

CUSTOM CALLING SERVICES

A. GENERAL

Custom Calling Services consist of optional service features for use in connection with a customer's Local Exchange Service.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Activation

Activation is the means by which certain Custom Calling Services features are initiated. This activation requires dialing a code, which is followed by an announcement confirming execution.

Anonymous Call Rejection

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 per call blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 per call blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID - Number Only and Caller ID Services and is available to non-Caller ID/Caller ID customers.

Business Packages

Business packages are combinations of two or more specified Custom Calling Service features, excluding Anonymous Call Rejection, offered at a rate, as specified in C. following, to business customers only. Features may be added or deleted at any time. Fixed Call Forwarding is not discounted, but counts toward the discount. Gift billing is available with Business Packages; the discount applies to the donor's account only, and not the recipient's account.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Business Call Manager Package

The Business Call Manager Package is a discounted billing arrangement which includes three individual features: Caller ID Deluxe, Call Waiting, and Fixed Call Forwarding. The customer must subscribe to all three features in order to qualify for the package rate. If a customer chooses to disconnect one of the features, the discount rate no longer applies and the individual rate, as specified in this product guide, then applies to the feature(s) remaining in service. The Business Call Manager Package counts as three features, when purchased in conjunction with other Custom Calling Services, but is not discounted further itself.

Business Call Manager Plus Package

The Business Call Manager Plus Package is a discounted billing arrangement which includes four individual features: Call Waiting Deluxe, Caller ID Deluxe, Fixed Call Forwarding and Call Waiting ID. The customer must subscribe to all four features in order to qualify for the package rate. If a customer chooses to disconnect one of the features, the discount rate no longer applies, and the individual rate, as specified in this product guide, then applies to the feature(s) remaining in service. The Business Call Manager Plus Package counts as three features (Call Waiting ID does not count since there is no charge for the feature) when purchased in conjunction with other Custom Calling Services, but is not discounted further itself.

Business Call Manager and Business Call Manager Plus Packages are only available to customers who have the features working on their lines and are paying for the service.

Call Block*

Call Block is an arrangement which prevents future calls from up to six prespecified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after the unwanted call has been received. Callers from the prespecified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multiline hunting group, the call will be blocked only when the main telephone number is included as one of the six prespecified telephone numbers.

Call Forwarding

Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

* Effective December 22, 2004, Call Block is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

B. TERMS AND CONDITIONS (Cont'd)

Call Forwarding - Multiple Simultaneous Calls Interswitch

The maximum number of multiple simultaneous call forwarding is Company defined on a per line basis, and on the basis of the type of call forwarding, at the time of service order entry.

Call forwarding - Variable - Activation Without Courtesy Call is an arrangement which provides the customer's client with the ability to activate the call forwarding variable feature without completing a call to the customer's forward-to number.

To deactivate the feature, the customer's client dials the call forwarding variable deactivation code of the form *XX.

(D)

(D)

Effective: August 9, 2023

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)
1. Explanation of Terms (Cont'd)

Call Trace

Call trace is an arrangement which permits the customer to trace the last call received. The result of the call trace is automatically sent to the Company for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the customer. The Company is not liable for damages if, for any reason, the call trace attempt is not successful.

Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternate conversation between parties. Where facilities permit, the incoming call tone signal may be blocked on a per call basis. At the completion of the call, the call waiting feature is automatically reactivated.

Call Waiting ID Deluxe#

Call Waiting ID Deluxe is an arrangement whereby a customer who is using appropriate screen-based CPE and an exchange line arranged for Call Waiting ID Deluxe is alerted of an incoming call by means of a tone signal and a visual display of the "waiting/calling" party's name and number. As the name and number of the calling party are displayed, options for handling the call appear next to the soft keys on the CPE.

