

CUSTOM CALLING SERVICES (Grandfathered)

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CUSTOM CALLING SERVICES (Grandfathered) (cont'd)

Feature Package arrangements^{/2/} apply only to Muncie customers with one or more Advanced Custom Calling features in a package. (C)

The Feature Package is a combination of two or more individual and different Custom Calling and Advanced Custom Calling features, excluding thirty number Speed Calling^{/1/} and Call Screening Features. Should the subscriber desire redundant features (two or more of the same feature) the additional features shall be provided at the appropriate single item rate.

Two Feature Package: A combination of any two features except thirty number Speed Calling and Call Screening /ESY2F/

Three Feature Package: A combination of any three features except thirty number Speed Calling and Call Screening /ESY3F/

Four Feature Package: A combination of any four features except thirty number Speed Calling and Call Screening /ESY4F/

Five Feature Package: A combination of any five features except thirty number Speed Calling and Call Screening /ESY5F/

Six Features Package: A combination of any six features except thirty number Speed Calling and Call Screening /ESY6F/

Seven Feature Package: A combination of any seven features except thirty number Speed Calling and Call Screening /ESY7F/

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/1/ Speed Calling 30 is withdrawn for residence customers effective June 15, 2013.

/2/ Effective August 1, 2018, Feature Package Arrangements are no longer available.

(N)

INTERCOM CALLING SERVICE (Grandfathered)

Intercom Calling Service allows an exchange access line, with multiple station sets having the same directory number, to function as an intercom system. Distinctive rings are used to signal individuals even if their exact room or location is not known.

Intercom Calling Service will be provided in connection with single line residence and single line business service, excluding Semi-Public telephone service.

Intercom Calling Service is offered from central offices arranged for this service and furnished subject to the availability of facilities.

Customers who subscribe to Intercom Calling Service and Three-way Calling will be billed the Intercom Calling price in lieu of the Three-way Calling rate.

The following capabilities are included with this service:

Intercom Code Dialing - Allows the customer to pick up the receiver, dial an access code, hang up, and then have all of the telephones in the home or business ring with a distinctive ring.

Selective Intercom Dialing - Provides access codes for up to three different ringing patterns. With this flexibility, the user can dial a particular access code that has been identified with a particular location, employee, or member of the household. Other people hearing the ring can ignore the call.

Selective Call Transfer - Permits the user to transfer calls between extensions. The Intercom Calling Service user could answer a call on one extension, flash the switchhook, dial an access code for one of three different ringing patterns and then hang up. All extensions on the line would ring with the appropriate ringing pattern corresponding to the dialed code. Anyone picking up the extension would be connected to the call automatically.

Dialable Call Hold - Permits the customer to place a non-intercom call (i.e., incoming call) on hold by depressing the switchhook, dialing an access code and hanging up. The call will then remain on hold until any telephone is picked up or the calling party hangs up. During this hold, any telephone picked up is connected to the call.

INTERCOM CALLING SERVICE (Grandfathered) (cont'd)

The following price is for Intercom Calling Service and is in addition to the applicable charges for all other facilities and services furnished.

	<u>Monthly Price</u>
Intercom Calling Service per line /E125B/	\$7.50

COMPLETE CHOICE® BASIC^{/1/}

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A. Description

Complete Choice Basic offers residence customers a combination of Custom Calling and Advanced Custom Calling features with a network access line and unlimited local calling at a package rate.

