

Intercom^{/1/}

/2/

Intercom permits intercommunication between two or more customer provided telephone stations terminating on the same telephone number. The customer activates an intercom call by picking up customer's receiver and dialing customer's own telephone number. When the customer hears a busy tone signal, customer must return the receiver to its hang up position within fifteen seconds. A distinctive ringing tone is then activated at all the customer's telephone or the intercom activation is canceled. The intercom feature is deactivated when all connected parties terminate their intercom call. The Intercom feature is offered to individual signal line residence and business customers within the exchange areas and central office where facilities and operating conditions permit.

Limitations:

- a. Intercom is not provided on lines arranged for multi-line or series completion hunting.
- b. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- c. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- d. Intercom calls may not be initiated or included as any part of a three-way call.
- e. On or after December 18, 1989 the offering of Intercom will only be furnished to the same customer, on the premise and supersededures. Additions, deletions or changes to the existing Intercom system are prohibited.

/1/ Grandfathered – See Limitations.

/2/ Material formerly appeared on Part 7, Section 1, Sheet 6.

/2/

COMPLETE CHOICE® BASIC^{/1/}

(C)/2/

A. DESCRIPTION AND AVAILABILITY

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1. Complete Choice® Basic is a package of exchange services available to residential customers.
2. Complete Choice® Basic consists of a residential access line and the following Custom Calling Services:
 - Caller ID
 - Call Waiting

The residential access line may be Flat Rate Service or Flat Rate Lifeline Service.

3. Complete Choice® Basic is available where Caller ID is available.

B. TERMS AND CONDITIONS

1. Complete Choice® Basic is available on a customer's primary or additional line.
2. Caller ID and Call Waiting must be purchased on the same access line. Features may not be split between access lines.
3. The components of Complete Choice® Basic may be purchased individually at their Guidebook rates.
4. Usage Sensitive Call Management Services and charges are not included in the Complete Choice® Basic package or package rate.
5. Customers currently subscribing to all components of the Complete Choice® Basic may request billing at Complete Choice® Basic rate.
6. Complete Choice® Basic may be included in other packages and bundles that are marketed under other names. When Complete Choice® Basic is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Basic Guidebook rate.
7. The multi-feature discount is not available with Complete Choice® Basic.
8. Multi-Element Service Charges apply for newly ordered access lines. If the customer converts their existing service from one of the following packages to Complete Choice® Basic, the Service Ordering Charge will be waived: uSelectSM3, 2-line uSelectSM3, uSelectSM6, 2-line uSelectSM6, uSelectSM Standard or Select Feature Package.
9. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates.

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service. (N)

/2/ Material formerly appeared in Part 7, Section 5, Sheet 3. (N)

COMPLETE CHOICE® BASIC (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

- 10. Voicemail or WirePro services may be added to Complete Choice® Basic at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill.
- 11. Complete Choice® Basic customers will benefit from the package rate until they disconnect any of the package components.

C. RATES AND CHARGES

Access Line Option	Monthly Recurring Charge, per line	Non-Recurring Package ¹ Charge	USOC	
Complete Choice® Basic <i>with Flat Rate Service option</i> (1FR++) Voicemail (add-on)	\$58.75 ^{/2/}	See Note 1	PGOC3	(I)
- Unified Messaging	10.99	0.00		
WirePro (add-on)	8.00	NA		

/1/ No package NRC applies; however, Multi-Element Service Charges apply when ordering a new access line as part of the Complete Choice® Basic package. See B.8, preceding.

/2/ Complete Choice® Basic is available with Universal Lifeline Telephone Service (ULTS). The rate for the Complete Choice® Basic package with ULTS will reflect the ULTS discount in Part 4, Section 4 of the Guidebook.

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Select Feature Package^{/1/}

A. Description and Availability

1. Select Feature offers residence customers a residential access line and combination of twelve (12) Custom Calling 2000 and Custom Calling Services at a package rate.
2. The Custom Calling 2000 and Custom Calling Services feature components are:

- Caller ID
- Call Screen
- Call Return
- Priority Ringing
- Repeat Dialing
- Speed Calling 8
- Three-way Calling^{/2/}
- Call Forwarding^{/2/}
- Call Waiting^{/2/}
- Call Waiting ID
- Select Call Forwarding

(D)

3. Select Feature is available to a residence customer where services are technically feasible. Component services may be purchased individually at their applicable standard Guidebook rates.
4. Select Feature customers may elect to deselect, or remove, the following features from the package:

- Call Waiting^{/2/}

(D)

5. Select Feature may be included in other packages or bundles that are marketed under other names.
6. Select Feature is available with residential classes of service.

