

GRANDFATHERED SERVICES

TABLE OF CONTENTS

SHEET NO.

CUSTOM CALLING SERVICE	2	
A. Individual Calling Services		
Special Conditions		
1. Call Waiting	2	
2. Busy Number Redial	2	
3. Last Number Redial ¹	2	
4. Saved Number Redial	2	
5. Cancel Call Waiting	2	
6. Special Call Waiting ²	2	
7. Priority Call	3	
8. Do Not Disturb	3	
9. Call Block	3	
10. Caller ID – Number Only ³	3	
Rates		
1. Call Waiting	4	
2. Busy Number Redial	4	
3. Last Number Redial ¹	4	
4. Saved Number Redial	4	
5. Cancel Call Waiting	4	
6. Special Call Waiting ²	4	
7. Priority Call	4	
8. Do Not Disturb	4	
9. Call Block	4	
10. Caller ID – Number Only ³	4	
B. Packaged Services		
Special Conditions		
1. SmartCall® Pak 4400	5	
2. SmartCall® Pak 4900	5	
3. Flexible Packaging	6	
Rates		
1. SmartCall® Pak 4400	8	
2. SmartCall® Pak 4900	8	
3. Flexible Packaging	8	
4. Complete Call Forwarding Package	9	
5. SmartRing with Paks	10	
6. Smarter Call® Pak	10	
7. Smartest Call® Pak ⁵	10	(T)
C. ⁴		
D. InContact ^{SM 6}		(T)

^{1, 2, 3} Residential Last Number Redial, Special Call Waiting and Caller ID – Number Only Services are withdrawn as of November 16, 2013.

⁴ Material formerly on this page has been withdrawn from the Product Guide. Call Forwarding and Speed Dialing Service is withdrawn as of November 16, 2013.

^{5, 6} Smartest Call® Pak for Business and InContactSM Services are withdrawn as of July 21, 2014. Effective October 18, 2014, these services are also withdrawn at the resale level and no longer available for purchase by resale customers. (N)

GRANDFATHERED SERVICES

TABLE OF CONTENTS

SHEET NO.

CUSTOM CALLING SERVICE	2	
A. Individual Calling Services		
Special Conditions		
1. Call Waiting	2	
2. Busy Number Redial	2	
3. Last Number Redial ¹	2	X
4. Saved Number Redial	2	
5. Cancel Call Waiting	2	
6. Special Call Waiting ²	2	X
7. Priority Call	3	
8. Do Not Disturb	3	
9. Call Block	3	
10. Caller ID – Number Only ³	3	X
Rates		
1. Call Waiting	4	
2. Busy Number Redial	4	
3. Last Number Redial ¹	4	X
4. Saved Number Redial	4	
5. Cancel Call Waiting	4	
6. Special Call Waiting ²	4	X
7. Priority Call	4	
8. Do Not Disturb	4	
9. Call Block	4	
10. Caller ID – Number Only ³	4	X
B. Packaged Services		
Special Conditions		
1. SmartCall® Pak 4400	5	
2. SmartCall® Pak 4900	5	
3. Flexible Packaging	6	
Rates		
1. SmartCall® Pak 4400	8	
2. SmartCall® Pak 4900	8	
3. Flexible Packaging	8	
4. Complete Call Forwarding Package	9	
5. SmartRing with Paks	10	
6. Smarter Call® Pak	10	
7. Smartest Call® Pak	10	
C. ⁴		
D. InContact SM	11	
X Correction.		(N)
^{1, 2, 3} Residential Last Number Redial, Special Call Waiting and Caller ID – Number Only Services are withdrawn as of November 16, 2013.		(N) (N)
⁴ Material formerly on this page has been withdrawn from the Product Guide. Call Forwarding and Speed Dialing Service is withdrawn as of November 16, 2013.		(C)

GRANDFATHERED SERVICES

TABLE OF CONTENTS

SHEET NO.

CUSTOM CALLING SERVICE	2	
A. Individual Calling Services		
Special Conditions		
1. Call Waiting	2	
2. Busy Number Redial	2	
3. 1		(D)(T)
4. Saved Number Redial	2	
5. Cancel Call Waiting	2	
6. 2		(D)(T)
7. Priority Call	3	
8. Do Not Disturb	3	
9. Call Block	3	
10. 3		(D)(T)
Rates		
1. Call Waiting	4	
2. Busy Number Redial	4	
3. 1		(D)(T)
4. Saved Number Redial	4	
5. Cancel Call Waiting	4	
6. 2		(D)(T)
7. Priority Call	4	
8. Do Not Disturb	4	
9. Call Block	4	
10. 3		(D)(T)
B. Packaged Services		
Special Conditions		
1. SmartCall® Pak 4400	5	
2. SmartCall® Pak 4900	5	
3. Flexible Packaging	6	
Rates		
1. SmartCall® Pak 4400	8	
2. SmartCall® Pak 4900	8	
3. Flexible Packaging	8	
4. Complete Call Forwarding Package	9	
5. SmartRing with Paks	10	
6. Smarter Call® Pak	10	
7. Smartest Call® Pak	10	
C. 4		(D)(T)
D. InContact SM	11	

1, 2, 3, 4 Material formerly on this page has been withdrawn from the Product Guide. Last Number Redial, Special Call Waiting, (N)
Caller ID – Number Only and Call Forwarding and Speed Dialing Services are withdrawn as of November 16, 2013. (N)

Effective: December 1, 2008

GRANDFATHERED SERVICES

TABLE OF CONTENTS

SHEET NO.

CUSTOM CALLING SERVICE	2
A. Individual Calling Services	
Special Conditions	
1. Call Waiting	2
2. Busy Number Redial	2
3. Last Number Redial	2
4. Saved Number Redial	2
5. Cancel Call Waiting	2
6. Special Call Waiting	2
7. Priority Call	3
8. Do Not Disturb	3
9. Call Block	3
10. Caller ID – Number Only	3
Rates	
1. Call Waiting	4
2. Busy Number Redial	4
3. Last Number Redial	4
4. Saved Number Redial	4
5. Cancel Call Waiting	4
6. Special Call Waiting	4
7. Priority Call	4
8. Do Not Disturb	4
9. Call Block	4
10. Caller ID – Number Only	4
B. Packaged Services	
Special Conditions	
1. SmartCall® Pak 4400	5
2. SmartCall® Pak 4900	5
3. Flexible Packaging	6
Rates	
1. SmartCall® Pak 4400	8
2. SmartCall® Pak 4900	8
3. Flexible Packaging	8
4. Complete Call Forwarding Package	9
5. SmartRing with Paks	10
6. Smarter Call® Pak	10
7. Smartest Call® Pak	10
C. Call Forwarding and Speed Dialing	11
D. InContact SM	11

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services

Special Conditions

1. Call Waiting ¹

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

2. Busy Number Redial ^{2, 3, 6} (T)

Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically until both parties are available. Only busy calls within the central office are retried automatically.

3. Last Number Redial ^{2, 3, 4, 6} (T)

Last Number Redial allows a customer to dial a code to reinitiate the switch to automatically place a call to a specific number stored even if the customer has made subsequent calls to other numbers.

4. Saved Number Redial ^{2, 3, 6} (T)

Saved Number Redial allows a customer to dial a code to reinitiate the switch to automatically place a call to a specific number stored even if the customer has made subsequent calls to other numbers.

5. Cancel Call Waiting ¹

Cancel Call Waiting allows a customer with call waiting service to inhibit the operation of call waiting for one call.

6. Special Call Waiting ^{2, 5}

Special Call Waiting allows a customer to select up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy.