B. Definitions

Complete Choice Basic is offered to residence customers and consists of the following services:

- A network access line
- Flat Rate Service
- Caller ID
- Caller ID with Name
- Call Waiting
- Busy Line Transfer (optional)
- Alternate Answering (optional)
- Message Waiting Tone (optional)
- Star Code Access to Voice Mail (optional)

C. Terms and Conditions

1. All services must be purchased on the same network access line in order for the customer to be eligible for the Complete Choice Basic price. The package may be ordered on the customer's primary and/or additional line.
2. Existing residence customers who currently subscribe to all component services in Complete Choice Basic may request billing at the package price.
3. Busy Line Transfer, Alternate Answering and Message Waiting Tone and Star Code Access to Voice Mail may be added to Complete Choice Basic package, at any time, with no adjustment to the package price. The Service Order Add/Change charge specified in Part 3, Section 1 will not apply to these changes.
4. Complete Choice Basic subscribers will benefit from the package price until they disconnect any of the component services. If the customer disconnects any required component service of the package, the remaining services will be billed at their individual standard Guidebook rates.
5. Discounted monthly rates for any other combinations of services provided in the Complete Choice Basic package on the same network access line, as specified elsewhere in this Guidebook, do not apply under the Complete Choice Basic Package.
6. Complete Choice Basic is available to any residence customer where all the package components are available.

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. (N)
Existing customers may keep the package until they move or make changes to their service. (N)

/2/ Material formerly appeared in Part 7 Section 5.

COMPLETE CHOICE® BASIC^{/1/} (cont'd)**C. Terms and Conditions (cont'd)**

7. Complete Choice Basic may be included in other packages or bundles that are marketed under other names. Complete Choice Basic may also be bundled with the other additional services at a combined price that exceeds the Complete Choice Basic Package tariff price.
8. Features and services purchased in excess of those provided as part of the package will be billed at their individual standard tariff rates.
9. A nonrecurring charge as shown in D. below will apply to the installation of the Complete Choice Basic package the first time a new or existing customer subscribes to the package. The Complete Choice Basic nonrecurring charge will not apply if the customer changes or adds features as long as the customer maintains the Complete Choice Basic package on the same line. The Complete Choice Basic package nonrecurring charge is a line-level charge. If the customer subscribes to Complete Choice Basic on an additional line, the nonrecurring package charge will be applied to that line.
10. Nonrecurring charges, except as shown in D. below, will not apply when existing customers add the package to existing lines. Nonrecurring installation charges may apply to the installation of new Access Lines.

D. Prices

The per line rates specified for Complete Choice Basic are as follows:

<u>Description</u>	<u>Monthly Price</u>	<u>Nonrecurring Charge</u>
Complete Choice Basic, Access Area 1	\$41.75 (l)	\$5.00
Complete Choice Basic, Access Area 2	41.75 (l)	5.00
Complete Choice Basic, Access Area L	41.75 (l)	5.00
Complete Choice Basic, Access Area 3	41.75 (l)	5.00

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/2/ Material formerly appeared in Part 7 Section 5.

COMPLETE CHOICE® BASIC^{/1/} (cont'd)

/2/ (C)

F. References

Complete Choice Basic components are provided in accordance to the terms and conditions of their applicable offerings except as noted in Paragraphs C. and E. of this Guidebook.

<u>Service</u>	<u>Reference</u>
Residence Access Line	Part 4, Section 2
Flat Rate Service	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2
Complementary Central Office Services	Part 7, Section 3
Star Code Access to Voice Mail	Part 7, Section 3

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. (N)

Existing customers may keep the package until they move or make changes to their service. (N)

/2/ Material formerly appeared in Part 7 Section 5.

ANONYMOUS CALL REJECTION**A. Description**

Anonymous Call Rejection (ACR) is a service that enables residential customers the ability to reject calls from parties who have a privacy feature that prevents the delivery of their calling number to the called party when the called party has Caller ID with Name. With ACR the called customer receives no alerting or ringing for a call that is rejected. The call is routed to a denial announcement and subsequently terminated. The calling party hears a denial announcement which indicates the calling party can retry their call after unblocking their number.

B. Terms and Conditions

ACR will only be available to customers subscribing to Caller ID with Name who are served out of the analog 1AESS switches and where facilities permit. This switch based service will be available on subscription basis only. When customers have ACR activated, all incoming calls that are marked private will be routed to an announcement. The customer will not be alerted at all that any calls were attempted to their line. There are no control options available to the customer. The service is always active.

