

Canceling Original

Sheet 1
Sheet _____

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.1 EXTENSION SERVICE

- a. Extension service will be provided in connection with all classes of main service.
- b. Extension service must be located on the same premises of the customer as the main service is located. Extension service is restricted to the use of the customer or to members of the customer's family or domestic establishment.
- c. Extension service may be located on other premises, if facilities and equipment are available, under the following conditions:
- d. Where the extension is located on other than the customer's premises for the purpose of answering calls at such time as the customer is not available at the main service location, provided that separate exchange service is also provided on these other premises. Extension service will not be provided in any location where the service would, in the opinion of the Company, serve as main service.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.2 CUSTOM CALLING SERVICES

6.2.1 GENERAL DESCRIPTION

Call Waiting-Obsolete-See Section 100

A. Enhanced Call Waiting

Provides the customer with a tone signal when another caller is trying to reach that number. The customer may ignore the incoming call or terminate the original call and answer; or through the use of hookswitch flashes, put the original call on hold and receive the incoming call; or alternately talk on both calls until one is terminated. Where facilities permit, this feature allows customers to cancel the call waiting function for the duration of one call. Customers may activate the cancel call waiting feature either before or during a call to prevent call waiting tones from interrupting the call. During the time the cancel feature is activated, incoming callers receive a busy tone. When the call is terminated, the call waiting function is automatically reactivated.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.2 CUSTOM CALLING SERVICES (Cont'd)

6.2.1 GENERAL DESCRIPTION (Cont'd)

B. Call Forward Features

Call Forward Features permit the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via pre-programming by the Company. Calls may be forwarded to any number subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable usage charges. Only one call forwarding arrangement, consisting of a single calling path, will be provided per exchange service line for which the customer subscribes to this feature, unless the customer is also subscribed to the Call Forward Additional Paths feature, in which instance one call path per Call Forward Additional Path feature subscribed to will be provided. When the Customer's designated forward-to number is not in the Customer's local or expanded local calling area, the use of multiple paths for the completion of simultaneous toll calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier.

Call Forward Features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of usage charges that would regularly be applicable between the station originating the call and the station to which the call is ultimately transferred. (See Note 1) If the Company determines that Call Forward Features are being used in a manner not consistent with the intent of the service or in any other way violates the restrictions of the service, the Customer will be determined ineligible for the service and the service will be removed from the customer's account.

NOTE 1 - Charges for Calls

- (a) Between the calling party and the number arranged for Call Forward Features:

The calling party is responsible for payment of regularly applicable charges (local, message unit, or toll) for sent-paid messages. For collect calls, the party subscribing to Call Forward Features is responsible for payment of charges if a party at the number to which calls are forwarded accepts the call.

- (b) Between the Call Forward Features exchange and the number to which the call is forwarded:

The Call Forward Features customer is responsible for payment of customer-dialed station-to-station toll or message unit charges for each call. These apply for all calls which are forwarded, including those in connection with person-to-person and collect calls even though they may not be accepted at the answering location.

- (c) This service will not be offered in any exchange in which toll bypass might occur.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.2 CUSTOM CALLING SERVICES (Cont'd)

6.2.1 GENERAL DESCRIPTION (Cont'd)

B. Call Forward Features (Cont'd)

1. Call Forwarding

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

- a) Call Forwarding (FCF1FLC) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
- b) Call Forward Fixed (FCF1FLC FIX) - OBSOLETE - See Section 100

2. Remote Call Forward

Provides for forwarding calls to a predetermined number (local or toll) with the "forward to" number being assigned in the central office. The number is forwarded on a permanent basis. The customer does not have invoke/revoke capability. The appropriate individual residence line rate applies in addition to the feature rate listed in Section 6.2.3. The number of calls that may be forwarded is limited by the number of available lines at the destination. Also, the Company may control the number of calls that may be forwarded.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.2 CUSTOM CALLING SERVICES (Cont'd)

6.2.1 GENERAL DESCRIPTION (Cont'd)

B. Call Forward Features (Cont'd)

3. Call Forward Busy

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone is already in use. Call Forward Busy shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line/Hunting Service. Call Forward Busy-Customer Programmable is not available to customers with multiple lines at the same premises.

