OPTIONAL CENTRAL OFFICE SERVICES
RESIDENCE RATES

1. GENERAL

   a. The customer of record will be responsible for all rates and charges associated with services as described in this section. The customer of record will be charged for all services activated on his/her service and/or charged the applicable monthly subscription rate for each line on which these services are provided. Customers who subscribe to Intercom Extra Service will receive Three-way Calling capability as part of the service offering and will not receive a separate charge for Three-way Calling. Customers who subscribe to **Ultra Forward** will not be charged separately for Call Forwarding Variable.

   b. A customer served by a switching machine in an appropriately equipped office may request to have his/her line(s) made inoperable for usage services capability. The customer has the option to request deactivation of usage service capability on a per service basis or to request deactivation of usage service capability for all usage services. All capability for this service or services is removed from the line(s) at no charge. Should the customer subsequently request to reactivate usage services capability, a Service Reactivation Product/Service Charge applies per line regardless of the number of services reactivated. Services to which these provisions are applicable are: Return Call (*69), Priority Call, Select Call Forwarding[1], Call Block, and Call Trace.

   c. The Company's Customer Satisfaction Guarantee as described in Pa. P.U.C.-No. 1, Section 1, applies to all subscription Optional Central Office Services.

   d. When a customer who is using blocking hears an Anonymous Call Rejection announcement, the call will not be rated as a completed call.

   e. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

   f. Appropriate measured local use charges and/or toll charges apply to each call forwarded, conferenced, or made beyond the local calling area of the line with which the Optional Central Office Service is associated. These charges are in addition to the monthly subscription or usage rate of the applicable Optional Central Office Service.

[1] Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

OPTIONAL CENTRAL OFFICE SERVICES
RESIDENCE RATES

2. NONRECURRING RATES

The following nonrecurring service charges apply to change orders for subscription Optional Central Office Services. One charge applies per line, per order, regardless of the number of services being changed or added. The nonrecurring Product/Service Charge is in addition to applicable charges for other work being performed.

For subscription requests received within a 90-day period following the initial provision of central office facilities, the introduction of new services, or the enhancement of existing services, the Company will waive the nonrecurring Product/Service Charge for the establishment of selected Optional Central Office Services. This provision does not apply to Centrex customers.

		Nonrecurring Product/Service Charge[1]
a.	Change orders for subscription to Optional Central Office Services, per line, per order	$5.00
	This charge does not apply to: Call Manager, Caller ID - Number Only, Caller ID, Return Call (*69) and The Big Deal	
b.	Optional Central Office Usage Services Service Reactivation, per line[2]	5.00
c.	Change PIN for Remote Access Service, per change by Telephone Company[3]	5.00
d.	Change Distinctive Ring Service, per change[3] (Change Call Forwarding Arrangement, Standard ringing and associated tone Patterns, or telephone number of Dependent number)	5.00

[1] Appropriate residence rates are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

[2] Applies to customers who have previously had usage service(s) removed as per 1.b preceding. These charges are not subject to any waiver stated in this or any other sections of this Guide. One charge applies per line regardless of the number of services reactivated.

[3] Applies to customers who have previously established service. These charges are not subject to any waiver stated in this or any other sections of this Guide.

Effective August 9, 2023, Call Intercept is hereby canceled and withdrawn and no longer available.

OPTIONAL CENTRAL OFFICE SERVICES
RESIDENCE RATES

2. NONRECURRING RATES (Cont'd)

		Nonrecurring Product/Service Charge [1]
e.	Line Blocking [2]	$10.00
f.	**Call Gate**SM [3]	5.00

[1] Appropriate residence rates are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

[2] The initial request for line blocking will be provided free of charge for all new and existing customers upon request to the Telephone Company's business office. However, if a customer subscribes, disconnects, and then reconnects line blocking at the same address, a nonrecurring product/service charge will be charged. The nonrecurring charge will not, under any circumstances, however, be applied to victims of domestic violence receiving services from a domestic violence program or protected by court order, social welfare agencies such as women's shelters, health and counseling centers, public service hotlines and the staff thereof.

[3] The Product/Service Charge does not apply to orders with Call Gate Service if Call Gate Service is ordered on an additional line or Personal Identification Number (PIN) changes.

OPTIONAL CENTRAL OFFICE SERVICES
RESIDENCE RATES

3. MONTHLY RATES (SUBSCRIPTION)

a. The following monthly rates, and the nonrecurring Product/Service Charges specified in 2. preceding, apply to subscription Optional Central Office Services, and are in addition to the rates and charges applicable to the associated service.