C. Prices

1. Service Elements

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
Anonymous Call Rejection /AYK/	\$3.00

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THE BASICS® Package for Business**A. Description**

The Basics® Package for Business offers business customers a combination of services including Custom Calling and Advanced Custom Calling services at a package rate.

B. Definitions

The BASICS Package for Business includes the following services as indicated:

Caller ID
Caller ID with Name
Call Forwarding
Call Waiting
Three Way Calling (subscription only)
Automatic Call Back (subscription only)

C. Terms and Conditions

1. Customers must commit to all of the above listed features to be eligible for the discounted package rate.
2. The discount rate will apply to all of the above listed Custom Calling and Advanced Custom Calling features on a per line basis. This package is not available on Billed Under lines.
3. This package is not available with ISDN, PBX, Coin, Centrex, 800/900, Featurelink, Cellular, Semi-pub, WATS, FX, DID, Custom Business service (Premiere 2/6, COCOTS, Direct Connect, and Choke Networks).
4. This package is not available in conjunction with other Custom Calling and/or Advanced Custom Calling feature packages.
5. Nonrecurring installation charges do not apply to The BASICS package itself; however, customers will pay any applicable installation charges for the individual services in the package.

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THE BASICS® Package for Business (cont'd)**C. Terms and Conditions (cont'd)**

6. The BASICS Package for Business will carry a one-year term agreement. Customers who do not meet the term agreement will be billed back the savings they have received to date for the months they had The BASICS Package for Business on their account.^{/1/}
7. Termination charges will not apply on upgrades to other packages or when a customer maintains at least one BASICS package on his account.

D. Prices

1. Service Elements

The rates specified for The BASICS® Package for Business are in addition to applicable Service Charges for the establishment of network access lines.

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
The BASICS /PKB6Z/	\$23.95

/1/ Effective June 1, 2004, new subscribers to the BASICS package for business who do not meet their term agreement will be billed 50% of the remaining charges in the term for the BASICS package.

CUSTOM CALLING SERVICES

Service descriptions are as provided in Part 7, Section 1.

Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Optional Payment Periods</u>		
		<u>1 Month</u>	<u>24 Month</u>	<u>48 Month</u>
<u>Associated with Centrex Communication System (Discontinued Payment Arrangement)</u>				
Call Forwarding - Variable per Primary Station equipped /EAT/	\$3.00	\$3.50	\$2.50	\$2.20
Call Waiting Terminating per Primary Station equipped /E6C/	3.00	1.60	1.15	1.00
Call Waiting All Calls per Primary Station equipped /EGN/	3.00	3.05	2.20	1.95
Speed Calling – Changeable 6 codes per list /ESHC6/	-	1.75	1.25	1.10
per Primary Station equipped /EST1L/	2.00	1.40	.95	.85
30 codes per list /ESHC3/	-	6.90	4.95	4.40
per Primary Station equipped /ESF1L/	2.00	1.40	.95	.85

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

		<u>Month to Month</u>	<u>CTPP Monthly Price</u>	
	<u>Nonrecurring Charge</u>		<u>36 Month</u>	<u>60 Month</u>
<u>Centrex Service (Obsolete Service)</u>				
Call Forwarding,				
- per Primary Station equipped - in a				
C.O. system/EAT/	\$5.00	\$3.75		
V.1			\$2.75	\$2.50
V.1A			2..75	-
Speed Calling – Changeable 6 codes				
- per list /ESHC6/	-	1.75		
V.1			1.10	1.00
V.1A			1.35	-
- per Primary Station /EST1L/	5.00	1.40		
V.1			.85	.75
V.1A			1.05	-
30 codes				
- per list /ESHC3/	-	6.90		
V.1			4.50	4.05
V.1A			5.50	-
- per Primary Station /ESF1L/	5.00	1.40		
V.1			.85	.75
V.1A			1.05	-

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SELECT FEATURE PACKAGE^{SM /1/}**A. Description**

Select Feature Package offers residence customers a combination of Custom Calling and Advanced Custom Calling features with a network access line and unlimited local calling at a package rate.