- a) Call Forward Busy-Fixed (FCB1FLC) – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.
- b) Call Forward Busy-Customer Programmable (FCB1FLC PRG) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

4. Call Forward No Answer

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

Where facilities are available, this feature also includes Call Forwarding of Call Waiting when the customer is also subscribed to Call Waiting or Enhanced Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Call Waiting and Call Forward No Answer. An incoming call to a busy line first receives a Call Waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.

- a) Call Forward No Answer-Fixed (FCD1FLC) – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.
- b) Call Forward No Answer-Customer Programmable (FCD1FLC PRG) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.2 CUSTOM CALLING SERVICES (Cont'd)

6.2.1 GENERAL DESCRIPTION (Cont'd)

B. Call Forward Features (Cont'd)

5. Call Forward Remote Activation (FCG1FLC)

This feature allows the Call Forwarding customer to change the Call Forwarding status of their telephone line from a remote location using a touch-tone telephone. To redirect Call Forwarding from a remote location, the customer dials a remote-access directory number. Once the customer's authorization code is verified, the customer can activate, deactivate, or change call forwarding to a new destination.

C. Speed Dial 8

Speed Dial 30 – OBSOLETE – See Section 100

Provides for the calling of a local or long distance telephone number by dialing an abbreviated code. Speed Dial 8 provides capacity for up to eight programmed numbers.

D. Three-Way Calling

Three-Way Calling

Allows the customer to add a second party to an existing conversation. If either of the parties hangs up, the customer may continue the conversation with the remaining person or add a different second party.

Three-Way Calling is available on a flat rate or usage sensitive basis. Under the usage sensitive basis, the customer will only be billed for successful activations. If, during a three-way call, one party disconnects and another party is connected, an additional activation charge will apply. The provision of this service on a usage sensitive basis is subject to technical limitations and is provided where facilities are available. Upon the customer's request, blocking of this feature is available at no charge (See Section 6.4.3).

E. SignalRing Plus

Allows the customer to add a second directory number to the same telephone line. Both numbers have coded rings. An extra directory listing is included with SignalRing Plus at no additional charge

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.2 CUSTOM CALLING SERVICES (Cont'd)

6.2.1 GENERAL DESCRIPTION (Cont'd)

- F. Hot Line – OBSOLETE – See Section 100
- G. Warm Line – OBSOLETE – See Section 100
- H. Call Forward of Call Waiting

Call Forward of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Enhanced Call Waiting and Call Forwarding-No Answer. An incoming call to a busy line first receives a call waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.

- I. Call Waiting ID

Call Waiting ID provides the name and number associated with an incoming Enhanced Call Waiting call to special CPE furnished by the customer. This feature gives customers the opportunity to identify incoming callers without interrupting their current call, which helps them decide whether or not to answer the waiting call. Subscription to Caller ID with Name and Enhanced Call Waiting is required in order to subscribe to Call Waiting ID.

- J. Call Waiting Options – OBSOLETE – See Section 100
- K. Outbound Call Block Feature

1. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked.
2. All other Custom Calling Services and ExpressTouch Service features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing.
3. This feature is subject to the availability of facilities and is only available to individual line residence customers.

6.2.2 PROVISION OF SERVICE

- A. Custom Calling Services are limited to areas served by central office facilities capable of providing the services.
- B. These services are furnished only in connection with individual line service.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.3 RESTRICTION SERVICE ⁽¹⁾

6.3.1 General

Restriction Service is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This service is provided only where facilities are available.

Restriction Service is provided in groupings of options containing various sets of codes to be restricted. The options are available to basic residential customers in either flat, message or measured service environments.

