

**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.

**B. Prices<sup>/2/</sup>**

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Call Forwarding-Busy Line <sup>/1,3/</sup> .....	EVB	\$7.00	\$12.52(I)
Call Forwarding-Don't Answer <sup>/1,3/</sup> .....	EVD	0.75	12.52(I)
Call Forwarding-Busy Line/Don't Answer <sup>/1/</sup> .....	E5E	1.00	16.70(I)

/1/ 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 and Equipment charges for the service(s).

/2/ See Part 3, Section 1 for application of Service Connection Charges.

/3/ Relative to Call Forwarding-Busy Line and Call Forwarding Don't Answer, the Service and Equipment Charge will apply per line when the forwarded number and / or the customer designated number of rings is changed at the customer's request. No Service and Equipment Charges will apply when the customer changes his designated number or rings.

**STAR CODE ACCESS TO VOICE MAIL**

**A. Description**

Star Code Access to Voice Mail service is abbreviated dialing access to Voice Mail from the customer's 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.

**B. Availability of Service**

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**

	Service and Equipment Charge <sup>/1/</sup>		
	<u>USOC</u>	<u>Residence</u>	<u>Business</u>
Star Code Access to Voice Mail.....	.SQAVX	\$10.00	\$20.00

/1/ Only one Service and Equipment Charge applies if ordered with two or more Easy Option services.

**CUSTOMER ALERTING ENABLEMENT**

**A. Description**

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

**B. Availability of Service**

Customer Alerting Enablement will be furnished only at locations where the proper technology and facilities exist. Customer Alerting Enablement is not available on PBX, Centrex, Plexar-I, Plexar-II, Plexar Custom, Public, Semi-Public, Customer Owned Pay Telephone, foreign exchange, Digital PBX or TeleBranch lines. In order for Customer Alerting Enablement to work the customer must subscribe to Call Forwarding-Busy Line/Don't Answer.

**C. Rates and Charges**

		Service and Equipment Charge <sup>/1/</sup>	
	<u>USOC</u>	<u>Residence</u>	<u>Business</u>
Customer Alerting Enablement .....	AWS	\$10.00	\$15.00
Audible and Visible .....	EW5VA		
Audible Only .....	EW5AX		
Visible Only .....	EW5VX		

/1/ Only one Service and Equipment Charge applies if ordered with an Easy Options Service (Custom Calling Service feature), Personalized Ring, ComCall or a Call Control Options feature. Comcall service is no longer available for residence customers as of January 25, 2013.