Caller ID - Number Only*

Caller ID - Number Only is an arrangement which permits a customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number for non-blocked calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service, subject to technical and other limitations including the availability of the number for forwarding. The calling telephone number typically will be delivered by the second ring. For calls originating from a line within a multiline hunting group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID - Number Only customer from seeing the calling telephone number display by dialing a special code prior to placing each call. This is known as Per Call Blocking. When the calling party uses this blocking capability, the Caller ID - Number Only customer will receive an indication on the Caller ID - Number Only equipment that the display of the calling telephone number has been suppressed. There is no charge for using Per Call Blocking. Caller ID - Number Only customers may re-direct to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement.

* Effective December 20, 2004, Caller ID - Number Only is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

Effective May 17, 2014, Call Waiting ID Deluxe Service for residence customers is hereby cancelled and withdrawn and no longer available for purchase. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also cancelled and withdrawn at the resale level and no longer available for purchase by resale customers. Effective August 21, 2016, Call Waiting ID Deluxe Service for business customers is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain their service. Moves, additions, or changes are not permitted. Call Waiting ID Deluxe Service continues to be available for resale to business customers until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

(N)
|
|
|
|
(N)

CUSTOM CALLING SERVICES

B. (Cont'd)

1. Explanation of Terms (Cont'd)

Caller ID

Caller ID is an arrangement which permits a customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service, subject to limitations such as those described below. The calling telephone number and name typically will be delivered by the second ring. For calls originating from a line within a multiline hunting group, only the main telephone number and name will be delivered. 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. There is no charge for using Per Call Blocking. Caller ID customers may re-direct to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement. Where facilities permit and when requested by a subscriber to Call Waiting, the calling name and number will display when Call Waiting is activated.

Dependent Number

A Dependent Number is an additional telephone number, serving off a Distinctive Ring Master Number, which allows for incoming calls only. The origination of calls from this number is not permitted. A Dependent Number will be the same class of service as the associated Master Number.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Distinctive Ring**

Distinctive Ring is a feature which allows a customer to have up to three separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming Call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to customers also subscribing to call waiting.

** Effective May 17, 2014, Distinctive Ring Service for residential customers is grandfathered and no longer available to new residential customers. Moves, additions, or changes to subscribers' existing service are not permitted. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Master Number

A master number is the Local Exchange Service telephone number equipped with Distinctive Ring.

Priority Call*

Priority Call is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to six prespecified telephone numbers. If the customer also subscribes to Call Waiting, and the incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those prespecified.

Remote Access Directory Number

A Remote Access Directory Number is a Local Exchange Service or Wide Area Telephone Toll Free Service number used by the customer to initiate Ultra Forward from any tone-type address signaling capable telephone.

Busy Redial**

Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

* Effective December 22, 2004, Priority Call is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

** Effective May 17, 2014, Busy Redial Service for residential customers is grandfathered and no longer available to new residential customers. Moves, additions, or changes to subscribers' existing service are not permitted. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Residence Feature Packages

Residence Feature Packages are combinations of two or more Custom Calling Services, as specified in C. following, offered to residence customers only.

Residence Packages##

Residence Packages are combinations of two or more specified Custom Calling Service features, excluding the Residence Service Variety Package, offered at a rate, as specified in C. following, to residence customers only. Features may be added or deleted at any time.

Residence Call Manager Package##

The Residence Call Manager Package is a discounted billing arrangement which includes three individual features: Caller ID, Call Waiting, and Fixed Call Forwarding. The customer must subscribe to all three features in order to qualify for the package rate. If a customer chooses to disconnect one of the features, the discount rate no longer applies and the individual rate as specified in this product guide, then applies to the feature(s) remaining in service.

Effective May 17, 2014, Residence Call Manager Package and Residence Package are grandfathered and no longer available to new customers. Moves, additions, or changes to subscribers' existing service are not permitted. These services are available for resale until October 18, 2014. Effective October 18, 2014, these services are also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Select Call Forwarding*

Select Call Forwarding is an arrangement which permits a customer to prespecify, up to a maximum of six, telephone numbers from which calls are to be forwarded. During the period that select forward is activated, only calls from one of the prespecified numbers will be forwarded. For calls from a line within a multiline hunting group, the call will be forwarded only when the main telephone number has been prespecified.