6.3.2 Regulations

- a. Except for options 8, 9, 10 and 12, customers may subscribe to any option they choose but are limited to subscribing to only one option per line. Customers may subscribe to options 8, 9, and 10 in addition to one of the other options. Customers may subscribe to option 12 in addition to options 2, 4, 5, 6, 8, 9, 10, or 11. Customers subscribing to any restriction option that blocks 1 + dialing will forfeit their ability to terminate calls to County-Wide calling locations.
- b. Restriction Service is provided only from central offices equipped to provide this service and where facilities are available. Restriction Service does not provide restriction of calls to 9-1-1 emergency reporting service or to 1 + 710 Government Emergency Telecommunications Service.
- c. Although customers may restrict certain types of outgoing calls, customers are responsible for calls charged to their number via third number billing, collect, or credit card call.
- d. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including but not limited to, the inability of access to the operator for any purpose, or any other restricted codes specified for the options listed in Section 6.3.3.
- e. All local calls, Local Measured Service, Residence Budget Service, and non-chargeable calls to Company numbers (such as repair service) will be permitted.

⁽¹⁾ See Section 100.1 for obsolete Restriction Service options #1, 2, 3 5, 7, 12 and 13.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.3 RESTRICTION SERVICE (Cont'd)

6.3.3 Restriction Options

Following are the Restriction options as determined by the Company. These options may be changed or new options added as determined appropriate by the Company.

1. Option #1 - Obsolete - See Section 100.1
2. Option #2 - Obsolete - See Section 100.1
3. Option #3 - Obsolete - See Section 100.1
4. Option #4 - 976, 1+500, 0+500, 1+900, 0+900 (only)
5. Option #5 - Obsolete - See Section 100.1
6. Option #6 - 1+500, 1+700, 1+900, 0+500, 0+700, 0+900, 976 (only)
7. Option #7 - Obsolete - See Section 100.1
8. Option #8 – Pay-Per-Use Repeat Dial
9. Option #9 – Pay-Per-Use Return Call
10. Option #10 – Pay-Per-Use Three-Way Calling
11. Option #11 - IDDD 01+, IDDD 011+, 1+500, 0+500,1+900, 0+900, 976, 1+700, 0+700
12. Reserved for future use.
13. Option #13 - Obsolete - See Section 100.1
14. Option #14 - 1+ DDD
0-, 0+, 00-
01/011+DDD to numbers outside the North American Numbering Plan
Directory Assistance (411, 1411, 555-1212,
1-555-1212, 1-NPA-555-1212)
101XXXX access to toll numbers
Toll Free Code numbers (1 + 800, 1 + 888, etc.)
N11*, 500, 700, 900, 976 (Allows 1+710 and 911 calls)
15. Option #15 - 1+ DDD
0-, 0+, 00-
01/011+DDD to numbers outside the North American Numbering Plan
Directory Assistance (411, 1411, 555-1212,
1-555-1212, 1-NPA-555-1212)
101XXXX access to toll numbers
N11*, 500, 700, 900, 976 (Allows toll free, 1+710 and 911 calls)
16. Option #16 - 01/011 +DDD to numbers outside the North American Numbering Plan
101XXXX access to 01/011+DDD numbers outside the North
American Numbering Plan

* Where facilities allow, N11 (except 411) will only be restricted with Option 14 and 15 if the call terminates outside the local calling area or to a non-toll-free number.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.4 INCOMING BILLED NUMBER SCREENING (IBNS)

6.4.1 General

- a. Incoming Billed Number Screening (IBNS) is an operator service which screens incoming collect or third number billed calls that are placed or billed to the customer. IBNS is limited by the number of toll centers subscribing to the national database.

The caller is advised by the operator that the call cannot be completed as collect or third number and other billing arrangements must be made.

Incoming Billed Number Screening is applied via telephone number. Each telephone number associated with an access line (i.e., SignalRing Plus numbers) requires its own subscription to Incoming Billed Number Screening.

- b. IBNS is available to all classes of service which utilize the public switched network for long distance calling.
- c. Operator screening of collect and third number calls cannot be guaranteed due to not all toll centers accessing the data base; therefore, charges for any such calls will be the responsibility of the customer.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.5 THIRD PARTY BLOCK SERVICE

6.5.1 General

This blocking service will give customers the ability to prevent unauthorized charges from appearing on their bill by not allowing third party service providers the capability to place monthly recurring charges on customers bills without proper verification.

