

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features

6.1 Custom Local Area Signaling Services (CLASS)

A. General

1. Custom Local Area Signaling Services (CLASS) capability is provided to customers who are served by appropriately equipped electronic central offices. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped electronic central offices. If a tandem is not equipped to handle CLASS features, the CLASS service will be available only at the local level.
2. CLASS will be provided on business lines, at rates and charges offered in Section 20.3, following.
3. To activate a feature the customer will dial a company-designated code. A confirmation will be heard when a designated code has been dialed.
4. Variations in central office equipment and the activation of other central office features by the called/calling party may cause differences in the availability and/or operation of individual features.
5. Once the features are activated, incoming calls may still be received and outgoing calls placed.
6. The term "distinctive ring" refers to a company assigned non-standard ringing pattern. There is only one non-standard ringing pattern per feature.
7. The Automatic Recall and Automatic Callback features cannot be activated for all telephone numbers, such as numbers with the 800, 888, 877 or 900 prefixes.

OPTIONAL SERVICES AND FEATURES6. Optional Services and Features (Cont'd)6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

B. Caller I.D. Blocking

Free per call blocking will be available to all business customers who are served by appropriately equipped central offices. Those customers may prevent the delivery of their telephone number or name to the called party by dialing the activation code (*67 for touchtone business lines, prior to placing a call. If the call is completed, the terminating office sends a "PRIVATE" code to the called party's terminal in place of the directory number.

C. Reserved for Future Use

D. CLASS Feature Descriptions

1. Automatic Recall

The telephone number associated with the last incoming call to the customer (called party) will be announced via recorded voice and may be automatically redialed. Activation must occur before another incoming call or a call waiting indication is received by the customer. If the redialed telephone line is busy, the feature will remain active for a 30-minute period and repeatedly check the idle/busy status of the line at intervals determined by the company. Should the called party's line become idle during this period, the customer will receive a distinctive ring. If the customer answers this ring, completion of the call to the calling party will be automatically attempted. The customer need not wait for the completion of the Automatic Recall (*69) process to activate this feature for subsequent incoming calls. The idle status of the line associated with each activation will be checked. This feature can be billed on either a per usage basis or as a monthly recurring charge.

OPTIONAL SERVICES AND FEATURES6. Optional Services and Features (Cont'd)6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

D. CLASS Feature Descriptions (Cont'd)

2. Automatic Callback

The telephone number associated with the last outgoing call placed by the customer (calling party) may be automatically redialed. Activation must occur before the customer places another outgoing call. If the redialed telephone line is busy, the feature will remain active for a 30-minute period and repeatedly check the idle/busy status of the line at intervals determined by the company. Should the called party's line become idle during this period, the customer will receive a distinctive ring. If the customer answers the ring, completion of the call to the called party will automatically be attempted. The customer need not wait for the completion of the Automatic Callback (*66) process to activate this feature for subsequent outgoing calls. The idle status of the line associated with each activation will be checked.

3. Calling ID Number Only

This feature provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone with a built-in display screen. The Calling Number Delivery feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The company will forward all telephone numbers subject to technical limitations.

4. Caller ID Name and Number

This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a customer provided display device. The company will forward all calling names subject to technical limitations. This service is only offered in conjunction with Calling Number Delivery service.

OPTIONAL SERVICES AND FEATURES6. Optional Services and Features (Cont'd)6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

D. CLASS Feature Descriptions (Cont'd)

5. Caller ID with Call Waiting

This service offers the same functionality as Caller ID Name and Number, but the customer will also get a tone notify that a call is waiting and the name and number of the caller waiting, subject to technical limitations, will appear on the Caller ID display.

6. Selective Call Rejection

This feature allows the customer to have the switch automatically reject calls from directory numbers on the customer's pre-designated screening list. A screening list of up to ten directory numbers is created by the subscriber. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party attempting to be called does not wish to receive calls at this time.

