
7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES

Custom Calling features are available with the Company's Residential and Business Services. Customers may also order certain features certain individually.

7.1.1. FEATURES

A. Call Trace

Call Trace allows the customer to initiate an automatic trace of the last call received. After receiving a call that is to be traced, the customer dials a code and the traced number is automatically sent to the Company. The customer will not receive the telephone number of the party who called. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel. The customer will be assessed a charge per successful trace.

B. Caller ID Name and Number

See Section 7.2 following for terms and conditions applicable to this service.

C. Caller ID Blocking

This feature blocks the display of the customer's name and telephone number to Caller ID display devices on all calls made from the subscribed line. This feature may be de-activated at any time by the customer on a call-by-call basis through the activation of a special code. This feature is provided at no monthly charge to the customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

D. Prohibit Billed to Third Number Calls

Allows a customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES

7.1.1. FEATURES (CONT'D)

E. Prohibit Collect Calls

Allows a customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

F. Prohibit Billed to Third Number and Collect Calls

This feature combines the Prohibit Billed to Third Number and the Prohibit Collect Calls features.

7.1.2. RATES AND CHARGES

Custom Calling Features are included in Calling Plans described in Sections 5 and/or 6.

	<u>MONTHLY CHARGE</u>
A. Call Trace	\$ 5.00
B. Caller ID Name & Number	10.00
C. Caller ID Blocking Per Line	No Charge
D. Prohibit Billed to Third Number Calls	No Charge
E. Prohibit Collect Calls	No Charge

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7.2. CALLER ID

7.2.1. DESCRIPTION

- A. This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls. When Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.
- B. Per line blocking for blocking of CPN will be available upon request, at no charge, ONLY to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Applicant:
 - 1. Private, nonprofit, tax exempt, domestic violence intervention agencies
 - 2. Federal, state, and local law enforcement agencies.
- C. The CPN will not be transmitted from a line equipped with per-line blocking. Per-line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. A line blocking customer can unblock their CPN information on a per-call basis, at no charge, by dialing an access code immediately prior to placing a call.
- D. A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code immediately prior to placing a call. The access code will activate per-call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, the called customer will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. The calling party will be routed to a Company recording advising the called party will not accept calls whose CPN has been blocked (or another message).
- E. Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of customer equipment to perform satisfactorily with the network features described herein.

7. MISCELLANEOUS SERVICES

7.2. CALLER ID

7.2.1. DESCRIPTION (CONT'D)

- F. CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

7.3. 900/976 INFORMATION SERVICE BLOCKING

7.3.1. GENERAL

900/976 Information Service Blocking is provided by the Company as the default service option to restrict calls from the customer's exchange access line to all 900 and/or 976 service access codes.

7.3.2. REGULATIONS

- A. When the blocking is activated, direct dialed calls to all 900 and/or 976 service numbers from the customer's exchange access line will be blocked. These blocked calls will be directed to an announcement.
- B. This option does not prevent customers from placing 900 and/or 976 calls from their exchange access line using other Operator Service Providers. In addition, this option does not prevent customers from placing operator assisted or credit card calls to 900 and/or 976 services from a line that is not blocked.

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7.4. TOLL RESTRICTION

7.4.1. GENERAL

This service provides customers with the ability to block outbound long distance calling from their local access line.

7.4.2. REGULATIONS

- A. When the Toll Restriction option is activated, direct dialed long distance calls from the customer's access line will be blocked. These blocked calls will be directed to a network message.
- B. The activation of the Toll Restriction option does not prevent customers from placing long distance calls from the access line utilizing an Operator Services provider or Directory Assistance Call Completion provider that can be reached through the use of a local call. In addition, this option does not prevent customers from placing operator assisted or calling card calls to a long distance number from a line that is not blocked.
- C. Toll Restriction will block the following types of calls:

- 1+ 7 Digit Long Distance
- 1+ 10 Digit Long Distance
- 00+
- 00-
- 01+
- 011+
- 1010XXX
- 0+ 7 Digit Long Distance
- 0+ 10 Digit Long Distance
- 7 Digit Long Distance

7.4.3. RATES AND CHARGES

A nonrecurring charge will apply for each line restricted.

