request. (N) (N)

**CUSTOM CALLING SERVICES (cont'd)****C. Rates and Charges**

<u>Description /Billing Code/</u>	Monthly Rate, per line	
	<u>Residence</u>	<u>Business</u>
<i>Each feature, per line equipped</i>		
Call Waiting /ESX/ <sup>/4/</sup>		
- MSA 1	\$11.99 (I)	\$27.83
- MSA 2, 3, 6, 7, 9, 15	11.99 (I)	27.83
- MSA 4, 5,10,12,13,16	11.99 (I)	27.83
Call Forwarding - Variable /ESM/	11.99 (I)	27.83
Three-Way Calling /ESC/	11.99 (I)	26.44
Speed Calling <sup>/1/</sup>		
- 8 number list /ESL/ <sup>/2/</sup>	11.99 (I)	21.15
- 30 number list /ESF/ <sup>/3/</sup>	--	8.75

/1/ Generally, Call Forwarding, Speed Calling and Three-Way Calling features can be furnished to individual lines or trunks within a hunting group. However, when provided with certain hunting arrangements all lines or trunks have access to the features and only one Speed Calling list is available to the group. In such cases, one charge for Speed Calling is applied to the group; one charge for Call Forwarding is applied to the group; and charges for Three-Way Calling apply to each line in the group as appropriate.

/2/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

/3/ Speed Calling 30 will no longer be provided to residence customers effective June 15, 2013.

/4/ For new and existing residence customers who subscribe to Call Waiting, Call Waiting ID functionality may be added at no additional charge upon request.

**CUSTOM CALLING SERVICES (cont'd)****C. Rates and Charges (cont'd)**

## 2. Pay Per Use

Certain Custom Calling Services (described in B. preceding) are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features, as specified in *Rates* following, are available on a Pay Per Use (per activation) basis. The customer will be charged for each attempt to activate the feature, unless the central office is not equipped to provide Pay Per Use.

These features will be available on a Pay Per Use basis only from equipped central offices to residence and business direct line customers. These features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

## Rates

The following rates apply on a per activation basis:

<u>Description</u>	<u>Per Activation Rate</u>	
	<u>Residence</u>	<u>Business</u>
Three-Way Calling	\$3.00	\$3.00