

**CINCINNATI BELL TELEPHONE COMPANY LLC**  
**Local Telephone Service Agreement – Kentucky**

**Section 5 - Custom Calling Services**

A. TERMS AND CONDITIONS

Custom Calling Services are offered only from select central offices where the Company has arranged the facilities for these services and are furnished subject to the availability of facilities.

Custom Calling Services may not be functional unless both the called and calling parties are served by, and the call is routed through, appropriately equipped central offices, and routed over appropriately equipped facilities for calls between such equipped central offices.

Custom Calling Services will be available to customers having technically compatible services and customer premises equipment (CPE). The Company is not responsible for the compatibility of products and services of CPE vendors.

Custom Calling Services are generally offered on a subscription basis. The Customer must specify each line to be equipped with the specific Custom Calling Services desired. Where facilities permit and at the option of the Company, certain Custom Calling Services may be provided on a pay-per-use basis.

In any type of hunt group arrangement, each line to be equipped with Custom Calling Services must be assigned a telephone number. The services must be ordered and billed on each line.

Custom Calling Services are not generally available with Pay Telephone Access Lines. However, where technically feasible, Per Call Number Privacy and Per Line Number Privacy will be provided. Per Line Number Privacy will be available on a subscription basis at the nonresidence rates listed in this section. There is no charge for Per Call Number Privacy.

The provision of Custom Calling Services by the Company is subject to the availability of facilities and the requirements of the local network. In no event will the Company be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities unless caused by the gross negligence or willful misconduct of the Company. Nor will the Company be liable for losses or damages arising out of any act, omission or failure to perform by the Company, its employees or agents in connection with this service, unless caused by the gross negligence or willful misconduct of the Company, its employees, or agents. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment provided by the customer.

The Custom Calling Services Customer will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith including but not limited to, any loss, damage, expense or liability resulting from any claim of libel or slander.

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A. TERMS AND CONDITIONS (Continued)

Custom Calling Services (such as Caller ID) which have the potential for disclosure of the calling party's number will only be provided where:

The Company makes available Per Line Number Privacy on a subscription basis to all eligible customers.

The Company makes available Per Line Number Privacy for non-published service customers at no monthly charge. Per Line Number Privacy will be provided to non-published service customers only when requested. Non-published service customers entitled to Per Line Number Privacy at no charge include only those subscribing to non-published service as described in Section 14 of this Agreement.

Per Call Number Privacy will be provided to all eligible customers, at no charge.

Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of their telephone number, the Company will investigate the complaints and terminate the number privacy service where appropriate.

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**B. SERVICE DESCRIPTIONS**

**1. Anonymous Call Rejection**

Anonymous Call Rejection (ACR) allows Customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the telephone number of the call originating telephone from being delivered to the called party. When ACR is activated on the Customer's line and an incoming call marked "private" is received, the called party's telephone number will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the called party will not accept the call as long as the calling party's telephone number is not delivered. Incoming calls are checked for acceptance or rejection by ACR regardless of the current state of the ACR subscriber's line (e.g., off hook or idle). The activation and return of the announcement will not be viewed as a completed call.

ACR is available for single line **residence and** nonresidence service customers. It is not available for multi-line hunt group service customers. A service order is required to establish or to discontinue ACR. Once established, the service can be activated and deactivated at the Customer's discretion through the use of pre-assigned access codes.

ACR Customers who also subscribe to any of the following services will not be billed the monthly charge for their ACR service:

- Caller ID
- Calling Name
- Calling Name and Number
- Call Return

**2. Anywhere Call Forwarding**

Anywhere Call Forwarding Service allows Customers to have the capability to remotely change the termination of their incoming calls to another telephone line using any tone signaling telephone. The Customer can activate, deactivate, or change the destination number using a personal identification number (PIN).

