BUSY REDIAL SERVICE

A. DESCRIPTION

Busy Redial Service allows a calling party to automatically redial the last number dialed, provided there have been no intervening calls. If the called line is found busy, a 30-minute queuing process begins. The calling party is then given an indication that the Network will attempt to set up the call when the called line is idle. The Network periodically tests the busy status of the called line until both lines are found idle or the queuing process expires.

Customers can subscribe to this service and pay a monthly charge or use it on a per activation basis. If a customer subscribes to this service, the monthly rate includes unlimited usage. When the customer uses the service on a per activation basis, a usage charge applies each time the service is activated whether or not the called party answers.

B. PROVISIONS

1. Busy Redial Service requires special central office equipment and is furnished only where facilities are available, as determined by the Telephone Company.

2. Busy Redial Service is a central office based call management service which forwards the calling party's number to the terminating end. This service works only on calls that originate from and terminate to appropriately equipped offices.

3. Busy Redial Service can be activated on lines with either dial-pulse (rotary) or Touch-Tone service.

4. Busy Redial Service is provided to individual line customers only.

5. Busy Redial Service is not provided in connection with Pay Telephone Lines.

6. Busy Redial Service is provided to Centrex customers as described in this Informational Guide, Section 2.

7. Busy Redial Service is available to Residence Service Variety Package (RSVP)and Electronic Service Package (ESP) customers on a monthly subscription basis only.

8. Distinctive ringing associated with Busy Redial Service may not be compatible with all types of customer-provided telephone equipment.

9. Busy Redial Service does not work on calls made to most 700, 900 and Toll Free numbers.

10. The customer of record is responsible for all rates and charges associated with Busy Redial Service.

BUSY REDIAL SERVICE

B. PROVISIONS (Cont'd)

11. A customer may request the Telephone Company to block their line from Busy Redial Service on a usage basis. There is no charge for Busy Redial blocking. However, if a customer subsequently requests Busy Redial Service activation, a product service charge will be applied on a per line basis regardless of the number of services reactivated.

12. Busy Redial Service is eligible for the Customer Satisfaction Guarantee described in this Informational Guide, Section 1.

C. RATES

1. The following rates apply to Busy Redial Service.

	Product/ Service Charge		Recurring Rate
	Res.	Bus.	
Add Busy Redial Service (C orders only, per line, per order	$0.00	$10.00	-
Busy Redial usage reactivation, per line, per order	5.00 [1]	10.00	-
Busy Redial Service, per line,			
per month, Residence	-	-	$10.10
per month, Business	-	-	6.00
Busy Redial usage, per			
activation, Res.			0.75
activation, Bus.	-	-	2.00

2. The Product Service Charge for Busy Redial Service is applied in conjunction with the Optional Central Office Services Product Service Charge described in Section 29C of this Guide. This charge is applied one time, per line, per order.

3. For subscription requests for Busy Redial Service received within a 90-day period following either the initial provision of Busy Redial Service in a central office or the enhancement of Busy Redial Service, the Company will waive the Product Service Charge.

4. Appropriate measured local use charges and/or toll charges associated with the use of Busy Redial Service will be applied in addition to the monthly or usage charges for Busy Redial Service.

5. Busy Redial Service is eligible for the Competitive Services waiver described in this Informational Guide, Section 1.

6. Busy Redial Service is eligible for the Optional Central Office Services discount and The Big Deal described in Section 29C of this Guide.

7. Busy Redial Service is eligible for Concession Service as an Optional Central Office Service described in Pa. P.U.C.-No. 1, Section 6B.

8. Busy Redial Service is eligible for the Contact Continuation Program as an Option Central Office Service described in Pa. P.U.C.-No. 1, Section 1.

[1] For Residential Customers, Busy Redial Service is limited to existing customers of record, at existing locations, on or before June 16, 2012.