7. Auxiliary Exchange Services

7.1 Custom Calling Service

Rates and charges for services explained herein are contained in Part M, Section 1.7.

7.1.1	Description
Following are features which comprise Custom Calling service**.** Effective June 16, 2012, the following Custom Calling services are no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain these services at existing locations. • Call Forwarding Busy Line • Call Forwarding Don't Answer • Speed Dialing 8 Codes • Speed Dialing 30 Codes	(C) (C)
A.	**Call Waiting** signals a customer talking on the line that another call has been placed to the line. The customer may answer the second call and alternate between the calls by manipulating the switchhook.
B.	**Talking Call Waiting** – Effective June 16, 2012, Talking Call Waiting is withdrawn from this tariff, and the Telephone Company will no longer provide this service as of that date.
C.	**Call Forwarding** permits a customer to forward all incoming calls to another preselected telephone number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded. No assurance can be given that transmission will be fully satisfactory during call forwarding service calls.
D.	**Call Forwarding Busy Line** provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy. When Call Forwarding Busy Line Custom Calling service is provisioned in a 1A ESS central office, the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line service calls.
1.	Call Forwarding Busy Line custom calling services may be resold by customers subject to Section 1.3.2.
2.	Call Forwarding Busy Line is not provided on a line equipped with call waiting custom calling service
E.	**Call Forwarding Don't Answer** provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number does not answer within a determined number of rings. When Call Forwarding Don't Answer Custom Calling service is provisioned in a 1A ESS central office, the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Don't Answer service calls.
1.	Call Forwarding Don't Answer custom calling services may be resold by customers subject to Section 1.3.2.

7. Auxiliary Exchange Services

7.1 Custom Calling Service

Rates and charges for services explained herein are contained in Part M, Section 1.7.

7.1.1	Description	
F.	**Call Forwarding Busy Line Don't Answer** provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings. When Call Forwarding Busy Line Don't Answer Custom Calling service is provisioned in a 1A ESS central office, the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line Don't Answer service calls.	(T)
1.	Call Forwarding Busy Line Don't Answer custom calling services may be resold by customers subject to Section 1.3.2.	
2.	Call Forwarding Busy Line Don't Answer is not provided on a line equipped with call waiting custom calling service.	
G.	**Three-Way Calling** enables a customer to establish talking connection involving the customer and two other parties. The customer, by switchhook operation, is able to place an existing call on hold and dial the telephone number of a third-party. No assurance can be given that transmission will be fully satisfactory during three-way calling service calls.	(T)
H.	**Usage Three-Way Calling** allows customers to use three-way calling on a per activation basis. A monthly cap per line applies to per activation charges for this feature and will be billed on a full bill period basis.	(T)
I.	**Speed Dialing 8 Codes** allows a customer to call a predesignated seven or ten-digit telephone number by dialing a one-digit code. A maximum of eight predesignated telephone numbers can be stored.	(T)

7. Auxiliary Exchange Services
7.1 Custom Calling Service

7.1.1	Description
I.	**Speed Dialing 30 Codes** allows a customer to call a predesignated seven or ten-digit telephone number by dialing a two-digit code. A maximum of 30 predesignated telephone numbers can be stored.

7.1.2	Regulations
A.	Custom calling services are available to one party residence customers served by suitably equipped central offices to the extent that existing facilities are available.
B.	Custom calling service (except For Call Forwarding Busy Line, Call Forwarding Busy Line Don't Answer and Call Forwarding Don't Answer) may be offered for a 14 day demonstration period. The period begins the day following the date on which the service is established.
1.	In the event that the 14th day of the demonstration period is a Saturday, Sunday or holiday, the demonstration period is extended through the next regular business day.
2.	If during the demonstration period, the customer requests that all custom calling services be discontinued, neither the monthly rates nor the Service and Equipment (S&E) charge apply. If the customer retains one or more of the services beyond the 14 day demonstration period, the monthly rate for each service retained applies from the date the service was initially established.
3.	One 14 day demonstration period is offered per service per customer.