6.5.2 Regulations

- a) The third party service provider may not submit charges to a customer's local exchange carrier without first obtaining a letter of authorization ("LOA") from an authorized individual for the telephone account.
- b) The Company will not remove a third party service provider block without first calling the customer and obtaining his or her verbal approval.
- c) Third party blocking is available to all customers at no monthly charge and no service connection charges apply for the installation of the third party block service.
- d) Customers cannot block charges coming from their preferred local carrier, preferred intraLATA carrier, or preferred interLATA carrier. Customers may choose to block all third party service providers or may selectively block specific third party service providers.
- e) The Company may not disconnect a customer's regulated local telephone service for non-payment of disputed third party charges.
- f) Authorized casual billing of toll calls such as collect, third party and calls to a carrier's toll access number as well as authorized charges for directory advertising, are excluded from this blocking service. In addition, monthly recurring charges related to casual toll billing cannot be blocked (e.g., surcharges such as Universal Service Fund).

6.5.3 Limitations

- a) The Company does not guarantee that by placing a bill block on the customer's account that unauthorized third party charges cannot be billed to the customer's account. The Company shall not be liable for any damages that may occur if unauthorized third party charges are billed to the customer as long as the Company has fully complied with the requirements specified in the Guidebook.
- b) Due to billing system limitations, charges from some third party service providers billed through billing aggregators or billing clearinghouses can only be blocked by blocking the billing aggregator or billing clearinghouse thereby effectively blocking all other third party service providers billing through that aggregator or clearinghouse.
- c) Charges billed prior to the placement of a block may appear on subsequent customer bills because many such charges are billed in arrears.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE

6.6.1 General

ExpressTouch services are a group of central office-based call management features that forward the calling party's number to a terminating central office allowing customers to effectively manage their call flow. ExpressTouch services work only on calls that originate and terminate within ExpressTouch equipped offices, i.e., calls within a single ExpressTouch equipped office, or calls between ExpressTouch equipped offices linked by Signaling System 7 (SS7) network technology.

6.6.2 Regulations

- A. ExpressTouch services are provided from specially equipped Company Central Offices and enable customers to access various features by dialing a specific code.
- B. The customer of record will be responsible for all rates and charges associated with ExpressTouch services. The customer of record will be charged for all features activated on his/her service and charged the applicable monthly subscription rate for each line on which ExpressTouch services are provided.
- C. The services are available to residence customers for calls within the ExpressTouch service area.
- D. ExpressTouch can be provided on a stand alone basis or may be enhanced by use with Custom Calling Service features as described in other sections of this Guidebook.
- E. An ExpressTouch customer may employ available ExpressTouch features:
 - When both the ExpressTouch customer and the other party involved in the call are served from the same central office, even if the other party does not subscribe to ExpressTouch.
 - When both the ExpressTouch customer and the other party involved in the call are served from different central offices which are linked by facilities that can handle the delivery of the calling number and/or name, even if the other party does not subscribe to ExpressTouch.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE (Cont'd)

6.6.2 Regulations (Cont'd)

- F. Where the customer subscribes to Caller ID service, the calling number and/or name will be forwarded from the terminating central office to the customer provided Customer Premises Equipment (CPE) display unit.
- G. Service Connection Charges (Section 4) do not apply when these services are installed.
- H. Calling party name and/or number are delivered only on calls that originate and terminate within service areas with Signaling System 7 protocol.
- I. All telephone numbers and/or associated names in ExpressTouch service areas will be delivered subject to technical limitations, including Nonpublished and Nonlisted directory information as described in Section 5.
- J. If the incoming call is from a SignalRing customer, the telephone number or name transmitted will always be the main number or name rather than the SignalRing service number or name.
- K. If an incoming call originates from a multi-line hunt group, the telephone number or name information transmitted will be associated with the main number in the hunt group.
- L. Calling party name or number information is not available on operator-handled calls.
- M. Telephone names and/or numbers transmitted via Caller ID are intended solely for the use of the customer of these features. Resale of this information is prohibited.
- N. Company liability arising out of the provision of any ExpressTouch service Caller ID feature, including but not limited to the delivery or non-delivery of calling numbers, is limited as set forth in Section 2.
- O. The following limitations apply:

Caller ID Per Line Blocking is available upon request, facilities permitting, only to customers to Nonpublished Telephone Number service (refer to Section 5).