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B. SERVICE DESCRIPTIONS (Continued)

3. Business Manager (this bundle is grandfathered as of 5/1/2018)

The Business Manager Package offers nonresidence customers a bundled service that includes the following:

- Calling Name and Number
- Call Waiting Deluxe
- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Message Waiting Indicator

Business Manager is applicable on a per line basis and all services must be on the same line. Accounts with additional lines may also subscribe to Business Manager.

Additional Custom Calling services outside the Business Manager bundle may be added to the Customer's line at rates for those additional services.

Customers who subscribe to Business Manager are not eligible to receive additional discounts associated with Custom Calling services.

Customers who discontinue service features (individual or total package) provided under Business Manager and who want to continue with certain features formerly provided in the package will have such services reconnected for them under the terms, conditions, and prices for those services in this section of the Agreement.

4. Call Block (\*60)

Call Block provides the Customer with a way to block calls from certain telephone numbers, which may or may not be known to the Customer.

The Customer can create a screening list of up to six (6) telephone numbers and place them in the network memory through an interactive dialing sequence. The Customer may also activate the service after receiving a call, and thus place the number associated with the call on the Call Block list. In this case, the number is copied automatically from the Customer's incoming memory slot. Once the service is activated by dialing a special code, a calling party's number, if available, is checked against the Customer's Call Block list on every incoming call. If the incoming number matches one of the numbers on the list, the Customer is not alerted by the call and the call terminates to an announcement. If the incoming number does not match one of the numbers on the list or is unavailable, the call terminates to the Customer's line.

When a telephone number on the Call Block screening list also appears on the Priority Forward and/or Priority Call list, the Call Block service will take precedence and the call will be blocked.

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**B. SERVICE DESCRIPTIONS (Continued)**

**5. Call Forwarding Busy Line**

Call Forwarding Busy Line allows for forwarding of an incoming call when the activated line is busy. The Call Forwarding Busy Line Customer is responsible for any applicable customer-dialed station-to-station toll charges.

**6. Call Forwarding Don't Answer**

Call Forwarding Don't Answer allows for forwarding an incoming call when the call remains unanswered after a pre-determined number of rings (approximate number 1 to 7, selected by the Customer). The Call Forwarding Don't Answer Customer is responsible for any applicable customer-dialed station-to-station toll charges.

When Call Forwarding Busy Line and Call Forwarding Don't Answer are provided on the same line, the forwarded-to number must be the same. When either Call Forwarding Busy Line or Call Forwarding Don't Answer is provided, it may be necessary for the forwarded-to number to be in the same central office, as determined by the facilities available in the Customer's serving central office.

**7. Call Forwarding Variable**

Call Forwarding Variable permits the Customer to activate and deactivate a transfer of his or her incoming calls to another telephone line. Because of transmission limitations, it is recommended that the calls be transferred within the Customer's local service area. The Call Forwarding Variable Customer is responsible for any applicable customer-dialed station-to-station toll charges.

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B. SERVICE DESCRIPTIONS (Continued)

8. Call Manager (this bundle is grandfathered as of 5/1/2018)

Call Manager is a residence bundle that includes the following Custom Calling services:

- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Waiting Deluxe
- Calling Name and Number
- Message Waiting Indicator

Call Manager is applicable on a per line basis and all services must be on the same line. Accounts with additional lines may subscribe to Call Manager.

Additional Custom Calling services outside the Call Manager bundle may be added to the Customer's line at rates for those additional services.

Customers who subscribe to Call Manager are not eligible to receive additional discounts associated with Custom Calling services.

Customers who discontinue service features (individual or total package) provided under Call Manager and who want to continue with certain features formerly provided in the package will have such services reconnected for them under the terms, conditions, and prices for those services as they exist in this section of the Agreement.

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B. SERVICE DESCRIPTIONS (Continued)

9. Call Return (\*69)

Call Return enables a Customer to return the last incoming call received, whether or not it was answered. In order to activate the service, the Customer must dial a special code before another incoming call or a Call Waiting indication is received. After dialing the code to activate Call Return, the Customer will receive (where technically possible) a message indicating the telephone number (unless the telephone number is marked as “private”), the date, and the time of the last incoming call. The Customer may return the call by pressing "1", or the Customer may choose to not return the call and hang up. Call Return is considered activated at the time the Customer dials the activation code regardless of whether the Customer presses "1" to return the call.