Shared Speed Dialing

Shared Speed Dialing is an arrangement which will permit a customer's clients to access a Speed Dialing list and to call a customer by dialing one or two digit(s) instead of seven or ten digits. The customer controls the Speed Dialing list and determines which telephone numbers the clients will be able to access via shared Speed Dialing as well as the abbreviated code assigned to each number. The customer must order the service from the Company before a customer's client can have access to the shared Speed Dialing list. Each customer's client's line must be associated in the switch software with the ESP-established list.

* Effective December 20, 2004, Select Call Forwarding is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Speed Dialing*

Speed Dialing is an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, an eight-code capacity and/or a thirty-code capacity.

* Effective May 17, 2014, Speed Dialing for residential customers is grandfathered and no longer available to new residential customers. Moves, additions, or changes to subscribers' existing service are not permitted. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

*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. As with most calling features, *69 does have service limitations, such as *69 cannot announce or return calls marked private by the caller, the announced number does not always identify the caller and *69 cannot return all calls for which it can announce a number. Calls placed from cellular phones or lines equipped with ISDN or PBX service cannot be returned. In some cases, however, the call may be returned manually using the announced number.

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.

General Disclaimer/Conditions

Custom Local Area Signaling Service features 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.

The Big Deal#

The Big Deal is a discounted billing arrangement for residence customers that allows a customer to select as many features as they wish from the following list: Caller ID, Call Waiting, Call Forwarding, Three-way Calling, Speed Dialing 8, Speed Dialing 30, Home Intercom, **Intercom Extra**, Distinctive Ring, **Ultra Forward**, *69, Busy Redial, Call Block, Priority Call, Select Call Forwarding, and Fixed Call Forwarding. The customer must subscribe to Caller ID to be eligible for the package. Customers subscribing to this package are not eligible for the Residence Package discount.

- # Effective May 17, 2014, *69 Service and the Big Deal for residential customers are grandfathered and no longer available to new residential customers. Moves, additions, or changes to subscribers' existing service are not permitted. These services are available for resale until October 18, 2014.

Effective October 18, 2014, these services are also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Three-way Calling

Three-way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Ultra Forward® Feature

The **Ultra Forward** feature combines Call Forwarding with remote access capability. In addition to the current Call Forwarding feature-access method, the **Ultra Forward** feature provides customers access from any tone-type address signaling capable telephone. The customer dials a remote access directory number and then is guided by voice messages to enter their home or office telephone number equipped with the **Ultra Forward** feature, a Personal Identification Number (PIN) and a feature code.

WorkSmart Packagesm provides business customers with an option of receiving discounts by subscribing to one of seven feature packages depending upon their business and telecommunication needs.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

2. All Custom Calling Services may be associated with individual line service, and the Call Forwarding feature may be associated with Private Branch Exchange (PBX) trunks excluding those trunks with which Direct Inward Dialing (DID) Service is associated. Custom Calling Services are only available to customers served by compatible electronic type switching equipment. Certain Custom Calling Service features require that calls to the customer originate from central offices equipped by compatible electronic type switching equipment. The operation of certain Custom Calling Services may be effected by customer premises equipment.
3. Distinctive Ring*
 - a. Distinctive Ring can be provided with other Custom Calling Service features excluding the Residence Service Variety Package and also except as described below. Custom Calling Service features are provided in association with the master number only; however, any Custom Calling Service feature associated with a master number is automatically available to the associated dependent numbers, except as specified following.
 - b. The call forwarding feature is available in one of two arrangements. When the call forwarding feature is activated:
 - (1) Calls to the master and dependent numbers are forwarded to the same location; or,
 - (2) Only calls to the master number will be forwarded. Calls to the dependent numbers will not be forwarded.
 - c. Distinctive Ring can only be utilized through the use of compatible customer-provided terminal equipment.
 - d. Distinctive Ring is not provided in association with Audiotex Service, or lines equipped with hunting arrangements except on the last line in a group of lines arranged for series completion hunting provided such a line has no further hunting or other special translations data entered against it and is served from a central office capable of providing this service.
 - e. When Distinctive Ring Service and Ultra Forward feature are provided on the same Local Exchange Service line, only calls placed to the main number will forward. Calls placed to a distinctive ring number(s) will not forward.

