

LOCAL REMOTE CALL FORWARDING SERVICE^{/1/}
El Paso County

A. Scope of Service

Remote Call Forwarding Service (RCF) uses a telephone number and Electronic Switching System (ESS) Central Office Facility in a RCF local calling area to automatically forward all incoming calls dialed to the RCF telephone number to another telephone number in the local calling area.

B. Rates and Charges

1. The monthly rates for RCF are in addition to the rates and charges for service and equipment with which the service is associated.

	<u>Monthly Rate</u>	<u>USOC</u>
Remote Call Forwarding		
First arrangement	\$16.95	RCFVL
Each additional arrangement	16.95	RCA

2. The appropriate business service ordering charge and central office line charge as specified in Part 3, Section 1, will apply for the installation of RCF service. Subsequent to the initial establishment of RCF service, the appropriate service ordering and central office line charges will also apply to add, or change one or more of the RCF numbers and to change a call forwarding telephone number.

/1/ Obsolete - applicable to existing installations at existing locations for existing customers.

COMCALL SERVICE^{/1,3/}

A. General Regulations

1. ComCall Service provides customers the ability to set up internal intercom calls between multiple telephone extensions. The customer establishes intercom calls by dialing a particular code and hanging up the telephone handset. A distinctive ringing pattern is activated to alter all extension uses of an intercom call. The service also allows the customer to put an outside call on hold and to then initiate an intercom call.
2. A ComCall customer must also subscribe to Three-Way Calling (see Part 7, Section 1 for the appropriate rates) for ComCall to function.
3. ComCall service is available to single-line business customers where facilities are available. ComCall services is not available on party lines, Centrex, Plexar, Pay Telephone Exchange Access Service or Multi-line Hunting Group. ComCall is obsolete except for existing customers at existing locations.
4. When a ComCall customer subscribes to Call Waiting, the Call Waiting feature is deactivated for the duration of an intercom connection. During this situation an incoming call will receive busy treatment.

B. Rates

The following rates and charges apply in addition to the established rates and charges for the services with which ComCall service is associated. However, from March 1, 1991 through December 31, 1991, the installation charge for these services will be waived when military personnel returning from "Operation Desert Storm" apply to reestablish their residence telephone service.

	Business		
	Monthly Rate	Installation Charge ^{/2/}	<u>USOC</u>
ComCall	\$2.50	\$10.75	E1N

C. Moves and Changes

1. Installation charges will apply when the customer's telephone number is changed for his convenience.
2. Installation charges will not apply on outside moves of service if there is no telephone number change.

/1/ Some equipment may not be compatible with ComCall service.

/2/ A maximum installation charge of \$10.00 for residence and \$10.75 for business customers is applicable when ComCall is ordered in conjunction with other Custom Calling Services.

/3/ This service is no longer available for residence customers as of December 31, 2012.

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COMPLETE CHOICE® BASIC^{/1/}

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A. Description

1. Complete Choice Basic is a collection of services that includes an exchange access line and the Custom Calling Services listed below. It is available to residence customers only.
2. Residential customers who subscribe to Complete Choice Basic will receive a discounted rate on their total monthly recurring bill for Complete Choice Basic where the following Custom Calling Services are purchased as a monthly subscription only:
 - Calling Name and Number Delivery (Caller ID)
 - Call Waiting
 - Touch-Tone Calling Service
 - Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail
3. Call Forwarding-Busy Line/Don't Answer (with Star Code Access to Voice Mail) may be de-selected from the package and no adjustment will be made to the package price. Nonrecurring charges do not apply if these services are de-selected or re-selected after the package is first ordered.

B. Regulations

1. The component services may be purchased individually at their guidebook rates.
2. Discounted monthly rates for any other combinations of the services provided in Complete Choice Basic on the same access line, as specified elsewhere in this guidebook, do not apply under Complete Choice Basic.
3. All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Basic pricing.
4. The Custom Calling Services non-recurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more Custom Calling Services to create the package on the line. The charges will not apply if the customer is changing from another feature package to Complete Choice Basic on the same order.
5. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling Services in the customer's serving Central Office.
6. The applicable Installation Charge for one or more individual Custom Calling Services will apply when individual Custom Calling Services are added to the same line containing Complete Choice Basic subsequent to the package order.
7. Customers currently subscribing to all Complete Choice Basic component services may request billing at the Complete Choice Basic price.
8. Complete Choice Basic may be included in other packages and bundles that are marketed under other names. Complete Choice Basic may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic guidebook price.
9. Complete Choice Basic may be ordered on one or more access lines.