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual line residence customers currently subscribing to this service at the same customer premises as of Jan. 27, 1997. (C)

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

^{4, 5} Residential Last Number Redial and Special Call Waiting Services are withdrawn as of November 16, 2013.

⁶ Smartest Call® Pak for business customers is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers. (N)
(N)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services

Special Conditions

1. Call Waiting ¹

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

2. Busy Number Redial ^{2,3}

Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically until both parties are available. Only busy calls within the central office are retried automatically.

3. Last Number Redial ^{2,3,4}

Last Number Redial allows a customer to dial a code to reinitiate the switch to automatically place a call to a specific number stored even if the customer has mad subsequent calls to other numbers.

X
|
X

4. Saved Number Redial ^{2,3}

Saved Number Redial allows a customer to dial a code to reinitiate the switch to automatically place a call to a specific number stored even if the customer has made subsequent calls to other numbers.

5. Cancel Call Waiting ¹

Cancel Call Waiting allows a customer with call waiting service to inhibit the operation of call waiting for one call.

6. Special Call Waiting ^{2,5}

Special Call Waiting allows a customer to select up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy.

X
|
X

X Correction.

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual line residence and business customers currently subscribing to this service at the same customer premises as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

^{4,5} Residential Last Number Redial and Special Call Waiting Services are withdrawn as of November 16, 2013.

(C)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services

Special Conditions

1. Call Waiting ¹

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

2. Busy Number Redial ^{2,3}

Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically until both parties are available. Only busy calls within the central office are retried automatically.

3. ⁴

(D)(T)
|
(D)

4. Saved Number Redial ^{2,3}

Saved Number Redial allows a customer to dial a code to reinitiate the switch to automatically place a call to a specific number stored even if the customer has made subsequent calls to other numbers.

5. Cancel Call Waiting ¹

Cancel Call Waiting allows a customer with call waiting service to inhibit the operation of call waiting for one call.

6. ⁵

(D)(T)
|
(D)

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual line residence and business customers currently subscribing to this service at the same customer premises as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

^{4,5} Material formerly on this page has been withdrawn from the Product Guide. Last Number Redial and Special Call Waiting Services are withdrawn as of November 16, 2013. (N)
(N)

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services

Special Conditions

1. Call Waiting ¹

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

2. Busy Number Redial ^{2,3}

Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically until both parties are available. Only busy calls within the central office are retried automatically.

3. Last Number Redial ^{2,3}

Last Number Redial allows a customer to dial a code initiating the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored.

4. Saved Number Redial ^{2,3}

Saved Number Redial allows a customer to dial a code to reinitiate the switch to automatically place a call to a specific number stored even if the customer has made subsequent calls to other numbers.

5. Cancel Call Waiting ¹

Cancel Call Waiting allows a customer with call waiting service to inhibit the operation of call waiting for one call.

6. Special Call Waiting ²

Special Call Waiting allows a customer to select up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy.

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual line residence and business customers currently subscribing to this service at the same customer premises as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Special Conditions - Continued

7. Priority Call ¹

Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting², calls from the selected numbers will be distinguished by a special Call Waiting tone

X
X (T)

8. Do Not Disturb ¹

Do Not Disturb allows a customer to select up to twelve (12) telephone numbers from which calls are to be received. All other calls originating from the customer's exchange are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

9. Call Block ¹

Call Block allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

X

10. Caller ID - Number Only ^{2,3}

Service provides for the display of an incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID - Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical and other limitations, including the availability of the number for forwarding. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

All customer provided equipment used to interface with Caller ID - Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID - Number Only is prohibited. This service is available only where facilities and conditions permit.

(T)

X

X Correction.

(N)

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

² Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

³ Residential Caller ID - Number Only Service is withdrawn as of November 16, 2013.

(C)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Special Conditions - Continued

7. Priority Call ¹

Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

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(C)
(D)(T)

8. Do Not Disturb ¹

Do Not Disturb allows a customer to select up to twelve (12) telephone numbers from which calls are to be received. All other calls originating from the customer's exchange are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

(D)

(D)

9. ²

(D)(T)

(D)

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

^{2,3} Material formerly on this page has been withdrawn from the Product Guide. Special Call Waiting and Caller ID - Number Only Services are withdrawn as of November 16, 2013.

(C)
(C)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Special Conditions - Continued

7. Priority Call ¹

Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

8. Do Not Disturb ¹

Do Not Disturb allows a customer to select up to twelve (12) telephone numbers from which calls are to be received. All other calls originating from the customer's exchange are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

9. Call Block ¹

Call Block allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

10. Caller ID - Number Only ²

Service provides for the display of an incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID - Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical and other limitations, including the availability of the number for forwarding. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit. (N) (T) (N)

All customer provided equipment used to interface with Caller ID - Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID - Number Only is prohibited. This service is available only where facilities and conditions permit.

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

² Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Special Conditions - Continued

7. Priority Call ¹

Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

8. Do Not Disturb ¹

Do Not Disturb allows a customer to select up to twelve (12) telephone numbers from which calls are to be received. All other calls originating from the customer's exchange are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

9. Call Block ¹

Call Block allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

10. Caller ID - Number Only ²

Service provides for the display of an incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID - Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all non-blocked telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

All customer provided equipment used to interface with Caller ID - Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID - Number Only is prohibited. This service is available only where facilities and conditions permit.

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

² Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 7.50	\$ 8.00 (I)
2. Busy Number Redial ²	4.00	4.00
3. Last Number Redial ²	4.00	³
4. Saved Number Redial ²	4.00	4.00
5. Cancel Call Waiting ¹	2.00	2.50 (I)
6. Special Call Waiting ^{2,4} , per line	5.00	³
7. Priority Call ^{4,5} , per line	3.00	5.50
8. Do Not Disturb, per line ^{4,6}	2.50	5.00
9. Caller ID - Number Only ^{1,7} , per line	7.00	³

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ Material formerly on this page has been withdrawn from the Product Guide. Residential Last Number Redial, Special Call Waiting and Caller ID - Number Only Services are withdrawn as of November 16, 2013.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 7.50 (I)	\$ 6.50 (D)
2. Busy Number Redial ²	4.00	4.00
3. Last Number Redial ²	4.00	³
4. Saved Number Redial ²	4.00	4.00
5. Cancel Call Waiting ¹	2.00	2.00 (I)
6. Special Call Waiting ^{2,4} , per line	5.00	³
7. Priority Call ^{4,5} , per line	3.00	5.50 (I)
8. Do Not Disturb, per line ^{4,6}	2.50	5.00 (D)
9. Caller ID - Number Only ^{1,7} , per line	7.00	³

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ Material formerly on this page has been withdrawn from the Product Guide. Residential Last Number Redial, Special Call Waiting and Caller ID - Number Only Services are withdrawn as of November 16, 2013.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 7.00	\$ 6.50 ⁸
2. Busy Number Redial ²	4.00	4.00
3. Last Number Redial ²	4.00	³
4. Saved Number Redial ²	4.00	4.00
5. Cancel Call Waiting ¹	2.00	2.00 (I)
6. Special Call Waiting ^{2,4} , per line	5.00	³
7. Priority Call ^{4,5} , per line	3.00	5.50 (I)
8. Do Not Disturb, per line ^{4,6}	2.50	5.00 ⁸
9. Caller ID - Number Only ^{1,7} , per line	7.00	³

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ Material formerly on this page has been withdrawn from the Product Guide. Residential Last Number Redial, Special Call Waiting and Caller ID - Number Only Services are withdrawn as of November 16, 2013.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