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE

6.6.3 ExpressTouch Features

A. Return Call

Return Call enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial an activation code to request that the network place the call.

If the called line is available, the call is completed. If the called line is not available (busy or not answered) and the Return Call feature is activated, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the calling customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed. If the customer has Caller ID service, the calling party's number and/or name will be displayed simultaneously with the distinctive ring.

Return Call will not return calls to parties who have blocked the delivery of their numbers.

Return Call is available on a flat rate or a usage sensitive basis. Under the usage sensitive basis, whether the customer chooses to advance the call or abandon the call, the usage activation charge will apply. The provision of this service on a usage sensitive basis is subject to technical limitations and is provided where facilities are available. Upon the customer's request, blocking of this feature is available at no charge.

B. Repeat Dial

Repeat Dial, when activated, automatically redials the last number the customer dialed if the call was answered, not answered or busy. If the called line is available, the call will be placed. If the called line is not available, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

Repeat Dial is available on a flat rate or a usage sensitive basis. Under the usage sensitive basis, the customer will incur an activation charge whether the customer chooses to advance or abandon the call. The provision of this service on a usage sensitive basis is subject to technical limitations and is provided where facilities are available. Upon the customer's request, blocking of this feature is available at no charge.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE (Cont'd)

6.6.3 ExpressTouch Features (Cont'd)

C. Call Trace

Call Trace enables the customer to initiate an automatic trace of the last call received, regardless of the trace, the customer must dial an activation code, then dial a "1". Upon activation by the customer, the network automatically sends a message to the Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local Company business office for further action. The customer is not provided the traced number.

If the customer makes or receives another call after hanging up from the traced call, or if the Enhanced Call Waiting feature is activated prior to activating the trace, Call Trace will not record the correct number.

In situations where the Call Trace functionality is activated by a customer, information pertaining to nonpublished numbers will be provided to the authorized law enforcement agency upon request of the agency.

This feature requires no additional equipment on the customers' premises. Call Trace will trace only those calls which are originated from a location served by the ExpressTouch network.

A separate charge applies to each activation of this feature.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE (Cont'd)

6.6.3 ExpressTouch Features (Cont'd)

- D. Caller ID - Number Only – OBSOLETE – See Section 100
- E. Caller ID with Name

This feature delivers to the customer's CPE both the directory number of the line used by the calling party and the name (up to 15 characters) associated with the directory listing. The calling party's number and associated name are delivered during the silent interval between the first and second rings. The calling name and number are displayed in a special telephone set or separate unit furnished by the customer. This feature is available facilities permitting.

Due to blocking, the Caller ID with Name feature is not suitable for the provision of 911 or E911 service and is, therefore, not available to 911 or E911 providers except in conjunction with their administrative lines.

Where facilities are available, Anonymous Call Rejection (ACR) is provided with Caller ID with Name at no additional charge. Anonymous Call Rejection allows customers to reject receipt of calls from callers who utilize Caller ID Blocking. The calling party who has chosen to block delivery of his name and number will hear a recorded announcement stating that the called party will not accept anonymous calls. The announcement will also state that the caller should hang up and call back with caller identification unblocked to complete the call.

Customers may deactivate Anonymous Call Rejection by dialing the deactivation code (*87) and may receive calls from callers utilizing Caller ID Blocking. Customers must dial the reactivation code (*77) to reactivate Anonymous Call Rejection. Confirmation announcements will confirm activation and deactivation of the feature.

Calls routed to the Anonymous Call Rejection recorded announcement are not considered complete calls and will not be billed by the Company.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE (Cont'd)

6.6.3 ExpressTouch Features (Cont'd)

F. Caller ID Per Call Blocking

Caller ID Per Call Blocking allows a customer to temporarily prevent the transmission of that customer's directory name/number when making a call, and thus control availability of the calling name/number to the called party.

