

**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 - Variable**

Allows the customer to activate and deactivate a transfer of all 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<sup>/1//2/</sup>**

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.

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.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

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. 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, then up to 5 calls will be transferred simultaneously provided there are sufficient facilities to accept the calls.

**2. Call Waiting**

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

**3. Speed Calling<sup>/1//2/</sup>**

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

**4. 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.

(C)

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

**1. CUSTOM CALLING SERVICE FEATURES (Cont'd)****C. PRICES**

Rates for Custom Calling Service Features are in addition to the rates and charges for connection, move, or change of the telephone service with which these services are associated.

An Installation Charge and a Central Office Work Charge are applicable when adding Custom Calling Service(s) to an existing Business access line.

An Installation Charge per order is applicable when adding one Custom Calling Service to existing Residence Service. The Installation Charge is not applicable to Residence customer subscribing to more than one Custom Calling Service or a combination of Custom Calling Advanced custom Calling or Multi-Ring Services on the same order.

The Installation Charge and Central Office Work Charge to add a package consisting of Custom Calling and Advanced Custom Calling Services to an existing eligible Residence or Business access line is waived for a period of ninety days after a central office is equipped to provide Advanced Custom Calling Services.

Local or Message Toll Service calls established by using Call Forwarding Variable, Speed Calling<sup>/1/</sup> or Three-Way Calling will be charges for at the rates specified elsewhere in this guidebook.

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

(N)

**1. CUSTOM CALLING SERVICE FEATURES (Cont'd)****C. PRICES (Cont'd)****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 feature on a monthly basis. Such features are available on a Pay Per Use (per activation) basis. A successful activation occurs when the customer dials the feature code and is successful in reaching another properly equipped central office. The customer will be notified, via an intercept message, when an activation is not successful.

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

**CUSTOM CALLING SERVICE FEATURES (Cont'd)****F. PRICES, (Cont'd)**

## 1. Service Elements

<u>Description/Billing Code/</u>	<u>Per Month, Per Line</u>	
	<u>Residence</u>	<u>Business</u>
Call Waiting /ESX/	\$11.99 (I)	\$27.83
Call Forwarding /ESM/	11.99 (I)	27.83
Three-Way Calling /ESC/	11.99 (I)	26.44
Speed Calling 8 Codes /ESL// <sup>1</sup> / 30 Codes /ESF// <sup>2</sup> /	11.99 (I)	21.15 8.75

<u>Description</u>	<u>Per Order</u>	
	<u>Residence</u>	<u>Business</u>
Installation Charge	\$6.00	\$10.00
CO Work Charge	0.00	5.30

<sup>1</sup>/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.<sup>2</sup>/ Speed Calling 30 will no longer be provided to residence customers effective June 15, 2013.

**1. CUSTOM CALLING SERVICE FEATURES (Cont'd)****F. PRICES, (Cont'd)** (C)**1. Service Elements (Cont'd)**

<u>Description</u>	<u>Residence</u>	<u>Business</u>
Pay Per Use/Per Activation		
- Three Way Calling	\$3.00	\$3.00

/1/ Material now appears in Part 20 Section 7 on Sheet 35.

/1/ Material now appears in Part 20 Section 7 on Sheet 35.