NONRECURRING CHARGE

- A. Toll Restriction, Per Line \$ 10.00

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7.5. OPERATOR SERVICES

7.5.1. GENERAL

A service charge will apply to calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Number, Other Operator Assisted) and Person-to-Person.

7.5.2. OPERATOR ASSISTED SERVICES

Customers who cannot physically dial a call can qualify for an Operator Assisted exemption which provides the customer with operator assistance at a direct dialed rate without a service charge. No application or certification is required for this program; however, the customer must request this exemption.

A. Operator Station

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person calls.

B. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

7.5.3. RATES AND CHARGES

SERVICE CHARGE PER CALL

A. Local Operator Assisted Services

1. Operator Station	
a. Automated Calls	\$5.00
b. Operator Assisted Calls	5.00
2. Person-to-Person	
a. Automated Calls	5.00
b. Operator Assisted Calls	5.00

7. MISCELLANEOUS SERVICES

7.6. DIRECTORY ASSISTANCE SERVICE

7.6.1. GENERAL

Directory Assistance Service is furnished upon customer request for assistance in obtaining directory listing information for listings that are within the local calling area or LATA of the originating line. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by an operator or a mechanized response system.

7.6.2. REGULATIONS

Directory Assistance charges apply on a per call basis, with a maximum of three requests allowed per call. Calls to Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available

A. Exemptions

A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges.

7.6.3. RATES AND CHARGES

SERVICE CHARGE PER CALL

A. Directory Assistance, each request \$ 1.25

7. MISCELLANEOUS SERVICES

7.7. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

7.7.1. GENERAL

Directory Assistance Call Completion Service provides a customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform the customer that he may be connected to the requested number automatically for a specified additional charge.

7.7.2. REGULATIONS

- A. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges apply in addition to a Directory Assistance Call Completion Service charge. Completed non-local calls will incur a usage charge per minute as set forth in 7.7.3, below.
- B. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.
- C. Directory Assistance Call Completion charges apply only to calls actually completed.
- D. The Directory Assistance Call Completion Service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- E. The Directory Assistance Call Completion Service charge does not apply to calls that are exempt from the Directory Assistance charge as defined in Section 7.6.
- F. Calls completed through Directory Assistance Call Completion service will be billed directly to the customer's account. Alternate billing options and operator services are not available.

7.7.3 RATES AND CHARGES

- A. Directory Assistance Call Completion,
each completed call

SERVICE CHARGE PER CALL

- 1. Charge per Call \$.50

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS

7.8.1. BUSINESS LISTINGS

The Company does not publish a directory of customer listings. However, the Company will arrange for certain listings of the customer's main billing number to be placed in the appropriate directories of another local exchange carrier. The rates and regulations specified herein for directory listings apply only to single-line listings in the alphabetical section of the directory (White Pages) and simple listings in the classified section of the directory (Yellow Pages).

Listings provided under this service are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service. Complex listings in the classified section of the directory may be arranged by the customer directly with the local exchange carrier providing the directory service.

- A. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the customer.
- B. The customer will receive one free standard listing in the alphabetical section of the directory that serves the customer's location. Additional listings are not currently available.
- C. The customer will receive one free simple listing in the classified section of the directory that serves the customer's location. The customer must contact the local exchange carrier providing the directory service to arrange for additional simple listings or any complex listings in the classified section of the directory under separate contract and billing.
- D. A service charge will apply for any customer-requested change in listing, as specified in Section 4.3, preceding.

7. MISCELLANEOUS SERVICES

7.9. TELECOMMUNICATIONS RELAY SERVICE (TRS)

Telecommunications Relay Service (TRS) is a relay telecommunications service for persons who are deaf or hearing and/or speech disabled. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech. Persons utilizing this service will be charged as if the call were directly dialed.

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