7.1.3	Application of Rates and Charges	
A.	One S&E charge applies when one or more custom calling services are provided. The S&E charge does not apply when one or more custom calling service is provided in conjunction with the installation of the line.	
B.	For call forwarding service, when a call is forwarded an additional charge may apply to the custom calling service customer. This charge is determined in accordance with the class of service furnished the customer.	
1.	For Call Forwarding Busy Line, Call Forwarding Busy Line Don't Answer and Call Forwarding Don't Answer services when a call is forwarded to a telephone number served by a different central office control group, an additional charge may apply. This charge is determined in accordance with the class of service furnished to the customer.	
C.	**Custom Calling Services Package—** When three or more custom calling service features are provided on the same line a discount will be applied to monthly rates to each service excluding the first one. The discount applies to call waiting, call forwarding, three-way calling and speed dialing 8 and 30 codes. Effective June 16, 2012, Custom Calling Services Packages are no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the services at existing locations.	(C) (C)

7. Auxiliary Exchange Services
7.1 Custom Calling Service

7.1.3 Application of Rates and Charges		
C.	(Cont'd)	(C
	Custom Calling Services Package — As of May 17, 2014, the following Custom Calling Service Packages for residential customers are withdrawn from this tariff, and Verizon will no longer provide these packages as of that date. • Call Forwarding/Call Waiting/Speed Dialing 8 • Call Forwarding/Three-Way Calling/Speed Dialing 30 • Call Forwarding/Call Waiting/Speed Call 30 • Call Forwarding/Three-Way Calling/Speed Dialing 8 • Call Waiting/Three-Way Calling/Speed Dialing 30 • Call Waiting/Three-Way Calling/Speed Dialing 8 • Call Waiting/Speed Dialing 8/Speed Dialing 30 • Call Forwarding/Speed Dialing 8/Speed Dialing 30 • Three-Way Calling/Speed Dialing 8/Speed Dialing 30 • Call Forwarding/Call Waiting/Speed Dialing 8/Speed Dialing 30 • Call Waiting/Three-Way Calling/Speed Dialing 8/Speed Dialing 30 • Call Forwarding/Three-Way Calling/Speed Dialing 8/Speed Dialing 30	
D.	**Value Added Package —** As of May 17, 2014, Value Added Packages for residential customers are withdrawn from this tariff, and Verizon will no longer provide this service as of that date.	(C)
1.		(D) (D)

7. Auxiliary Exchange Services
7.2 Touch Tone Calling

7.2.1	Description
A.	Touch tone calling which is furnished subject to the availability of the central office facilities, provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.
B.	Telephones equipped for touch tone calling can only be associated with, or have access to, lines equipped for this service or with lines equipped for key pulsing or pushbutton dialing services.
C.	Touch tone calling is furnished with all classes and grades of main telephone exchange service.

7. Auxiliary Exchange Services
7.3 Remote Call Forwarding Service

Effective June 16, 2012, Remote Call Forwarding is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations.

7.3.1	Description
A.	Remote Call Forwarding service provides automatic forwarding of all incoming calls placed to a seven-digit Remote Call Forwarding number to a terminating telephone number in another exchange. This service is available only in exchanges served by suitably equipped electronic (ESS) central offices, to the extent that existing facilities are available.
1.	The terminating telephone service may be local exchange service, Dedicated Toll Free Service (DTFS), foreign exchange service or an additional number associated with distinctive ring service; it may not be PAL or PASL service.
B.	This service is furnished upon condition that the customer contract for adequate Remote Call Forwarding or terminating facilities to permit the use of the service without impairment, disruption or deterioration of the quality of other telephone services.
1.	If in the opinion of the Telephone Company additional Remote Call Forwarding service or terminating facilities are needed, the customer must subscribe to additional service or facilities. If the customer refuses to subscribe to adequate Remote Call Forwarding or terminating facilities, the Remote Call Forwarding service is subject to termination.
C.	The Telephone Company does not provide identification of the originating telephone number to the Remote Call Forwarding customer.
D.	No assurance can be given that transmission will be fully satisfactory during operation of Remote Call Forwarding service.