The transmission of the directory name/number can be temporarily prevented on an as needed basis by dialing a pre-assigned access code prior to making a call. This action must be repeated each time a call is made to prevent transmission of the directory name/number.

Caller ID Per Call Blocking is available to all customers.

Caller ID Per Call Blocking does not prevent transmission of the calling party number on services such as E911, 800/888 and 950 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

G. Caller ID Per Line Blocking

Caller ID Per Line Blocking allows customers to Nonpublished Telephone Number service (refer to Section 5) or special agencies to prevent transmission of their directory name/number on all outgoing calls placed from their line. Caller ID Per Line Blocking is in operation on a continuous basis. A service order is required to establish or remove this feature.

The transmission of the directory name/number can be temporarily enabled on an as needed basis by dialing a pre-assigned access code prior to making a call. This action must be repeated each time a call is made to allow transmission of the directory name/number.

Caller ID Per Line Blocking is available, facilities permitting, to certain customers as described in 6.6.2(O). There is no monthly recurring charge to these customers for Caller ID Per Line Blocking, and the initial service order charges for blocking or unblocking are waived for these customers.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE (Cont'd)

6.6.3 ExpressTouch Features (Cont'd)

G. Caller ID Per Line Blocking (Cont'd)

Caller ID Per Line Blocking will not prevent transmission of the calling party number on services such as E911, 800/888 and 950 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

The Company will not provide any network element or service to telephone solicitors that would block or otherwise interfere with on a per line basis, the display of the telephone solicitor's name and telephone number on the residential customer's Caller ID equipment.

H. Anonymous Call Rejection – OBSOLETE – See Section 100

I. Selective Call Forward

Selective Call Forward allows customers to give priority treatment to certain calls by transferring only those calls originating from a customer-designated list of telephone numbers. The customer may include up to 12 telephone numbers from the ExpressTouch service area on the Selective Call Forward list. The feature screens incoming calls against the customer's list. Calls coming from a number on the customer's list are forwarded to another telephone number designated by the customer.

Customers activate and deactivate the feature by dialing an access code. Automatic announcements tell customers whether the feature is activated or deactivated, what directory numbers are on the screening list, and the forward-to directory number. Customers can modify this information in response to prompts from the Company's central office equipment.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE (Cont'd)

6.6.3 ExpressTouch Features (Cont'd)

J. Selective Call Acceptance

Selective Call Acceptance screens incoming calls against a list of customer-specified directory numbers and accepts only those calls from numbers on the list. Calls from other numbers within the ExpressTouch service area are denied access to the customer's line; callers receive an announcement stating that the called party is not accepting calls at this time. Calls from outside the ExpressTouch service area will ring normally.

This feature also controls access to computer lines for security reasons by restricting directory numbers that can terminate to computer lines.

Customers can include up to 12 numbers from within the ExpressTouch service area on their Selective Call Acceptance list. Customers dial an access code to activate or deactivate the feature, determine status of the feature, review the Selective Call Acceptance list, and add or delete numbers from the list.

K. Selective Call Blocking

Selective Call Blocking allows customers to reject incoming calls from up to 12 numbers on a list designated by the customer. Customers may create the Selective Call Blocking screening list from among telephone numbers within the ExpressTouch service area. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement that the called party is not accepting calls at this time.

By dialing a code immediately after an unwanted call is received, customers can add the last incoming call number to their Selective Call Blocking list even if the number is unknown to them. Selective Call Blocking will not operate if the incoming call number is outside the ExpressTouch service area. Customers may activate and deactivate the feature, determine feature status, review the directory number list, and add or delete entries from the list by dialing access and modification codes.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.6 EXPRESSTOUCH SERVICE (Cont'd)

6.6.3 ExpressTouch Features (Cont'd)

L. Selective Call Ring

Selective Call Ring allows customers to differentiate incoming calls by assigning a distinctive ring to certain numbers. If the Selective Call Ring customer also has Enhanced Call Waiting and is on the phone, a distinctive call waiting tone will alert the customer to an incoming call from a number on the screening list.