7. Selective Call Forwarding

This feature allows the customer to transfer selected incoming calls to another telephone number. A screening list containing up to ten numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, incoming calls are forwarded only if the calling number can be obtained and is found to match a number on the customer's screening list.

8. Call-Forward – No Answer - Fixed

Permits the customer to forward incoming calls that encounter a no answer to another telephone number after a specified number of rings. The number forwarded to is fixed in the switch by the phone company.

9. Call-Forward – No Answer - Unconditional

Permits the customer to forward incoming calls that encounter a no answer to another telephone number after a specified number of rings. The customer has the option of changing where the number is forwarded by entering the appropriate activation code.

OPTIONAL SERVICES AND FEATURES6. Optional Services and Features (Cont'd)6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

D. CLASS Feature Descriptions (Cont'd)

10. Call-Forward – Busy - Fixed

Permits the customer to forward incoming calls that encounter a busy signal to another telephone number. The number forwarded to is fixed in the switch by the phone company.

11. Call-Forward – Busy - Unconditional

Permits the customer to forward incoming calls that encounter a busy signal to another telephone number. The customer has the option of changing where the number is forwarded by entering the appropriate activation code.

12. Customer Originated Trace

This feature will, upon successful customer activation, automatically trace the telephone number of the line used for the last call received by the customer. The customer must dial a company-designated code, and a confirmation will be heard when a designated code has been dialed. Activation must occur prior to the time that either another call or the call waiting tone is received by the customer. Within five business days after successful activation of Customer Originated Trace, the customer must contact the company to arrange for continued retention of the trace record. The company will not provide the traced number to the customer, but it will be provided to law enforcement officials only pursuant to a valid subpoena issued by a court of competent jurisdiction. The practices of law enforcement officials vary, and the company does not represent that any action will be taken by such officials with regard to the traced number. The company also does not guarantee the satisfactory operation of the capability set forth above for use in the provision of the Customer Originated Trace feature.

13. Anonymous Call Rejection

This feature enables the customer to dial a special code to reject those calls from which a privacy indicator is received (meaning that the calling party chooses to keep his number private). The calling party will receive a recorded announcement indicating that the person they are calling does not wish to receive calls from callers who choose to block their numbers.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

D. CLASS Feature Descriptions (Cont'd)

14. Reserved for Future Use

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

E. CLASS Feature Packages

CLASS Feature Packages are offered in combination with Custom Calling Services. All Custom Calling Services and their descriptions can be found in Section 6.3.

1. Business Feature Packages

All Business Packages require T1 transport and include Dynamic Internet Access. All Business Packages include Basic Class Feature Services listed in the Business Basic package.

2. Business Basic

The Business Basic package includes; Unlimited inbound calling, Caller ID Number, Automatic recall (redial last incoming), Auto Callback (redial last outgoing) Speed Dial 8, DID per station, Caller ID blocking, 900 number blocking and 3-way calling (conference)

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.1 Custom Local Area Signaling Services (CLASS) (Cont'd)

E. Packages (Cont'd)

3. Business Basic + (Plus)

The Business Basic + (Plus) package includes all features in the Business Basic and these additional features: 3-Way Calling (conference+transfer), Caller ID with Name and Number, Speed Dial 30. Call Waiting with Caller ID, Call Pick-up, Call barring, Anonymous call rejection, Call forward Busy/do not answer, Line hunting.

4. Business Premiere

The Business Premiere package includes all features in the Business Basic+ (Plus) and these additional features: Call Forward Selective, Call forward Unconditional, Priority call (distinctive Ringing), Call rejection (anonymous & selective), reminder call.

F. Rates and Charges

Rates and charges for CLASS features are listed in Section 20.3 of this Tariff.

OPTIONAL SERVICES AND FEATURES6. Optional Services and Features (Cont'd)6.2 Centrex

A. General

Centrex is a central office based business touch tone service which provides capabilities similar to those offered by a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system. Centrex service is furnished subject to the availability of facilities, features, and central office equipment in locations as determined by the company.

