

CALL CONTROL^{/1/}

(C)

A. DESCRIPTION

1. Call Control is an optional service that provides a residence or business customer the capability to screen outgoing calls placed from their network access line, then block or allow calls initiated to dialect telephone numbers. Call Control allows the subscriber to activate or deactivate the feature. It also allows the subscriber to modify (control) the screening parameters through the use of a Touch-Tone telephone. In addition, Call Control allows the subscriber to dial a "personal identification number" during an interactive announcement to override any call restriction (C)
2. Screening of outgoing calls can be divided into two subsets:
 - Dialed numbers to be allowed - the "exception" list; and
 - Dialed numbers to be restricted - the "blocking" list.

In each of the subsets, the subscriber can change the numbers that are screened.
3. Upon the network's determination that a call is to be rejected, the calling party will receive an interactive announcement. The subscriber (or authorized user) can override this rejection through the use of a personal identification number which is customer changeable through a Touch-Tone phone.
4. The screening list can be set up to restrict all outgoing calls except to certain specific numbers, area codes or local exchange prefixes, or it can be set up to allow all outgoing calls except to certain specified numbers, area codes or local exchange prefixes. Entries on the screening list can reflect any single number or combination of numbers representing long distance (including international) and local calls (single entries only, not range).
5. The standard menu blocking choices include:
 - Block all long distance calls;
 - Block all Operator Assisted calls;
 - Block specific telephone numbers, prefix and/or area code - maximum of 10 individualized entries;
 - Block all outgoing calls;
 - Allow the following exceptions of blocked calls - maximum of 10 individualized entries.

^{/1/} Effective March 1, 2014, Call Control is no longer available for new residence subscriptions.

(N)

CALL CONTROL^{/1/} (C)**A. DESCRIPTION (cont'd)**

6. Calls to the Emergency Service Code 9-1-1 will not be restricted.
7. The subscriber may access Call Control from the telephone line equipped with Call Control, or remotely through the use of a Touch-Tone telephone. (C)

B. REGULATIONS

1. Call Control may be provided subject to the availability of suitable Central Office facilities and capacity. CC is offered only where the customer's location is serviced by a digital switch equipped with Advanced Intelligent Network (AIN) and Common Channel Signaling System 7 (CCS/SS7) architecture and software. (C)
2. Call Control is available for use with Residence or Business Network Access lines, and when available, Residence or Business Network Access lines equipped with Integrated Services Digital Network (ISDN). It is not available with PBX Trunks, Semi-Public Telephone Service, Centrex Service, Customer Owned Coin Operated Telephone (COCOT) Service, Wide Area Telecommunications Service (WATS) lines, Off Premise Extensions, two party service, or Automatic Call Distribution systems equipped with DID Trunks. (C)
3. Call Control does not relieve the customer of responsibility for calls charged to their telephone number(s). (C)
4. Call Control will not be offered in areas where 9-1-1 is not available. (C)
5. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator of any toll free number for any purpose.

^{/1/} Effective March 1, 2014, Call Control is no longer available for new residence subscriptions. (N)

CALL CONTROL^{/2/} (C)

C. Rates and Charges

1. Regardless of the subscriber's local calling areas, calls placed from a Call Control equipped line network access line, via a predetermined access code, to the Call Control, Control Point (located in Elgin, Illinois) to modify the service functionality, will be assessed the appropriate local usage charges. Access to the Control Point to modify service functionality placed from a network access line not equipped with Call Control will be provided via a toll free number. (C)
2. Service Charges as specified in Part 3, Section 1, in this Guidebook, are also applicable when adding Call Control to an existing residence or business access line. (C)
3. Services Charges to add Call Control to an existing eligible residence or business access line is waived^{/1/} for a period of 45 days after a central office is equipped to provide Call Control. (C)
4. The following rates and charges are for Call Control only and are in addition to rates and charges for other service(s) required to furnish a telecommunications system. (C)

Description	Monthly Rate
<u>Call Control</u>	
Per Network Access Line Equipped	
Residence ^{/1/}	\$ 8.50
Business ^{/1/}	15.60

/1/ Where available, Call Control may be provided on a Residence or Business Network Access line equipped with ISDN. A Call Control charge/rate is applicable for each telephone number on a "B" channel.

/2/ Effective March 1, 2014, Call Control is no longer available for new residence subscriptions. (N)