B. Definitions

Select Feature Package is offered to residence customers and consists of the following services:

- A network access line
- Flat Rate Service
- Caller ID
- Caller ID with Name
- Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Forwarding
- Speed Calling 8
- Automatic Callback
- Repeat Dialing
- Call Screening

C. Terms and Conditions

1. Call Waiting, Caller ID (including Caller ID with Name) and Call Waiting ID may be de-selected from the Select Feature Package at the customer's option and can be reselected in the future, with no adjustment to the package price. Nonrecurring charges specified in Part 3, Section 1 of this Guidebook will not apply to these changes. (C)
(C)
2. Caller ID and Caller ID with Name and Call Screening will not be included in the Select Feature Package where facilities preclude the provisioning of these features. A credit will apply to Select Feature package when Caller ID cannot be included. No credit is given if the customer deselects Caller ID and/or Caller ID with Name. (C)
(C)

/1/ Effective November 14, 2008, the Select Feature Package will no longer be available to new customers. Customers of record on November 14, 2008 may continue the service at their current location. In the event this service is discontinued for any reason, it will not be re-established.

SELECT FEATURE PACKAGESM (cont'd)**C. Terms and Conditions (cont'd)**

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| 3. Pay per use features and their associated charges are not included in the Select Feature Package price. | (C) |
| 4. All services must be purchased on the same access line in order for customer to be eligible for the Select Feature Package price. The package may be ordered on the customer's primary or additional line. | (C) |
| 5. Existing residence customers who currently subscribe to all component services in Select Feature Package may request billing at the package price. | (C) |
| 6. Select Feature Package subscribers will benefit from the package price until they disconnect any of the non-deselectable component services. If the customer disconnects any required component service of the package the remaining services will be billed at their individual standard rates. | (C) |
| 7. Discounted monthly rates for any other combinations of the services provided in the Select Feature Package on the same access line, as specified elsewhere in this Guidebook, do not apply under the Select Feature Package. | (C) |
| 8. Select Feature Package is available to any residence customer where all the package components are available. | (C) |
| 9. Select Feature Package component services may be purchased individually at their standard rates. | (C) |
| 10. Select Feature Package may be included in other packages or bundles that are marketed under other names. | (C) |
| 11. Features and services purchased in excess of those allowed in the package will be charged at their standard rates. | (C) |

SELECT FEATURE PACKAGESM (cont'd)**C. Terms and Conditions (cont'd)**

12. A nonrecurring charge as shown in D. below will apply to the installation of the Select Feature Package the first time a new or existing customer subscribes to the package. The Select Feature Package nonrecurring charge will not apply if the customer changes or adds features as long as the customer maintains the Select Feature package on the same line. The Select Feature nonrecurring charge is a line-level charge. If the customer subscribes to Select Feature package on an additional line, the nonrecurring package charge will be applied to that line.
13. Nonrecurring charges, except as shown in D. below will not apply when existing customers add the package. Nonrecurring installation charges may apply to the installation of an Access Lines.

D. Prices

The per line rates specified for Select Feature Package are as follows:

<u>Description</u>	<u>Monthly Price</u>	<u>Nonrecurring Charge</u>
Select Feature Package, Access Area 1	\$52.00 (I)	\$3.95
Select Feature Package, Access Area 2	52.00	3.95
Select Feature Package, Access Area L	52.00	3.95
Select Feature Package, Access Area 3	52.00 (I)	3.95
Select Feature Package, Access Area 1 where Caller ID cannot be provisioned ^{/1/}	51.00 (I)	3.95
Select Feature Package, Access Area 2 where Caller ID cannot be provisioned ^{/1/}	51.00 (I)	3.95
Select Feature Package, Access Area L where Caller ID cannot be provisioned ^{/1/}	51.00 (I)	3.95
Select Feature Package, Access Area 3 where Caller ID cannot be provisioned ^{/1/}	51.00 (I)	3.95

E. References

Select Feature package components are provided in accordance to the terms and conditions of their applicable offerings except as noted in Paragraphs C. and E. of this Guidebook.