B. Centrex Service Features

1. Basic Business Group

- a. Intercom Dialing
- b. Direct Outward Dialing (level 9 access)
- c. Assume 9 dialing (no 9 needed)
- d. Distinctive Ring
- e. Business Group Dial Plan
- f. Call Hold
- g. Call Pick-up / directed call pick-up
- h. 3 way call (conference w/transfer)
- i. Call forward busy/don't answer
- j. Multi Appearance Directory Number (MADN)
- k. Line hunting
- l. Voice Mail

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.2 Centrex (Cont'd)

C. Definitions of Centrex Service Features

1. The Basic Business Group (BBG) feature provides the capability of partitioning the Digital Central Office System into a group of lines. Each group of lines is normally associated with a single business customer. BBG uses central office capabilities to provide services similar to those provided by a Private Branch Exchange (PABX), including a unique dialing plan, custom calling features, dialing and facility restrictions. A complete listing of these features can be found in 6.2(B) above.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.2. Centrex (Cont'd)

- D. Each Centrex line will be two-way, incoming-outgoing operation at the time the line is installed.
- E. Centrex Service is not provided in association with public or semi-public telephone service.
- F. Service Charges will be charged on a system basis as well as a per line basis. Charges are listed in section 20.3. The line charge and system charge will apply on additional line installations and on system reconfigurations.
- G. Service will be provided on a yearly or multi-year basis at the rates specified in section 20.3. A signed service contract will be required for all customers that request pricing concessions related to term contracts. The initial service period is a minimum of twelve months, commencing with the date of installation of the service.
- H. Regulations as specified in the General Rules and Regulations of this tariff will apply to this service.
- I. Terminal equipment provided by the customer must be compatible with the service and equipment provided by the company. Such equipment should be touch-tone to realize the full potential value of Centrex Service.
- J. Termination of contracted Centrex services will result in a termination charge equal to 50% of the remaining portion of the contracted period.
- K. One White Page directory listing is provided to each customer without charge. Additional listings are billed at the business extra listing rate.
- L. Reserved for Future Use
- M. The telephone company will only be responsible for terminating lines to a "DEMARC" point. If the DEMARC is inside the building or facility, the customer will be responsible for providing Entrance Facilities. If there is not one provided, the telephone company will install an entrance facility and the customer will be charged an additional installation charge of \$85.00 per hour plus any material charges.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.3 Custom Calling Services

A. Conditions

Custom Calling Services are available only to those customers who are served from a Central Office equipped to provide such services.

The grade of transmission on Three-Way Calling and Call Forwarding may vary depending on the distance and routing necessary to complete the call. End to end transmission is not guaranteed.

B. Application of Customer Activity Charges

Installation Charges as outlined in Section 20.3 of this tariff will apply to the establishment of Custom Calling Service features.

OPTIONAL SERVICES AND FEATURES6. Optional Services and Features (Cont'd)6.3 Custom Calling Services

C. Feature Descriptions

Call Waiting

The Call Waiting feature informs a subscriber engaged in a normal talking connection that a third party is calling by a tone. The calling party hears normal ring back. The subscriber has the option of continuing the conversation, terminating the conversation, or answering the calling party, by placing the current party on "hold". Call Waiting allows the subscriber to switch back and forth between the two parties, by alternately placing the other party on "hold", as many times as desired. Cancel Call Waiting enables the customer to cancel Call Waiting before making a call for the duration of that call. If the customer also has Three-Way Calling, Call Waiting can be canceled during the call.

Three-Way Calling *

The Three-Way Calling feature allows a single party subscriber to add another call to an existing two-way connection without operator assistance. When the third party answers, a private two-way conversation can be held, before completing the connection for a three-way conference. This feature can be used on both outgoing and incoming calls.

If a subscriber utilizes toll trunks for a three way call, that subscriber will be billed the appropriate toll charges for the portion of that three way call which he originated.

