

LOCAL EXCHANGE SERVICE

SECTION 7

MISCELLANEOUS SERVICES

LOCAL EXCHANGE SERVICE

7. MISCELLANEOUS SERVICES

The services set forth in this Section are optional in nature and are available on an individual basis or as part of multiple feature packages. Miscellaneous Services are provided upon subscription request or, in some cases, are prearranged and activated by the customer's election to use the service. Services are provided subject to system and facility availability and may not be available with all classes of service.

7.1. CUSTOM CALLING FEATURES

Optional Custom Calling features are available with the Company's Local Service. Customers may order features individually or as part of a feature package. Monthly recurring charges associated with features are applied per access line, and are in addition to any other applicable charges. Usage charges may apply to some features.

7.1.1. OPTIONAL FEATURES

Customers may order any one or more of the following optional features for a monthly charge as specified in Section 7.1.3.

A. Anonymous Call Rejection

This feature allows the customer to reject calls from callers who have blocked identification of their telephone number to Caller ID display devices. Anonymous Call Rejection may be activated and deactivated by dialing a specified code.

B. Call Forwarding Remote Access

Allows a customer to activate or deactivate Call Forwarding Selective or Call Forwarding Variable from a line other than their base station line. The customer uses a Personal Identification Number (PIN) to access Call Forwarding with Remote Access.

C. Call Forwarding Selective

This feature enables customers to program their telephone to forward calls from a selected list of telephone numbers to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

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7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

D. Call Forwarding Variable

This feature enables customers to program their telephone to forward all incoming calls to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

E. Call Return

This feature allows a customer to recall the last incoming call by dialing a preset code. If the called number is busy, automatic processing of the call continues for up to 30 minutes until both lines are idle unless the customer dials the deactivation code. Calls returned outside the local calling area are subject to toll charges. This feature is available on a monthly subscription or a pay-per-use basis. Customers who choose the pay-per-use option are billed per activation, regardless of whether or not the attempted call is completed.

F. Call Return Blocking

This feature blocks the customer's capability to use the Call Return pay-per-use feature.

G. Call Screening

This feature permits customers to designate up to 12 telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement circuit which will indicate that calls are not being taken at that time.

H. 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.

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7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

I. Call Waiting

The Call Waiting feature enables a customer already on a call to be notified of another call by the sound of a Call Waiting tone. The customer may place the existing call on hold and answer the new call. The Call Waiting feature may be canceled by dialing a preset code.

J. Caller ID

Caller ID allows the customer to identify the telephone name and number from which a call is being made and the main listed name associated with the calling telephone number. The name and telephone number of the person initiating the call is displayed on a customer-provided display device.

K. Caller ID Blocking Per Line

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 deactivated at any time by the customer on a call-by-call basis through the activation of a special code. This feature is provided automatically at no monthly charge to the customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

L. Caller ID Blocking Per Call

This feature allows customers to block the display of their name and telephone number to the station they are calling on a per-call basis. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. This feature is provided automatically at no monthly charge to the customer. Caller ID Blocking Per Call will not prevent the display of originating telephone numbers to 911 emergency service providers.

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7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

M. Caller ID with Call Waiting

This feature allows a subscriber who is off-hook on an existing call to receive caller identification information on a new incoming call. To utilize this feature the customer must have a special Call Waiting/Caller ID unit that accommodates both functions. Customers subscribing to Caller ID and to Call Waiting will receive the Caller ID with Call Waiting feature at no additional charge.

N. Custom Ring Service

This service enables the customer to have two telephone numbers associated with a single line. Each number when dialed will result in a distinctive ring that enables the customer to determine which number is being called.

O. Distinctive Ring Service

This feature provides the customer with the ability to build and maintain a list of up to 12 telephone numbers from which incoming calls will have a distinctive ringing pattern.

P. LD Alert

This feature allows the current call waiting and ringing operations to provide a distinctive ring or call waiting tone to incoming Long Distance calls. LD Alert is available at no additional charge to customers who also subscribe to Call Waiting

Q. 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.

R. 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.

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7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

S. Prohibit Billed to Third Number and Collect Calls

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

T. Repeat Dialing

Allows the customer to have local calls automatically redialed when the first attempt reaches a busy number. The busy line will be monitored for 30 minutes. When the line is free a distinctive ringing will notify the customer that the call is being connected. This feature is available on a monthly subscription or pay-per-use basis.

U. Speed Dialing 8

This feature allows the customer to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits. Up to eight numbers may be stored in memory.