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/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.

/2/ Material formerly appeared in Part 7, Section 5.

COMPLETE CHOICE® BASIC^{/2/} (cont'd)

B. Regulations (cont'd)

- 10. Complete Choice Basic is only available with flat rate 1-Party local exchange access line service.
- 11. A nonrecurring charge will apply to the installation of Complete Choice Basic the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Basic installation charge will not apply to existing customers who convert to Complete Choice Basic from Select Feature Package or the Complete Choice® Enhanced package. Payment of the Complete Choice Basic Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Basic on that line. If a customer disconnects Complete Choice Basic from a line, the Complete Choice Basic Installation charge would apply again to re-establish Complete Choice Basic on that line. The Complete Choice Basic Installation charge is a line-level charge. If the customer subscribes to Complete Choice Basic on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.
- 12. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

C. Rates and Charges

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Complete Choice Basic. Additional Service Connection Charges associated with local exchange service may apply.

	<u>USOC</u>	<u>Monthly Rate^{/1/}</u>	<u>Installation Charge</u>	
Complete Choice® Basic	SM7FF		\$5.00	
- with local exchange access line	PGOC3	\$48.75		(l)

/1/ Residence customers with Lifeline Service and/or Optional EMS Service will pay a package rate that reflects the difference between their monthly recurring Lifeline and/or EMS rates and the monthly recurring line rate for a local exchange access line.

/2/ 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.

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BUSINESS ESSENTIALS^{/1/}**A. Description**

1. Business customers only may subscribe to this predefined group of Custom Calling Services and receive a discount on their total monthly recurring bill for these services. The package is composed of the following Custom Calling Services, purchased as a monthly subscription only:
 - Call Forwarding,
 - Remote Access to Call Forwarding,
 - 3-Way Calling, and
 - a fourth Custom Calling Service, selected by the customer from one of the following choices:
 - Anonymous Call Rejection,
 - Auto Redial,
 - Call Blocker,
 - Call Return,
 - Call Waiting,
 - Personalized Ring-1st Ring,
 - Priority Call,
 - Selective Call Forwarding,
 - or
 - Speed Calling 30
2. Remote Access to Call Forwarding (RACF) may be removed or eliminated from Business Essentials at the customer's option. The package price will be adjusted if the customer de-selects RACF.
3. In addition to the discount that applies to this package, eligible customers who subscribe to this package will receive a discount on other eligible Custom Calling Services on the same line, ordered in conjunction with or ordered subsequent to purchasing this package. Such eligible Custom Calling Services, purchased as monthly subscriptions only, include:

Anonymous Call Rejection,	Caller ID,
Auto Redial,	Personalized Ring,
Call Blocker,	Priority Call,
Call Return,	(D)
Call Waiting,	Internet Caller ID,
Call Waiting ID,	Selective Call Forwarding, and
Call Waiting ID Options,	Speed Call 30
4. Any of these services can be purchased on an individual basis under the terms specified in the appropriate guidebook.

/1/ Business Essentials is obsolete for business customers, except for existing business lines at existing locations that were subscribed to the plan prior to August 1, 2005.

BUSINESS ESSENTIALS^{/1/} (cont'd)

B. Periphery Discounts

Business Essentials subscribers will be eligible for the following periphery discounts:

- A waiver of the Monthly Rate and the Installation Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer.
- The Call Transfer Disconnect rate for eligible packages. (USOC: RCR2W). See Part 7, Section 2.

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C. Application of Rates

1. Any of the services can still be ordered on an individual basis as provided in the appropriate Guidebook section.
2. The applicable Installation Charge for one or more individual Custom Calling Services will apply when individual Custom Calling Services are added to the same line containing Business Essentials subsequent to the package order.

D. Limitations

The discount on the additional Custom Calling services will be one dollar (\$1.00) per feature, per line, limited to a total credit of five dollars (\$5.00) per line.