Call Forwarding

The Call Forwarding feature allows a subscriber to have all incoming calls forwarded to another, preselected line that is located within the Telephone Company's local calling area that is possible to reach by direct dialing.

Call Forwarding, Remote Access *

Permits the customer to have Call Forwarding activation and deactivation from a location other than the customer's home telephone.

* The grade of transmission on calls forwarded or on three-way calls may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such call.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.3 Custom Calling Services (Cont'd)

C. Feature Descriptions (Cont'd)

Speed Calling – Short List (8)

The speed calling – 8 feature allows a subscriber to call any one of eight preselected telephone numbers from memory by dialing a single digit code rather than the entire telephone number.

Speed Calling – Long List (30)

The speed calling - 30 feature allows a subscriber to call any one of thirty preselected telephone numbers from memory by dialing a two digit code rather than the entire telephone number.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.3 Custom Calling Services (Cont'd)

C. Feature Descriptions (Cont'd)

Cancel Call Waiting

Allows the customer with Call Waiting to dial an access code that suspends call waiting for the duration of a call in progress.

Remote Call Forwarding *

This feature intercepts calls to a local telephone number and directs the calls to another telephone number in a different exchange with the called party receiving billing for the call. The grade of transmission may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such call. (This feature cannot be included in the package discount plans).

* The grade of transmission on calls forwarded or on three-way calls may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such call.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.3 Custom Calling Services (Cont'd)

D. Rates and Charges

Rates and charges for Custom Calling Features are shown in Section 20.3 of this Tariff.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.4 Reserved For Future Use

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.5 Direct Inward Dialing (DID) Service

A. General

1. Direct Inward Dialing Service to customer premises located switching systems is furnished subject to the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to terminal equipment associated with customer premises located switching systems.
3. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.
4. Operational characteristics of interface signal between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
5. The Company shall not be responsible to the customer or to the customer's patron if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, or its patrons obsolete or require modification or alteration of such equipment.
6. Direct-in-dial Trunks may be provided in the quantity determined by the Company to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-in-dial Trunks will be furnished at rates based on cost.

- B. Rates and Charges for Direct Inward Dialing are listed in Section 20.3 in this tariff.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.6 Directory Listings

A. Published Listings

A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

Listings will be limited to such information as is necessary for proper identification.

The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

Whenever any question arises as to the right of a customer (1) to list the name of a business which (s)he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the customer to secure from the owner of such name, written authority to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listing; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.

B. Non-Published or Non-listed Listings

Non-Published service is the omission of a customer's listing from both the telephone directory and directory assistance records. Non-published listings are available upon request.

Non-listed service is the omission of a customer's listing from the telephone directory. Non-listed listings are not available upon request.

The customer will hold the Company harmless from any damages that might arise and will absolve the Company from any responsibility for the failure of the customer to receive calls because of his choice to select a non-published or non-listed listing.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.6 Directory Listings (Cont'd)

B. Non-Published or Non-listed Listings (Cont'd)

Rates and charges for Non-Published listings are listed in Section 20.3(F) of this tariff.

C. Reserved for Future Use

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.6 Directory Listings (Cont'd)

D. Additional Listings

An additional listing must include the same address and telephone number as the primary listing except that a different address may be shown for off-premises extensions located on other premises occupied solely by the customer.

An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

Business extra listings may be the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment, the names and associates or employees of the subscriber. No other class of listing, such as service agency, commodity, etc., will be accepted.

A foreign listing may be furnished to customers requesting that their listing be included in a directory for another exchange.

Business subscribers who lease their premises for periods of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time. All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges. The extra listing rate applies for each listing.

E. Applicability of Customer Activity Charges

A listings change is subject to the applicable Customer Activity Charges found in Section 5.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.6 Directory Listings (Cont'd)

F. Rates and Charges

Rates and charges for Directory Listings are listed in Section 20.3 of this Tariff.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.7 Reserved for Future Use

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.8 Reserved For Future Use

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.9 Reserved For Future Use

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.10 Reserved For Future Use