

MULTI RING SERVICE^{/1/}**A. General**

1. Multi Ring Service is a local exchange telecommunications service that enables a customer to have as many as three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third access line. Distinctive ringing will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to the Call Waiting feature of Custom Calling Service.
2. Multi Ring Service will be provided subject to the availability of appropriate central office facilities as determined by the Company.

B. Regulations

1. Multi Ring Service is available only with single line residence service and single line business service as described in Part 4, Section 2, excluding Coin Telephone Service.
2. Multi Ring Service may not be compatible with all types of customer provided telephone equipment.
3. Each customer will be entitled to one listing with each Multi Ring number, subject to regulations specified for Directory Service in Part 12, Section 1. Other listing services are also as provided in the Directory Service section. (T)
4. All Multi Ring Service lines must originate from the same central office switching machine.
5. Multi Ring Service customers subscribing to the Custom Calling Service Call Forwarding feature must choose one of the following options:
 - Calls to all telephone numbers associated with the line will be forwarded to a single number when the Call Forwarding feature is activated.
 - Calls to the main telephone number only will be forwarded when the Call Forwarding feature is activated. Calls to the additional Multi Ring numbers will continue to rings and may be answered at the customer's premises.
6. Service Charges are not applicable to this service when installed within 30 days of the date the service is initially available from a central office.

^{/1/} Effective on or after October 15, 2012, Second Additional Multi Ring Number will no longer be available to residence customers. Effective September 2, 2014, Multi Ring 1st Number will no longer be available for new residence subscriptions.

MULTI RING SERVICE^{/1/} (cont'd)**C. Rates and Charges**

The following charges are for Multi Ring Service only and are in addition to applicable rates and charges for associated service and equipment.

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
First Additional Multi Ring Number /DRS1X/ ^{/1/}	\$13.99 (I)	\$5.00
Second Additional Multi Ring Number /DRS2X/ ^{/1/}		5.00

^{/1/} Effective on or after October 15, 2012, Second Additional Multi Ring Number will no longer be available to residence customers. Effective September 2, 2014, Multi Ring 1st Number will no longer be available for new residence subscriptions.

COMPLEMENTARY CENTRAL OFFICE SERVICES**A. General**

1. Complementary Central Office Services are telecommunications services that consist of one or more of the following optional service features, described in B. *Feature Descriptions* below, which are provided only from properly equipped electronic central offices. Variations in equipment may cause differences in the availability or operation of these features. Complementary Central Office Services are classified as competitive for all business and residence customers.
2. Complementary Central Office Services are available in association with residence lines and Business Direct lines, as described in Part 4, Section 2, including lines of Foreign Exchange, Foreign District and Foreign Central Office Services. Alternate Answering And Busy Line Transfer, including associated options, may also be provided with P.B.X. trunks but are not compatible with Direct Inward Dialing (DID) Service. Special Delivery Feature is not available with ISDN, PBX trunks, Public, Semi-public, or Customer Owned Pay Telephone Service. Special Delivery Feature is not available with Centrex.
3. Generally an audible confirmation will accompany each activation and deactivation of Complementary Central Office Services.

B. Feature Descriptions

1. The following features permit a customer to have incoming calls to a line automatically forwarded to another dialable telephone number.
 - a. Busy Line Transfer: In the event that the called telephone number is busy, this feature automatically forwards incoming calls to a predetermined, dialable telephone number served by the same central office switch, or provides interswitch forwarding to a predetermined, dialable telephone number where technically available. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls.

This feature is not compatible with Call Waiting or Direct Inward Dialing Service.
 - b. Alternate Answering: In the event that the called telephone number is not answered within the Company designated parameters, normally three to four rings, this feature automatically forwards incoming calls to a predetermined, dialable telephone number served by the same central office switch, or provides interswitch transfer to a predetermined, dialable telephone number where technically available. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls.
 - c. Customer Control Option^{/1/}: There are two distinct options available at additional charge. One is associated with Busy Line Transfer and the other is associated with Alternate Answering.

Each of these options will allow the customer to activate/deactivate the associated feature.

/1/ Effective September 1, 2015, Customer Control Option is eliminated for residence subscribers.