E. Rates and Charges^{/2/}

1. Monthly Subscription, Per Line Package Rates and Discounts

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
Business Essentials			
- With RACF	PGOBS	\$18.95	\$0.00
- Without RACF	PGOBQ	17.25	0.00

2. The following credits will apply when eligible Custom Calling Services are added to a customer's line in addition to Business Essentials.

	<u>USOC</u>	<u>Monthly Discount</u>
One additional service	RCRB3	(\$1.00)
Two additional services	RCRB4	(2.00)
Three additional services	RCRB5	(3.00)
Four additional services	RCRB6	(4.00)
Five or more additional services	RCRB7	(5.00)

/1/ Business Essentials is obsolete for business customers, except for existing business lines at existing locations that were subscribed to the plan prior to August 1, 2005.

/2/ The obsolete Business Essentials package is discontinued (e.g., sunset) as of April 14, 2007. Customers are being notified of the discontinuation of this obsolete package and are being encouraged to switch to another package product. If any line still has this obsolete package on their account on June 14, 2007, the obsolete package rate will be removed from the account and the standard Custom Calling Services month-to-month rates will be applied to the line as shown in this guidebook. Also, any additional credits/discounts associated with the package will be removed.

BUSINESS PREFERRED^{/1/}**A. Description**

1. Business customers only may subscribe to this predefined group of Custom Calling Services and receive a discount on their total monthly recurring bill for these services. The package is composed of the following Custom Calling Services, purchased as a monthly subscription only:

Call Forwarding,
Remote Access to Call Forwarding,
3-Way Calling,
Call Waiting,
Call Return,
Auto Redial,
Priority Call,
Calling Name and Number Delivery

2. Call Waiting may be removed or eliminated from Business Preferred, at the customer's option.
3. Remote Access to Call Forwarding (RACF) may be removed or eliminated from Business Preferred at the customer's option.
4. In addition to the discount that applies to this package, eligible customers who subscribe to this package will receive a discount on other eligible Custom Calling Services on the same line, ordered in conjunction with or ordered subsequent to the purchase of this package when the feature is ordered prior to June 1, 2006. Such eligible Custom Calling Services, purchased as monthly subscriptions only, include:

Anonymous Call Rejection,
Auto Redial,
Call Blocker,
Call Return,
Call Waiting,
Call Waiting ID,
Call Waiting ID Options,
Caller ID,
Personalized Ring,
Priority Call,

Internet Caller ID,
Selective Call Forwarding,
and
Speed Call 30

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/1/ Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.

BUSINESS PREFERRED^{/1/} (cont'd)

B. Periphery Discounts

Business Preferred subscribers will be eligible for the following periphery discounts when features are ordered prior to June 1, 2006:

1. A waiver of the Monthly Rate and the Installation Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer.
2. The Call Transfer Disconnect discount for eligible packages. (USOC RCR3W). See Part 7, Section 2.

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C. Limitations

The discount on the additional Custom Calling Services will be one dollar (\$1.00) per feature, per line, limited to a total credit of five dollars (\$5.00) per line when features are ordered prior to June 1, 2006.

D. Rate Applications

1. Any of these services can still be purchased on an individual basis under the terms specified in the appropriate guidebook sections.
2. The applicable Installation Charge for one or more individual Custom Calling Services will apply when individual Custom Calling Services are added to the same line containing Business Preferred subsequent to the package order.

/1/ Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.

BUSINESS PREFERRED^{/1/} (cont'd)

E. Rates and Charges

1. Monthly Subscription, Per Line Package Discounts and Additional Service Discounts

	<u>USOC</u>	<u>Monthly Discount</u>	<u>Installation Charge</u>
Business Preferred			
- With Call Waiting, with RACF	PGOBT	(\$34.65)	\$0.00
- Without Call Waiting, with RACF	PGOBU	(26.65)	0.00
- With Call Waiting, without RACF	PGOBV	(31.65)	0.00
- Without Call Waiting, without RACF	PGOBW	(23.65)	0.00

2. The monthly rates and charges as specified in this guidebook for each Custom Calling Service in Business Preferred will be charged to Business Preferred subscribers, and a monthly discount will be applied to the customer's bill as specified in paragraph E.1. (C)

3. The following credits will apply when eligible Custom Calling Services are added to a customer's line in addition to Business Preferred when features are ordered prior to June 1, 2006. (C)

	<u>USOC</u>	<u>Monthly Discount</u>
One additional service	RCRB3	(\$1.00)
Two additional services	RCRB4	(2.00)
Three additional services	RCRB5	(3.00)
Four additional services	RCRB6	(4.00)
Five or more additional services	RCRB7	(5.00)

/1/ Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.