⁸ To be implemented on a full bill period basis on or after November 16, 2013.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 7.00 (I)	\$ 6.50 ⁸
2. Busy Number Redial ²	4.00	4.00
3. Last Number Redial ²	4.00	³
4. Saved Number Redial ²	4.00	4.00
5. Cancel Call Waiting ¹	2.00	1.00
6. Special Call Waiting ^{2,4} , per line	5.00	³
7. Priority Call ^{4,5} , per line	3.00	3.00
8. Do Not Disturb, per line ^{4,6}	2.50	5.00 ⁸
9. Caller ID - Number Only ^{1,7} , per line	7.00	³

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ Material formerly on this page has been withdrawn from the Product Guide. Residential Last Number Redial, Special Call Waiting and Caller ID - Number Only Services are withdrawn as of November 16, 2013.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

⁸ To be implemented on a full bill period basis on or after November 16, 2013.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate			
	<u>Bus</u>	<u>Res</u>		
1. Call Waiting ¹	\$ 6.50	\$ 6.50 ⁸		
2. Busy Number Redial ²	4.00	4.00		(T)
3. Last Number Redial ²	4.00	³	(D)(T)	
4. Saved Number Redial ²	4.00	4.00		(T)
5. Cancel Call Waiting ¹	2.00	1.00		
6. Special Call Waiting ^{2,4} , per line	5.00	³	(D)(T)	
7. Priority Call ^{4,5} , per line	3.00	3.00		
8. Do Not Disturb, per line ^{4,6}	2.50	5.00 ⁸		(D)
9. Caller ID - Number Only ^{1,7} , per line	7.00	³	(D)(T)	(T)

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ Material formerly on this page has been withdrawn from the Product Guide. Residential Last Number Redial, Special Call Waiting and Caller ID - Number Only Services are withdrawn as of November 16, 2013. (C)

⁴ Flexible Rate Ranges have been established for this service. (C)

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

⁸ To be implemented on a full bill period basis on or after November 16, 2013.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
1. Call Waiting ¹	\$ 6.50	\$ 6.50 ⁸ (I)	(T)
2. Busy Number Redial ^{2,3}	4.00	4.00	
3. Last Number Redial ^{2,3}	4.00	4.00	
4. Saved Number Redial ^{2,3}	4.00	4.00	
5. Cancel Call Waiting ¹	2.00	1.00	
6. Special Call Waiting ^{2,4} , per line	5.00	5.00	
7. Priority Call ^{4,5} , per line	3.00	3.00	
8. Do Not Disturb, per line ^{4,6}	2.50	5.00 ⁸ (I)	(T)
9. Call Block, per line ⁶	3.00	--	
10. Caller ID - Number Only ^{1,7} , per line	7.00	8.00	

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

⁸ To be implemented on a full bill period basis on or after November 16, 2013.

(T)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 6.50 (I)	\$ 5.50
2. Busy Number Redial ^{2,3}	4.00	4.00
3. Last Number Redial ^{2,3}	4.00	4.00
4. Saved Number Redial ^{2,3}	4.00	4.00
5. Cancel Call Waiting ¹	2.00 (I)	1.00
6. Special Call Waiting ^{2,4} , per line	5.00	5.00
7. Priority Call ^{4,5} , per line	3.00	3.00
8. Do Not Disturb, per line ^{4,6}	2.50	4.00
9. Call Block, per line ⁶	3.00	--
10. Caller ID - Number Only ^{1,7} , per line	7.00	8.00

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
1. Call Waiting ¹	\$ 6.00 (I) (X)	\$ 5.50	(T)
2. Busy Number Redial ^{2,3}	4.00	4.00	
3. Last Number Redial ^{2,3}	4.00	4.00	
4. Saved Number Redial ^{2,3}	4.00	4.00	
5. Cancel Call Waiting ¹	1.00	1.00	
6. Special Call Waiting ^{2,4} , per line	5.00	5.00	
7. Priority Call ^{4,5} , per line	3.00	3.00	
8. Do Not Disturb, per line ^{4,6}	2.50	4.00	
9. Call Block, per line ⁶	3.00	--	
10. Caller ID - Number Only ^{1,7} , per line	7.00	8.00	

(X) Corrects rate revision effective July 16, 2011.

(N)

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 5.00	\$ 5.50 (I)
2. Busy Number Redial ^{2,3}	4.00	4.00
3. Last Number Redial ^{2,3}	4.00	4.00
4. Saved Number Redial ^{2,3}	4.00	4.00
5. Cancel Call Waiting ¹	1.00	1.00
6. Special Call Waiting ^{2,4} , per line	5.00	5.00
7. Priority Call ^{4,5} , per line	3.00	3.00
8. Do Not Disturb, per line ^{4,6}	2.50	4.00 (I)
9. Call Block, per line ⁶	3.00	--
10. Caller ID - Number Only ^{1,7} , per line	7.00	8.00 (I)

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 5.00	\$ 4.50
2. Busy Number Redial ^{2,3}	4.00	4.00
3. Last Number Redial ^{2,3}	4.00	4.00
4. Saved Number Redial ^{2,3}	4.00	4.00
5. Cancel Call Waiting ¹	1.00	1.00
6. Special Call Waiting ^{2,4} , per line	5.00	5.00
7. Priority Call ^{4,5} , per line	3.00	3.00
8. Do Not Disturb, per line ^{4,6}	2.50	3.00
9. Call Block, per line ⁶	3.00	--
10. Caller ID - Number Only ^{1,7} , per line	7.00	7.00

(l)

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 5.00	\$ 4.50
2. Busy Number Redial ^{2,3}	4.00	4.00
3. Last Number Redial ^{2,3}	4.00	4.00
4. Saved Number Redial ^{2,3}	4.00	4.00
5. Cancel Call Waiting ¹	1.00	1.00
6. Special Call Waiting ^{2,4} , per line	5.00	5.00
7. Priority Call ^{4,5} , per line	3.00	3.00
8. Do Not Disturb, per line ^{4,6}	2.50	2.50
9. Call Block, per line ⁶	3.00	--
10. Caller ID - Number Only ^{1,7} , per line	7.00	7.00

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ This service is available in the SmartestCall® Pak feature package only. SmartestCall® Pak is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Special Conditions

1. SmartCall® Pak 4400 ¹

SmartCall® Pak 4400 includes the following services:

Busy Redial

*69

Call Block

Call Waiting

Distinctive Ring is available as an option

2. SmartCall® Pak 4900 ¹

SmartCall® Pak 4900 includes all the services included in SmartCall® Pak 4400 plus the following services:

Priority Call

Cancel Call Waiting

Call Forwarding

Three-Way Calling

Speed Dialing 8 Code

Distinctive Ring is available as an option

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Special Conditions – Continued

3. Flexible Packaging ¹

- a. This service offers a discount off the rates for the following Custom Calling Service features, provided the customer orders four or more features ² on the same residential account.

Features:

- Busy Redial
- *69
- Call Block
- Call Forwarding (Flexible)
- Call Waiting
- Call Waiting / Cancel Call Waiting
- Caller ID
- Calling ID - Number Only
- Distinctive Ring
- Do Not Disturb
- Select Call Forwarding
- Speed Dialing (8 Code Capacity)
- Speed Dialing (30 Code Capacity)
- Three Way Calling
- Priority Call

- b. Flexible packaging is available to single line residence customers only.