/1/ Select Feature Packages are obsolete except for existing customers at existing locations as of November 14, 2008.

/2/ Service descriptions are located in this Guidebook, Part 7, Section 1.

(D)
(D)

Select Feature Package^{/1/} (Cont'd)

A. Description and Availability (Cont'd)

7. Select Feature Limitations and Exceptions

Limitations:

- a. Select Feature may be ordered on the customer's main/primary line or any additional line.
- b. Select Feature customers do not receive the multi-feature discount.
- c. The Select Feature component services may only be purchased as a monthly subscription. Usage Sensitive Call Management services and charges are not included in the Select Feature monthly package price.
- d. The component services of Select Feature are provided on a per line basis. All services must be ordered on the same line in order for the customer to be eligible for the Select Feature price.
- e. Customers subscribing to Select Feature will benefit from the package price until they disconnect one or more of the Select Feature component services.
- f. Select Feature subscribers will continue to benefit from the Select Feature price if they disconnect one or more of the four de-selectable component services. Any applicable nonrecurring charges may apply to feature changes on additional or subsequent orders.
- g. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill. No credit is given if the customer deselects Caller ID.

Exceptions:

- a. Discounted monthly rate for any other combinations of the services provided in Select Feature on the same access line, as specified elsewhere in this Guidebook, do not apply to the component services selected by the customer within Select Feature.

B. Rates and Charges

	<u>Nonrecurring Package Installation</u>	<u>Monthly Package Rate</u>	<u>USOC</u>	
Select Feature Package				
Residence Flat Rate, per line ^{/2,3/}	--	\$69.00	1FR and PGO36	(I)

/1/ Select Feature Packages are obsolete except for existing customers at existing locations as of November 14, 2008.

/2/ Customers who subscribe to Select Feature Package with ULTS will receive the ULTS discount.

/3/ Foreign Exchange mileage applies in addition to the Select Feature Package monthly recurring charge.

Feature Select

/2/

A. Description and Availability

1. Feature Select is a call management package of custom calling features available to business customers. Descriptions and regulations for individual features are found in this Guidebook, Part 7, Section 1.
2. Feature Select consists of five (5) features selected from the following qualifying features:

- Call Waiting^{/1/}
- Call Forwarding^{/1/}
- Remote Access to Call Forwarding^{/1/}
- Three-Way Calling^{/1/}
- Caller ID
- Call Waiting ID
- Repeat Dialing
- Call Return
- Speed Calling 30^{/1/}
- Call Screen

3. Feature Select Limitations

Limitations:

1. Feature Select is available to any business customer where at least five of the qualifying features are available.
2. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select rate.
3. Feature Select may be included in other packages or bundles that are marketed under other names.
4. Feature Select is available on both Measured Rate and Flat Rate Services described in this Guidebook, Part 4, Section 2 and Part 7, Section 1.
5. Feature Select may be ordered on the customer's main/primary line or any additional lines.

/1/ Service descriptions are located in Part 7, Section 1.

/2/ Feature Select is grandfathered effective September 28, 2012. Material formerly appeared in Part 2, Section 12.

Feature Select (Cont'd)

/1/

A. Description and Availability (Cont'd)

1. Feature Select Limitations (Cont'd)

Limitations: (Cont'd)

- 6. Usage Sensitive Custom Calling Charges are not included in the monthly subscription rate.
- 7. All five (5) qualifying features must be purchased on the same line in order to qualify for the Feature Select rate.
- 8. Customers subscribing to Feature Select will benefit from the Feature Select rate until they disconnect one of more of the qualifying features.
- 9. Customer will continue to benefit from the Feature Select rate if they disconnect one or more qualifying features and replace the disconnected features with other qualifying features.
- 10. If the customer subscribes to more than five of the qualifying features, the five features included in the Feature Select package will be those with the highest retail rate. The lower priced features will be billed at their applicable rates. Any discounts available outside of the Feature Select package may apply to the additional features.

B. Rates and Charges

<u>Call Management Package</u>	<u>Nonrecurring Package Installation</u>	<u>Monthly Package Rate</u>	<u>USOC</u>
Feature Select business, per line	--	\$19.00	C5PBX

/1/ Feature Select is grandfathered effective September 28, 2012. Material formerly appeared in Part 2, Section 12.