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FEATURE SELECT

Feature Select is grandfathered as of September 28, 2012 and no longer available for new subscriptions.

A. Description

Feature Select is a package of five Custom Calling Services that a business customer may choose from the following Selection List: (C)

- Call Waiting
- Call Forwarding
- Remote Access to Call Forwarding
- Three-Way Calling
- Caller ID Name and Number
- Call Waiting ID
- Auto Redial
- Call Return
- Speed Calling 30
- Call Blocker

B. Service Interactions

The service interactions of the individual Custom Calling Services in the package apply. (C)

C. Regulations

1. Feature Select is available to any business customer where at least five component services are available. The component services may be purchased individually at their standard guidebook rates.
2. Feature Select may be ordered on the customer's primary/main line or any additional line. To be eligible for the Feature Select price, all component services must be purchased on the same line.
3. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.
4. Custom Calling Services nonrecurring charges are not applicable when the customer subscribes to Feature select. Customers will not be charged Custom Calling Services nonrecurring charges if they subsequently request a change to the service chosen within the package. (C)

FEATURE SELECT (cont'd)

D. Limitations

1. Feature Select is available to business customers only.
2. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling Services in the customer's serving Central Office. (C)
3. This package is not available with ISDN, PBX, Coin, PRI, Centrex, PLEXAR and other non-POTS classes of services (e.g. Inmate or hotel-motel lines), 800/900, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Payphone Exchange Access Service, Hot Line and Warm Line, Telebranch and Location Routing Service.
4. The Feature Select components are only available as a monthly subscription services. Pay-per Use services are not available with Feature Select.
5. Feature Select subscribers will benefit from the Feature Select price until they disconnect one or more of the Feature Select components. If any of the components are removed the remaining services will be billed at the prevailing individual feature guidebook rate.
6. Subscribers will continue to benefit from the Feature Select price if they disconnect one or more component services and replace those disconnected services with other services from the Selection List.
7. If the customer subscribes to more than five Custom Calling Services on the Feature Select Selection List, the five features to be included in the Feature Select package will be the five highest priced features based on current, standalone feature rates. Services purchased in excess of those purchased as components of Feature Select will be charged at their standard guidebook rates and may include any applicable discounts. (C)
8. Discounted monthly rates for any other combinations of the services provided in Feature Select on the same access line, as specified elsewhere in this guidebook, do not apply to Feature Select services.

E. Rates and Charges

Monthly Subscription, per line

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
Feature Select			
With Caller ID	C5PCX	\$19.00	--
Without Caller ID	C5PBX	19.00	--

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SELECT FEATURE PACKAGE

Select Feature Package is obsolete except for existing customers at existing locations as of November 14, 2008.

Beginning September 1, 2013, Select Feature Package will also be available to existing residence customers with other grandfathered packages during the Company's consolidation of grandfathered packages.

A. Description

1. Select Feature Package is a collection of services that includes an exchange access line and the Custom Calling Services listed below. It is available to residence customers only. Residence subscribers will receive a discounted rate for Select Feature Package. The following Custom Calling Services are included as a monthly subscription only:

- Calling Name and Number Delivery (Caller ID)
- Three-Way Calling,
- Call Waiting,
- Call Waiting ID
- Call Forwarding,
- Call Blocker
- Speed Calling 8
- Auto Redial
- Call Return
- Priority Ring
- Selective Call Forwarding

The Custom Calling Services Installation Charges will apply when the customer initially subscribes to the package and must add one or more of the above Custom Calling Services to create the package on the line. The charges will not apply if the customer is adding services in order to change from another feature package to Select Feature Package on the same order.

