

COMPLEMENTARY NETWORK SERVICES (CNS)**A. GENERAL**

1. Complementary Network Services (CNS) have been developed and are to be implemented as an integral part of information type services. They are optional features that may access or work in conjunction with an enhanced service.
2. CNS are available to individual line business and residence exchange services, WATS line, and PBX trunks as specified herein excluding semi-public service, party line exchange services, or Centrex system stations.
3. CNS may be ordered by the user or an authorized agent of the end user.
4. CNS are provided only where facilities permit.

B. DESCRIPTION OF FEATURES

1. Busy Line Transfer (previously known as Call Forwarding-Busy Line)
 - a. Busy Line Transfer, formerly Call Forwarding-Busy Line, provides for the forwarding of an incoming call to another predetermined telephone when the dialed number is busy. 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.
 - b. The grade of transmission on transferred calls may vary depending on the distance and routing necessary to complete such a call, therefore, the Company makes no representation as to the quality of transmission on any transferred call.
2. Alternate Answering (previously known as Call Forwarding-Don't Answer)
 - a. Alternate Answering, formerly Call Forwarding-Don't Answer, provides for the forwarding of an incoming call to a predetermined telephone number, when the called number is not answered within a set numbers of rings. 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.
 - b. The grade of transmission on transferred calls may vary depending on the distance and routing necessary to complete such a call, therefore, the Company makes no representation as to the quality of transmission on any transferred call.

COMPLEMENTARY NETWORK SERVICES (CNS) (cont'd)**B. Description of Features (cont'd)**

3. Customer Control of Busy Line Transfer or Alternate Answering^{/1/}
 - a. Customer Control of Busy Line Transfer or Alternate Answering provides the user with the ability to activate the Busy Line Transfer or Alternate Answering feature by dialing an access code followed by the forward-to-number. It also allows the customer the ability to deactivate the service by dialing another access code.
 - b. A separate Customer Control option is required for each Busy Line Transfer or Alternate Answering feature.

4. Message Waiting Indication

Message Waiting Indication provides for a visual and audible signal to be present on an exchange line. The audible signal such as a stutter dial tone, from an Enhanced Service Provider, Telephone Answering Service or others, indicates that a message is awaiting retrieval. Customers with the appropriate CPE will receive a visual message waiting indication in addition to the audible message waiting indication.

5. Easy Call

- a. Easy Call provides the capability of automatically dialing a predetermined telephone number when the receiver is taken off the hook, and dialing does not commence within a predetermined number of seconds.
- b. When a user begins dialing within the specified period, the call will proceed normally as dialed.

/1/ Effective September 1, 2015, Customer Controlled features will be eliminated for residence subscribers. (C) (C)

COMPLEMENTARY NETWORK SERVICES (CNS) (cont'd)**C. Regulations**

1. When the Busy Line Transfer feature is provided on an exchange line with Call Waiting service, the Call Waiting service take precedence unless the Call Waiting cancel feature has been activated.
2. Busy Line Transfer or Alternate Answering - Line Haul Charges
 - a. Between the calling party and the telephone number equipped for Busy Line Transfer or Alternate Answering - 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 Busy line Transfer or Alternate Answering 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 number equipped for Busy Line Transfer or Alternate Answering and the number to which the call is forwarded - the customer subscribing to these features is responsible for the payment of regularly applicable charges (local, toll or interzone) for a dialed station-to-station call.

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

COMPLEMENTARY NETWORK SERVICES (CNS) (cont'd)**D. Rates and Charges**

1. The following rates and charges are in addition to the rates and charges for exchange services.
2. Discounts specified elsewhere in this Part for some Custom Calling and Advanced Custom Calling features are not available with Complementary Network Services.
3. Vacant
4. Rates and Charges - Residence and Business:

| Description /Billing Code/ | Monthly Price |
|---|---------------------|
| a. Busy Line Transfer, each /EVB/ | \$.75 |
| b. Alternate Answering, each /EVD/ | .75 |
| c. Customer Control for | |
| Busy Line Transfer, each /ERB/ | 1.00 ^{/2/} |
| Alternate Answering, each /ERD/ | 1.00 ^{/2/} |
| d. Message Waiting Indication, each /MWN/ | .25 |
| e. Easy Call, each /WLS/ | 1.50 |
| f. CNS 3 Feature Package Discount /VFZ3F/ | ^{/1/} |

/1/ When Message Waiting Indication, Busy Line Transfer, and Alternate Answering are provided on the same line, a \$.25 monthly credit will be applied.

/2/ Effective September 1, 2015, Customer Control for Busy Line Transfer and Alternate Answering will be eliminated for residence subscribers. (C) (C)

2. 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 Service 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 Service 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, coin service or party line exchange service.

2. STAR CODE ACCESS TO VOICE MAIL (cont'd)

C. PRICES

1. *Service Elements*

| Description /Billing Code/ | Nonrecurring Charge | Monthly Price | | (C) |
|---|---------------------|---------------|----------|-----|
| | | Residence | Business | |
| Star Code Access To Voice Mail Service /SQAV1, SQAV5, SQAVS/ | - | \$0.30 | \$0.30 | (C) |

3. VOICE MAIL FEATURES PACKAGE

(C)

A. DESCRIPTION

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

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

Busy Line Transfer 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 tariff. (C)
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, coin service or party line exchange service. (C)

VOICE MAIL FEATURES PACKAGE (cont'd)

C. PRICES

1. *Service Elements*

| Description /Billing Code/ | Nonrecurring Charge | Monthly Price |
|--|---------------------|---------------|
| <u>Residence</u> Voice Mail Features Package /FPR4K/ | - | \$1.50 (C) |
| <u>Business</u> Voice Mail Features Package /FPR4L/ | - | 1.50 (C) |