

CUSTOM CALLING FEATURES

A. Descriptions

Call Waiting

Alerts a customer who is using their telephone that another caller is trying to reach them. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call. Call Waiting is automatically reactivated for the next originating or terminating call.

Call Forwarding^{/1/}

Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and the routing necessary.

Three-Way Calling^{/2/}

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may not meet normal standards depending on the distance and routing necessary.

Speed Calling^{/3/}

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Eight code capacity and/or 30 code capacity may be provided on the same line, however, duplicate code capacities may not be provided. The combination of code capacities is not available on multiline hunting lines.

B. Prices^{/7/}

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Call Waiting ^{/4/}	ESX	\$9.00	\$13.50(I)
Call Forwarding	ESM	7.00	13.40(I)
Three-way Calling	ESC	7.00	12.00(I)
Speed Calling 8 ^{3,6/}	ESL	7.00	---
Speed Calling 30 ^{6/}	ESF	---	8.75

/1/ Call Forwarding, Call Forwarding-Busy Line and Call Forwarding-Don't Answer are available to Payphone Exchange Access Service subscribers.

/2/ Three-way Calling is available to Payphone Exchange Access Service subscribers.

/3/ Speed Calling 8 is withdrawn and no longer available for business customers effective October 31, 2013.

/4/ The rate is inclusive of the Cancel Call Waiting Option where available.

/5/ *Reserved for future use.*

/6/ A Service Connection Charge will apply per line when the Speed Calling Codes are changed by the Company at the customer's request.

/7/ See Part 3, Section 1 for application of Service Connection Charges.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

B. Feature Descriptions (cont'd)

C. Prices^{/6/}

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Anonymous Call Rejection ^{/1/}	AYK	\$7.00	\$10.20(l)
Anonymous Call Rejection in Conjunction with Caller ID Name and/or Number Delivery.....	AYK	7.00	---
Auto Redial.....	NSQ	7.00	5.50
Call Blocker.....	NSY	7.00	5.50
Call Return	NSS	8.00	10.65(l)
Priority Call.....	NSK	6.50	5.50
Remote Access to Call Forwarding	RC3	1.00	3.00
Selective Call Forwarding	NCE	7.00	5.35
Simultaneous Call Forwarding ^{/5/}	ESD	5.00 ^{/4/}	6.00 ^{/4/}
<u>Usage-Sensitive Service</u>		<u>Per Successful Activation</u>	
Call Trace ^{/2/}	NST	\$8.00	\$8.00
Auto Redial ^{/2,3/}	NV8	.75	.75
Call Return ^{/2,3/}	NV9	3.00	3.00
Three-way Calling ^{/2,3/}	3UY	3.00	3.00

/1/ This service is obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

/2/ Blocking of this service will be provided, at no charge to the customer, upon request.

/3/ This service is offered on a usage sensitive, per activation basis. It is available only where facilities permit.

/4/ An installation/move charge of \$15 applies in addition to the service connection charge.

/5/ Simultaneous Call Forwarding is used in conjunction with Call Forwarding. Call Forwarding rates and charges apply.

/6/ See Part 3, Section 1, for application of Service Connection Charges.

CALLER ID (cont'd)

C. Prices^{/4/}

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Caller ID Calling Number Delivery ^{/1/}	NSD	\$9.99	\$15.50(l)
Caller ID Calling Name Delivery ^{/1,2/}	NMP	9.99	14.75(l)
Per line Package Discount			<u>Monthly Credit</u>
Caller ID Credit ^{/1,3/}	NNK	9.99	5.00

- /1/ When the customer subscribes to both Caller ID Calling Number Delivery and Caller ID Calling Name Delivery, apply the Caller ID Credit.
- /2/ The Service Connection charge for Caller ID Calling Name Delivery or for any package offer containing Calling Name Delivery will be waived for 60 days after Calling Name Delivery is deployed in central offices where it was previously unavailable.
- /3/ The monthly rate and service connection charge for each service apply as appropriate. In addition, the package monthly discount is applied as a credit to the total monthly bill. If the customer qualifies for more than one package, the larger package discount will be applied to the customer's bill.
- /4/ See Part 3, Section 1, for application of Service Connection Charges.

PRIVACY MANAGER^{SM/1/}

A. Description

Privacy Manager assists customers in the management of incoming calls that have been identified as either “anonymous”, “out-of-area”, “unavailable”, or “private” before their telephone rings. Incoming calls are intercepted and a recording is played informing the caller that the number they have dialed does not accept calls from unidentified telephone numbers. At the tone, the caller will be asked to record their name or the company they represent. If the caller elects to record their name the call will be completed. If the caller chooses not to record their name, the call is disconnected. After the caller identifies who they are, the customer’s telephone will ring and their Caller ID (CID) premises equipment will register a “Privacy Manager” message to indicate they are receiving a screened call. The customer will then hear a recording of the caller’s name (or the name of the company they represent). After the caller is identified, the customer may elect one of the following options:

- Accept the call
- Decline the call by playing a pre-recorded announcement
- Send the caller to CallNotes^{®/2/}, customer-provided voice mail, or answering machine
- Decline a sales/telemarketing call by playing a pre-recorded announcement which requests that solicitors remove the customer’s name from their lists and not call again.