The distinctive ring or distinctive call waiting tone is activated when a call is received from a telephone number that matches one of up to thirty-one (31) numbers on the Selective Call Ring list. The Selective Call Ring list is created by the customer through an interactive dialing sequence and can be altered at the customer's discretion. The feature can also be deactivated at the customer's discretion.

For Selective Call Ring to work, the incoming call must be identified by the switch as a unique number. The feature will not work on numbers that are part of a multi-line hunt group unless the number is the main number or each terminal has a unique telephone number assigned within the group.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.7 CALL LINE IDENTIFIER

6.7.1 General

- A. Call Line Identifier is used to attempt to trace and identify, at the request of a customer, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where customers require extended trace for a specified length of time on a per line basis. The Call Trace feature, as specified in Section 6.6.3 of this Guidebook differs from Call Line Identifier service in that Call Trace is activated on a per call basis.

6.7.2 Regulations

- A. Customers initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.
- B. Requests for Call Line Identifier service will be evaluated by the Annoyance Call Center. The Company will trace calls when requested based upon the availability of line identification equipment.
- C. Call Line Identifier service will apply per line upon request.
- D. The Company does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offending line customer will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended customer.
- E. In the event a customer requested call trace is unsuccessful, the customer will be given the option of changing the telephone number at no charge.
- F. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays, or errors by the Company in connection with Call Line Identifier service which were not caused by the Company's failure to maintain proper standards of maintenance and operation or by the Company's failure to exercise reasonable supervision (i.e., willful neglect).
- G. This regulation does not apply to trap and trace ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by a law enforcement agency within its legal powers.
- H. Any Call Line Identifier conducted shall be at the discretion of the Company and is subject to the availability of facilities.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.8 PRIVACY ID

6.8.1 General

- A. Privacy ID provides Caller ID customers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy ID intercepts all unidentified calls before the customer's telephone rings then asks the caller to state their name or company. Once the calling party has responded, the service rings the customer and announces the call party's information. The customer has the option to accept the call, reject the call, play an announcement to the calling party or forward the call to voicemail.
- B. The Privacy ID customer may provide calling parties with a Caller's Access Code. Use of this access code allows the calling party to bypass Privacy ID.
- C. Privacy ID is provided subject to availability of facilities.
- D. When the Call Trace and Return Call features are activated on calls intercepted by Privacy ID, the telephone number captured is that of the Service Node, which performs Privacy ID, not the telephone number of the calling party.
- E. Caller ID Service is required in order to subscribe to Privacy ID.
- F. Service Charges as specified in Section 4 do not apply when Privacy ID is installed.
- G. Privacy ID is available as an add-on to Personal II Solution, Special Plan Bundle and Standard Home Phone II.

6. MISCELLANEOUS SERVICE ARRANGEMENTS

6.9 TALKING CALL WAITING

6.9.1 General

- A. Talking Call Waiting allows customers to know who is calling while they are on the telephone with another party. Talking Call Waiting enhances Call Waiting by allowing the customer to hear the name associated with the Manager listing of the calling number after hearing the call waiting tone while the customer is on the line. Any and all names will be voiced to the customer. This includes "private" or "unavailable" to be voiced in the appropriate situation. Talking Call Waiting service customers will hear both a call waiting tone plus the name of the calling party on an incoming call. The customer then presses the switch hook or flash button to place the current call on hold and talk to the call waiting party.
- B. Talking Call Waiting is provided subject to availability of facilities.
- C. Talking Call Waiting is available on a monthly subscription basis. This service requires no additional adjunct or telephone display equipment.
- D. Talking Call Waiting is available to single-line residence customers.
- E. A Call Waiting Custom Calling Feature, including but not limited to, Call Waiting Service, Enhanced Call Waiting, Call Waiting Options or any package containing the Call Waiting feature, is required in order to subscribe to Talking Call Waiting service.
- F. Service Charges as specified in Section 4 do not apply when Talking Call Waiting is installed.
- G. Talking Call Waiting is available as an add-on to Package 5 and Package 6.
- H. Talking Call Waiting is available as an add-on to Ideal Solution, Sure Solution II, Home II Solution and Progressive Plan.