

**CENTRAL OFFICE OPTIONAL LINE FEATURES**

Central Office Optional Line Features will be available to customers served by Telephone Company central offices equipped for the features, subject to technical limitations and availability of equipment and facilities.

The grade of transmission on calls transferred may vary depending on the distance and routing necessary to complete the call.

These features are available to residence and business customers.

When an Optional Line Feature is available in conjunction with another service, the prices as specified in that service offering will apply.

An Alternate Answering or Busy Line Transfer customer is responsible for the payment of any applicable station-to-station charges for each call between the customer's telephone and the telephone to which calls are to be transferred. These station-to-station charges apply to billable calls that are answered at the telephone to which the calls are being forwarded, including person-to-person and collect calls, even though they may not be accepted at the answering telephone.<sup>/1/</sup>

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Service Charges are not applicable when adding or changing these features.

**Alternate Answering**

Alternate Answering is an exchange telecommunications service that automatically transfers all incoming calls to a fixed telephone number when the called telephone number is not answered by a specified number of rings. Where technically available, and facilities permit, this feature can be provided intraoffice, interoffice, or to a Direct Inward Dialing group.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

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**CENTRAL OFFICE OPTIONAL LINE FEATURES (cont'd)**Busy Line Transfer

Busy Line Transfer is an exchange telecommunications service that automatically transfers all incoming calls to a fixed telephone number when the called telephone number is busy. Where technically available, and facilities permit, this feature can be provided intraoffice, interoffice or to a Direct Inward Dialing group. When this feature is provided on an exchange line with Call Waiting service, Call Waiting service takes precedence unless the Call Waiting cancel feature has been inactivated.

Customer Control<sup>/1/</sup>

Customer Control is an option which allows Alternate Answering and Busy Line Transfer customers to activate and deactivate the service. A separate Customer Control option is required for each feature.

Easy Call

Easy Call is an exchange telecommunications service that provides for automatic dialing of single fixed telephone number from an exchange line if the customer's telephone is taken off-hook and dialing does not commence within seven seconds. When a customer begins dialing within the specified period, the call will proceed normally as dialed.

Message Waiting Indication

Message Waiting Indication is a feature which allows for a visual and/or audible signal, e.g. stutter dial tone, to be present on an exchange line. Customers with this appropriate CPE will receive a visual message indication (e.g., a light) in addition to the audible message waiting indication.

/1/ Effective September 1, 2015, Customer Control is no longer available to residence subscribers.

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**CENTRAL OFFICE OPTIONAL LINE FEATURES (cont'd)**

The following prices are for Central Office Optional Line Features and are in addition to applicable rates and charges for exchange service.

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price, per line</u>	
		<u>Residence</u>	<u>Business</u>
Alternate Answering Per line equipped /EVD/	-	\$ .75	\$ .75
Busy Line Transfer Per line equipped /EVB/	-	.75	.75
Customer Control Option			
- Per Alternate Answering Feature /ERD/	-	NA	1.00 (C)
- Per Busy Line Transfer Feature /ERB/	-	NA	1.00 (C)
Easy Call Per line equipped /WLS/	-	1.50	1.50
Message Waiting Indication Per line equipped /MWN/	-	.25	.25

Feature Packages are provided at a discount as follows:

Feature Package A - When Message Waiting Indication, Busy Line Transfer, and Alternate Answering are provided on the same line, a \$.25 monthly credit will be applied.

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**CALL IDENTIFICATION SERVICE<sup>/1/</sup>**

Call Identification Service will be provided only in Company central offices where facilities have been provided, and subject to the availability of those facilities. (C)

Call Identification Service will enable a customer to have as many as three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third access line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting Service.

Call Identification Service is available only to single line residence<sup>/1/</sup> and single line business customers.

Call Identification Service may not be compatible with all types of customers provided telephone equipment.

Each customer will be entitled to one listing with each Call Identification number. Listings are subject to regulations specified in Part 12, Section 1. Other listings will also be provided under the terms and conditions for Listings. (C)  
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Call Identification lines must originate from the same central office switching machine.

