

CUSTOMER ALERTING ENABLEMENT

A. Description of Service

Customer Alerting Enablement (also known as Message Waiting Indicator) allows residence and business lines to receive an audible alerting tone (intermittent dial tone) transmitted from the central office and/or a signal which activates a light on the customer's CPE.

B. Availability of Service

Customer Alerting Enablement is not available on Centrex, Plexar, Public and Semi-Public telephone services. In order for Customer Alerting Enablement to work the customer must subscribe to Call Forwarding-Busy Line Don't/Answer.

C. Rates and Charges

| | <u>USOC</u> | <u>Nonrecurring Charge</u> ^{/1/} |
|------------------------------|----------------------|---|
| Customer Alerting Enablement | | |
| Residence | EW5VA ^{/2/} | \$11.00 |
| Business..... | EW5VA ^{/2/} | 23.00 |

/1/ Only one Nonrecurring Charge applies when ordered on the same line at the same time as Custom Calling Services. (C)

/2/ The EW5VA USOC applies to enabling for both audible and visible alerting. For audible signal only, the EW5AX USOC applies. For visible signaling, the EW5VX USOC applies.

STAR CODE ACCESS TO VOICE MAIL

A. Description of Service

Star Code Access to Voice Mail service is abbreviated dialing access to Voice Mail from the customer's premises via an abbreviated code (* and a two-digit code).

The customer, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (* and a two-digit code). This action will forward the call to the customer's voice mailbox.

B. Rules and Regulations

1. Star Code Access To Voice Mail Service requires Call Forwardng Busy Line/Don't Answer on the customer's exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Call Forwarding Busy Line/Don't Answer.
2. Star Code Access To Voice Mail Service is provided subject to the availability of Central Office capacity and facilities.
3. Star Code Access To Voice Mail Service is offered only in association with residence and business exchange services unless specified otherwise.
4. Star Code Access to Voice Mail Service is not available with Centrex / Plexar, PBX, Payphone Exchange Access Service, and other non-POTS classes of service (e.g. Inmate or hotel-motel lines). The service will not be available with Telebranch, Preferred Number Service or Multi-Line Hunt Groups. (C)
5. Star Code Access to Voice Mail service is available with Primary Rate ISDN only if the lines are not built as a part of a Plexar common block. This service is not available with ISDN BRI.
6. Star Code Access to Voice Mail requires Touchtone service.

C. Rates and Charges

| | <u>USOC</u> | <u>Monthly Charge</u> | <u>Nonrecurring Charge^{/1/}</u> <u>Residence / Business</u> | |
|-------------------------------------|-------------|-----------------------|---|---------|
| Star Code Access to Voice Mail..... | SQAVX | \$0.00 | \$11.00 | \$23.00 |

/1/ Only one Nonrecurring Charge applies when ordered on the same line at the same time as Custom Calling Services.

COMPLEMENTARY NETWORK SERVICES

A. General Regulations

These services are under the same general regulations of the Custom Calling Services listed in this Part, Section 1 and Section 2.

B. Description of Service

The following Complementary network services are additional options to the Custom Calling Services listed in Part 7, Section 1.

Call Forwarding-Busy Line

An incoming call encountering a busy condition is automatically transferred to a pre-designated telephone number within the exchange or on the long distance telecommunications network. The forwarded number is designated by the subscriber when the service is ordered. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

Call Forwarding-Don't Answer

Unanswered incoming calls are automatically transferred to a pre-designated telephone number within the exchange or the long distance telecommunications network. The forwarded to number is designated by the subscriber when the service is ordered. The call is transferred after a set number of rings. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

C. Rates and Charges

Monthly Subscription, Per Line (No discounts for purchasing multiple services)

1. Residence Services

| | <u>USOC</u> | <u>Monthly Rate</u> | <u>Service Charge</u> ^{1,2,3,4/} |
|--|-------------|-------------------------|---|
| Call Forwarding-Busy Line ^{6/} | EVB | \$.75 | \$ 9.95 (R) |
| Call Forwarding-Don't Answer ^{6/} | EVD | .75 | 9.95 |
| Call Forwarding-Busy Line/Don't Answer ^{6/} | E5E | 1.00 | 9.95 (R) |

2. Business Services

| | <u>USOC</u> | <u>Monthly Rate</u> | <u>Service Charge</u> ^{1,2,3,4,5/} |
|--|-------------|-------------------------|---|
| Call Forwarding-Busy Line ^{6,9/} | EVB | \$12.52 | \$ 23.00 |
| Call Forwarding-Don't Answer ^{6,9/} | EVD | 12.52 | 23.00 |
| Call Forwarding-Busy Line/Don't Answer ^{6,7,8,9/} | E5E | 16.70 | 23.00 |

See footnotes on following page

COMPLEMENTARY NETWORK SERVICES (cont'd)

Footnotes

- /1/ The service charge will apply when the customer's telephone number is changed for the customer's convenience, except when ordered or changed at the same time as other Custom Calling Services.
- /2/ The service charge will not apply on outside moves of service if there is no telephone number change.
- /3/ Only one service charge is applicable when ordered with other Custom Calling Services.
- /4/ After the introductory period, the service charge should not exceed \$9.95 for residential customers and \$23.00 for business customers. (C)
- /5/ The highest service charge will be applied based upon services ordered.
- /6/ Customers ordering Call Forwarding-Busy Line; Call Forwarding-Don't Answer; or Call Forwarding-Busy Line/Don't Answer will not be billed the monthly rate or service charge if their line is also equipped with Business Preferred.
- /7/ See Part 20, Section 4 – CompleteLink, for additional discount information.
- /8/ See Part 20, Section 4 – SimpleLink, for additional discount information.
- /9/ Existing or new business customers who subscribe to a new term or re-term for Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0, or Business Access Line Term Volume Discount will receive these services for \$2.00 per month for the duration of the contract term, as well as a waiver of associated Service Connection charges for the service(s). At the conclusion of the term plan, the promotional rate(s) revert to standard month to month rates.