* Effective May 17, 2014, Distinctive Ring for residential customers is grandfathered and no longer available to new residential customers. Moves, additions, or changes to subscribers' existing service are not permitted. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

4. The Custom Calling Service features of Call Block, Caller ID - Number Only, Caller ID, Priority Call, Busy Redial, *69 and Select Call Forwarding may be provided with other Custom Calling Service features, excluding Priority Call with Distinctive Ring, on the same Local Exchange Service line and the Residence Service Variety Package.
5. **Ultra Forward** Feature
 - a. Calls forwarded by this feature are subject to local and long distance message charges and are the responsibility of the customer.
 - b. This service contemplates that normal transmission performance quality cannot be guaranteed on forwarded calls.
 - c. PIN will be used as a security measure to ensure an authorized user is accessing the feature. A temporary PIN is assigned at the time an order is placed. Customers may change their PIN by dialing into a remote access directory number and following the voice prompts.
 - d. A tone-type address signaling capable telephone must be used to access the **Ultra Forward** feature.
 - e. The remote access capability may experience occasional interruptions in service. The Telephone Company is not liable for damages if, for any reason, the service is inoperable.
 - f. Customers who subscribe to the **Ultra Forward** feature receive call forwarding as part of the service. Therefore, customers ordering the **Ultra Forward** feature who currently have Call Forwarding as an individual feature, or as part of a Residence Feature Package, will have the feature deleted from their account as an individual service feature or as part of the Residence Feature Package.
 - g. When Distinctive Ring Service and Ultra Forward feature are provided on the same Local Exchange Service line, only calls placed to the main number will forward. Calls placed to a distinctive ring number(s) will not forward.

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

6. Customers with the following features may request these features on a pay-per-use basis or on a monthly subscription basis:

Busy Redial
*69
Three-way Calling

When requested on a pay-per-use basis, the activation charge is applied when the feature is initiated, whether the call is completed or not. Customers may have any of these features blocked from their line at no charge.

7. Busy Redial, *69, and Three-way Calling usage capability is available to Residence Individual Dial Tone Lines, excluding Tel-Life Service, and Business Individual Dial Tone Lines.
8. Call Waiting ID Deluxe*
- a. Call Waiting ID Deluxe is supported by a switch feature that is driven by Analog Display Service Interface (ADSI) technology. Call Waiting ID Deluxe works with companion ADSI screen-based CPE.
- b. This arrangement is subject to the following conditions:
- (1) Customers must subscribe to Caller ID.
- (2) Customers interested in sending waiting calls directly to an answering service must subscribe to both an answering service and Call Forwarding Busy Line/Don't Answer.
- (3) Call Waiting ID Deluxe will be made available to residence customers and single line business customers with Local Exchange Service other than Foreign Exchange, Foreign Zone or Foreign Central Office services provisioned over interoffice facilities.

* Effective May 17, 2014, Call Waiting ID Deluxe Service for residence customers is hereby cancelled and withdrawn and no longer available for purchase. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also cancelled and withdrawn at the resale level and no longer available for purchase by resale customers. Effective August 21, 2016, Call Waiting ID Deluxe Service for business customers is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain their service. Moves, additions, or changes are not permitted. Call Waiting ID Deluxe Service continues to be available for resale to business customers until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

(N)
|
|
|
|
(N)

CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

9. **WorkSmart Package**

WorkSmart Package is available only to customers whose basic service is provided over the Company access lines.