¹ Flexible Packaging is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² After the threshold requirement of four Custom Calling Service features is met, other services will be eligible for various discounts as follows. For example, Anonymous Call Block (at a 40% discount) and Cancel Call Waiting (at a 40% discount) does not count toward the four or more threshold. The rate, however, will be discounted if the threshold quantity of Custom Calling Services was met by the customer.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Special Conditions – Continued

3. Flexible Packaging ¹ - Continued

- c. Once four or more of the features as specified in B.3.(a) preceding are subscribed to, the discount as specified in Rates B.3. following will apply to all of these features.
- d. If the number of qualifying features ordered is less than four, or the customer removes a feature or features such that the total subscribed to become less than four, the discount does not apply.
- e. One feature may be substituted for another, or other features may be added at a later date.
- f. All features that qualify under flexible packaging will be discounted by the percentage indicated in Rates B.3. following.
- g. Nonrecurring Charges as set forth in Section 3 of this Product Guide are applicable to customers ordering flexible packaging. These charges are not applicable when one feature is substituted for another in the flexible package or when other features are added to the flexible package after the initial installation of a flexible package.

¹ Flexible Packaging is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Rates

	<u>Monthly Rate</u>	
	<u>Bus</u>	<u>Res</u>
1. Smart Call sm Pak 4400, per line ^{1, 2}	n/a	\$ 13.25 (l)
2. Smart Call sm Pak 4900, per line ^{1, 2}	n/a	16.75 (l)
3. Flexible Packaging ^{2, 3}		

All features that qualify under the flexible packaging offering (see SPECIAL CONDITIONS, B.3. will be discounted by 40% for residential customers.

¹ Flexible Rate Ranges have been established for this service.

² Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

³ Section 3 Nonrecurring Charges will not be applicable to Flexible Packaging or Choice PAC customers when, (a) ordering Flexible Packaging or Choice PAC, (b) when one feature is substituted for another in Flexible Packaging or Choice PAC or (c) when other features are added to Flexible Packaging or Choice PAC after the initial installation of a Flexible Packaging or Choice PAC.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Rates

	<u>Monthly Rate</u>	
	<u>Bus</u>	<u>Res</u>
1. Smart Call sm Pak 4400, per line ^{1, 2}	n/a	\$ 11.25 (l)
2. Smart Call sm Pak 4900, per line ^{1, 2}	n/a	14.75 (l)
3. Flexible Packaging ^{2, 3}		

All features that qualify under the flexible packaging offering (see SPECIAL CONDITIONS, B.3. will be discounted by 40% for residential customers.

¹ Flexible Rate Ranges have been established for this service.

² Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

³ Section 3 Nonrecurring Charges will not be applicable to Flexible Packaging or Choice PAC customers when, (a) ordering Flexible Packaging or Choice PAC, (b) when one feature is substituted for another in Flexible Packaging or Choice PAC or (c) when other features are added to Flexible Packaging or Choice PAC after the initial installation of a Flexible Packaging or Choice PAC.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Rates

	<u>Monthly Rate</u>		
	<u>Bus</u>	<u>Res</u>	
1. Smart Call sm Pak 4400, per line ^{1, 2}	n/a	\$ 8.75	
2. Smart Call sm Pak 4900, per line ^{1, 2}	n/a	13.75	(l)
3. Flexible Packaging ^{2, 3}			

All features that qualify under the flexible packaging offering (see SPECIAL CONDITIONS, B.3. will be discounted by 40% for residential customers.

¹ Flexible Rate Ranges have been established for this service.

² Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

³ Section 3 Nonrecurring Charges will not be applicable to Flexible Packaging or Choice PAC customers when, (a) ordering Flexible Packaging or Choice PAC, (b) when one feature is substituted for another in Flexible Packaging or Choice PAC or (c) when other features are added to Flexible Packaging or Choice PAC after the initial installation of a Flexible Packaging or Choice PAC.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Rates

	<u>Monthly Rate</u>	
	<u>Bus</u>	<u>Res</u>
1. Smart Call sm Pak 4400, per line ^{1, 2}	n/a	\$ 8.75
2. Smart Call sm Pak 4900, per line ^{1, 2}	n/a	13.25
3. Flexible Packaging ^{2, 3}		

All features that qualify under the flexible packaging offering (see SPECIAL CONDITIONS, B.3. will be discounted by 40% for residential customers.

¹ Flexible Rate Ranges have been established for this service.

² Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

³ Section 3 Nonrecurring Charges will not be applicable to Flexible Packaging or Choice PAC customers when, (a) ordering Flexible Packaging or Choice PAC, (b) when one feature is substituted for another in Flexible Packaging or Choice PAC or (c) when other features are added to Flexible Packaging or Choice PAC after the initial installation of a Flexible Packaging or Choice PAC.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>		
		<u>Bus</u>	<u>Res</u>	
4.	Complete Call Forwarding Package ¹ includes Fixed Call Forwarding, Call Forwarding Busy-Line--Fixed and Call Forwarding No-Answer--Fixed	\$ 4.00	\$ 4.00	
a.	Two Feature Packages			
	(i) Call Forwarding and Call Waiting ^{2, 5}	4.25	6.75	(T)
	(ii) Call Forwarding and Three Way Calling	5.00	6.75	
	(iii) Call Forwarding and Speed Dialing 8	4.25	6.75	
	(iv) Call Waiting ² and Three Way Calling	4.25	6.75	
	(v) Call Waiting/Cancel Call Waiting and Three Way Calling	5.25	7.75	
	(vi) Call Waiting ² and Speed Dialing 8 ⁵	4.25	6.75	(T)
	(vii) Call Waiting/Cancel Call Waiting and Speed Dialing 8	5.25	7.75	
	(viii) Three Way Calling and Speed Dialing 8 ⁴	4.25	-	
b.	Three Feature Packages			
	(i) Call Forwarding, Call Waiting, ² and Three Way Calling	4.25	7.75	
	(ii) Call Forwarding, Call Waiting, ² and Speed Calling 8	4.25	7.75	
	(iii) Call Forwarding, Three Way Calling, and Speed Calling 8 ⁴	5.00	-	
	(iv) Call Waiting ² , Three Way Calling and Speed Calling 8	4.25	7.75	
c.	Remote Activation of Call Forwarding ³	2.50	42.50	

¹ Grandfathered and limited to existing customers at existing locations as of July 01, 2007.

² These packaged offerings are grandfathered and limited to existing customers at existing locations as of March 21, 2005.

³ This service is grandfathered and limited to existing individual business and residence customers currently subscribing to the service at the same customer premises only as of June 14, 2004.

⁴ Residential Two Feature Package, Three Way Calling and Speed Dialing 8 and Residential Three Feature Package, Call Forwarding, Three Way Calling, and Speed Calling 8, are withdrawn as of November 16, 2013.

⁵ Business Call Forwarding and Call Waiting, and Business Call Waiting and Speed Dialing 8 Two Feature Packages are withdrawn as of July 21, 2014. Effective October 18, 2014, these services are also withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
|
(N)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>		
		<u>Bus</u>	<u>Res</u>	
4.	Complete Call Forwarding Package ¹ includes Fixed Call Forwarding, Call Forwarding Busy-Line--Fixed and Call Forwarding No-Answer--Fixed	\$ 4.00	\$ 4.00	(T)
a.	Two Feature Packages			
	(i) Call Forwarding and Call Waiting ²	4.25	6.75 (I)	
	(ii) Call Forwarding and Three Way Calling	5.00	6.75	
	(iii) Call Forwarding and Speed Dialing 8	4.25	6.75	
	(iv) Call Waiting ² and Three Way Calling	4.25	6.75	
	(v) Call Waiting/Cancel Call Waiting and Three Way Calling	5.25	7.75	
	(vi) Call Waiting ² and Speed Dialing 8	4.25	6.75	
	(vii) Call Waiting/Cancel Call Waiting and Speed Dialing 8	5.25	7.75 (I)	
	(viii) Three Way Calling and Speed Dialing 8 ⁴	4.25	-	
b.	Three Feature Packages			
	(i) Call Forwarding, Call Waiting, ² and Three Way Calling	4.25	7.75 (I)	
	(ii) Call Forwarding, Call Waiting, ² and Speed Calling 8	4.25	7.75	
	(iii) Call Forwarding, Three Way Calling, and Speed Calling 8 ⁴	5.00	-	
	(iv) Call Waiting ² , Three Way Calling and Speed Calling 8	4.25	7.75 (I)	
c.	Remote Activation of Call Forwarding ³	2.50	42.50	

(D)

¹ Grandfathered and limited to existing customers at existing locations as of July 01, 2007.