	Individual Monthly Rates
Big Deal, The, per line	$19.99 [3]
Call Block, per line	6.50
Call Forwarding-Busy line, per line	4.90
Call Forwarding-Busy Line and Don't Answer, per line	4.90
Call Forwarding-Don't Answer, per line	4.90
Call Forwarding Variable, per line	11.99
Call GateSM, per line	8.30 [3]
Call Manager, per line	12.99 [3]
Call Waiting, per line	11.99
Caller ID - Number Only, per line	10.20 [3]
Caller ID, per line	13.95
Distinctive Ring Service	
First Dependent Number, per line	11.99 [2]
Second Dependent Number, per line	11.99 [2]
Do Not Disturb, per line	7.10 [4]
Priority Call, per line	7.10 [3]
Return Call (69*), per line	11.99 [2]
Select Call Forwarding, per line	6.80 [4]
Three-Way Calling, per line	11.99
Ultra Forward Service, per line	9.60
Home Intercom, per line	5.15 [1]
Intercom Extra® Service, per line	10.40 [1]

[1] Effective November 25, 2004, Home Intercom and **Intercom Extra®** Service are grandfathered and are not available for new installations. Moves, additions or changes to subscribers' existing service are not permitted.

[2] For Residential Customers, Distinctive Ring and Return Call (*69) are limited to existing customers of record, at existing locations, on or before June 16, 2012.

[3] Effective May 18, 2013, The Big Deal, Call Gate, Call Manager, Caller ID – Number Only and Priority Call are grandfathered and no longer available to new customers. The Big Deal, Call Gate, Call Manager, Caller ID – Number Only and Priority Call are still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

[4] Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

Effective August 9, 2023, Call Intercept is hereby canceled and withdrawn and no longer available.

OPTIONAL CENTRAL OFFICE SERVICES
RESIDENCE RATES

3. MONTHLY RATES (SUBSCRIPTION) (Cont'd)

b. The following discounts apply, per service, to monthly subscription rates for multiple-service purchases of Optional Central Office Services and are in addition to the rates and charges applicable to the associated service. The discount provision does not apply to Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Call Forwarding-Busy Line and Don't Answer, Caller ID - Number Only, and Caller ID.

	Monthly Subscription Discount Rates [1, 2]
Two Services, per line[3,5]	15%
Three Services, per line[3]	20%
Four Services, per line[3,5]	25%
Five or More Services, per line[3,5]	30%

c. Call Manager [4]

Residence customers who subscribe to:

- Call Forwarding-Busy Line, Call Forwarding-Don't Answer, or
- Call Forwarding-Busy Line/Don't Answer
- Call Waiting
- Caller ID

will be charged per the rate set forth in 3.a. preceding for these three services and not the Individual Monthly Rate for each service.

This package rate applies only if the customer subscribes to the entire Package. If the customer discontinues one or more of the services in the package, the appropriate individual monthly rate for each remaining Service applies.

If Call Manager is purchased, Call Waiting will not be discounted as described in 3.b. However, if the customer subscribes to additional Central Office Services, Call Waiting would be included in the number of Optional Central Office Services per line in order to calculate the Discount described in 3.b on the additional services.

[1] Appropriate residence rates and charges are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

[2] These discounts apply only to applicable Services purchased from this section and any Competitive Services (See PA Informational Guide) also subject to this discount.

[3] The monthly subscription discount can be any combination of Optional Central Office Services. The discount is applied to each service's nondiscounted monthly rate. Customers who subscribe to **Intercom Extra** Service will not receive a separate discount for Three-Way Calling. Customers who subscribe to **Ultra Forward** Service will not receive a separate discount for Call Forwarding Variable.

[4] Effective May 18, 2013, Call Manager is grandfathered and no longer available to new customers. Call Manager is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

[5] Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

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OPTIONAL CENTRAL OFFICE SERVICES
RESIDENCE RATES

3. MONTHLY RATES (SUBSCRIPTION) (Cont'd)

d. The Big Deal [1]

The Big Deal is a discount package available to residence customers. Customers may subscribe to as many Optional Central Office Services as they wish from the following list: Call Block, Call Forwarding-Busy Line/Don't Answer, Call Forwarding Variable, Call Waiting, Call Waiting ID with Name, Distinctive Ring Service, **Intercom Extra®** Service, Busy Redial, Return Call (*69), Speed Dialing 30, Three-Way Calling, and **Ultra Forward®** Service. Caller ID will be automatically included in the package.

Customers subscribing to The Big Deal will be charged per the rates as set forth in 3.a. preceding. This rate is applied in lieu of any Optional Central Office Services discounts, Optional Central Office Services product service charges, or Optional Central Office Services monthly rates. The Big Deal will be counted as four services in the Optional Central Office Services discount described in 3.b but will not be discounted.

e. Reserved for Future Use

[1] Effective May 18, 2013, The Big Deal is grandfathered and no longer available to new customers. The Big Deal is still available for resale until February 15, 2014, on which date the foregoing terms shall be effective for resale.

Effective August 9, 2023, Call Intercept is hereby canceled and withdrawn and no longer available.

OPTIONAL CENTRAL OFFICE SERVICES
RESIDENCE RATES

4. USAGE RATES

	Usage Rates
Call Block, Each day list is active†	$0.50
Call Trace, Each Activation	3.00
Priority Call, Each day list is active [1]	0.50
Return Call (*69), Each Activation	0.75
Select Call Forwarding[2], Each day list is active [1]	0.50
Three-Way Calling, Each Activation	0.75

1 The first day a list is created, the per-day usage rate begins and continues until the entire list is removed by the customer.

2 Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.