7.3.2	Application of Rates and Charges	
A.	**Message Charges**	
1.	Between the calling party and the Remote Call Forwarding number the calling party is charged the appropriate message telecommunications service or local measured service rate.	
2.	Between the Remote Call Forwarding number and the terminating telephone number the Remote Call Forwarding customer is charged the established directly dialed station-to-station message telecommunications service rate or the business local measured service rate for each call.	(D) (D) (D)
B.	In addition to the rates and charges for the terminating service and equipment, S&E charges and monthly rates apply.	

7. Auxiliary Exchange Services
7.5 Line Hunting Service

7.5.1	Description
A.	Line hunting service which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

7.5.2	Application of Rates and Charges
A.	S&E charges apply per group arranged at the same time to establish or interrupt a line hunting arrangement on in-service lines; however, they do not apply if line hunting service is installed at the same time as the associated line.

7. Auxiliary Exchange Services
7.6 Referral Services

7.6.1	Description	
A.	**Basic Referral Service,** which is provided subject to the availability of suitable central office facilities, is an arrangement that intercepts incoming calls to a customer's telephone number and refers the calls to another telephone number.	(T)
1.	The basic referral period for a customer-initiated number change is thirty (30) days.	
B.		(D)
1.		
2.		
3.		
4.		
5.		(D)

7.6.2	Application of Rates and Charges	
A.	S&E charges apply per line arranged for Basic Referral Service	
B.		(D)
		(D)

7. Auxiliary Exchange Services
7.7 Stop Hunt Arrangement

7.7.1	Description
A.	This arrangement which is provided subject to the availability of suitable central office facilities limits incoming calls to a specified number of consecutive central office trunks or lines.
B.	A Private Line Type 1001 or Type 1002 channel serves as a control channel between the customer's premises and the serving central office. A control key at the customer's premises is required.

7.7.2	Application of Rates and Charges
A.	S&E charges and monthly rates apply.

7. Auxiliary Exchange Services
7.8 Make Busy Arrangement

7.8.1	Description
A.	This arrangement which is provided subject to the availability of suitable central office facilities permits a customer to place a busy condition on one or more central office trunks or lines.
B.	The make busy arrangement cannot be provided on a customer's listed service.
C.	A Private Line Type 1001 or Type 1002 channel serves as a control channel between the customer's premises and the serving central office. A control key is required at the customer's premises.

7.8.2	Application of Rates and Charges
A.	S&E charges and monthly rates apply.

7. Auxiliary Exchange Services
7.9 Toll Restriction

7.9.1	Description
A.	Toll restriction which is provided subject to the availability of suitable central office facilities, prevents the placing of directly dialed or operator handled MTS calls on a central office line from a key telephone.
1.	Toll restriction cannot be provided on all lines in a key telephone system.
a.	At least one line must have access to the operator and toll network for emergency calls.

7.9.2	Application of Rates and Charges
A.	Monthly rates apply per line.

7. Auxiliary Exchange Services
7.10 Signal Line Filter

7.10.1	Description
A.	The signal line filter prevents certain voice or signal frequencies from leaving a particular area.
1.	It may be furnished in connection with all classes and grades of main telephone exchange service, trunk lines, private line services and channels. (D)

7.10.2	Application of Rates and Charges
A.	S&E charges and monthly rates apply.

7. Auxiliary Exchange Services
7.11 Curb-A-Charge Service

Effective June 16, 2012, Curb-A-Charge Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations. (C) (C)