Package	<u>Package Features</u>	<u>Notes</u>
1	Call Waiting Three-Way Calling Ultra Forward ⁽¹⁾	NOT available to multi-line hunt group customers
2	Call Waiting Three-Way Calling Ultra Forward ⁽¹⁾ Caller ID	NOT available to multi-line hunt group customers
3	Call Waiting Ultra Forward ⁽¹⁾ Caller ID	NOT available to multi-line hunt group customers
4	Call Waiting Three-Way Calling Caller ID	NOT available to multi-line hunt group customers
5	Call Waiting Call Forwarding Caller ID	NOT available to multi-line hunt group customers
6	Call Forwarding Three-Way Calling Caller ID	Available to multi-line hunt group customers
7	Three-Way Calling Ultra Forward ⁽¹⁾ Caller ID	Available to multi-line hunt group customers

CUSTOM CALLING SERVICES

TERMS AND CONDITIONS (Cont'd)

9. **WorkSmart Package** (Cont'd)

- a. Individual message, measured or unlimited POTS class of service is required.
- b. Touch tone service is required.
- c. The **WorkSmart Package** is restricted to customers with 20 (twenty) lines or less.
- d. The **WorkSmart Package** features will be provided in equipped areas, that is, where the features are available.
- e. The **WorkSmart Package** is not available to ISDN, Analog and Digital Centrex customers, PBX trunks and Coin or COCOT customers.
- f. The customer is required to purchase all associated CPE/hardware.
- g. Packages with Call Waiting cannot be used on a multi-line hunt group.
- h. If the customer enters into a term agreement, the **WorkSmart Package** rates provide a discount of 10% on the total of the individual feature rates for a one-year term, 15% for a two-year term, and 20% for a three-year term. When an additional business access line is ordered with a one, two, or three-year term, and equipped with the **WorkSmart Package**, an additional discount of 10% is given to the **WorkSmart Package** associated with that line.
- i. The **WorkSmart Package** feature packages may be relocated to a different premises served by the same central office or to another central office without incurring termination charges. If the new location does not have the **WorkSmart Package** available and the move is prior to the expiration date, no termination fee will apply.

CUSTOM CALLING SERVICES

TERMS AND CONDITIONS (Cont'd)

9. **WorkSmart Package** (Cont'd)

- j. The customer must retain the **WorkSmart Package** for the duration of the commitment period. If the **WorkSmart Package** is disconnected prior to the expiration of the commitment period, termination charges will be applied as follows:
- No termination charge if the **WorkSmart Package** is disconnected within the first sixty (60) days following placement of the order.
 - No termination charge if the customer upgrades to a Centrex product (**CustoPAK** or **CustoFLEX**) before the end of the commitment period.
 - No termination charge if the customer changes the **WorkSmart Package** or changes the duration of the commitment period.
 - A termination charge in the amount of fifty dollars (\$50.00) applies if the **WorkSmart Package** is disconnected after sixty (60) days following placement of the order and prior to the expiration of the commitment period.
- k. A customer may, at any time prior to the expiration of the commitment period, change to a longer or shorter commitment period, or change to a different package at the effective discount product guide rate. Nonrecurring charges do not apply for these changes.
- l. Customers will not be allowed to suspend their service with the **WorkSmart Package** on any lines. If a customer wants to suspend their service, then they will have to disconnect the **WorkSmart Package**.
- m. Customers subscribing to packages with Call Waiting and Caller ID will be offered the option of provisioning their line with Call Waiting ID Deluxe at no extra charge.
- n. The termination liability does not apply when a customer subscribes to the Unlimited Local and Toll Usage for Business and Feature Package 1 or Feature Package 2 prior to the expiration of their WorkSmart agreement.