V. Speed Dialing 30

This feature allows the customer to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits. Up to 30 numbers may be stored in memory.

W. Three-Way Calling

This feature allows the customer to connect a third party call to an existing call, thereby establishing a three-way conference call. The customer assumes financial responsibility for all calling charges generated by the use of this feature. This feature is available on a monthly subscription or a pay-per-use basis.

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7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.2. FEATURE PACKAGES

The customer may choose to subscribe to one of the following feature packages.

- A. Two Feature Pack [1] (T)

Includes Call Waiting and Caller ID.

- B. Multi Feature Pack [1] (T)

Includes Anonymous Call Rejection, Call Forwarding Variable, Call Forwarding Remote Access, Call Forwarding Selective, Call Return, Call Screening, Call Waiting, Caller ID, Distinctive Ring Service, Repeat Dialing, Speed Dialing 30, and Three-Way Calling.

- C. Value Pack (N)

The Value Pack includes Call Return, Call Waiting, Caller ID, Caller ID with Call Waiting, and LD Alert.

- D. Premium Pack

The Premium Pack includes Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID with Call Waiting, Distinctive Ring, Repeat Dialing, Speed Dialing 30 and Three-Way Calling. (N)

[1] Service is grandfathered to existing customers of record as of August 25, 2003. (N)

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7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.3. RATES AND CHARGES

In addition to the following rates, a nonrecurring Feature Change Charge, as set forth in Section 4.3, will apply when a customer requests a change in their selection of features.

	<u>PER USE CHARGES</u>			
	<u>CHARGE</u>	<u>MONTHLY</u>	<u>MONTHLY</u>	
	<u>PER CALL</u>	<u>CAP</u>	<u>CHARGE</u>	
A. Optional Features				
1. Anonymous Call Rejection	-	-	\$ 0.00	
2. Call Forwarding Remote Access	-	-	4.00	
3. Call Forwarding Selective	-	-	3.50	
4. Call Forwarding Variable	-	-	3.50	
5. Call Return	\$0.50	\$3.50	3.00	
6. Call Return Blocking	-	-	0.00	
7. Call Screening	-	-	2.00	
8. Call Trace	1.00	-	-	
9. Call Waiting	-	-	4.00	
10. Caller ID	-	-	6.75	
11. Caller ID Blocking Per Line	-	-	0.00	
12. Caller ID Blocking Per Call	0.00	-	-	
13. Caller ID with Call Waiting [1]	-	-	-	
14. Custom Ring Service	-	-	4.50	
15. Distinctive Ring Service	-	-	2.50	
16. LD Alert [2]	-	-	2.00	
17. Prohibit Billed to Third Number Calls	-	-	0.00	
18. Prohibit Collect Calls	-	-	0.00	
19. Prohibit Billed to Third Number & Collect	-	-	0.00	
20. Repeat Dialing	0.50	3.50	3.00	
21. Speed Dialing 8	-	-	3.00	
22. Speed Dialing 30	-	-	4.00	
23. Three-Way Calling	-	-	3.50	
B. Feature Packages				
1. Two Feature Pack [3]			8.50	(T)
2. Multi Feature Pack [3]			13.50	(T)
3. Value Pack			8.50	(N)
4. Premium Pack			13.50	(N)

[1] No additional charge when ordered with both Call Waiting and Caller ID.

[2] Monthly rate does not apply if Call Waiting is provisioned on the same line.

[3] Service is grandfathered to existing customers of record as of August 25, 2003. (N)

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7.2. 900/976 INFORMATION SERVICE BLOCKING

7.2.1. 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.

7.2.2. 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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7.3. TOLL RESTRICTION

7.3.1. GENERAL

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

7.3.2. 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)

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

7.3.3. RATES AND CHARGES

A nonrecurring charge will apply for each line restricted, except that Toll Restriction will be provided at no charge to Lifeline service subscribers.

	NONRECURRING CHARGE
A. Toll Restriction, Per Line	\$0.00

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7.4. OPERATOR ASSISTED SERVICES

7.4.1. 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.

7.4.2. OPERATOR SERVICES

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. Operator Station service charges apply to any call involving an operator unless specifically excluded in this Tariff.

(N)
(N)

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.

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.

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7.4. OPERATOR ASSISTED SERVICES (CONT'D)

7.4.3. RATES AND CHARGES

	SERVICE CHARGE PER CALL	
A. Operator Station		
1. Collect	\$2.49	(C)
2. Billed-to-Third Number	2.49	
3. Other Operator Assisted	2.49	
B. Person-to-Person	2.49	(C)

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7.5. DIRECTORY ASSISTANCE SERVICE

7.5.1. 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 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.