7.11.1	Description
A.	Curb-A-Charge service is in suitably equipped central offices to the extent that existing facilities are available.
B.	If a customer's local serving office is not suitably equipped, Curb-A-Charge service can be furnished on a foreign exchange of foreign central office service basis, subject to the availability of facilities.
C.	**Originating Number Screening** is offered with one-party main telephone exchange service except PBX trunk lines. Terminating number screening is offered with one-party main telephone exchange service including PBX trunk lines. Originating number screening is available to one-party main telephone exchange service (excluding PBX trunk lines) individually or in any combination. Originating number screening is not available with PBX trunk lines.
1.	**Originating Number Screening Operator Screening** alerts the operator that operator handled directory assistance calls may not be billed to the originating number. Calls may be placed collect or charge to a third number basis.
2.	**Originating Number Screening Direct Dialed Screening** blocks all 1+ direct dialing except to 800 numbers. Directly dialed calls to directory assistance are denied. Toll and directory assistance calls may be placed on an operator handled basis. This feature is offered only in exchanges served by electronic central offices where suitable facilities exist and is not available with municipal calling service.
D.	**Terminating Number Screening** is offered with one-party main telephone exchange service including PBX trunk lines. Terminating number screening is available to one-party main telephone exchange service excluding PBX trunk lines individually or in any combination. Terminating number screening may be provisioned with Centrex Plus service.
1.	**Option A—** Alerts operators throughout the country that collect and third number calls cannot be billed to a particular number.
2.	**Option B—** Alerts operators throughout the country that third number calls cannot be billed to a particular number.
3.	**Option C—** Alerts operators throughout the country that collect calls cannot be billed to a particular number.
E.	Curb-A-Charge service is not available with Public Access Line (PAL) service.

7.11.2	Application of Rates and Charges
A.	One S&E charge applies when one or more Curb-A-Charge feature is provided at the same time. It does not apply when one or more Curb-A-Charge feature is provided in conjunction with the installation of the line.
B.	For terminating number screening, the S&E charge is not to exceed fifty dollars per request, per billing telephone number.

7. Auxiliary Exchange Services
7.11 Curb-A-Charge Service

Effective June 16, 2012, Curb-A-Charge Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations. (C) (C)

7.11.2	Application of Rates and Charges
C.	Rates and charges for foreign exchange or foreign central office service apply.

7. Auxiliary Exchange Services
7.12 Presumptive Blocking and Selective Blocking

7.12.1	Presumptive Blocking	
A.	This arrangement enables the Telephone Company to automatically deny access from all residence lines to the Information Delivery Service (IDS) 940 exchange for adult programs, when IDS is implemented.	(D)
1.	One-party residence customers may obtain access to the 940 exchange by submitting a written request to the Telephone Company to remove the 940 blocking restriction from their lines.	(D)
a.	No charge applies for any request to remove or reinstall the blocking restriction.	

7.12.2	Selective Blocking	
A.	This arrangement allows customers to prevent use of their telephones for calls placed to vendor operated, entertainment related teleconferencing services provided by Group Bridging Service (GBS) in the 550 exchange code, and information provider operated announcement services provided by IDS in the 976 or 940 exchange codes when GBS and IDS are implemented. It also allows customers to block calls to information services with a 900 area code provided on either an interstate or intrastate basis. This arrangement recognizes and blocks any attempt to dial a number with the following central office prefixes or area codes. Selective blocking service is available to one-party residence service customers.	(D)
1.	**Comprehensive Blocking—** 550, 900, 940 & 976.	
B.	Selective blocking service is provided only from Stored Program Control (SPC) central offices and is provided only when sufficient facilities exist. Customers with line hunting service must have all lines in the hunt group blocked.	
C.	Implementation of these arrangements will be by central office as requests are received, so that the service will become available within 30 days of the first customer request in any suitably equipped central office.	
D.	Selective blocking service cannot be combined with Curb-A-Charge service.	
E.	A written request from the customer is necessary to change or remove selective blocking service.	