If the called line is idle, the call completes immediately and the Call Return request is complete irrespective of whether or not the called party answers. If the called line is busy, the Customer is notified when the Call Return service has been activated. The Call Return request is queued and placed on the Customer's list of queued Call Return requests in the central office. The called line is then monitored until one of the following occurs:

The called line becomes idle. When this occurs, the Customer's line is checked and if it also is idle, the Customer is given a special ringback. Upon answering the ringback, call set-up is attempted.

The central office equipment deactivates the Call Return request upon unanswered ringback, or the thirty (30) minute time limit queuing is reached and the request times out.

A deactivation code is dialed which removes all current Call Return activations.

When Call Return is active, both the calling and called party may originate and receive calls without affecting the Call Return service status.

This service cannot be activated for all telephone numbers. Telephone numbers with 700, 800 or 900 prefixes cannot be activated. The Call Return customer is responsible for any applicable local or toll usage charges.

Customers may utilize Call Return on a subscription basis or on a pay-per-use basis. Customers obtaining the service on a subscription basis order the service in advance. These customers incur a monthly charge and receive unlimited use of the Call Return feature. Customers who obtain the service on a pay-per-use basis activate the Call Return feature by dialing an activation code each time they want to utilize Call Return. These customers incur a specific charge for each activation (usage) of the Call Return feature but no monthly charge. The pay-per-use option is only available where facilities permit and at the option of the Company.

Call Return includes Anonymous Call Rejection (ACR) where facilities **permit**.

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B. SERVICE DESCRIPTIONS (Continued)

10. Call Tracing

Call Tracing allows Customers to automatically trace the last incoming call by dialing a special code. The call details are provided to the Company's Annoyance Call Bureau. This service is designed to help Customers deal more effectively with harassing and obscene calls.

The Customer, after receiving a call that is to be traced, hangs up and invokes the Call Tracing activation procedure. The Customer must activate Call Tracing before making or receiving another call after hanging up from the annoying call so that the correct number will be recorded. If the Customer subscribes to Call Waiting and the Customer gets a Call Waiting signal while an annoying call is in progress, the annoyance call cannot be traced using this service. Successful activation of Call Tracing is confirmed by an announcement that also tells the Customer how to follow up on the trace. The information from the trace is not made available to the Customer.

Upon activation by the Customer, Call Tracing allows the network to automatically take the information from the incoming memory slot and send it to the Company's Annoyance Call Bureau indicating the called number, the calling number, the time the trace was activated and the time the offending call was placed. Only calls from **appropriately** equipped offices are traceable using Call Tracing.

By subscribing to Call Tracing, the Customer automatically authorizes the Company to disclose the identity of the source of annoying calls to law enforcement officials engaged in conducting, at Customer's request or otherwise, any investigation with respect to such calls.

In consideration of the Company undertaking such investigation, the Customer agrees to release, protect, indemnify and save harmless the Company, its employees and agents, from all liability, claims, demands and actions for damages, or otherwise, that may arise by reason of such investigation.

The Call Tracing usage charge will be billed only when the attempt to trace and record the calling number is successful. The results of a successful trace will only be released outside the Company to legally constituted authorities and only upon the presentation of proper authorization (i.e. court order). The Company will not be liable for damages if, for any reason, the attempt is not successful. For additional liability information, see Section 2 of this Agreement.

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**B. SERVICE DESCRIPTIONS (Continued)**

**11. Call Transfer**

Call Transfer allows a Customer to transfer an established call terminating on their telephone line to any other telephone line. Call Transfer allows the Customer to transfer the call and then hang-up leaving the other two-parties on a two-way call, or to bridge the call and establish a three-way call. If the Call Transfer Customer hangs up once a three-way call has been established, the call will be considered transferred and the other two parties will be able to continue on a two-way call. The Call Transfer Customer is free to originate and terminate additional calls after the call has been transferred. Any charges applicable to the call will be billed to the Call Transfer Customer, and any toll usage will appear on the Call Transfer Customer's bill.