² These packaged offerings are grandfathered and limited to existing customers at existing locations as of March 21, 2005.

³ This service is grandfathered and limited to existing individual business and residence customers currently subscribing to the service at the same customer premises only as of June 14, 2004.

⁴ Residential Two Feature Package, Three Way Calling and Speed Dialing 8 and Residential Three Feature Package, Call Forwarding, Three Way Calling, and Speed Calling 8, are withdrawn as of November 16, 2013.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>		
		<u>Bus</u>	<u>Res</u>	
4.	Complete Call Forwarding Package ¹ includes Fixed Call Forwarding, Call Forwarding Busy-Line--Fixed and Call Forwarding No-Answer--Fixed	4.00	4.00	
a.	Two Feature Packages			
	(i) Call Forwarding and Call Waiting ²	4.25	4.25	
	(ii) Call Forwarding and Three Way Calling	5.00	4.25	
	(iii) Call Forwarding and Speed Dialing 8	4.25	4.25	X (T)
	(iv) Call Waiting ² and Three Way Calling	4.25	4.25	
	(v) Call Waiting/Cancel Call Waiting and Three Way Calling	5.25	5.25	
	(vi) Call Waiting ² and Speed Dialing 8	4.25	4.25	
	(vii) Call Waiting/Cancel Call Waiting and Speed Dialing 8	5.25	5.25	
	(viii) Three Way Calling and Speed Dialing 8 ⁴	4.25	-	X (T)
b.	Three Feature Packages			
	(i) Call Forwarding, Call Waiting, 2 and Three Way Calling	4.25	4.25	
	(ii) Call Forwarding, Call Waiting, 2 and Speed Calling 8	4.25	4.25	
	(iii) Call Forwarding, Three Way Calling, and Speed Calling 8 ⁴	5.00	-	X (T)
	(iv) Call Waiting 2, Three Way Calling and Speed Calling 8	4.25	4.25	
c.	Remote Activation of Call Forwarding ³	2.50	42.50	

X Correction. (N)

¹ Grandfathered and limited to existing customers at existing locations as of July 01, 2007.

² These packaged offerings are grandfathered and limited to existing customers at existing locations as of March 21, 2005.

³ This service is grandfathered and limited to existing individual business and residence customers currently subscribing to the service at the same customer premises only as of June 14, 2004.

⁴ Residential Two Feature Package, Three Way Calling and Speed Dialing 8 and Residential Three Feature Package, Call Forwarding, Three Way Calling, and Speed Calling 8, are withdrawn as of November 16, 2013. (C)
(C)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>		
		<u>Bus</u>	<u>Res</u>	
4.	Complete Call Forwarding Package ¹ includes Fixed Call Forwarding, Call Forwarding Busy-Line--Fixed and Call Forwarding No-Answer--Fixed	4.00	4.00	
a.	Two Feature Packages			
	(i) Call Forwarding and Call Waiting ²	4.25	4.25	
	(ii) Call Forwarding and Three Way Calling	5.00	4.25	
	(iii) ⁴			(D)(T)
	(iv) Call Waiting ² and Three Way Calling	4.25	4.25	
	(v) Call Waiting/Cancel Call Waiting and Three Way Calling	5.25	5.25	
	(vi) Call Waiting ² and Speed Dialing 8	4.25	4.25	
	(vii) Call Waiting/Cancel Call Waiting and Speed Dialing 8	5.25	5.25	
	(viii) ⁵			(D)(T)
b.	Three Feature Packages			
	(i) Call Forwarding, Call Waiting, 2 and Three Way Calling	4.25	4.25	
	(ii) Call Forwarding, Call Waiting, 2 and Speed Calling 8	4.25	4.25	
	(iii) ⁶			(D)
	(iv) Call Waiting 2, Three Way Calling and Speed Calling 8	4.25	4.25	
c.	Remote Activation of Call Forwarding ³	2.50	42.50	

¹ Grandfathered and limited to existing customers at existing locations as of July 01, 2007.

² These packaged offerings are grandfathered and limited to existing customers at existing locations as of March 21, 2005.

³ This service is grandfathered and limited to existing individual business and residence customers currently subscribing to the service at the same customer premises only as of June 14, 2004.

^{4, 5, 6} Material formerly on this page has been withdrawn from the Product Guide. Two Feature Packages: Call Forwarding and Speed Dialing, and Three Way Calling and Speed Dialing 8, and Three Feature Package: Call Forwarding, Three Way Calling, and Speed Calling 8 are withdrawn as of November 16, 2013.

(C)
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(C)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
4.	Complete Call Forwarding Package ¹ includes Fixed Call Forwarding, Call Forwarding Busy-Line--Fixed and Call Forwarding No-Answer--Fixed	4.00	4.00
a.	Two Feature Packages		
	(i) Call Forwarding and Call Waiting ²	4.25	4.25
	(ii) Call Forwarding and Three Way Calling	5.00 (I)	4.25
	(iii) Call Forwarding and Speed Dialing 8	4.25	4.25
	(iv) Call Waiting ² and Three Way Calling	4.25	4.25
	(v) Call Waiting/Cancel Call Waiting and Three Way Calling	5.25	5.25
	(vi) Call Waiting ² and Speed Dialing 8	4.25	4.25
	(vii) Call Waiting/Cancel Call Waiting and Speed Dialing 8	5.25	5.25
	(viii) Three Way Calling and Speed Dialing 8	4.25	4.25
b.	Three Feature Packages		
	(i) Call Forwarding, Call Waiting, ² and Three Way Calling	4.25	4.25
	(ii) Call Forwarding, Call Waiting, ² and Speed Calling 8	4.25	4.25
	(iii) Call Forwarding, Three Way Calling, and Speed Calling 8	5.00 (I)	4.25
	(iv) Call Waiting ² , Three Way Calling and Speed Calling 8	4.25	4.25
c.	Remote Activation of Call Forwarding ³	2.50	42.50

¹ Grandfathered and limited to existing customers at existing locations as of July 01, 2007.

² These packaged offerings are grandfathered and limited to existing customers at existing locations as of March 21, 2005.

³ This service is grandfathered and limited to existing individual business and residence customers currently subscribing to the service at the same customer premises only as of June 14, 2004.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
4. Complete Call Forwarding Package ¹		4.00	4.00
includes Fixed Call Forwarding, Call Forwarding			
Busy-Line--Fixed and Call Forwarding			
No-Answer--Fixed			
a. Two Feature Packages			
(i) Call Forwarding and Call Waiting ²	4.25	4.25	
(ii) Call Forwarding and Three Way Calling	4.25	4.25	
(iii) Call Forwarding and Speed Dialing 8	4.25	4.25	
(iv) Call Waiting ² and Three Way Calling	4.25	4.25	
(v) Call Waiting/Cancel Call Waiting and Three Way Calling	5.25	5.25	
(vi) Call Waiting ² and Speed Dialing 8	4.25	4.25	
(vii) Call Waiting/Cancel Call Waiting and Speed Dialing 8	5.25	5.25	
(viii) Three Way Calling and Speed Dialing 8	4.25	4.25	
b. Three Feature Packages			
(i) Call Forwarding, Call Waiting, ² and Three Way Calling	4.25	4.25	
(ii) Call Forwarding, Call Waiting, ² and Speed Calling 8	4.25	4.25	
(iii) Call Forwarding, Three Way Calling, and Speed Calling 8	4.25	4.25	
(iv) Call Waiting ² , Three Way Calling and Speed Calling 8	4.25	4.25	
c. Remote Activation of Call Forwarding ³	2.50	42.50	

¹ Grandfathered and limited to existing customers at existing locations as of July 01, 2007.