7.12.3	Application of Rates and Charges	
A.	**Service Charges**	
1.	Service charges do not apply to the provisioning of presumptive blocking and selective blocking services.	
2.	No charge applies for the any change in a one-party residence customer's blocking arrangement for either presumptive blocking or selective blocking services.	(D)

7. Auxiliary Exchange Services
7.13 INTELLIDIAL® Calling Service

As of May 17, 2014, INTELLIDIAL® Calling Service for residential customers is withdrawn from this tariff, and Verizon will no longer provide this service as of that date. (C)

7.13.1 Reserved for Future Use	(T)
	(D)
.	
	(D)

7. Auxiliary Exchange Services
7.13 INTELLIDIAL® Calling Service

As of May 17, 2014, INTELLIDIAL® Calling Service for residential customers is withdrawn from this tariff, and Verizon will no longer provide this service as of that date. (C)

7.13.2	Reserved for Future Use	(T)
A.		(D)
B.		
1.		
C.		
1.		
a.		
b.		
c.		
d.		
e.		
f.		
2.		
a.		
b.		
c.		
d.		(D)

7.13.3	Reserved for Future Use	(T)
A.		(D)
B.		(D)

7. Auxiliary Exchange Services
7.13 INTELLIDIAL® Calling Service

As of May 17, 2014, INTELLIDIAL® Calling Service for residential customers is withdrawn from this tariff, and Verizon will no longer provide this service as of that date. (C)

7.13.3	Reserved for Future Use	(T)
C.		(D)
D.		
E.		
F.		
G.		(D)

7.13.4	Reserved for Future Use	(T)
A.		(D)
B.		
C.		(D)

7.13.5	Reserved for Future

7. Auxiliary Exchange Services
7.16 Distinctive Ring Service

Effective June 16, 2012, Distinctive Ring Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations. (C) (C)

7.16.1	Description
A.	Distinctive ring service enables a customer to have up to three separate telephone numbers (one main telephone number and two additional telephone numbers) associated with one exchange access line. Each telephone number has a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each additional telephone number is provided to customers also subscribing to call waiting service.
B.	Distinctive ring is available to one-party residence service customers served by a suitably equipped central office subject to the availability of facilities.
C.	This service is not offered with PBX trunk service lines equipped with hunting arrangements, access lines terminating in customer premises switching equipment, foreign exchange service and foreign central office service.
D.	Distinctive ring service is offered as follows.
1.	**Package I—** Consisting of one additional telephone number associated with a single line.
2.	**Package II—** Consisting of two additional telephone number associated with a single line.
E.	All telephone numbers associated with an exchange access line equipped with distinctive ring must be served by the same central office.
F.	Distinctive ring service may not be compatible with some types of customer provided telephone equipment.

7.16.2	Regulations
A.	**Provisions for Other Services**
1.	**Call Waiting and Call Forwarding** services which are provided on the customer's main telephone number also are provided automatically on additional numbers. When establishing distinctive ring service, call forwarding service customers must choose one of the following arrangements.
a.	Calls to the main telephone number and additional telephone numbers associated with one exchange access line will be forwarded to a single number,
b.	Only calls to the main telephone number associated with one exchange access line will be forwarded. Calls to additional telephone numbers will not be forwarded.
2.	**Curb-A-Charge** service features, which are provided on the customer's main telephone number also are provided automatically on additional numbers for distinctive ring service.

7. Auxiliary Exchange Services
7.16 Distinctive Ring Service

Effective June 16, 2012, Distinctive Ring Service is no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain the service at existing locations. (C) (C)

7.16.2	Regulations
A.	(Continued)
3.	**Directory Listing—** Distinctive ring service customers are entitled to one directory listing for each additional telephone number. Listings are subject to regulations, rates and charges specified in Section 5 for Listing services. Listing information must be determined when distinctive ring service is requested. Subsequent changes to listing information will be subject to service charges. Customers with nonpublished or nondirectory listed service on the main telephone number may choose to have additional numbers published or listed in the directory.