**12. Call Waiting (including Cancel Call Waiting Feature and Long Distance Alert)**

Call Waiting permits the Customer, upon receiving a tone signal indicating that a call is waiting, to place an existing call on hold by depressing the switchhook, and to answer the second waiting call.

Cancel Call Waiting permits the Customer to deactivate the Call Waiting feature on an individual call by dialing a code before making an outgoing call.

Long Distance Alert (LD Alert) is a Call Waiting feature which indicates to Call Waiting Customers, while on a call in progress through a special signal, that an incoming call is long distance. When the Call Waiting Customer is not on a telephone call in progress, LD Alert will indicate that an incoming call is long distance with a special ring pattern. This feature overrides the Multiple Directory Number (Distinctive Ring) feature for long distance calls.

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**B. SERVICE DESCRIPTIONS (Continued)**

**13. Call Waiting Deluxe (This service is grandfathered as of 5/1/2018)**

Call Waiting Deluxe is comprised of the functionality of Call Waiting, including Long Distance Alert, and provides additional call disposition options which allow a Customer to control the treatment applied to incoming calls. Call disposition options provided with Call Waiting Deluxe include:

- Answer the call and disconnect the existing call,
- Answer the call and put the existing call on hold,
- Conference the call with the existing call,
- Connect the call to an announcement,
- Forward the call, and
- Put the call on hold.

The disposition options presented to the Customer depend on the calling identity delivery data (Caller ID-type information) received, and the Call Waiting Deluxe Customer's service and customer Premise Equipment (CPE). The Call Waiting Deluxe Customer must subscribe to Call Forwarding Don't Answer in order to forward a waiting call to another location.

Utilization of the full capabilities of Call Waiting Deluxe requires the use of compatible CPE at the Customers' premises. The CPE will determine how Call Waiting Deluxe options are displayed and selected, and in some cases, how they function. The installation and maintenance of the compatible CPE and the technical capability of that CPE to function in conjunction with features of Call Waiting Deluxe is the responsibility of the Customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the Call Waiting Deluxe features.

Call Waiting Deluxe will be furnished in central offices that are equipped to provide the Call Waiting Deluxe features. Call Waiting Deluxe will only be furnished in connection with individual line service. This service is not available in connection with Centrex Services, Private Branch Exchange Trunk Services, or Payphone (Coin) Telephone Service.

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B. SERVICE DESCRIPTIONS (Continued)

14. Caller ID Number

Caller ID Number allows a Customer to view the telephone number of the calling party on an incoming telephone call. The telephone number of the incoming call is disclosed on a Customer-provided display device.

When the display device is turned on, the telephone number of every incoming call is disclosed, subject to the limitations in Part A of this section of the Agreement. The number is sent from the calling party's serving central office to the Customer during the first silent interval in the ringing cycle. If the Customer's line is busy, and another incoming call attempt is made, the telephone number of that calling party will not be disclosed even if the called customer has Call Waiting. The Customer has the option of turning off the display device to suspend the display of incoming calling numbers.

If the telephone number of the incoming call is on the Customer's Priority Forward screening list, the call will be forwarded and the number will not be displayed by the Customer-provided display device. Likewise, if the telephone number is on the Customer's Call Block screening list, the call will be blocked and the number will not be displayed by the Customer-provided display device.

Callers placing calls to Customers subscribing to Caller ID Number, subject to the provisions in Part A of this section of the Agreement, have the ability to prevent their telephone number from being disclosed to the called party on a per call basis by utilizing Per Call Number Privacy. The prevention of the disclosure of their telephone number is accomplished by dialing a special code before dialing the telephone number. The special code must be dialed prior to every call made where the calling party does not want the telephone number disclosed. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number.

