TARIFF DISTRIBUTION

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PURPOSE: Withdraw Caller ID - Deluxe (without Anonymous Call Blocking), Customer Control of Call Forwarding Busy Line and Customer Control of Call Forwarding Don't Answer for residence subscribers

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services

A13.9.1 Description

A. Custom Calling services are auxiliary features provided in addition to basic telephone service. Custom Calling services consist of the following features:

1. Call Forwarding Variable - This provides an arrangement for transferring incoming calls to another local service telephone number by dialing a code and the number of the service to which calls are to be transferred. In addition, calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.

2. Three-Way Calling - This permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. This service contemplates that normal transmission performance and quality are guaranteed on all calls. This feature is available through monthly subscription or on a per use/occasion basis. For per use rates and description, see A13.9.4.

3. Call Waiting - By means of a tone signal a customer who is using the telephone is alerted when another caller is trying to reach that station. Permits putting first call on hold so that second call can be answered. Cancel Call Waiting provides the ability to deactivate the Call Waiting feature on a per call basis and is included with Call Waiting where available.

   In Central Offices where the capability exists and has been implemented, subscribers to Call Waiting may dial activate a Control Call Waiting feature. Before a call is initiated, the subscriber may activate the Control Call Waiting feature and Call Waiting is then made inoperative on the first call initiated by the subscriber immediately following activation of the cancel feature. The feature may also be activated after a call is established, if the customer subscribes to a service that allows flash-hook privileges such as Three-Way Calling. Call Waiting is restored automatically on termination of such a call. During the time the Control Call Waiting feature is activated, incoming calls receive a busy tone.

4. Speed Calling - This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. The two arrangements available are an eight-number capacity (8-code)[1] and a thirty-number capacity (30-code).

5. Call Forwarding Busy Line - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to either a different subscriber's telephone number or a different telephone number for the same subscriber located on a different premises from the Call Forwarding Busy Line provisioned premises. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order. Call Forwarding Busy Line shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line Service.

6. Call Forwarding Don't Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order.

7. Call Forwarding Don't Answer - Ring Control (CFDA-RC) - This feature provides for calls incoming to a subscriber's idle directory number to be forwarded to another telephone number after a customer-controlled interval expressed in either ring cycles or seconds, depending on specific technology involved. The forwarded-to telephone number is specified at the time service is established and can only be changed via service order. Such a change is subject to the Secondary Service Charge. CFDA-RC is available only where facilities permit, and provides the customer with the capability to change the interval after which forwarding occurs. Such a change is made at the convenience of the customer, and is not subject to Service Charges. After establishment of service, the interval cannot be changed via service order.

8. Customer Control of Call Forwarding Busy Line[2] - This feature provides a customer the Call Forwarding Busy Line feature and the capability to control from his base station line the activation and deactivation of the service by using dialing codes. The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order. (C)

(M)

Note 1: Effective October 31, 2013, Speed Calling (8-code) is withdrawn and no longer available for business subscribers.

Note 2 Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (N)

Material previously appearing on this page now appears on page(s) 17.1 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.1 Description (Cont'd)

A. (Cont'd)

9. Customer Control of Call Forwarding Don't Answer - This feature provides a customer the Call Forwarding Don't Answer feature and the capability to control from his base station line the activation and deactivation of the service by using dialing codes. The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. (T)(M)(C)

10. Call Forwarding Busy Line Multiple Simultaneous Calls - This feature provides a customer who has Call Forwarding Busy Line or Customer Control of Call Forwarding Busy Line the option to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. The number of intraoffice Call Forwarding paths provided will be equal to the interoffice Call Forwarding paths provided and are preprogrammed via service order. Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) arrangements cannot exceed the number of exchange lines/trunks so equipped. (C)

11. Call Forwarding Don't Answer Multiple Simultaneous Calls - This feature provides a customer who has Call Forwarding Don't Answer or Customer Control of Call Forwarding Don't Answer the capability to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. The number of intraoffice Call Forwarding paths provided will be equal to the interoffice Call Forwarding paths provided and are preprogrammed via service order. Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) arrangements cannot exceed the number of exchange lines/trunks so equipped. (C)

12. Call Forwarding Variable Multiple Simultaneous Calls - This feature provides a customer who has Call Forwarding Variable, Call Forwarding Variable Without Call Completion the capability to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. The number of intraoffice Call Forwarding paths provided will be equal to the interoffice Call Forwarding paths provided and are preprogrammed via service order. Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) arrangements cannot exceed the number of exchange lines/trunks so equipped. (C)

13. Remote Access - Call Forwarding Variable - This feature provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forward-to-telephone number.

14. Call Waiting ID - This service allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides serveral additional call disposition options.

    The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.

    The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

    Call disposition options provided with Call Waiting ID include:

    - Answer the waiting call, placing the first party on hold

    - Answer the waiting call, dropping the first party

    - Direct the waiting caller to hold via a recording

    - Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)

    - Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

    Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation and maintenance of the ADSI-compatible CPE and its technical capability to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

    All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this ***Guidebook***. Such features must be ordered separate from Call Waiting ID. (T)

    Note 1: Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.3 Rates[1]

A. Residence

Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features for residence customers.

1. Non-packages

		Monthly Rate	USOC	
(a)	Call Forwarding Variable[2]	$9.00	ESM	
(b)	Three-Way Calling[2]	9.00	ESC	
(c)	Call Waiting[2]	10.99	ESX	
(d)	Speed Calling (8-Code)[2]	9.00	ESL	
(e)	Speed Calling (30-Code)[2]	9.00	ESF	
(f)	Call Forwarding Busy Line[2]	2.00	GCE	
(g)	Call Forwarding Don't Answer[2]	2.00	GCJ	
(h)	(DELETED)			(D)
(i)	(DELETED)			(D)
(j)	Remote Access - Call Forwarding Variable	7.00	GCZ	
(k)	Call Forwarding Don't Answer - Ring Control	2.00	GCJRC	
(l)	Call Waiting ID	10.99	ESXD+	
(m)	Three-Way Calling with Transfer[3]	9.00	ESCWT	

Note 1: A Secondary Service Charge is applicable to this service when provided on a separate order. No other service charges are applicable.

Note 2: Monthly rate per central office line equipped.

Note 3: Appropriate local, expanded local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.2 Definitions of Feature Offerings (Cont'd)

H. Caller ID a.k.a. Caller ID Deluxe (Name and Number Delivery)

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls.

A maximum of fifteen characters is allowed for transmission of the Directory Name.

When Caller ID is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID customer.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call originates from a customer-provided Public Telephone, the name information transmitted will always be "Pay Phone" unless blocking was activated by the calling party.

If the incoming call is from a caller who subscribes to RingMaster service, the name and number transmitted will always be the main directory listing information rather than the RingMaster service listed name and number.

If the incoming call originates from a multi-line hunt group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless facilities permitting, the lines are Telephone Number (TN) identified within the group.

If the incoming call is from a caller served by a PBX, only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit the information associated with the actual station number originating the call may be transmitted and available for display.

Where facilities permit, Caller ID includes Anonymous Call Blocking (ACB). This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Local, expanded local and toll calls terminated to the Company Central Office recorded announcement in North Carolina, will not be considered a completed call and will not be billed by the Company.

Subsequent to establishment of Caller ID, Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

I. Anonymous Call Blocking a.k.a. Anonymous Call Rejection (ACR)

This feature allows customers to automatically reject incoming calls when the call originates from a telephone numbae of preassig

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