2. Caller ID, Call Waiting and/or Call Waiting ID may be excluded at the customer's option. Any or all of these features may be subsequently added back to the package at the customer's request. No adjustment is made to the package price whether any of these features are included or not.
3. Caller ID will not be included in Select Feature Package if Caller ID is not available to the customer due to service availability in the customer's serving Central Office. Such customers will pay a reduced charge for the package, which may be reflected as a credit on the customer's bill.

4. The customer may subscribe to Call Forwarding-Busy Line, Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer and no adjustment will be made to the package price. Nonrecurring Custom Calling Services installation charges do not apply if these any or all of these services are subscribed to with the package or later removed.

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SELECT FEATURE PACKAGE (cont'd)**B. Regulations**

1. The component services may be purchased individually at their standard guidebook rates.
2. Discounted monthly rates for any other combinations of the services provided in Select Feature Package on the same access line, as specified elsewhere in this guidebook, do not apply under Select Feature Package.
3. All features must be purchased on the same line in order for the customer to be eligible for Select Feature Package pricing.
4. Usage-sensitive, per-activation features and per-activation charges are not included in Select Feature Package.
5. Select Feature Package subscribers will benefit from the package price until they disconnect any of component feature that cannot be otherwise excluded at the customer's option.
6. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling Services in the customer's serving Central Office.
7. The applicable Installation Charge for one or more individual Custom Calling Services will apply when individual Custom Calling Services are added to the same line containing Select Feature Package subsequent to the package order.
8. Customers currently subscribing to all Select Feature Package component services may request billing at the Select Feature Package price.
9. Select Feature Package may be included in other packages and bundles that are marketed under other names. Select Feature Package may also be bundled with other additional services at a combined price.
10. Select Feature Package may be ordered on the customer's primary/main line or any additional line.
11. Select Feature Package is only available with a flat rate access line service.
12. A nonrecurring charge will apply to the installation of Select Feature Package the first time a new or existing customer subscribes to the package.

Payment of the Select Feature Package Installation charge ensures that no subsequent nonrecurring charges will apply if the customer includes or excludes call Waiting and/or Call Waiting ID for as long as the customer maintains Select Feature Package on that line. If a customer disconnects Select Feature Package from a line, the Select Feature Package Installation charge would apply again to re-establish Select Feature Package on that line. The Select Feature Package Installation charge is a line-level charge. If the customer subscribes to Select Feature Package on any additional access line, the nonrecurring feature and package Installation charges will be applied to each such line.

13. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

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SELECT FEATURE PACKAGE (cont'd)

C. Rates and Charges^{/1,3,4/}

Monthly Subscription, per Line Discounted Rates for Select Feature Package

		<u>Recurring Monthly Rate</u>	<u>Nonrecurring Installation Charge</u>
Select Feature Package	USOC:	PGO36	SMF77
With local exchange access line		\$59.00 (I)	\$5.00
Without Caller ID Service ^{/2/}		58.00 (I)	5.00

- /1/ This package is obsolete as of November 14, 2008. Customers who subscribed to the package prior to November 14, 2008 may retain the package at their current location only.
- /2/ The difference between this recurring monthly rate and the recurring monthly rate for Select Feature Package with Caller ID may be reflected on the customer's bill as a credit. No credit will be given if Caller ID Service is available and the customer deselects it from the package.
- /3/ Tribal Lands Lifeline customers will pay a package rate that reflects the Tribal Lands Lifeline Discount rate in lieu of the monthly recurring line rate for a local exchange access line.
- /4/ Residence customers with Lifeline Service and/or Optical EMS Service will pay a package rate that reflects the difference between their monthly recurring Lifeline and/or EMS rates and the monthly recurring line rate for a local exchange access line.

BIZSAVER**A. General Regulations**

BizSaver is a grouping of Custom Calling Services that offers a monthly discount as a part of the customers monthly billing for business customers who subscribe to a predefined group of services.

