

## INTERCOM CALLING /a/

## A. DESCRIPTION

1. Intercom Calling (IC) allows customers to use their existing extension telephone as an Intercom system by dialing an access code. The access code can be dialed from any extension telephone and each code will have a distinctive ring which can be used to signal a specific individual.
2. Intercom Calling also allows customers to place a call on hold, to transfer a call to another person or extension telephone by dialing an access code or to add a third party to an existing call.
3. IC is comprised of four features, three of which are combined in one package, i.e., Call Hold, Intercom Dialing and Call Transfer. Three-way Calling, as shown elsewhere in this Information Link, which provides the functionality described below, is the fourth feature. All are required to provide IC.

## B. DESCRIPTION OF FEATURES

1. Call Hold - Permits a customer to place a call on hold by dialing an access code and hanging up the receiver.
2. Intercom Dialing - Enables a customer to reach another person in the customer premises by dialing an access code. The person assigned the code can answer on any extension telephone.
3. Call Transfer - Allows a customer to transfer an incoming call to another extension telephone on the same line by dialing an access code. The person assigned the code can then answer the call on any extension telephone.
4. Three-Way Calling - Allows a customer to establish a three-way telephone conversation by adding a third party to an existing call.

## C. REGULATIONS

1. IC is available to individual line business and residence one-party exchange customer subject to the availability of facilities.
2. Business and Residence one-party exchange line rates and charges specified in Tariff M.P.S.C. No. 20R, Part 4 apply in addition to the rates and

**INTERCOM CALLING (Cont'd)****C. Regulations (Cont'd)**

3. The quality of transmission for calls using IC may vary depending on the distance and routing involved. The Company makes no representation as to the quality of transmission on IC calls.

(D)

**D. Rates and Charges**

1. The monthly rates specified herein for the packaged features (Call Hold, Intercom Dialing and Call Transfer) are subject to increase or decrease by the Company at any time. Revised rates shall be effective after notice to customers. Prevailing rates are those set forth herein which shall be effective for all customers.

	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>Residence Monthly Rate</u>	<u>Business Monthly Rate</u>	
Intercom Calling Service	E125B	/1/	/2/	/2/	(C)
- Prevailing Rates and Charges Packaged Features, Per Line			\$6.50	\$6.50	
- Maximum Rates and Charges Packaged Features, Per Line			10.50	10.50	
- Minimum Rates and Charges Packaged Features, Per Line			5.00	5.00	
- Three-Way Calling Per Line			3.74	5.24	

/1/ Not applicable when installed at the same time as the central office line, or when orders for the service are completed or taken during the promotional waiver period of 62 days in any calendar year as specified in Part 3, Section 1, of this Guidebook. If added subsequent to establishment of service, a Line Rearrangement charge is applicable as specified in Part 3, Section 1, of this Guidebook. (C)

/2/ The monthly rate for IC is the rate for the packaged features plus the monthly rate for Three-Way Calling specified In Part 7, Section 1, of this Guidebook. (C)

## CUSTOM CALLING SERVICE /a/

## B. DESCRIPTION OF FEATURES

/1/

## 11. Voice Calling

## a. Description of the Service

- (1) Voice Calling is an optional service arrangement that allows the customer to associate spoken names with designated telephone numbers. This arrangement allows the customer to automatically initiate telephone calls by lifting the telephone handset, receiving dial tone, and speaking the name of the called party rather than dialing the called party's telephone number.
- (2) Voice Calling recognizes the unique or individual speech pattern for each person. The customer's speech pattern is associated with each spoken name used (i.e. two people speaking the same name is considered two speech patterns).
- (3) Voice Calling provides for a Directory List which has the capacity for up to 50 individual speech patterns.
- (4) Voice Calling does not require special Customer-Provided Equipment (CPE).
- (5) Voice Calling, through a Shared List feature, will offer access to the directory list of the main access line equipped with Voice Calling. The Shared List feature provides access to the Directory list from another telephone number which has the same billing account as the main access line equipped with Voice Calling and is served from the same exchange central office.
- (6) The Voice Calling Trial is scheduled to begin May 1, 1995 in selected Central Offices.