² These packaged offerings are grandfathered and limited to existing customers at existing locations as of March 21, 2005.

³ This service is grandfathered and limited to existing individual business and residence customers currently subscribing to the service at the same customer premises only as of June 14, 2004.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
5.	SmartRing with Paks ¹ specified below	\$ 3.00 ³	\$ 5.50 ²
	SmarterCall® Pak		
	Smartest Call® Pak ⁵		
	SmartCall® Pak 4400		
	SmartCall® Pak 4900		
6.	Smarter Call® Pak ⁴ , each line (includes call forwarding, call waiting, three way calling and one of the following speed dialing services)		
a.	Eight-code capacity	8.00 (l)	10.25
b.	Thirty-code capacity	5.25	9.75
7.	Smartest Call® Pak ⁴ , each line (includes call forwarding, call waiting / cancel call waiting, three way calling, busy number redial, last number redial, saved number redial and one of the following speed dialing services)		
a.	Eight-code capacity	7.00	10.50
b.	Thirty-code capacity ⁵	8.00 ⁵	11.50

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁵ Smartest Call® Pak Thirty-code capacity for business customers is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
5.	SmartRing with Paks ¹ specified below	\$ 3.00 ³	\$ 5.50 ²
	SmarterCall® Pak		
	Smartest Call® Pak ⁵		
	SmartCall® Pak 4400		
	SmartCall® Pak 4900		
6.	Smarter Call® Pak ⁴ , each line		
	(includes call forwarding, call waiting, three way calling and one of the following speed dialing services)		
a.	Eight-code capacity	7.50	10.25
b.	Thirty-code capacity	5.25	9.75
7.	Smartest Call® Pak ⁴ , each line		
	(includes call forwarding, call waiting / cancel call waiting, three way calling, busy number redial, last number redial, saved number redial and one of the following speed dialing services)		
a.	Eight-code capacity	7.00	10.50
b.	Thirty-code capacity	8.00	11.50

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¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁵ Smartest Call® Pak for business customers is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
(N)

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
	<u>Bus</u>		<u>Res</u>
5. SmartRing with Paks ¹ specified below	\$ 3.00 ³		\$ 5.50 ² (I)
SmarterCall® Pak			
SmartestCall® Pak			
SmartCall® Pak 4400			
SmartCall® Pak 4900			
6. Smarter Call® Pak ⁴ , each line			
(includes call forwarding, call waiting, three way calling			
and one of the following speed dialing services)			
a. Eight-code capacity	7.50		10.25 (I)
b. Thirty-code capacity	5.25		9.75 (I)
7. Smartest Call® Pak ⁴ , each line			
(includes call forwarding, call waiting / cancel call waiting,			
three way calling, busy number redial, last number redial,			
saved number redial and one of the following speed			
dialing services)			
a. Eight-code capacity	7.00		10.50 (I)
b. Thirty-code capacity	8.00		11.50 (I)

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
	<u>Bus</u>		<u>Res</u>
5. SmartRing with Paks ¹ specified below	\$ 3.00 ³		\$ 3.00 ²
SmarterCall® Pak			
SmartestCall® Pak			
SmartCall® Pak 4400			
SmartCall® Pak 4900			
6. Smarter Call® Pak ⁴ , each line			
(includes call forwarding, call waiting, three way calling			
and one of the following speed dialing services)			
a. Eight-code capacity	7.50 (l)		6.75
b. Thirty-code capacity	5.25		6.25
7. Smartest Call® Pak ⁴ , each line			
(includes call forwarding, call waiting / cancel call waiting,			
three way calling, busy number redial, last number redial,			
saved number redial and one of the following speed			
dialing services)			
a. Eight-code capacity	7.00		7.00
b. Thirty-code capacity	8.00		8.00

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
	<u>Bus</u>		<u>Res</u>
5. SmartRing with Paks ¹ specified below	\$ 3.00 ³		\$ 3.00 ²
SmarterCall® Pak			
SmartestCall® Pak			
SmartCall® Pak 4400			
SmartCall® Pak 4900			
6. Smarter Call® Pak ⁴ , each line			
(includes call forwarding, call waiting, three way calling and one of the following speed dialing services)			
a. Eight-code capacity	7.00 (l)		6.75
b. Thirty-code capacity	5.25		6.25
7. Smartest Call® Pak ⁴ , each line			
(includes call forwarding, call waiting / cancel call waiting, three way calling, busy number redial, last number redial, saved number redial and one of the following speed dialing services)			
a. Eight-code capacity	7.00		7.00
b. Thirty-code capacity	8.00		8.00

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
5.	SmartRing with Paks ¹ specified below	\$ 3.00 ³	\$ 3.00 ²
	SmarterCall® Pak		
	SmartestCall® Pak		
	SmartCall® Pak 4400		
	SmartCall® Pak 4900		
6.	Smarter Call® Pak ⁴ , each line (includes call forwarding, call waiting, three way calling and one of the following speed dialing services)		
a.	Eight-code capacity	6.50 (I)(X)	6.75
b.	Thirty-code capacity	5.25	6.25
7.	Smartest Call® Pak ⁴ , each line (includes call forwarding, call waiting / cancel call waiting, three way calling, busy number redial, last number redial, saved number redial and one of the following speed dialing services)		
a.	Eight-code capacity	7.00	7.00
b.	Thirty-code capacity	8.00	8.00

(X) Corrects rate revision effective July 16, 2011.

(N)

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

	<u>Bus</u>	<u>Monthly Rate</u> <u>Res</u>
5. SmartRing with Paks ¹ specified below	\$ 3.00 ³	\$ 3.00 ²
SmarterCall® Pak		
SmartestCall® Pak		
SmartCall® Pak 4400		
SmartCall® Pak 4900		
6. Smarter Call® Pak ⁴ , each line		
(includes call forwarding, call waiting, three way calling		
and one of the following speed dialing services)		
a. Eight-code capacity	5.50	6.75 (l)
b. Thirty-code capacity	5.25	6.25
7. Smartest Call® Pak ⁴ , each line		
(includes call forwarding, call waiting / cancel call waiting,		
three way calling, busy number redial, last number redial,		
saved number redial and one of the following speed		
dialing services)		
a. Eight-code capacity	7.00	7.00
b. Thirty-code capacity	8.00	8.00

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
		<u>Bus</u>	<u>Res</u>
5.	SmartRing with Paks ¹ specified below	\$ 3.00 ³	\$ 3.00 ²
	SmarterCall® Pak		
	SmartestCall® Pak		
	SmartCall® Pak 4400		
	SmartCall® Pak 4900		
6.	Smarter Call® Pak ⁴ , each line		
	(includes call forwarding, call waiting, three way calling and one of the following speed dialing services)		
a.	Eight-code capacity	5.50	6.25 (I)
b.	Thirty-code capacity	5.25	6.25
7.	Smartest Call® Pak ⁴ , each line		
	(includes call forwarding, call waiting / cancel call waiting, three way calling, busy number redial, last number redial, saved number redial and one of the following speed dialing services)		
a.	Eight-code capacity	7.00	7.00
b.	Thirty-code capacity	8.00	8.00

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>	
	<u>Bus</u>		<u>Res</u>
5. SmartRing with Paks ¹ specified below	\$ 3.00 ³		\$ 3.00 ²
SmarterCall® Pak			
SmartestCall® Pak			
SmartCall® Pak 4400			
SmartCall® Pak 4900			
6. Smarter Call® Pak ⁴ , each line			
(includes call forwarding, call waiting, three way calling			
and one of the following speed dialing services)			
a. Eight-code capacity	5.50		5.25
b. Thirty-code capacity	5.25		6.25
7. Smartest Call® Pak ⁴ , each line			
(includes call forwarding, call waiting / cancel call waiting,			
three way calling, busy number redial, last number redial,			
saved number redial and one of the following speed			
dialing services)			
a. Eight-code capacity	7.00		7.00
b. Thirty-code capacity	8.00		8.00

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

C. ²

D. InContactSM ¹

Special Conditions

1. General

InContactSM (INC) is a terminating voice service built upon Advanced Intelligent Network (AIN) functionality and is available only where facilities and conditions permit.

