
SECTION 5 – SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 GENERAL

The features in this section are made available as part of the Company's single rate plan, as further described in Section 6.

5.1.2 DESCRIPTION OF FEATURES

Call Waiting/Cancel Call Waiting - Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

Call Waiting With Caller ID with Name and Number provides customers who subscribe to Caller ID Deluxe and Call Waiting with the ability to see the telephone number and name of a second incoming call. Call Waiting ID Deluxe may require additional customer provided equipment.

Three Way Calling/Call Hold - The Three Way Calling feature allows a customer to add a third party to an existing two-way call and from a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

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5.2 ENHANCED CALLING SERVICES

5.2.1 GENERAL

The company offers, as part of its single rate plan, the following enhanced calling services: Caller ID, Caller ID Blocking, and Caller ID Deluxe.

For Measured Business Service customers, the company offers, as optional features: Caller ID, Caller ID Blocking, and Call Trace. Monthly Recurring Rates for these features are found in the Measured Business Service Rate Schedule.

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5.2.2 DESCRIPTION OF FEATURES

Caller ID - The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the

Caller ID Blocking - This feature allows the customer to block the display of their name and telephone number to the station they are calling on a per line or per call basis. When the calling party uses either of these blocking capabilities, the called station will receive an indication on the Caller ID equipment that the display of the calling telephone number has been suppressed. A per line Caller ID Blocking customer will be able to pass the calling telephone number by dialing a separate special code prior to placing a call. *82 activates this feature and 1182 deactivates this feature. There is no charge for this feature.

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Caller ID Deluxe - This features displays the names and numbers of callers. It allows customers to manage incoming calls by either taking the call immediately or at a later time. Calls from people with private numbers will display "Private Caller" on the ID unit. The service is only available on a monthly subscription basis.

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.

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SECTION 5 – SUPPLEMENTAL SERVICES

5.3 SERVICE AND PROMOTIONAL TRIALS

5.3.1 GENERAL

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer. A description of each promotional program will be filed as part of the Company's Effective Rate Schedule, and may become effective on 1 days' notices.

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5.4 RESERVED FOR FUTURE USE

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SECTION 5 – SUPPLEMENTAL SERVICES

5.5 DIRECTORY ASSISTANCE SERVICE

5.5.1 GENERAL

A customer may obtain assistance, for a charge, in determining a telephone number (excluding 800 services) by dialing Directory Assistance Service. (C)

5.5.2 REGULATIONS

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- Calls from coin telephones, including COCOTS.
- Requests for telephone numbers of non-published service.
- Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 10 of this Tariff, up to a maximum of 50 requests per month.

5.5.3 RATES

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator: (T)

	<u>Minimum</u>	<u>Maximum</u>
Local Directory Assistance	\$0.01	\$1.00
National Directory Assistance (1-NPA-555-1212)	0.01	2.00

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SECTION 5 – SUPPLEMENTAL SERVICES

5.6 OPERATOR SERVICES

5.6.1 GENERAL

Access to Operator Services is provided to Customers as part of the Company's single rate plan. Usage charges apply.

5.6.2 DEFINITIONS

Person-to-Person: Calls completed with the assistance of the Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of the Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls may be dialed with or without the assistance of the Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

3rd Party Billed: These are collect and/or alternately billed calls that originate from a Customer Billed Telephone Number, but are billed to another LEC (Bell Atlantic, PacBell, Ameritech, etc.).

5.6.3 RATES

Rates are set forth in Section 4.

SECTION 5 – SUPPLEMENTAL SERVICES

5.7 VOICE MAIL SERVICE

5.7.1 DESCRIPTION

Voice Mail Service is provided to a Customer's main mailbox as part of the Company's single rate plan. Additional charges apply for up to eight additional mailboxes. Voice Mail Service accepts messages when calls are unanswered or the line is busy. The customer must access Voice Mail through the use of the network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer.

5.7.2 RATES

Voice mail on a customer's main mailbox is included in the Company's single rate plan. Additional mail boxes are available, per additional mail box, at the following monthly charge

<u>Minimum</u>	<u>Maximum</u>
\$0.00	\$5.00

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5.8 BLOCKING SERVICE

5.8.1 PAY PER CALL BLOCKING

Mandatory Blocking service is provided as part of the Company's single rate plan, and is a feature that restricts access to various "pay per call" discretionary services. The following blocking options will be provided to all customers:

- 900 Blocking - allows the subscriber to block all calls beginning with the 900 prefixes (i.e. 900-XXX-XXXX) from being placed.
- 900, 700 (Rochester LATA, only), and 976 Blocking - allows the subscriber to block all calls beginning with the above prefixes from being placed.

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5.8.2 THIRD NUMBER AND COLLECT CALL BLOCKING

Third Number Billed and Collect Call Restriction is provided as part of the Company's single rate plan. It provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks the validation data base.

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5.9 DIRECTORY SERVICE

5.9.1 DIRECTORY LISTINGS

The Company will, unless otherwise instructed by the Customer, arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At the Customer's option, the Company will arrange for additional listings at the following rates:

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5.9.2 NON-PUBLISHED SERVICE

With Non-published service, the Customer's telephone number will be omitted from published Verizon directories along with the Company's and Verizon's Directory Assistance Service. When a telephone listing is non-published, a name will not be found in the Verizon's published directory. Persons requesting the Customer's telephone number, from Verizon or Company Directory Assistance, will hear the following recorded message "At the customer's request, the listing is not published." Non-published Service will not prevent the identification of the Customer's telephone number through Caller ID or Call Return Services.

5.9.3 NON-LISTED SERVICE

With the Company's Non-Listed Service, the Customer's telephone number will be omitted from the Directory Assistance Database. Non-Directory Listed Service will not prevent someone from learning the Customer's number through Caller ID Service or from calling the Customer back through Call Return Service.

5.9.4 RATES

	<u>Non-Recurring</u>		<u>Monthly Recurring</u>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Each Additional Listing	\$0.00	\$10.00	\$ 0.25	\$5.00
Non-Published Service	0.00	10.00	0.25	5.00
Non Listed Service	0.00	10.00	0.25	5.00
Directory Listing Change	0.00	10.00	N/A	N/A

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5.9.5 VIP, "VANITY" AND FOREIGN LISTINGS

Not available.

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