/1/

/1/ Material formerly appeared in Part 7, Section 2, Original Sheet 6

/a/ Rates in effect for services no longer offered for new installations.

## CUSTOM CALLING SERVICE (Cont'd)

## B. DESCRIPTION OF FEATURES (Cont'd)

## 11. Voice Calling (Cont'd)

## b. Limitations of the Service

- (1) Voice Calling may be provided subject to the availability of suitable Central Office capacity and facilities. /1/
- (2) Voice Calling is offered in association with Single Line Residence and Business Basic Exchange Service. It is not available with PBX Trunks, Semi-Public Telephone Service, Centrex Service, Customer Owned Coin Operated Telephone (COCOT) Service or two party service. /1/
- (3) The Voice Calling customer is responsible for applicable Local Message Unit Charges or Toll Charges as specified in applicable tariffs for calls that are established by this service arrangement. /2/
- (4) Voice Calling is not compatible with network access lines equipped with Integrated Services Digital Network (ISDN). /2/

## C. MONTHLY RATES /3/

1. Voice Calling	Monthly <u>USOC</u>	Monthly <u>Rates</u>
Per Access Line Equipped	VYD1X	\$5.00
Per Shared List	VYE1X	1.00

/1/ Material formerly appeared in Part 7, Section 2, Original Sheet 6.

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

/3/ Material formerly appeared in Part 7, Section 2, Original Sheet 8.

**Complete Choice® Basic<sup>/1/</sup>**(C)  
/2/**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
- Call Plan Unlimited
- 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. 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 of Tariff No. 20 will not apply to these changes.
2. All services must be purchased on the same 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 lines.
3. Existing residence customers who currently subscribe to all component services in Complete Choice Basic may request billing at the package price.
4. Complete Choice Basic subscribers will benefit from the package price until they disconnect any of the required component services. If the customer disconnects any required component service of the package, the remaining services will be billed at their individual standard tariff or catalog rates.
5. Discounted monthly rates for any other combinations of the services provided in the Complete Choice Basic on the same access line, as specified elsewhere in this tariff, do not apply under the Complete Choice Basic.
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. (N)

**Complete Choice® Basic<sup>/1/</sup> (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 tariff price.
8. Features and services purchased in excess of those allowed in the package will be charged at their individual standard tariff or catalog rates.
9. A nonrecurring charge as shown in D. will apply to the installation of the Complete Choice Basic 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 on the same line. The Complete Choice Basic nonrecurring charge is a line-level charge. The Complete Choice Basic nonrecurring package charge will apply to each additional access line.
10. Nonrecurring charges, except as shown in D. will not apply when existing customers add the package. Nonrecurring 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 A	\$41.75 (I)	\$5.00
Complete Choice Basic, Access Area B1	41.75 (I)	5.00
Complete Choice Basic, Access Area B2	41.75 (I)	5.00
Complete Choice Basic, Access Area C1	41.75 (I)	5.00
Complete Choice Basic, Access Area C2	41.75 (I)	5.00
Complete Choice Basic, Access Area C3	41.75 (I)	5.00
Complete Choice Basic, Access Area C4	41.75 (I)	5.00
Complete Choice Basic, Access Area C5	41.75 (I)	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<sup>/1/</sup> (cont'd)**(C)  
/2/**E. References**

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

<u>Service</u>	<u>Reference</u>
Residence Network Access Line	Part 4, Section 2
Call Plan Unlimited	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.  
Existing customers may keep the package until they move or make changes to their service.

(N)  
(N)  
(C)

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

(D)



(D)

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(D)

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**5. THE BASICS® PACKAGE FOR BUSINESS (cont'd)****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, COCOTS, Direct Connect and Choke Networks. (C)
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.

**5. 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.
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**

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

**1. Service Elements**

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

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(D)



(D)

**SELECT FEATURE PACKAGE<sup>SM</sup> /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
- Call Plan Unlimited
- 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, Call Waiting ID, Caller ID and Caller ID with Name may be de-selected from the Select Feature Package, with no adjustment to the package price. Nonrecurring charges specified in Part 3, Section 1 of this tariff will not apply to these changes.
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 is not included. No credit is given if the customer deselects Caller ID or Caller ID with Name.
3. (D)
4. Pay per use features and their associated charges are not included in the Select Feature Package price.