Call Identification Service customers subscribing to the Custom Calling Feature - Call Forwarding must choose one of the following options. When Call Forwarding service is activated:

1. Calls to all telephone numbers associated with the line will be forwarded to a single number when Call Forwarding Service is activated.
2. Calls to the main telephone number only will be forwarded when Call Forwarding Service is activated. Calls to the additional Call Identification numbers will continue to ring and may be answered at the subscriber's premises.

<sup>/1/</sup> Effective on or after November 1, 2012, Call Identification Service-Number 2 will no longer be available to residential customers. Effective September 2, 2014, Call Identification Service-Number 1 will no longer be available for new residence subscriptions.

**CALL IDENTIFICATION SERVICE<sup>/1/</sup> (cont'd)**

The following prices are for Call Identification Service only and are in addition to applicable charges for service and equipment with which this service is provided.

<u>Description /Billing Code/</u>	<u>Monthly Price</u>	
	<u>Residence</u>	<u>Business</u>
Call Identification Number 1 /DRS1X <sup>/1, 2/</sup>	\$11.99 (I)	\$5.50
Call Identification Number 2 /DRS2X <sup>/1, 2/</sup>	NA	5.00

/1/ Effective on or after November 1, 2012, Call Identification Service-Number 2 will no longer be available to residential customers. Effective September 2, 2014, Call Identification Service-Number 1 will no longer be available for new residence subscriptions.

/2/ A Nonrecurring Charge – Service Order Subsequent applies for establishing service.

**STAR CODE ACCESS TO VOICE MAIL****A. Description**

Star Code Access To Voice Mail Service is abbreviated dialing access to Voice Mail from the customer premises via an abbreviated code (\* and a two-digit code).

The customer, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (\* and a two-digit code). This action will forward the call to the customer's voice mailbox.

**B. Terms and Conditions**

1. Star Code Access To Voice Mail requires Alternate Answering and/or Busy Line Transfer on the customer's exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Alternate Answering and/or Busy Line Transfer.
2. Star Code Access To Voice Mail is provided subject to the availability of Central Office capacity and facilities.
3. The Monthly Price for the Star Code Access To Voice Mail Service is in addition to the Monthly Prices for Alternate Answering and Busy Line Transfer services.
4. Star Code Access To Voice Mail Service is offered only in association with residence and business exchange services and unless specified otherwise, PBX trunks. Star Code Access To Voice Mail Service is not available with Centrex system stations, semi-public service or party line exchange service.

**STAR CODE ACCESS TO VOICE MAIL (cont'd)****C. Prices**

## 1. Service Elements

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>
Star Code Access To Voice Mail Service /SQAV1, SQAV5, SQAVS/	-	\$ .30

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**VOICE MAIL FEATURES PACKAGE****A. Description**

The Voice Mail Features package is an optional package that includes Message Waiting Indication Service, Busy Line Service, Alternate Answer Service and Star Code Access To Voice Mail Service.

Message Waiting Indication Service provides for a visual and/or audible signal to be activated on a Network Access Line.

Busy Line Transfer Service automatically transfers incoming calls to alternate designated exchange telephone numbers or to a Direct Inward Dialing (DID) Station Number when the called telephone number is busy.

Alternate Answering Service automatically transfers incoming calls that encounter a do not answer condition after a predetermined number of rings to a designated exchange telephone number or to a Direct Inward Dialing (DID) Station Number.

Star Code Access To Voice Mail Service is abbreviated dialing access to Voice Mail from the customer premises via an abbreviated code (\* and a two-digit code).

**B. Terms and Conditions**

1. The Voice Mail Features package is available where facilities permit and is subject to the Message Waiting Indication Service, Busy Line Transfer Service, and Alternate Answer Service optional feature provisions specified in this section of the Guidebook. (T)
2. The Voice Mail Features package is offered only in association with residence and business exchange services and unless specified otherwise, PBX trunks. Voice Mail Features package is not available with Centrex system stations, semi-public service or party line exchange service.



**VOICE MAIL FEATURES PACKAGE (cont'd)****C. Prices**

## 1. Service Elements

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>	
		<u>Residence</u>	<u>Business</u>
Voice Mail Features Package /FPR4L/	-	\$1.50	\$1.50