1. Customers can subscribe to either of the following arrangements:^{/1/}

a. BizSaver A includes these services:

Personalized Ring, plus any combination of two of the following:

Auto Redial (Flat-Rated)	Priority Call
Call Blocker	Remote Access to Call Forwarding
Call Forwarding	Selective Call Forwarding
Call Return (Flat-Rated)	Three-Way Calling (Flat-Rated)
Call Waiting	(D)
Call Transfer Disconnect	

b. BizSaver B includes these services:

Caller ID (Name, Number, or Name and Number), plus any combination of two of the services listed in A.1.a. (BizSaver A) above.

c. BizSaver E includes these services:

Call Waiting, Caller ID Name and Number, and either Call Waiting ID or Call Waiting ID Options

d. BizSaver C includes any combination of 4 of the services listed in item A.1.a. above.

Customers may subscribe to any of these services on an individual basis under the terms specified in the appropriate guidebook sections.

2. The BizSaver offering is available only to business customers and is subject to the availability and limitations specified in the guidebooks for the individual services.

3. The Installation Charge applicable to upgrading from residence to business service is waived when the customer upgrades and orders BizSaver.

4. The Installation Charge for each service contained in a BizSaver package is waived when BizSaver is established.

^{/1/} At the customer's request, Call Forwarding-Busy Line, Call Forwarding-Don't Answer, or Call Forwarding-Busy Line/Don't Answer can be added to the package at no additional charge.

BIZSAVER (cont'd)

A. General Regulations (cont'd)

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- 5. All available BizSaver arrangements are obsolete as of December 16, 2002 except for existing business customers at existing locations who subscribed to one or more arrangements prior to December 16, 2002. (C)

B. Rates^{/2/}

The rates and charges for the individual services apply in addition to the established rates and charges for the access line with which this offering is associated. The BizSaver discount is applied as credit to the customer's account. Only one Custom Calling Services discount can apply per line, except when the customer purchases Anonymous Call Rejection and/or Calling Name Delivery and Calling Number Delivery with a BizSaver package. The Company will apply the largest applicable discount to the customer's account.

	<u>USOC</u>	<u>Monthly Credit</u>
BizSaver A	NLRBA	\$0.00 ^{/1/}
BizSaver B	NLRBV	2.50 ^{/1/}
BizSaver E	NLR3N	0.90 ^{/1/}
BizSaver C	NLUBY	0.00 ^{/1/}

/1/ All available BizSaver arrangements are obsolete as of December 16, 2002. Only existing business customers who subscribed to one or more arrangements prior to December 16, 2002 may retain their BizSaver arrangement at existing locations.

/2/ The obsolete BizSaver package is discontinued (e.g., sunset) as of April 14, 2007. Customers are being notified of the discontinuation of this obsolete package and are being encouraged to switch to another package product. If any line still has this obsolete package on their account on June 14, 2007, the obsolete package rate will be removed from the account and the standard Custom Calling Services month-to-month rates will be applied to the line as shown in this guidebook. Also, any additional credits/discounts associated with the package will be removed.

INTERNET CALLER ID**A. General Regulations**

1. Internet Caller ID allows a Company subscriber to receive an incoming call offering via a pop-up dialog box on their personal computer while logged on to the Internet. The subscriber will see the caller-ID information and will have various disposition options available for handling the incoming caller. The available options for the disposition of the second caller include:
 - Taking the call
 - Sending the call to CallNotes (if available)
 - Redirecting or forwarding the caller to another telephone number or to the number of an alternative voice mail service
 - The subscriber will be able to select from two different announcements that will be played to the calling party. The first announcement will inform the caller that the party they are trying to reach is busy and the caller should call back later. The second announcement will inform the caller that the party they are trying to reach is busy and will call them back later.

Internet Caller ID is offered subject to the following limitations:

- Customers must also subscribe to Caller ID Name and Number.
- Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
- Customers wishing to redirect or forward the caller to a voice mail system other than CallNotes will be responsible for programming their alternative voice mail system's terminating number as one of their forward-to number selections.
- Available only where central office facilities permit.
- Customers must use unaltered ICID software provided by the Company.
- This service is not available with any type of hunting arrangement, Plexar, ISDN, Centrex, PBX, ADSL, or payphones.
- Internet Caller ID is obsolete, except for existing customers at existing locations who subscribed to the service prior to the effective date of this guidebook. This service will be withdrawn effective December 31, 2003.

