

**COMPLEMENTARY NETWORK SERVICES (CNS)****A. GENERAL**

1. Complementary Network Services (CNS) have been developed and are to be implemented as an integral part of information type services. They are optional features that may access or work in conjunction with an enhanced service.
2. CNS are available to individual line business and residence exchange services, WATS line, and PBX trunks as specified herein excluding semi-public service, party line exchange services, or Centrex system stations.
3. CNS may be ordered by the user or an authorized agent of the end user.
4. CNS are provided only where facilities permit.

**B. DESCRIPTION OF FEATURES**

1. Busy Line Transfer (previously known as Call Forwarding-Busy Line)
  - a. Busy Line Transfer, formerly Call Forwarding-Busy Line, provides for the forwarding of an incoming call to another predetermined telephone when the dialed number is busy. 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.
  - b. The grade of transmission on transferred calls may vary depending on the distance and routing necessary to complete such a call, therefore, the Company makes no representation as to the quality of transmission on any transferred call.
2. Alternate Answering (previously known as Call Forwarding-Don't Answer)
  - a. Alternate Answering, formerly Call Forwarding-Don't Answer, provides for the forwarding of an incoming call to a predetermined telephone number, when the called number is not answered within a set numbers of rings. 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.
  - b. The grade of transmission on transferred calls may vary depending on the distance and routing necessary to complete such a call, therefore, the Company makes no representation as to the quality of transmission on any transferred call.

**COMPLEMENTARY NETWORK SERVICES (CNS) (cont'd)****B. Description of Features (cont'd)**

## 3. Customer Control of Busy Line Transfer or Alternate Answering

- a. Customer Control of Busy Line Transfer or Alternate Answering provides the user with the ability to activate the Busy Line Transfer or Alternate Answering feature by dialing an access code followed by the forward-to-number. It also allows the customer the ability to deactivate the service by dialing another access code.
- b. A separate Customer Control option is required for each Busy Line Transfer or Alternate Answering feature.

## 4. Message Waiting Indication

Message Waiting Indication provides for a visual and audible signal to be present on an exchange line. The audible signal such as a stutter dial tone, from an Enhanced Service Provider, Telephone Answering Service or others, indicates that a message is awaiting retrieval. Customers with the appropriate CPE will receive a visual message waiting indication in addition to the audible message waiting indication.

## 5. Easy Call

- a. Easy Call provides the capability of automatically dialing a predetermined telephone number when the receiver is taken off the hook, and dialing does not commence within a predetermined number of seconds.
- b. When a user begins dialing within the specified period, the call will proceed normally as dialed.

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

C. Regulations

1. When the Busy Line Transfer feature is provided on an exchange line with Call Waiting service, the Call Waiting service take precedence unless the Call Waiting cancel feature has been activated.
2. Busy Line Transfer or Alternate Answering - Line Haul Charges
  - a. Between the calling party and the telephone number equipped for Busy Line Transfer or Alternate Answering - the calling party is responsible for payment of regularly applicable charges (local, toll or interzone) for sent-paid messages. For collect calls, the party subscribing to the Busy line Transfer or Alternate Answering service is responsible for the payment of charges, if a party at the number to which calls are forwarded accepts the call.
  - b. Between the telephone number equipped for Busy Line Transfer or Alternate Answering and the number to which the call is forwarded - the customer subscribing to these features is responsible for the payment of regularly applicable charges (local, toll or interzone) for a dialed station-to-station call.

**MULTI-RING SERVICE<sup>/1/</sup>**

(C)

**A. DESCRIPTION**

1. Multi-Ring Service (MRS) will allow customers to have a maximum of three telephone numbers on the same exchange line. The customer will continue to have only one access line or talking path.
2. Calls to each number will result in a distinctive ringing that will identify the number being called.
3. The customer's billed telephone number will be the billing number for all of the telephone numbers provided with MRS.
4. Customers who subscribe to Call Waiting service, which is described in Part 7, Section 1, in this Guidebook, will receive a different call waiting tone corresponding to the ringing pattern for the MRS telephone number called. The distinctive Call Waiting tone capability is provided at no additional charge.
5. Customers who subscribe to Call Forwarding service, described in Part 7, Section 1, in this Guidebook, will be able to either forward all of their MRS telephone numbers, or just forward their billed number for no additional charge.<sup>/2/</sup>

**B. REGULATIONS**

1. MRS is available to individual line business and residence one-party exchange customers Subject to the availability of facilities.
2. Business and Residence one-party exchange line rates and charges specified in Part 4, Section 2 apply in addition to the rates and charges for MRS.
3. The quality of transmission for calls using MRS may vary depending on the distance and routing involved. The Company makes no representation as to the quality of transmission on MRS calls.
4. MRS is not provided on the same line as PREMIERE or PREMIERE - 2/6 Service.
5. One directory listing is provided without charge for each telephone number associated with MRS. The directory listing regulations specified in Part 12, Section 1 are applicable to directory listings for MRS.

/1/ Effective on or after November 1, 2012, Second Additional Multi Ring Number will no longer be available to residence customers. Effective September 2, 2014, Multi Ring 1<sup>st</sup> Number will no longer be available for new residence subscriptions.

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/2/ If changed subsequent to establishment of service, a Line Rearrangement charge is applicable as specified in Part 3, Section 1.

**MULTI-RING SERVICE<sup>/3/</sup> (cont'd)**

**C. RATES AND CHARGES**

The monthly rates specified herein apply to business and residence exchange lines and are subject to change by the Company. Revised rates shall be effective after customer notification. Prevailing rates are those set forth herein which shall be effective for all customers.

Description /Billing Code/	Nonrecurring Charge	Monthly Rate	
		Residence	Business
Prevailing Rates and Charges			
- Multi-Ring First Number /DRS1X/ <sup>/3/</sup>	<sup>/1/</sup>	\$8.00	\$5.50
- Multi-Ring Second Number /DRS2X/ <sup>/3/</sup>	<sup>/1/</sup>		5.00
Minimum Rates and Charges			
- Multi-Ring First Number /DRS1X/ <sup>/3/</sup>	<sup>/1/</sup>	8.00	3.75
- Multi-Ring Second Number /DRS2X/ <sup>/3/</sup>	<sup>/1/</sup>		2.75
Directory Listing(s)	<sup>/2/</sup>	-	-

A Customer Satisfaction Guarantee for a period of 60 days after installation is applicable for Multi-Ring Service. If during the 60 day period, the customer is dissatisfied with the service and requests that the service be discontinued, neither the monthly rate nor any applicable nonrecurring charge would apply. One Customer Satisfaction Guarantee applies per service, per customer.

<sup>/1/</sup> Not applicable when installed at the same time as the central office line, or when orders for the service are completed or taken during the promotional waiver period of 62 days in any calendar year as specified in Part 2, Section 8, in this Guidebook. If added subsequent to establishment of service, a Line Rearrangement charge is applicable as specified in Part 3, Section 1, in this Guidebook.

<sup>/2/</sup> One directory listing is provided without charge for each Multi-Ring telephone number when the listing is ordered at the same time as the Multi-Ring.

<sup>/3/</sup> Effective on or after November 1, 2012, Second Additional Multi Ring Number will no longer be available to residence customers. Effective September 2, 2014, Multi Ring 1<sup>st</sup> Number will no longer be available for new residence subscriptions.

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