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BY: Vice President
Durham, North Carolina

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SUPPLEMENTAL SERVICES

14.1 Employees' Telephone Service

14.1.1 General

Employees' Service is offered to all permanent employees at their residence telephone when such telephone service is provided by this Company.

14.1.2 Rates

a. The charge for Employees' Telephone Service is 50% of the Standard residence access line rate (C) computed to the next higher five cent multiple per item.

b. Regular service charges applicable with the initial installation of employee's telephone service is hereby waived.

14.1.3 Conditions

a. Employees' Telephone Service at their residence is available to all full time employees of the Company after the probationary period. This service is not available when the employee resides in a boarding and/or rooming house.

b. One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name).

SUPPLEMENTAL SERVICES

14.2 Impaired Hearing Equipment

14.2.1 General

The equipment listed below is designated with an extra sensitive receiver for use by the hard of hearing.

14.2.2 Rates

	Monthly Rate	Service Charge
Amplifying Headset	$ 1.95	See Section 4
Teletype for Handicapped		
System 100 Communicator - Portable solid state electronic teletype including AC adaptor and "C" cell battery pack	43.10	See Section 4

14.2.3 Conditions

a. Impaired hearing equipment may be provided for use with all classes and grades of service, except public and semipublic telephone service.

SUPPLEMENTAL SERVICES

14.3 Joint User Service

14.3.1 General

Joint use of service permits a person, firm or corporation to share the use of telephone service provided to a business customer.

14.3.2 Rates

		Monthly Rate
a.	Joint Use of Service	50% of applicable business linerate.

14.3.3 Conditions

a. Joint use of service will be furnished with the approval of the Company only with business individual and key line, or PBX Trunk Service.

b. Joint use of service will not be furnished to a customer who is in a business of a secretarial nature, or of renting, or leasing space to transient or permanent tenants.

c. The joint user must be located on the premises, or in the same office, or in the same suite of offices as the customer, or in an office adjacent to and directly accessible from the customer's office.

d. A joint user will be furnished one directory listing without charge.

e. Applications for joint use of service shall be made by the customer.

f. The customer will be responsible for all charges incurred by the joint user.

g. Additional listings and supplemental services may be furnished to the joint user at the request of the customer and at regular rates.

SUPPLEMENTAL SERVICES

14.3 Joint User Service (Cont'd)

14.3.3 Conditions (Cont'd)

h. After the listing for the joint user has been included in the directory, joint use of service may not be discontinued during the life of the directory, except under the following conditions:

(1) The customer's service is discontinued;
(2) The joint user moves from the premise where the customer's service is located;

(3) The joint user establishes his own primary service on the same premises.

SUPPLEMENTAL SERVICES

14.4 Reserved for Future Use (T)

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(D)

SUPPLEMENTAL SERVICES

14.4 Seasonal and Vacation

14.4.1 General

a. Seasonal and Vacation Rate Service is provided to residence customers whose requirements for telephone services are less than that which might normally be provided in any 12 month period.

b. Optional Usage Pricing is not available on Seasonal and Vacation Service.

14.4.2 Rates

a. The monthly rate will be based upon 50% of the regular rate for the basic and associated additional services suspended for a minimum of 30 days and a maximum of 180 days. One reconnection per calendar year will be allowed without charge.

b. No other charges will apply for the suspension and subsequent restoration of service.

14.4.3 Conditions

a. Seasonal and vacation rates service will be furnished under the following conditions:

(1) Available to residence exchange service where the usage is of a seasonal nature;

(2) Outward service may be provided at the Company's option during the period of pension if equipment capabilities permit.

(3) Charges may be billed in total prior to the connection of service or monthly at the option of the Company.

SUPPLEMENTAL SERVICES

14.5 Special Reverse Toll Charge Service

14.5.1 General

This is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges.

14.5.2 Rates

		Monthly Rate
a.	Special reverse toll service charge, per listing, per exchange	$10.00*

14.5.3 Conditions

a. The charges for each message will be billed to the called party at the regular sent-paid station rate.

b. This service may be furnished with business one-party and PBX services.

c. This service includes the listing of a special number in both the published directory and information records of the exchanges from which calls are to be accepted.

(1) At the option of the customer, this number may be non-published to limit the service to certain selected individuals, without additional charge.

d. The customer assumes the toll charges for all toll calls placed by parties who call the special number from the customer-selected exchanges. Such calls are charged for on the regular sent-paid station toll rate.

* In addition to rates and charges for regular telephone service.

SUPPLEMENTAL SERVICES

14.6 (D)

(D)

SUPPLEMENTAL SERVICES

14.7 Special Billing Number Service

14.7.1 General

Special Billing Number Service contemplates a separate listing of toll telephone messages each month for special billing number used in placing toll calls.

14.7.2 Rates

		Rate Per Month
(a)	Each group of 20, or less, special billing numbers	$ 4.30

14.7.3 Conditions

(a) Specials Billing Number Service may be provided in conjunction with access lines equipped with Rotary Line Service or PBX trunks.

(b) The minimum period for which this service may be offered is six (6) months.

SUPPLEMENTAL SERVICES

14.8 Distinctive Ring (C)

14.8.1 General

Distinctive Ring is a feature which allows a customer to have one additional telephone number assigned to a local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone may be provided, where facilities permit, to customers also subscribing to call waiting. Distinctive Ring requires special office equipment and is provided only where such central office equipment and facilities are available. (C) (C) (C)

14.8.2 Regulations

1. Distinctive Ring can be provided with other custom calling features found in Section 13. GTE calling service features are provided in association with the master number and the dependent number. (C) (C)

   - The call forwarding feature is available in the following arrangement. When the call forwarding feature is activated:

     a) Calls to the master and dependent number are forwarded to the same location.

2. Distinctive Ring is not provided in association with lines equipped with Rotary Line Service. (C)

3. Distinctive Ring is billed to the master number only. Service will be denied on all lines for nonpayment of bills. (C)

4. Service charges as indicated in Section 4 will apply for the dependent telephone number added. At the option of the Company and upon approval of the Public Service Commission, during specific promotional periods, service charges may be waived in total or in part.

5.* A published directory listing is included in the rate below. Directory listings must match the class of service (business/residence) of the primary service.

14.8.3 Rates

	Per Month, Per Line Equipped				
	Bus.	GSEC	Res.	GSEC	
1. Distinctive Ring					(C)
- as an individual service	$6.00	SRB	$6.00	SRR	

* Nonpublished directory listing applies as set forth in Section 6.