InContactSM provides the customer with a personal INC number. The INC number is geographically based in a specified central office (where technically feasible), it is not associated with a physical line or trunk. The personal number resides in a local switch. Calls to the number are directed to a network routing program and database which controls routing information for actual call termination. For a description of the INC customer's and calling party's responsibility for charges see 4.a. following.

2. Definitions

Advanced Intelligent Network (AIN) is a telecommunications network designed with intelligence located in computer nodes called Service Control Points (SCPs). SCPs are distributed throughout the network and allow for rapid service creation and deployment.

Caller Access Code is a 4 digit Personal Identification Number (PIN) given to selected callers by the customer to allow them to override a Call Acceptance List.

Customer Group are all customers with the same Customer Group Number.

Customer Group Number is an optional number assigned to INC customers to associate them with a specific organization for the purpose of generating reports at an organizational level.

¹ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers. (C)
(C)

² Material formerly on this page has been withdrawn from the Product Guide. Call Forwarding and Speed Dialing, eight-code capacity Service is withdrawn as of November 16, 2013.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

C. ²

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D. InContactSM ¹

Special Conditions

1. General

InContactSM (INC) is a terminating voice service built upon Advanced Intelligent Network (AIN) functionality and is available only where facilities and conditions permit.

InContactSM provides the customer with a personal INC number. The INC number is geographically based in a specified central office (where technically feasible), it is not associated with a physical line or trunk. The personal number resides in a local switch. Calls to the number are directed to a network routing program and database which controls routing information for actual call termination. For a description of the INC customer's and calling party's responsibility for charges see 4.a. following.

2. Definitions

Advanced Intelligent Network (AIN) is a telecommunications network designed with intelligence located in computer nodes called Service Control Points (SCPs). SCPs are distributed throughout the network and allow for rapid service creation and deployment.

Caller Access Code is a 4 digit Personal Identification Number (PIN) given to selected callers by the customer to allow them to override a Call Acceptance List.

Customer Group are all customers with the same Customer Group Number.

Customer Group Number is an optional number assigned to INC customers to associate them with a specific organization for the purpose of generating reports at an organizational level.

¹ InContactSM is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

² Material formerly on this page has been withdrawn from the Product Guide. Call Forwarding and Speed Dialing, eight-code capacity Service is withdrawn as of November 16, 2013. (C)
(C)

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

C. Call Forwarding and Speed Dialing

Rates

Call Forwarding and Speed Dialing, eight-code capacity ²

Monthly Rate
\$ 4.00

D. InContactSM ¹

Special Conditions

1. General

InContactSM (INC) is a terminating voice service built upon Advanced Intelligent Network (AIN) functionality and is available only where facilities and conditions permit.

InContactSM provides the customer with a personal INC number. The INC number is geographically based in a specified central office (where technically feasible), it is not associated with a physical line or trunk. The personal number resides in a local switch. Calls to the number are directed to a network routing program and database which controls routing information for actual call termination. For a description of the INC customer's and calling party's responsibility for charges see 4.a. following.

2. Definitions

Advanced Intelligent Network (AIN) is a telecommunications network designed with intelligence located in computer nodes called Service Control Points (SCPs). SCPs are distributed throughout the network and allow for rapid service creation and deployment.

Caller Access Code is a 4 digit Personal Identification Number (PIN) given to selected callers by the customer to allow them to override a Call Acceptance List.

Customer Group are all customers with the same Customer Group Number.

Customer Group Number is an optional number assigned to INC customers to associate them with a specific organization for the purpose of generating reports at an organizational level.

¹ InContactSM is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

² Limited to customers of record as of October 2, 1988.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

2. Definitions – Continued

Default Number is one of the INC routing options. It is the default destination for the customer's INC service.

INC Customer Administrative Access Code (CAAC) is a password INC customers enter to gain access to change their INC call forwarding options or receive user data from a touchtone telephone. The CAAC consists of the user's 10 digit INC number plus the 4 digit PIN.

INC Routing Option is one of the selections an INC customer can make to define how calls to their INC number will be routed.

INC User is a person who has access to INC services and has been assigned one or more INC numbers. The INC user is also referred to as the User or the Customer.

Override Number is one of the INC routing options. When it is selected, the customer is asked to provide the destination number to which incoming calls are to be terminated. This can be any valid North American Numbering Plan (NANP) or international telephone number. Carrier identification codes can be included to override the default carrier selected as a subscription option. Selection may also include "1", "0", or international prefix codes.

Personal Identification Number (PIN) is a 4 digit number that authenticates the customer to the network.

¹ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

2. Definitions – Continued

Default Number is one of the INC routing options. It is the default destination for the customer's INC service.

INC Customer Administrative Access Code (CAAC) is a password INC customers enter to gain access to change their INC call forwarding options or receive user data from a touchtone telephone. The CAAC consists of the user's 10 digit INC number plus the 4 digit PIN.

INC Routing Option is one of the selections an INC customer can make to define how calls to their INC number will be routed.

INC User is a person who has access to INC services and has been assigned one or more INC numbers. The INC user is also referred to as the User or the Customer.

Override Number is one of the INC routing options. When it is selected, the customer is asked to provide the destination number to which incoming calls are to be terminated. This can be any valid North American Numbering Plan (NANP) or international telephone number. Carrier identification codes can be included to override the default carrier selected as a subscription option. Selection may also include "1", "0", or international prefix codes.

Personal Identification Number (PIN) is a 4 digit number that authenticates the customer to the network.

¹ InContactSM is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

2. Definitions – Continued

Selective Call Acceptance List is a list of up to 20 telephone numbers that specifies which calls will be allowed to terminate to the INC number when this feature is activated. Calls that are not on this list will not be allowed to terminate unless the caller has activated a predetermined Caller Access Code (see DESCRIPTION OF SERVICE, D.3.d.). Also see Selective Call Acceptance Treatment Option for calls that are not on the list and do not have the Caller Access Code.

Selective Call Acceptance Treatment Option is a subscription parameter that defines how calls to the INC number that are not on the Selective Call Acceptance List will be handled when call screening is active. There are two options that can be selected: "Standard Announcement" or "Announce and Forward". "Standard Announcement" is the option for customers who want these calls terminated with an announcement stating that the customer is not accepting calls at this time. "Announce and Forward" is the option for customers who want the calls forwarded to another line or to voice mail.

Service Control Point (SCP) is a component of an intelligent network that stores customer data and service logic.

Speed Call Number is a single digit that can be used as an INC routing option, or can be used as a variable when establishing or changing a Schedule. There are three speed call numbers. The customer will define each of them as a destination. For example: a single digit can be used to define the destinations of "home", "office", and "car phone".