(T)
(T)

7.5.2. REGULATIONS

Directory Assistance charges apply on a per call basis, with a maximum of three requested telephone numbers 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

Charges will not be levied for Directory Assistance on an individual who affirms in writing to the Company that a visual or physical disability prevents them from using a telephone directory.

7.5.3. RATES AND CHARGES

	SERVICE CHARGE <u>PER CALL</u>
A. Directory Assistance Charge per Call	\$0.75

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7.6. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

7.6.1. 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 customers that the call may be connected automatically to the requested number for a specified additional charge.

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(T)

7.6.2. REGULATIONS

- A. Directory Assistance Call Completion service is furnished only where facilities are available. Directory Assistance charges and applicable usage charges will apply in addition to a Directory Assistance Call Completion service charge. (T)
- B. 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. (C)
(C)
- C. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion service is offered only for the last number requested.
- D. The Directory Assistance Call Completion service charge applies only to calls actually completed.
- E. 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.
- F. The Directory Assistance Call Completion service charge does not apply to disabled persons who are exempt from the Directory Assistance charge.

7.6.3. RATES AND CHARGES

	<u>SERVICE CHARGE PER CALL</u>	<u>USAGE RATE PER MINUTE FOR NON-LOCAL CALLS</u>	
A. Directory Assistance Call Completion, each completed call	\$0.35	\$0.12	(N) (N) (N)

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7.7. RESERVED FOR FUTURE USE

(C)

(D)

(D)

LOCAL EXCHANGE SERVICE

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7.8. DIRECTORY LISTINGS

7.8.1. GENERAL

The Company will arrange for the customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier. The regulations specified herein for directory listings apply only to the alphabetical section of the directory. Any applicable monthly charges may be found in Section 7.8.5, following. Listings are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service.

7.8.2. REGULATIONS

- A. The listings of customers, either without charge or at the rate specified within this Tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
- B. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the customer is not impaired.
- C. 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.
- D. The customer will receive a standard listing in the alphabetical section of the directory which serves the customer's location.
- E. The customer may request a Foreign Listing, which is a listing entered in the alphabetical list of a directory other than that in which the customer is regularly listed.
- G. A service charge will apply for any customer-requested change in listing, as specified in Section 4.3.
- H. Customers who disconnect or change their telephone number may request a recorded announcement referring calls to the customer's new number at no charge for 30 days from the date of disconnect or change. Customers may also request an Extended Referral, which will extend the announcement for an additional 30 days for a one-time charge as specified in Section 7.8.5.C.

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(C)

LOCAL EXCHANGE SERVICE

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.3. NON-PUBLISHED NUMBERS

A. General

Non-Published telephone numbers are listed in neither the directories nor Directory Assistance records available to the general public.

B. Regulations

Incoming calls will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct, or the right, if any, of the customer to seek any legal remedies available for the same, is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-published number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the Non-Published Number or the disclosing/non-disclosing of said number to any person.

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7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.4. NON-LISTED NUMBERS

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the telephone number of a non-listed number in the directory, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-listed number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication of the non-listed number.

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7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.5. RATES AND CHARGES

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY CHARGE</u>	
A. Standard Listing	-	\$0.00	
B. Additional Listings			
1. Additional Alphabetical Listing	-	1.10	(I)
2. Foreign Listing	-	1.00	
C. Extended Referral	\$2.00	-	
D. Non-Published Numbers, each	-	3.35	(I)
E. Non-Listed Numbers, each	-	2.00	(I)

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7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)

7.9.1. GENERAL

The Company will provide a universal central office number 911 for the use of Public Safety Answering Points (PSAP) engaged in providing telecommunications services for a Public Agency engaged in protecting the safety and property of the general public. Use of the 911 number will provide the public with a means of simple and direct telephone access to such Public Safety Answering Points.

In providing this service, the Company will arrange to route 911 telephone calls from telephones with specified Area Code and central office designations to a Public Safety Answering Point specified by an appropriate Public Agency.

7.9.2. REGULATIONS

- A. The PSAP operator is responsible for the dispatch of police, fire, ambulance or any other emergency services personnel summoned by the party seeking assistance.
- B. 911 Information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
- C. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- D. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.2. REGULATIONS (CONT'D)

- E. The Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this Tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others.

- F. Under the terms of this Tariff the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

7.9.3. RATES AND CHARGES

No local usage charge applies to the calling party for calls to the 911 emergency number.

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7.10. 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.