If no action is taken, the call will be directly forwarded to the customer’s voice mail or answering service. If the customer does not have an answering service or Call Forwarding-Busy Line/Don’t Answer (CFBL/DA) then Privacy Manager will intercept the call after the sixth ring and advise the caller that the customer is unavailable.

B. Terms and Conditions

In addition to the regulations provided in Section 1, the following terms and conditions apply:

1. The customer must also subscribe to CID-Calling Name & Number Delivery and Touch-tone Calling Service.
2. In addition to the limitations listed in Part 7, Section 1, this service is not available with Flat Rate Trunk, Message Rate Hotel-Trunk, SmartTrunkSM Service, Multiline & Series Completion Hunting, Reserve Line[®], and Advanced Intelligent Network (AIN) Services including Intellinumber[®], Positive ID, and Area Wide Networking (AWN) service Option II.
3. Privacy Manager service and Anonymous Call Rejection (ACR) cannot be provisioned together on the same line.

C. Prices^{/4/}

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Privacy Manager ^{SM /3/}	CPU	\$8.50	\$25.40(I)

/1/ This service is obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

/2/ CallNotes is a registered service mark of Southwestern Bell Messaging Services, Inc.

/3/ Customer must also subscribe to Touch-tone Calling Service and Calling Name & Number Delivery.

/4/ See Part 3, Section 1, for application of Service Connection Charges.

COMPLEMENTARY NETWORK SERVICES

A. Descriptions

Call Forwarding-Busy Line^{/1/}

Allows incoming calls that encounter a busy condition to be forwarded to a predesignated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

Call Forwarding-Don't Answer^{/1/}

Allows incoming calls which are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

B. Prices^{/5/}

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Call Forwarding-Busy Line ^{/4/}	EVB	\$1.00	\$6.30(I)
Call Forwarding-Don't Answer ^{/4/}	EVD	1.00	6.30(I)
Call Forwarding-Busy Line/Don't Answer.....	E5E	1.00	8.55(I)

- /1/ Customers ordering Call Forwarding-Busy Line, Call Forwarding-Don't Answer, or Call Forwarding-Busy Line/Don't Answer will not be billed the Service Connection Charge if their local exchange access line is also equipped with a package of services.
- /2/ Customers ordering Call Forwarding-Busy Line, Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer will not be billed the monthly recurring rate if they also subscribe to the Advantage PlanSM.
- /3/ Existing or new business customers who subscribe to a new term for Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0, or Business Access Line Term Volume Discount will receive these services for \$2.00 per month for the duration of the contract term, as well as a waiver of associated Service Connection charges for the service(s).
- /4/ A Service Connection Charge will apply per line when the forwarded-to number associated with Call Forwarding-Busy Line or Call Forwarding-Don't Answer is changed at the customer's request. When the customer changes the designated number of rings, a Service Connection Charge will not apply.
- /5/ See Part 3, Section 1, for application of Service Connection Charges.

TELEBRANCH® (cont'd)

C. Rates and Charges

1. The following Access Path charges for TeleBranch are in addition to applicable charges for service and equipment with which it is used.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Connection Charge</u> ^{/1,2,3,4,5/}	
TeleBranch, first access path	RCFWE, RCFVF, RCFVE, RCFVS, RCFWS, RCFNS, RCFMV, RCFVN RCFWG	\$25.20	/6/	(l)
Additional access paths, each.....	RCA	25.20	/6/	(l)

- a. Business customers who have their exchange access service with another carrier and who now establish their exchange access service with the Company and who subscribe to TeleBranch service will receive local TeleBranch service at the discounted monthly rate as listed below for the first 12 months. In addition, these customers will also receive a waiver of the nonrecurring charges to add local TeleBranch. This discounted monthly rate applies to both the initial as well as additional local TeleBranch paths only, excluding 800 Service lines. Usage charges are applicable.

	<u>USOC</u>	<u>Monthly Price</u>
Discounted price	RCF/RCA	\$5.00

The TeleBranch call forwarding number must terminate to a Company business access line in order to qualify for this discount and waiver. Customers must retain TeleBranch for 12 consecutive billing cycles in order to receive the full benefit of this offer. Customers who discontinue TeleBranch prior to the required 12 billing cycles will forfeit any remaining credits.

Subscribers may have a maximum of ten (10) local Telebranch paths (initial/additional) per billing account participating in this discounted service, and each local Telebranch path must be located in the same state where qualifying exchange access service from another carrier is established. Subscribers must order local Telebranch service within 30 days of establishing the qualifying exchange access service from another carrier in order to be eligible for this discounted service.

- /1/ The Service Connection Charge will not apply on outside moves of customer's other service (the terminating number does not change) if there is no telephone number change.
- /2/ To change the TeleBranch number, a Service Connection Charge is applicable.
- /3/ To change the number to which calls are forwarded, at the request of the customer, a Service Connection Charge is applicable.
- /4/ To change both numbers as in footnotes /2/ and /3/ above, at the same time, only one Service Connection Charge applicable.
- /5/ Only one Service Connection Charge will apply when an additional access path or paths are ordered at the same time as the first TeleBranch access path or when multiple additional paths are purchased on a subsequent order.
- /6/ See Part 3, Section 1, for application of Service Connection charges.