User Schedule is a decision graph that determines the destination number to which calls to the INC number are to be routed. The routing number is based on time-of-day/day-of-week, call screening and Call Access Code criteria. A customer can have a maximum of two user schedules.

¹ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

2. Definitions – Continued

Selective Call Acceptance List is a list of up to 20 telephone numbers that specifies which calls will be allowed to terminate to the INC number when this feature is activated. Calls that are not on this list will not be allowed to terminate unless the caller has activated a predetermined Caller Access Code (see DESCRIPTION OF SERVICE, D.3.d.). Also see Selective Call Acceptance Treatment Option for calls that are not on the list and do not have the Caller Access Code.

Selective Call Acceptance Treatment Option is a subscription parameter that defines how calls to the INC number that are not on the Selective Call Acceptance List will be handled when call screening is active. There are two options that can be selected: "Standard Announcement" or "Announce and Forward". "Standard Announcement" is the option for customers who want these calls terminated with an announcement stating that the customer is not accepting calls at this time. "Announce and Forward" is the option for customers who want the calls forwarded to another line or to voice mail.

Service Control Point (SCP) is a component of an intelligent network that stores customer data and service logic.

Speed Call Number is a single digit that can be used as an INC routing option, or can be used as a variable when establishing or changing a Schedule. There are three speed call numbers. The customer will define each of them as a destination. For example: a single digit can be used to define the destinations of "home", "office", and "car phone".

User Schedule is a decision graph that determines the destination number to which calls to the INC number are to be routed. The routing number is based on time-of-day/day-of-week, call screening and Call Access Code criteria. A customer can have a maximum of two user schedules.

¹ InContactSM is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

3. Description of Service

- a. Call routing for calls placed to the INC number will be controlled by the customer. The customer has several options for forwarding calls: to the default number; to the override number; to one of three speed call numbers; or according to either of two pre-defined User Schedules which determines the destination according to a Day of Week/Time of Day algorithm. The Service Control Point (SCP) will allow 10XXX, 101XXXX, 1, or 011 to be prefixed to routing numbers. N11, O+ or OO+ prefixes will not be allowed as routing numbers.
- b. The customer may use a Selective Call Acceptance List of up to 20 numbers to identify which calls will be allowed to terminate to the INC number when this feature is activated (see Definitions 2. preceding.). The Selective Call Acceptance List will support 3, 6, 7 or 10 digit screening.
- c. Call acceptance will be conditioned on Automatic Number Identification (ANI) availability. At the time the customer subscribes to this service, the customer has the option to receive all calls where ANI is not available or elect to have an announcement played and/or forward these calls to another number.
- d. A Caller Access Code may be given to selected callers to allow them to override the Selective Call Acceptance List. If the call is not coming from a number on the list, or the caller does not provide the proper Caller Access Code, the call will be routed as defined by the Selective Call Acceptance List Treatment Option in effect. When the customer subscribes to this optional feature, the customer will receive two Caller Access Codes and will have the option of activating only one code or both.

¹ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

3. Description of Service

- a. Call routing for calls placed to the INC number will be controlled by the customer. The customer has several options for forwarding calls: to the default number; to the override number; to one of three speed call numbers; or according to either of two pre-defined User Schedules which determines the destination according to a Day of Week/Time of Day algorithm. The Service Control Point (SCP) will allow 10XXX, 101XXXX, 1, or 011 to be prefixed to routing numbers. N11, O+ or OO+ prefixes will not be allowed as routing numbers.
- b. The customer may use a Selective Call Acceptance List of up to 20 numbers to identify which calls will be allowed to terminate to the INC number when this feature is activated (see Definitions 2. preceding.). The Selective Call Acceptance List will support 3, 6, 7 or 10 digit screening.
- c. Call acceptance will be conditioned on Automatic Number Identification (ANI) availability. At the time the customer subscribes to this service, the customer has the option to receive all calls where ANI is not available or elect to have an announcement played and/or forward these calls to another number.
- d. A Caller Access Code may be given to selected callers to allow them to override the Selective Call Acceptance List. If the call is not coming from a number on the list, or the caller does not provide the proper Caller Access Code, the call will be routed as defined by the Selective Call Acceptance List Treatment Option in effect. When the customer subscribes to this optional feature, the customer will receive two Caller Access Codes and will have the option of activating only one code or both.

¹ InContactSM is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

4. Terms and Conditions

- a. The INC customer is responsible for any applicable long distance charges when calls to the INC number are redirected to a number outside the local calling area. When a customer's INC number is forwarded to a cellular phone, normal air time charges will apply on the redirected call. The calling party is responsible for any local or long distance charges that may be applicable up to the point of connection at the INC customer's serving central office.
- b. One listing is provided without charge for the exchange in which the INC Central Office is located. Additional directory listings may be obtained as shown in Section 19 of this Product Guide.
- c. Nonrecurring charges for Service Order Activity, as shown in Section 3 of this Product Guide for the appropriate class of service will apply. The Central Office Activity Charge and the Outside Facility Connection Charge are not applicable.
 - Non-Verizon customers are charged the Service Order Activity - Initial Order Charge (B.(A)1.a.(1)(c)) for establishing INC.
 - New Verizon customers ordering INC at the same time telephone service is established will be charged only for establishing telephone service and not incur additional nonrecurring charges for INC.
 - Existing Verizon customers are charged the Service Order Activity - Subsequent Order Charge - Additions (B.(A)1.b.(2)) when INC is added to their existing service.
- d. For presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the Company's FCC Tariffs No. 14 or No. 16, will apply.

¹ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers. (C)
(C)

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 1 - Continued

Special Conditions - Continued

4. Terms and Conditions

- a. The INC customer is responsible for any applicable long distance charges when calls to the INC number are redirected to a number outside the local calling area. When a customer's INC number is forwarded to a cellular phone, normal air time charges will apply on the redirected call. The calling party is responsible for any local or long distance charges that may be applicable up to the point of connection at the INC customer's serving central office.
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GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM 5 (T)

Rates

	<u>NRC</u>	<u>Monthly Rate</u>
InContact SM 1, per number		
Basic Service		
Business	2	9.00
Residence	2	29.00
Optional Features 3		
User Schedules, per schedule		
Business	2	2.00
Residence	2	2.00
Selective Call Acceptance, per list		
Business	2	2.00
Residence	2	2.00
Caller Access Codes, per code		
Business	2	1.00
Residence	2	1.00
InContact SM Package 2, 4		
per package		
Business	2	12.00
Residence	2	12.00

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

² Appropriate Service Order Charges as set forth in Section 3 of this Product Guide apply.

³ Customers must subscribe to InContactSM Basic Service before the Optional Features may be ordered. The Optional Features are not stand alone offerings.

⁴ InContactSM Package includes Basic Service, User Schedule, Selective Call Acceptance and Caller Access Codes (two codes).

⁵ InContactSM Service is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

(N)
(N)

Effective: December 1, 2008

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. InContactSM

<u>Rates</u>	<u>NRC</u>	<u>Monthly Rate</u>
InContact SM ¹ , per number		
Basic Service		
Business	2	9.00
Residence	2	29.00
Optional Features ³		
User Schedules, per schedule		
Business	2	2.00
Residence	2	2.00
Selective Call Acceptance, per list		
Business	2	2.00
Residence	2	2.00
Caller Access Codes, per code		
Business	2	1.00
Residence	2	1.00
InContact SM Package ^{2, 4}		
per package		
Business	2	12.00
Residence	2	12.00

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

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⁴ InContactSM Package includes Basic Service, User Schedule, Selective Call Acceptance and Caller Access Codes (two codes).