7.16.3	Application of Rates and Charges
A.	**S&E Charges**
1.	Appropriate S&E charges apply to change call forwarding arrangements subsequent to the establishment of distinctive ring service.
2.	The S&E charge applies if distinctive ring service is the only service being provided. It does not apply if distinctive ring service is provided at the same time as another service for which a S&E charge applies and if distinctive ring service is ordered during the period when the serving central office is being equipped with facilities to provide the service.
3.	S&E charges apply to change from Package I to Package II subsequent to the establishment of service.

7. Auxiliary Exchange Services
7.17 PHONESMART® Service

7.17.1 Description

A. PHONESMART® Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Effective June 16, 2012, the following PHONESMART® services are no longer available to residential customers. Existing residential customers as of June 16, 2012, may retain these services at existing locations.

- Busy Redial (monthly subscription option only)
- Caller-ID Number Only
- * 69 (monthly subscription option only)

(D)

As of May 17, 2014, the Call Waiting ID Deluxe feature for residential customers is withdrawn from this tariff, and Verizon will no longer provide this service as of that date.

1. **Busy Redial** automatically monitors and redials the telephone number of the most recent outgoing call. Dependent upon the customer's serving central office, an audible announcement that alerts the customer to the availability and instructions to activate this service may be provided. If the redialed telephone number is idle, the call completes immediately. If the redialed telephone number is busy, the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. The following types of calls cannot be automatically redialed.

a. Calls to 800 service numbers

b. Calls to 900 service numbers

c. Calls to 224 service number

d. Calls preceded by an interexchange carrier access code

e. Calls made on an international direct distance dialed basis

f. Calls to directory assistance service

g. Calls to emergency number service (911)

2. **Caller ID – Number Only** provides the originating telephone number of a non-blocked incoming call (subject to technical and other limitations, including availability of the number for forwarding) typically by the second telephone ring. This information is displayed on customer-provided equipment.

3. **Caller ID** provides the telephone number and name associated with the line from which an incoming call originates, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. “Out of Area,” “Unavailable,” the calling party’s state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone numbers or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, “Private,” “Anonymous” or a similar message may appear when the caller has blocked caller identification information. This information is displayed on customer-provided equipment, typically by the second ring.

7. Auxiliary Exchange Services
7.17 PHONESMART® Service

7.17.1	Description	
A.	(Continued)	
4.	**Call Waiting ID Deluxe—** As of May 17, 2014, the Call Waiting ID Deluxe feature for residential customers is withdrawn from this tariff, and Verizon will no longer provide this service as of that date.	(C) (C) (C) (D)
a.		(D)
5.	**Call Waiting ID With Name** provides for an expanded use of Caller ID by allowing a customer, who also subscribes to Call Waiting, while off hook on an existing call, to receive Caller ID (name and number) information for a new incoming call. This information is displayed on customer-provided equipment, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.	
6.	***69** allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back. If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call. The following types of calls cannot be returned:	
a.	Calls from PBX station lines	
b.	Calls from DID station lines	
c.	Calls from lines equipped with line blocking	
d.	Calls from lines which have activated per call blocking	

7. Auxiliary Exchange Services
7.17 PHONESMART® Service

7.17.1	Description	
A.	(Continued)	
7.	**Call Trace** allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. The Telephone Company's central office equipment records and stores the incoming call message detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the annoyance call bureau where call details can be obtained by an appropriate law enforcement agency when the customer files a complaint.	
8.	**Anonymous Call Rejection** allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of per call or line blocking, to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code.	
a.	Upon receiving the anonymous call rejection announcement, the calling party may either reverse the blocking status of his/her line and redial the call or elect not to redial the call.	
b.	Anonymous Call Rejection is provided automatically to customers subscribing to Caller ID – Number Only, Caller ID, and Call Waiting ID With Name. Anonymous Call Rejection initially will be provided in a deactivated state.	
9.		(D)
a.		
b.		
c.		
d.		
e.		
f.		
g.		(D)