<u>Service</u>	<u>Reference</u>
Residence Access Line	Part 4, Section 2
Flat Rate Service	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2

/1/ The rate reflects a \$1.00 monthly credit as described in Terms and Conditions C.2. No credit is given if the customer deselects Caller ID and/or Caller ID with Name.

FEATURE SELECT^{/1/}

/2/

A. Description

Feature Select offers business customers a combination of five Custom Calling and/or Advanced Custom Calling Services at a package rate.

B. Definitions

Feature Select includes a choice of five of the following services:

- Call Waiting
- Call Forwarding
- Three-Way Calling
- Caller ID/Caller ID w/Name
- Call Waiting ID
- Repeat Dialing
- Automatic Callback
- Speed Calling 30
- Call Screening

/2/

/1/ Effective September 28, 2012, Feature Select is no longer available for new subscriptions.

/2/ Material formerly appeared in Part 7, Section 5, Sheet 33.

FEATURE SELECT^{/1/} (cont'd)**C. Terms and Conditions**

1. To be eligible for the discounted Feature Select rate, customers must select five features from the feature list described in *B. Definitions*.
2. Feature Select is available on customer's main/primary line or any additional line(s). To be eligible for the Business Feature Select price, all component services must be purchased on the same line.
3. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.
4. Feature Select is available where facilities permit.
5. This package is not available with ISDN, PBX, Coin, Centrex, 800/900, FeatureLink, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Custom Business Service COPTS, Remote Call Forwarding, and Direct Connect. (C)
6. Feature Select components are only available as monthly subscription services. Pay-per-use services are not available with Feature Select.
7. Customers subscribing to Feature Select will benefit from the package price until they disconnect one or more of the package component services. If any of the package component services are removed the remaining services will be billed at the prevailing individual feature rate.
8. Subscribers will continue to benefit from the Feature Select price if they remove one or more component services and replace those services with other services from the selection list.
9. If the customer subscribes to more than five Custom Calling and/or Advanced Custom Calling services from the Feature Select feature list, the five features to be included in the Feature Select package will be the five highest priced features based on current, stand alone features rates. Services purchased in excess of those purchased as components of Feature Select package will be charged at their standard rates and may include any applicable discounts.
10. Discounted monthly rates for any other combinations of the services provided in Feature Select on the same access line, as specified elsewhere in this Guidebook, do not apply to Feature Select services.
11. Custom Calling and Advanced Custom Calling Services nonrecurring charges are not applicable when the customer subscribes to additional Custom Calling and/or Advanced Custom Calling Services to meet the eligibility requirements of Feature Select.

/1/ Effective September 28, 2012, Feature Select is no longer available for new subscriptions.

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FEATURE SELECT^{/1/} (cont'd)

/2/

D. Prices

The rates specified for Feature Select are in addition to applicable Service Charges or the establishment of network access lines.

1. Service Elements

<u>Description/Billing Code</u>	<u>Monthly Price</u>
Feature Select	\$19.00
- with Caller ID /C5PCX/	
- without Caller ID /C5PBX/	

/2/

E. References

/3/

Feature Select components are provided in accordance to the terms and conditions of their applicable offerings except as noted in Paragraphs C. and D. of this Guidebook.

<u>Service</u>	<u>Reference</u>
Caller ID	Part 7, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2

/3/

/1/ Effective September 28, 2012, Feature Select is no longer available for new subscriptions.

/2/ Material formerly appeared in Part 7, Section 5, Sheet 35.

/3/ Material formerly appeared in Part 7, Section 5, Sheet 36.

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