

**SUSPENSION OF SERVICE OR TEMPORARY TRANSFER OF CALLS**

- A. Suspension of Service (C)
1. Temporary suspension of service is a billing arrangement whereby upon request of a customer, service may be temporarily suspended only during a vacation(s) or other extended absences from the customer's service location as provided herein; the listing is retained.
  2. Where practicable, transfer of incoming calls on exchange service lines and trunks is provided in accordance with the regulations and charges as specified in B. and C. following.
  3. Suspension of Service is available for all or part of the exchange service lines or trunks which can be suspended, excluding Foreign Exchange Service, Foreign Zone Service, Foreign Central Office Service, or any grandfathered offering.
  4. Suspension of and joint user service, is not provided unless the associated line is also suspended. (C)
  5. Suspension of equipment, unless otherwise specified in this Guidebook, is available on all or part of a system's station lines, excluding Centrex System, Restricted Residence Service and Centrex station lines. Suspension is also available on one or more PBX attendant positions, unless otherwise specified.
  6. When the initial contract period on service is in excess of one month, the contract term is not extended on account of a suspension of service.
- B. Temporary Transfer of Calls (C)
1. Upon request of a customer, incoming calls on all classes of exchange telephone service lines will be transferred to another telephone number where facility conditions permit. The customer assumes all risks in connection therewith and no liability is attached to the Company. No outward or inward service is given on the line from which calls are being transferred during the period of transfer.
  2. Transfer of calls is not available from or to public telephones or from telephone numbers discontinued for nonpayment.
  3. The transfer of calls or intercept of calls on DID equipped PBX System station lines is provided by the customer or at the customer's expense.

**SUSPENSION OF SERVICE OR TEMPORARY TRANSFER OF CALLS (cont'd)**

**C. Application of Charges**

1. Monthly Rates for Service and Facilities Suspended:

- a. Regular monthly rates apply during the suspension period for business service or where the period of suspension is less than 30 days for residence service.
- b. The 1 Party or Trunk - Measured monthly rate applies during the suspension period for residence service where the period of suspension is 30 days or more. No monthly rate applies for suspended residence optional services except for the following:

E911, AVCP, AETCP Surcharge, Rural Zone, Locality Rate and Contracted Services. Full (C)  
monthly credits would apply for suspended residence services such as Lifeline and TRA.

- c. Voice Mail service is billed at half rate for suspended residence service however no monthly rate applies to the optional features that work with Voice Mail service such as Alternate Call, Busy Line Transfer and Message Waiting.
- d. Regular exchange service lines or trunks on which service is suspended carry no message or message-charge allowance during the suspension period.

**SUSPENSION OF SERVICE OR TEMPORARY TRANSFER OF CALLS (cont'd)**

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**C. APPLICATION OF CHARGES (cont'd)**

## 2. Nonrecurring Charges

- a. For each business exchange service line or trunk suspended, a nonrecurring charge of \$34.54(l) is applicable. For each residence exchange service line or trunk suspended, a nonrecurring charge of \$13.03(l) is applicable. (C)  
(C)
- b. For the suspension of part of a service or other than exchange lines or trunks, the customer will be charged the cost of any rearrangements of the facilities involved.
- c. For temporary transfer of exchange service line or trunk calls, a nonrecurring charge of \$34.54(l) per business line and \$13.03(l) per residence line is applicable for each occurrence of a period of transfer. (C)
- d. When temporary transfer of calls is requested on the same line and at the same time as suspension of service is requested, only one \$34.54(l) charge is applicable for business service and only one \$13.03(l) charge is applicable for residence service. (C)  
(C)
- e. For each business exchange service line or trunk restored to service, a nonrecurring charge of \$34.54(l) is applicable. For each residence exchange service line or trunk restored to service, a nonrecurring charge of \$13.03(l) is applicable. (C)  
(C)

/1/ Material formerly appeared on Original Sheet No. 2 in this Section.