7. Auxiliary Exchange Services
7.17 PHONESMART® Service

7.17.1	Description	
B.	Phonesmart service is available with all one-party residence main telephone exchange service (except PBX trunks), in suitably equipped serving central offices where facilities exist. In addition, both the subscriber to the service and the other party involved in the call must either be served from the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.	(D) (D)
C.	Phonesmart service will be offered on a monthly charge basis, except for call trace. Call trace is billed on a charge per activation only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to an appropriate law enforcement agency.	
D.	Per call blocking is an originating option that allows customers to control the disclosure of their telephone number and name on a call by call basis. When activated, the option precludes the originating customer's telephone number and name from being displayed on the terminating customer's display device and prevents the announcement and completion of calls using *69. Per call blocking does not affect the operation of the other Phonesmart features. Activation is accomplished by the calling party dialing an activation code prior to initiating a call. Per call blocking is available in suitably equipped central offices to all residence main telephone exchange service (except hotel/motel, PBX trunks and toll access trunk lines). There is no charge associated with per call blocking.	(D)
E.	Line blocking allows customers to automatically block the disclosure of their telephone number and name on all originating calls. The option precludes the originating customer's telephone number and name from being displayed on the terminating customer's display device and prevents the announcement and completion of calls using *69. To allow the telephone number and name to be displayed on a call-by-call basis, the customer dials a code, other than that used for per call blocking, before making the call. Line blocking does not affect the operation of the other Phonesmart features. Line blocking is available at no charge on verbal request to all residence main telephone exchange services including PBX trunks. Line blocking is not available with toll access trunk lines, except for domestic violence agencies and safe houses.	(D)
F.	Permanent line blocking allows customers to automatically block the disclosure of their telephone number and name on all originating calls. The option precludes the originating customer's telephone number and name from being displayed on the terminating customer's display device and prevents the announcement and completion of calls using *69. The option cannot be disabled to allow the originating telephone number and name to be displayed. Permanent line blocking does not affect the operation of the other Phonesmart service features. Permanent line blocking is only available to domestic violence agencies. There is no charge associated with permanent line blocking.	
G.	Some Phonesmart services are not available when the subscriber completes or receives a call utilizing an interexchange carrier's facilities.	
H.	Satisfactory provision of Phonesmart service requires technically compatible customer provided premises equipment.	
I.	Announcement blocking allows customers to automatically block the announcement associated with repeat dialing. This option precludes the originating customer from receiving the announcement when the customer encounters a busy line or ring no answer condition. There is no charge associated with requesting announcement blocking.	

7.17.2	Regulations
A.	**Liability—** The liability of the Telephone Company is as set forth in Section 1.

7. Auxiliary Exchange Services
7.17 PHONESMART® Service

7.17.3	Application of Rates and Charges
A.	Phonesmart service rates and charges are in addition to all other applicable rates and charges for the associated one-party residence main telephone exchange service and other associated services.
B.	A S&E charge applies if a feature of Phonesmart service is the only service being provided. It does not apply if one or more features of Phonesmart service are provided at the same time as another service for which a S&E charge applies.
C.	Call trace and busy redial and *69 are available on a per activation basis and a monthly cap applies to the per activation charge for each feature. The per activation charge applies for each successful activation only. For *69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 may apply. Busy redial is also available on a monthly charge basis and activation charges do not apply when the customer elects monthly billing. A S&E charge applies each time the customer changes from per activation to a monthly charge basis.
D.	Anonymous Call Rejection is provided without charge to customers subscribing to Caller ID - Number Only, Caller ID, and Call Waiting ID With Name. (D)