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COMPLEMENTARY CENTRAL OFFICE SERVICES (cont'd)**B. Feature Descriptions (cont'd)**

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d. The following regulations apply to Alternate Answering and Busy Line Transfer:

1. Where a charge (local or long distance) is applicable for a call between the customer's telephone and the telephone to which calls are forwarded, such charge (dial station-to-station rate) is billed to the customer on every call forwarded to and answered at that telephone.
 2. The grade of transmission on calls forwarded may vary depending on the distance and routing necessary to complete the call. The normal grade end-to-end transmission is, therefore, not guaranteed on such calls.
 3. A service order must be placed to change the telephone number to which calls are set to forward for Busy Line Transfer and Alternate Answering. In this event, charges set forth in Part 3, Section 1, paragraphs B.2 and E.1.a are not applicable.
2. Message Waiting Indication: This feature allows an audible signal, e.g., stutter dial tone, to be present on an exchange line. Visual Message Waiting is an enhancement to message waiting indication. Customers with the appropriate CPE will receive a visual message waiting indication in addition to the audible message waiting indication.
3. Easy Call: This feature provides for the automatic dialing of a dialable, telephone number consisting of seven or more digits in the event that the customer's line is taken off-hook and dialing does not commence within a Company determined interval, usually seven seconds.
- The customer will not have the capability to change the telephone number to which calls are automatically dialed in association with the Easy Call feature. A request to change such number must be placed with the Company and is subject to charges set forth in Part 3, Section 1, paragraph B.2 and E.1.a.
4. Special Delivery Feature: Upon encountering a busy or don't answer condition on outgoing calls, this feature provides the calling party the option of automatically forwarding their call to a predetermined, dialable telephone number served by the same or a different central office switch, where facilities permit.

COMPLEMENTARY CENTRAL OFFICE SERVICES (cont'd)**C. Rates and Charges**

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
<i>Per feature, per line equipped</i>		
Busy Line Transfer /EVB/	\$.45	\$.60
- Customer Control Option /ERB/ ^{/1/}	-	1.00 (C)
Alternate Answering /EVD/	.40	.60
- Customer Control Option /ERD/ ^{/1/}	-	1.00 (C)
Message Waiting Indication /MWN/	.30	.30
Easy Call /WLS/	5.00	5.00
Special Delivery Feature /AS3CF/	.15	.15
Busy Line Transfer, Alternate Answering, Message Waiting Tone /VFZ3F/	1.00	1.00

1. Service Charges as set forth in Part 3, Section 1, paragraph B.2 are not applicable when adding only Busy Line Transfer, Alternate Answering, or Message Waiting Indication if such order results in a customer having 2 or more of these features on each affected existing line.
2. Service Charges as set forth in Part 3, Section 1, paragraph B.2 are not applicable when adding Special Delivery Feature to an existing line.

/1/ Effective September 1, 2015, Customer Control Option will be eliminated for residence subscribers.

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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 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. Terms and Conditions

1. Star Code Access To Voice Mail Service requires Alternate Answering and/or Busy Line Transfer 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 Alternate Answering and/or Busy Line Transfer.
2. Star Code Access To Voice Mail Service is provided subject to the availability of Central Office capacity and facilities.
3. The Monthly Price for the Star Code Access To Voice Mail Service is in addition to the Monthly Prices for Alternate Answering and Busy Line Transfer services.
4. Star Code Access To Voice Mail Service is offered in association with residence and business exchange services and unless specified otherwise, PBX trunks. Star Code Access To Voice Mail Service is not available with Centrex system stations, semi-public service or party line exchange service.

C. Prices

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Star Code Access To Voice Mail Service ^{/1/} /SQAV1, SQAV5, SQAVS/	\$.30	\$.50

^{/1/} There is no nonrecurring charge for Star Code Access to Voice Mail.

VOICE MAIL FEATURES PACKAGE**A. Description**

The Voice Mail Features package is an optional package that includes Message Waiting Indication, Busy Line Transfer, Alternate Answer and Star Code Access To Voice Mail Service.

Message Waiting Indication provides for a visual and audible signal to be activated on a Network Access Line.

Busy Line Transfer automatically transfers incoming calls to an alternate designated exchange telephone number when the called telephone number is busy.

Alternate Answering automatically transfers incoming calls that encounter a do-not-answer condition after a predetermined number of rings to a designated exchange telephone number or to a Direct Inward Dialing (DID) Station Number.

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

B. Terms and Conditions

1. The Voice Mail Features package is available where facilities permit and is subject to the Message Waiting Indication, Busy Line Transfer, Alternate Answer, and Star Code Access to Voice Mail optional feature provisions specified in this Section.
2. The Voice Mail Features package is offered only in association with residence and business exchange services and unless specified otherwise, PBX trunks. Voice Mail Features package is not available with Centrex system stations, semi-public service or party-line exchange service.

C. Prices

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Voice Mail Features Package ^{/1/} /SQAVX/	\$1.00	\$1.50

/1/ There is no nonrecurring charge for Voice Mail Features Package.