INTERNET CALLER ID (cont'd)

B. Rates and Charges

Residence Service

<u>Service</u>	<u>Monthly Rate</u>	<u>Installation Charge^{/1/}</u>
Internet Caller ID ^{/2/}	\$5.50	\$5.00

Business Service

Monthly Subscription, Per Line Discounts may apply when purchased in addition to a BizSaver package

<u>Service</u>	<u>Monthly Rate Indiv./with BizSaver</u>	<u>Installation Charge^{/1/}</u>
Internet Caller ID ^{/2/}	\$6.00/\$5.00	\$10.75

C. USOCs

The USOCs used to provision the service are:

- CWHNT: Internet Caller ID
- C7RCW: \$1.00 credit USOC to be applied when customers have a qualifying package

D. Internet Caller ID Package

The Internet Caller ID Package is only available to business customers.

The Internet Caller ID Package consists of the following services: Internet Caller ID, Caller ID Name and Number, Call Forwarding and Remote Access to Call Forwarding.

/1/ The installation charge is \$5.00 per service for residence and \$10.75 per service for business with a maximum installation charge of \$10.00 for residence and \$10.75 for business for two or more Custom Calling Services per request, per line. (C)

/2/ This service is obsolete except for existing residence and business customers at existing locations who subscribed to the package prior to the effective date of this guidebook. This service will be withdrawn effective December 31, 2003. (C)

INTERNET CALLER ID^{/3/} (cont'd)

E. Package Discount

The Internet Caller ID Package is obsolete for business customers as of December 16, 2002, except for existing business customers at existing locations who subscribed to the Internet Caller ID Package prior to December 16, 2002.

Business Service

Monthly Subscription, Per Line

<u>Service</u>	<u>USOC</u>	<u>Monthly Credit</u>	<u>Installation Charge^{/1/}</u>
Internet Caller ID Package	NLRBQ	(\$8.75) ^{/2,3/}	\$0.00

/1/ The installation charge is waived for customers who subscribe to the Internet Caller ID Package.

/2/ The Internet Caller ID Package is obsolete for business customers as of December 16, 2002. Only existing business customers who subscribed to the Internet Caller ID package prior to December 16, 2002 may retain it at existing locations.

/3/ Internet Call ID is obsolete except for existing residence and business customers at existing locations who subscribed to the service prior to the effective date of this guidebook. This service will be withdrawn effective December 31, 2003.

ESSENTIAL OFFICE

A. General Regulations

1. Essential Office provides business customers subscribing to BizSaver B or BizSaver E with a savings on the package of services. This package includes a combination of BizSaver B or BizSaver E and a 1+ Saver Optional Calling Plan or Local Plus. These credits are only available to customers who commit to a 12-month term agreement. (C)
2. Essential Office is obsolete for business customers as of December 16, 2002, except for existing business customers at existing locations who subscribed to Essential Office prior to December 16, 2002. (C)

B. Limitations

1. Customers must subscribe to either BizSaver B or BizSaver E AND either 1+ Saver Optional Calling Plan Option (D) or Local Plus. (C)
2. Customers must agree to a 12-month term agreement in order to receive the Essential Office discount. Termination liability will be incurred if the agreement is discontinued by the customer prior to the expiration date, or according to other terms identified in the contract. If the customer disconnects service prior to the expiration of the Initial or Renewal Service Term, the customer shall pay a termination charge equal to the lesser of the following:

The difference between the total rates and charges actually paid for the service before termination and the total rates and charges that would have been paid had the customer purchased the service at current rates based on the discount rate in effect at the time of termination; or the monthly payments remaining on the service term.

3. Any existing discounted or waived installation charges available with BizSaver B or BizSaver E will continue to apply with the Essential Office package. (C)
4. There will be no additional discounts or waived charges on installation with this package. (C)
5. This package is available to business customers only and is not limited to any specific line size.
6. Available only where central office facilities permit.

C. Rates and Charges

<u>Essential Office Package</u>	<u>USOC</u>	<u>Monthly Credit</u>	
- BizSaver B or E with 1+ Saver	RCRN1	(\$6.00) ^{/1/}	(D)
- BizSaver B or E with Local Plus	RCRN2	(11.00) ^{/1/}	(D)

/1/ Essential Office is obsolete for business customers as of December 16, 2002. Only existing business customers who subscribed to Essential Office prior to December 16, 2002 may retain it at existing locations.