

**COMPLEMENTARY NETWORK SERVICES**

**A. Descriptions**

Call Forwarding-Busy Line

Allows incoming calls that encounter a busy condition to be forwarded to a pre-designated 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

Allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated 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-Busy Line/Don't Answer

Provides functionality of both Call Forwarding-Busy Line and Call Forwarding-Don't Answer (described above). With this service, customers can opt to have *Star Code Access to Voice Mail* as described later in this Section.

**B. Rates and Charges**

Monthly Subscription, Per Line

No discount for purchasing multiple services.

| <u>Service</u>                                | <u>Residence</u>    |   | <u>Business</u>     |   | <u>USOC</u> |
|---|---------------------|---|---------------------|---|-------------|
|   | <u>Monthly Rate</u> | <u>Installation Charge<sup>1/</sup></u> | <u>Monthly Rate</u> | <u>Installation Charge<sup>3/</sup></u> |             |
| <i>Call Forwarding Busy Line<sup>2/</sup></i> | \$0.75              | \$9.95(I)                               | \$12.52             | \$10.75                                 | EVB         |
| <i>Don't Answer<sup>2/</sup></i>              | 0.75                | 9.95(I)                                 | 12.52               | 10.75                                   | EVD         |
| <i>Busy Line/Don't Answer<sup>2/</sup></i>    | 1.00                | 9.95(R)                                 | 16.70               | 10.75                                   | E5E         |

/1/ The installation charge is \$9.95 (I) per service with a maximum installation charge of \$9.95 (R) for two (C) or more Custom Calling Services per request per line, except when the *Simultaneous Call Forwarding* service is established.

/2/ 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 Installation Charges for the service(s).

/3/ The installation charge is \$10.75 for one or more Custom Calling Services per request per line, except when *Simultaneous Call Forwarding* service is established (see Part 7, Section 2).

**COMPLEMENTARY NETWORK SERVICES (cont'd)**

**C. Moves and Changes**

1. When, at the customer's request, the forwarded-to for Call Forwarding-Busy Line and/or Don't Answer is changed, installation charges will apply as set forth in paragraph B. *Rates and Charges (Residence Service)* and *(Business Service)*, except when such changes are made in accordance with the provisions of paragraph C.2 below. When the customer changes his designated number of rings, installation charges will not apply.
  
2. When an Enhanced Service Provider (ESP) makes changes to its equipment such that there is a change required on features of Call Forwarding-Busy Line/Don't Answer associated with the exchange line of itself or its patrons(s), the ESP may request the Company to change numerous "forwarded to" numbers associated with exchange line of itself or its patrons on a mechanized basis in bulk rather than on a line by line basis. For example, a change in the location of the ESP's premise could require all of its patrons to change the "forwarded to" numbers associated with their Call Forwarding feature. When the Company has the appropriate authorization from the ESP to change all of the ESP's patron(s) features using Call Management Rearrangement, the Company will develop a mechanized means for making these requested changes in bulk. The ESP will be required to provide all necessary information to the Company in a mechanized data format acceptable to the Company and will be assessed the Call Management Rearrangement Charges listed in paragraph 3. following. The ESP will be allowed to pay the applicable charges on behalf of the customer.
  
3. Call Management Rearrangement Charges

These charges are applicable when the Company is able to develop a mechanized program to make changes in bulk rather than on a line by line basis.

|                                | <u>Charges</u> |
|--------------------------------|----------------|
| Per Request <sup>/1/</sup>     | \$4,100.00     |
| Per Program Run <sup>/2/</sup> | 10.00          |
| Per Line Changed               | 1.00           |

/1/ This charge (per request) for Call Management Rearrangement is based on the Company being able to develop a mechanized program for making the changes in bulk. If, due to the ESP's specifications, more than one program is required, the ESP will be assessed a "per request" charge for every program developed.

/2/ The number of program runs required is dependent on the total number of lines to be changed as well as the locations and wire center concentration of those lines.

**STAR CODE ACCESS TO VOICE MAIL**

**A. Description**

Star Code Access to Voice Mail Service is abbreviated dialing access to Voice Mail from the customers premises via an abbreviated code (\* and a two-digit code).

The customer, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (\* and a two-digit code). This action will forward the call to the customer's voice mailbox.

Customers with Call Forwarding Busy Line/Don't Answer (described in this Section) can opt to subscribe to Star Code Access to Voice Mail Service.

**B. Rules and Regulations**

1. Star Code Access To Voice Mail Service requires Call Forwarding Busy Line/Don't Answer on the customer's exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Call Forwarding Busy Line/Don't Answer.
2. Star Code Access To Voice Mail Service is provided subject to the availability of Central Office capacity and facilities.
3. Star Code Access To Voice Mail Service is offered only in association with residence and business exchange services unless specified otherwise.
4. Star Code Access To Voice Mail Service is not available with Centrex / Plexar, PBX, Coin, and other non POTS classes of services (e.g. Inmate or hotel-motel lines). This service will not be available to customers with Telebranch, Preferred Number Service, or Multi-Line Hunt Groups. (C)
5. Star Code Access to Voice Mail is available with Primary Rate ISDN only if the lines are not built as a part of a Plexar common block. This service is not available with ISDN BRI.
6. Star Code Access to Voice Mail Service requires Touchtone service.

**C. Rates and Charges**

The following rate and charge apply to each line equipped with Star Code Access to Voice Mail.

| <u>Description</u>             | <u>USOC</u> | <u>Monthly Rate</u> | <u>Nonrecurring Charge</u> |                        |
|--------------------------------|-------------|---------------------|----------------------------|------------------------|
|                                |             |                     | <u>Residence</u>           | <u>Business</u>        |
| Star Code Access to Voice Mail | SQAVX       | N/A                 | \$9.95 <sup>/1/</sup>      | \$10.75 <sup>/1/</sup> |

/1/ Only one Nonrecurring Charge applies if ordered with two or more Custom Calling Services.

**CUSTOMER ALERTING ENABLEMENT**

**A. Description of Service**

Customer Alerting Enablement (also known as Message Waiting Indicator) permits residence and business exchange access lines to receive an alerting tone (intermittent dial tone) from the customer's serving central office and/or a signal which activates a light on the customer's CPE.

**B. Availability of Service**

Customer Alerting Enablement is available where facilities permit. Customer Alerting Enablement is not available on party line, PBX trunk, Centrex, or PLEXAR telephone service. In order for Customer Alerting Enablement to work the customer must subscribe to Call Forward Busy Line/Don't Answer.

**C. Rates**

|                                     | Installation Charge                    |                                       |             |
|-------------------------------------|--|---------------------------------------|-------------|
|                                     | <u>Residence</u><br><small>/1/</small> | <u>Business</u><br><small>/2/</small> | <u>USOC</u> |
| <i>Customer Alerting Enablement</i> | \$5.00                                 | \$10.75                               |             |
| Audible and Visible Alerting        |  |                                       | EW5VA       |
| Audible only Alerting               |  |                                       | EW5AX       |
| Visual only Alerting                |  |                                       | EW5VX       |

**D. Moves and Changes**

Installation charges will apply when the customer's telephone number is changed for his convenience.

Installation charges will not apply on outside moves of service if there is no telephone number change.

/1/ Installation charge of \$5.00 per feature with maximum installation charge of \$10.00 for two or more Custom Calling Services per request, per line. (C)

/2/ Installation charge of \$10.75 for one or more Custom Calling Services per request, per line. (C)