CUSTOM CALLING SERVICES

C	RATES	Per Month, Per			
		Usage Charge	Line Equipped Residence	Business	USOC
		e			
	1. Anonymous Call Rejection				
	a. To Caller ID - Number Only and Caller ID customers	-	-	-	AYW
	b. To non-Caller ID - Number Only/ Caller ID customers	-	\$3.25	\$3.95	AYW
	2. Business Package, consisting of two or more features selected from Caller ID - Number Only#, Caller ID, Call Block, Call Forwarding, Call Waiting, Call Waiting ID Deluxe#, Distinctive Ring, Priority Call, Busy Redial, *69, Select Call Forwarding, Eight-code Speed Dialing, 30-code Speed Dialing, Three-way Calling and Ultra Forward , per individual feature; Fixed Call Forwarding is counted as an eligible feature, but the discount percentage does not apply to the product guide rate; the Business Call Manager and Business Call Manager Plus Packages count as three eligible features, but no additional discounts apply to the package.				
	Two-feature Package	10% less than*			
	Three-feature Package	15% less than*			
	Four-feature Package	20% less than*			
	Five or more-feature Package	25% less than*			
	3. Business Call Manager Package	-	-	10.00	
	4. Business Call Manager Plus Package	-	-	13.00	
	5. Call Block*	-	5.00	5.75	NSY
	6. Call Forwarding	-	10.20	12.16	ESM (I)
	7. Call Forwarding - Multiple Simultaneous Calls Interswitch		ICB	ICB	
	The total of the monthly rates specified for the individual Business Custom Calling Service features, per line equipped, preceding.				
*	Effective December 22, 2004, Call Block is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.				
#	Effective August 21, 2016, Caller ID - Number Only and Call Waiting ID Deluxe are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain their service. Moves, additions, or changes are not permitted. Caller ID - Number Only and Call Waiting ID Deluxe continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.				

Effective: March 1, 2023

CUSTOM CALLING SERVICES*

C. RATES (Cont'd)

	Usage Charge	Per Month, Per Residence	Line Equipped Business	USOC
8. Call Forwarding - Variable - Activation Without Courtesy Call		ICB	ICB	
9. Call Intercept###				(C)
10. Call Trace - Residence	\$1.00	-	-	-
Call Trace - Business	1.15			
11. Call Waiting	-	10.33	\$ 11.76	ESX
12. Call Waiting ID Deluxe##			7.00	
13. Caller ID - Number Only*	-	12.81	11.20	NSD
14. Caller ID	-	13.81	18.05	NDF
15. (Reserved for Future Use)				
16. Distinctive Ring, per Number#	-	10.40	8.33	
17. (Reserved for Future Use)				
18. Priority Call**		4.45	3.50	
19. Busy Redial#		-		
Per activation		-	-	-
- Residence	.75			
- Business	.86			
Subscription basis	-	3.48	3.30	NSQ

* Effective December 20, 2004, Caller ID - Number Only is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

** Effective December 22, 2004, Priority Call is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

Effective May 17, 2014, Busy Redial and Distinctive Ring Services for residential customers are grandfathered and no longer available to new residential customers. Moves, additions, or changes to subscribers' existing service are not permitted. These services are available for resale until October 18, 2014. Effective October 18, 2014, these services are also grandfathered at the resale level and no longer available to new resale customers. (D)

Effective May 17, 2014, Call Waiting ID Deluxe Service, Home Intercom, and Intercom Extra Feature for residence customers are hereby cancelled and withdrawn and no longer available for purchase. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also cancelled and withdrawn at the resale level and no longer available for purchase by resale customers.

Effective August 9, 2023, Call Intercept is hereby cancelled and withdrawn and no longer available for purchase. (C)

CUSTOM CALLING SERVICES

C. RATES (Cont'd)

USOC

20. Residence Package**, consisting of two or more features selected from Call Block, Call Forwarding, Call Waiting, Distinctive Ring, Priority Call, Busy Redial, *69, Select Call Forwarding, Eight-code Speed Dialing, 30-code Speed Dialing, Three-way Calling and Ultra Forward, per individual feature; Fixed Call Forwarding is counted as an eligible feature, but the discount percentage does not apply to the product guide rate; the Residence Call Manager Package counts as one eligible feature, but no additional discount applies to the package.

Two-feature Package	10% less than*	ESY2F
Three-feature Package	15% less than*	ESY3F
Four-feature Package	20% less than*	ESY4F
Five or more-feature Package	25% less than*	ESY5F

* The total of the monthly rates specified for the individual Residence Custom Calling Service features, per line equipped, preceding.

