

1. CUSTOM CALLING SERVICE FEATURES**A. DESCRIPTION**

Custom Calling Service Features are optional telecommunication services offered as additions to regular telephone exchange service.

B. DEFINITIONS**Call Forwarding**

Allows the customer to activate and deactivate a transfer of incoming calls to another dialable telephone number.

Call Waiting

Provides a tone to alert a customer with a call in progress that a second party is calling them, and allows the customer to answer the incoming call while holding the original connection.

Speed Calling^{/1//2/}

(C)

Allows the customer to place local and long distance calls to a preselected group of telephone numbers by dialing abbreviated codes rather than the complete telephone number. Speed Calling is available with an eight- or thirty-code capacity.

Three-Way Calling

Allows the customer to add a third party to an established call without operator assistance.

C. TERMS AND CONDITIONS

Custom Calling Service Features are offered only where facilities are available and properly provisioned.

Custom Calling Service Features will be provided in connection with all grades, types and classes of service, except for Coin or DID services and as indicated below for specific Custom Calling Service Features.

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.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

/2/ Speed Calling 30 will no longer be provided to residence customers effective June 15, 2013.

1. CUSTOM CALLING SERVICE FEATURES (cont'd)**C. TERMS AND CONDITIONS (cont'd)****Call Forwarding**

The Call Forwarding feature is not provided in connection with OUTWATS or INWATS services.

The quality of transmission of forwarded calls may vary depending on the distance and the routing necessary for the completion of a call. Therefore, the normal grade end-to-end transmission is not guaranteed on any forwarded calls.

If calls are transferred to a number served by the same or different central office switch, up to 5 calls will be transferred simultaneously provided there are sufficient facilities to accept the calls.

Call Waiting

The Call Waiting feature is not provided in connection with OUTWATS or two-party line services.

Speed Calling^{/1//2/}

(C)

The Speed Calling feature is not provided in connection with INWATS service.

Three-Way Calling

The Three-Way Calling feature is not provided in connection with INWATS or two-party line services.

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

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

/2/ Speed Calling 30 will no longer be provided to residence customers effective June 15, 2013.

1. CUSTOM CALLING SERVICE FEATURES (cont'd)**D. Prices**

Customer Satisfaction Guarantee for a period of sixty days after installation is applicable for individual line business and residence customers for the following features:

- Call Forwarding-Variable
- Call Waiting
- Speed Calling^{/1//2/}
- Three-Way Calling

(C)

If, during the 60-day period, the customer is dissatisfied with the features, and requests that all the features be discontinued, neither the monthly rate nor any applicable nonrecurring charge would apply. If the customer retains any of the CCS features beyond the sixty-day period, the monthly rate for the features retained would apply from the date the features were initially established. Also, any applicable nonrecurring charges would apply. One customer Satisfaction Guarantee applies per feature, per customer. The Customer Satisfaction Guarantee is not allowed in Foreign Central Office Service.

When Custom Calling Service Features (CCSF) and/or Advanced Custom Calling Service Features (ACCSF) are provided subsequent to establishment of service, a Line Rearrangement Charge applies per line for all (one or more) CCSF and/or ACCSF provided at the same time as specified in Part 3, Section 1, of this Guidebook.

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

/2/ Speed Calling 30 will no longer be provided to residence customers effective June 15, 2013.

1. CUSTOM CALLING SERVICE FEATURES (cont'd)**D. Prices**

One Line Rearrangement charge applies for one or more features changed or added at the same time.

A Line Rearrangement charge applies to change the number of rings on the Call Waiting Don't Answer feature.

Call Forwarding - Line Haul Charges

- a. Between the calling party and the telephone equipped for Call Forwarding, the calling party is responsible for payment of regularly applicable charges (local, toll or interzone) for sent-paid messages. For collect calls, the party subscribing to the Call Forwarding service is responsible for the payment of charges if a party at the number to which calls are forwarded accepts the call.^{/1/} (C)
- b. Between the telephone equipped for Call Forwarding and the number to which the call is forwarded, the customer subscribing to Call Forwarding is responsible for the payment of regularly applicable charges (local, toll or interzone) for a dialed station-to-station call.

A Line Rearrangement charge applies to change Speed Calling from 8^{/1/}-Code to 30-Code or vice versa or when the customer has the Company change preset numbers, except no Line Rearrangement charge applies in those serving central offices where the customer does not have the capability of changing preset numbers without Company assistance.

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

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)
(N)

1. CUSTOM CALLING SERVICE FEATURES (cont'd)**D. Prices (cont'd)**

(C)

Pay Per Use

Certain Custom Calling Services are also available on an optional Pay Per Use Basis to customers that do not subscribe to the service on a monthly basis. Such services are available on a Pay Per Use (per attempt) basis. The customer will be charged for each attempt to activate the service, unless the central offices are not properly equipped.

These services will be available on a Pay Per Use basis only from equipped central offices to residence and business customers. However, these services 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 a Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

CUSTOM CALLING SERVICE FEATURES (cont'd)**D. Prices (cont'd)**

1. Service Elements

<u>Description /Billing Code/</u>	<u>Monthly Price, per line</u>	
	<u>Residence</u>	<u>Business</u>
Call Waiting /ESX/	\$11.99(I)	\$27.83
Call Forwarding, - per Line Equipped /ESM/ - per Trunk Equipped /ESM/	11.99 (I) 11.99 (I)	27.83 27.83
Three-Way Calling /ESC/	11.99 (I)	26.44
Speed Calling, per Line Equipped - 8 Code /ESL/ - 30 Code /ESF// ³ /	11.99 (I)	21.15 ² / 8.75
per Trunk Equipped - 8 Code /ESL/ - 30 Code /ESF// ³ /	11.99 (I)	21.15 ² / 8.75
OUTWATS Service - 8 Code /ESL/ - 30 Code /ESF// ³ /		21.15 ^{1//2} / 8.75 ¹ /

¹/ Available only on Michigan Intrastate service.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.

1. CUSTOM CALLING SERVICE FEATURES (cont'd)

D. PRICES (cont'd)

1. ***Service Elements (cont'd)***

Per Attempt Rate
Residence Business

Pay-Per-Use		
Three-Way Calling	\$3.00(I)	\$3.00(I)

1. CUSTOM CALLING SERVICE FEATURES (cont'd)**D. Prices (cont'd)****2. *Other Applicable Charges and Payments***

When Custom Calling Service Features (CCSF) and/or Advanced Custom Calling Service Features (ACCSF) are provided subsequent to establishment of service, a Line Rearrangement Charge applies per line for all (one or more) CCSF and/or ACCSF provided at the same time as specified in Part 3, Section 1. (C)

A Line Rearrangement charge applies to change Speed Calling from 8^{/1}-Code to 30-Code or vice versa. (C)

A Line Rearrangement charge applies when the customer has the Company change preset numbers except no Line Rearrangement charge applies in those serving central offices where the customer does not have the capability of changing preset numbers without Company assistance.

One Line Rearrangement charge applies for one or more features changed or added at the same time.

A Line Rearrangement charge applies to change the number of rings on the Call Waiting Don't Answer feature.

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

/1/ Material now appears in Part 20 Section 7 on Sheet 14.

/1/ Material now appears in Part 20 Section 7 on Sheet 14.