/1/ Effective November 14, 2008, no further installation of, or changes to the Select Feature Package will be made. Select Feature Package in service on November 14, 2008 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

**SELECT FEATURE PACKAGE<sup>SM</sup> (cont'd)**

/1/ /2/

**C. TERMS AND CONDITIONS (cont'd)**

5. 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.
6. Existing residence customers who currently subscribe to all component services in Select Feature Package may request billing at the package price.
7. 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 tariff rates.
8. 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 tariff, do not apply under the Select Feature Package.
9. Select Feature Package is available to any residence customer where all the package components are available.
10. Select Feature Package may be included in other packages or bundles that are marketed under other names.
11. Select Feature Package component services may be purchased individually at their standard tariff rates.
12. Features and services purchased in excess of those allowed in the package will be charged at their standard tariff rates.
13. A nonrecurring charge as shown in D. 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.
14. Nonrecurring charges, except as shown in D. will not apply when existing customers add the package. Nonrecurring charges may apply to the installation of an Access Lines.

/1/

/1/ Material formerly appeared in Part 7, Section 5, Sheet 50.

/2/ Effective November 14, 2008, no further installation of, or changes to the Select Feature Package will be made. Select Feature Package in service on November 14, 2008 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

(N)

(N)

**SELECT FEATURE PACKAGE<sup>SM</sup> /2/****D. Prices**

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

Description	Monthly Price	Nonrecurring Charge
Select Feature Package, Access Area A	\$52.00 (1)	\$3.95
Select Feature Package, Access Area B1	52.00 (1)	3.95
Select Feature Package, Access Area B2	52.00 (1)	3.95
Select Feature Package, Access Area C1	52.00 (1)	3.95
Select Feature Package, Access Area C2	52.00 (1)	3.95
Select Feature Package, Access Area C3	52.00 (1)	3.95
Select Feature Package, Access Area C4	52.00 (1)	3.95
Select Feature Package, Access Area C5	52.00 (1)	3.95
Select Feature Package, Access Area A where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95
Select Feature Package, Access Area B1 where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95
Select Feature Package, Access Area B2 where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95
Select Feature Package, Access Area C1 where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95
Select Feature Package, Access Area C2 where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95
Select Feature Package, Access Area C3 where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95
Select Feature Package, Access Area C4 where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95
Select Feature Package, Access Area C5 where Caller ID cannot be provisioned <sup>/1/</sup>	51.00 (1)	3.95

**E. References**

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

<u>Service</u>	<u>Reference</u>
Residence Network Access Line	Part 4, Section 2
Call Plan Unlimited	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.

/2/ Effective November 14, 2008, no further installation of, or changes to the Select Feature Package will be made. Select Feature Package in service on November 14, 2008 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

**FEATURE SELECT<sup>/1/</sup>****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

**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.

(D)

/1/ Effective September 28, 2012, Feature Select will not be available, except to existing customers at existing locations.

/2/ Material formerly appeared in Part 7, Section 5, Sheet 39.

**FEATURE SELECT (cont'd)<sup>/1/</sup>**

/2/

**C. TERMS AND CONDITIONS (cont'd)**

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 tariff 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 feature rates. Services purchased in excess of those purchased as components of Feature Select package will be charged at their standard tariff 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 tariff, 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.

/2/

/1/ Effective September 28, 2012, Feature Select will not be available, except to existing customers at existing locations.

/2/ Material formerly appeared in Part 7, Section 5, Sheet 40.

**FEATURE SELECT (cont'd)<sup>/1/</sup>**

/2/

**D. FEATURES**

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

**1. Standard Features**

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

**E. REFERENCES**

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

Service	Reference
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2

/2/

/1/ Effective September 28, 2012, Feature Select will not be available, except to existing customers at existing locations.

/2/ Material formerly appeared in Part 7, Section 5, Sheet 41.

(D)



(D)