** Effective May 17, 2014, Residence Package is grandfathered and no longer available to new customers. Moves, additions, or changes to subscribers' existing service are not permitted. This service is available for resale until October 18, 2014. Effective October 18, 2014, this service is also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES*

C. RATES (Cont'd)

	Usage Charge	Per Month, Per Line Equipped		USOC
		Residence	Business	
21. Residence Call Manager Package#	-	\$16.65	-	EWY38
22. (Reserved for Future Use)				
23. Select Call Forwarding*	-	6.50	\$5.15	NCE
24. Shared Speed Dialing	-	ICB	ICB	-
25. *69#				
Per activation		-	-	-
- Residence	.75			
- Business	.86			
Subscription basis	-	9.76	\$5.95	NSS
26. Speed Dialing				
Eight-code capacity#	-	7.50	2.60	ESL
Thirty-code capacity#	-	10.70	5.95	ESF
27. The Big Deal#	-	19.99	-	
28. Three-way Calling				
Per activation		-	-	-
- Residence	.75			
- Business	.86			
Subscription basis	-	10.03	10.00	ESC (I)
29. Ultra Forward Feature	-	8.26	9.90	FRC
Effective December 20, 2004, Select Call Forwarding is no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.				

Effective May 17, 2014, *69, Residence Call Manager Package, The Big Deal, Speed Dialing 8, and Speed Dialing 30 for residential customers are grandfathered and no longer available to new residential customers. Moves, additions, or changes to subscribers' existing service are not permitted. These services are available for resale until October 18, 2014. Effective October 18, 2014, these services are also grandfathered at the resale level and no longer available to new resale customers.

CUSTOM CALLING SERVICES

C. RATES (Cont'd)

	Indiv. Feat.*	Contract Terms, Discounts and Rates			USOC
	Rate	1 Year (-10%)	2 Year (-15%)	3 Year (-20%)	
30. WorkSmart Package					
Package 1 Features					
Call Waiting	\$ 4.60	-	-	-	PKB42
Three Way Calling	4.60	-	-	-	
Ultra Forward	6.90	-	-	-	
Total	16.10	\$14.49	\$13.69	\$12.88	
w/Additional Dial Tone Line:-10%	16.10	12.88	12.08	11.27	
Package 2 Features					
Call Waiting	4.60	-	-	-	PKB49
Three Way Calling	4.60	-	-	-	
Ultra Forward	6.90	-	-	-	
Caller ID	10.93	-	-	-	
Total	27.03	24.33	22.98	21.62	
w/Additional Dial Tone Line:-10%	27.03	21.62	20.27	18.92	
Package 3 Features					
Call Waiting	4.60	-	-	-	PKB48
Ultra Forward	6.90	-	-	-	
Caller ID	10.93	-	-	-	
Total	22.43	20.19	19.07	17.94	
w/Additional Dial Tone Line:-10%	22.43	17.94	16.82	15.70	
Package 4 Features					
Call Waiting	4.60	-	-	-	PKB3X
Three Way Calling	4.60	-	-	-	
Caller ID	10.93	-	-	-	
Total	20.13	18.12	17.11	16.10	
w/Additional Dial Tone Line:-10%	20.13	16.10	15.10	14.09	
Package 5 Features					
Call Waiting	4.60	-	-	-	PKB3F
Call Forwarding	4.50	-	-	-	
Caller ID	10.93	-	-	-	
Total	20.03	18.03	17.03	16.02	
w/Additional Dial Tone Line:-10%	20.03	16.02	15.01	14.02	
Package 6 Features					
Call Forwarding	4.50	-	-	-	PKB3V
Three Way Calling	4.60	-	-	-	
Caller ID	10.93	-	-	-	
Total	20.03	18.03	17.03	16.02	
w/Additional Dial Tone Line:-10%	20.03	16.02	15.01	14.02	
Package 7 Features					
Three Way Calling	4.60	-	-	-	PKB47
Ultra Forward	6.90	-	-	-	
Caller ID	10.93	-	-	-	
Total	22.43	20.19	19.07	17.94	
w/Additional Dial Tone Line:-10%	22.43	17.94	16.82	15.70	

* The following discounts are included in the rates above for individual features:

Features Per Line	Discounts For Each Feature
3	15%
4	20%