Callers placing calls to Customers subscribing to Caller ID Number may also prevent the disclosure of their telephone number on a per line basis by subscribing to Per Line Number Privacy. This service will prevent the displaying of the calling party's number on all calls originating on that line. A privacy indication will appear instead of the calling party's telephone number on all calls.

Caller ID Number includes Anonymous Call Rejection (ACR) where facilities **permit**.

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**B. SERVICE DESCRIPTIONS (Continued)**

**15. Calling Name**

Calling Name provides for the delivery of the listed name associated with the calling party telephone number to the called party so that the name may be displayed on a Customer-provided display device attached to the Customer's line or telephone set. This service will provide up to a maximum of 15 characters for display of the calling party's directory name. Calling Name is available in appropriately equipped central offices.

The Calling Name service Customer will be responsible for the provision of the display device. The installation, repair, and technical capability of the device to function with Calling Name service will be the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with network features associated with this service.

Calling Name service will deliver the calling party's name information, except when the calling party name and/or number is not provided to the network because of where the call originates or when the calling party invokes a per call or per line blocking feature which prevents the telephone number and/or name from being passed.

If the telephone number of the incoming call is on the Customer's Priority Forward screening list, the call will be forwarded and the name will not be displayed by the Customer-provided display device. Likewise, if the telephone number is on the Customer's Call Block screening list, the call will be blocked and the name will not be displayed by the Customer-provided display device.

Calling Name includes Anonymous Call Rejection (ACR) where facilities permit.

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B. SERVICE DESCRIPTIONS (Continued)

16. Calling Name and Number

Calling Name and Number provides for the delivery of the listed name and telephone number associated with the calling party telephone number on incoming calls. This information is provided to the Calling Name and Number service Customer so that the information may be displayed on a Customer-provided display device attached to the Customer's line or telephone set. This service will provide up to a maximum of 15 characters for display of the calling party's directory name and 10 characters for display of the calling party's directory telephone number. Calling Name and Number service is available in appropriately equipped central offices.

The Calling Name and Number service Customer will be responsible for the provision of the display device. The installation, repair, and technical capability of the device to function with Calling Name and Number service will be the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with network features associated with this service.

Calling Name and Number service will deliver the calling party's name and number information, except when the calling party name and/or number is not provided to the network because of where the call originates or when the calling party invokes a per call or per line blocking feature which prevents the telephone number and/or name from being passed.

If the telephone number of the incoming call is on the Customer's Priority Forward screening list, the call will be forwarded and the name and number will not be displayed by the Customer-provided display device. Likewise, if the telephone number is on the Customer's Call Block screening list, the call will be blocked and the name and number will not be displayed by the Customer-provided display device.

Calling Name and Number also includes Anonymous Call Rejection (ACR) where facilities **permit**.

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**B. SERVICE DESCRIPTIONS (Continued)**

**17. Message Waiting Indicator**

The Message Waiting Indicator provides either a stutter dial tone for the end user on the associated access line(s), or a signal to activate/deactivate a message waiting light on the end user's telephone set.

**18. Multiple Directory Numbers Per Line (MDNL) with Distinctive Ringing**

Multiple Directory Numbers Per Line with Distinctive Ringing (MDNL) will provide Customers the benefit of up to five Directory Numbers (DNs) on a single access line, each with a unique distinctive ringing pattern, without an additional line termination, and without additional station equipment. The access line will be designated as the "Master" DN and will receive a standard ring. Any additional DN's associated with the same access line number will be called a "Dependent" DN and will receive distinctive ringing. Each Dependent DN will have a non-standard distinctive ringing pattern.

If a Customer subscribes to Call Waiting, distinctive call waiting tones that correspond in cadence to the distinctive ringing patterns will be provided for each of the additional DN's.

Customers with MDNL who subscribe to Call Forwarding must separately activate Call Forwarding on the Distinctive Ring line(s).

Customers subscribing to MDNL can subscribe to all other Custom Calling Service features available to them. However, regardless of the number of DN's an access line has, the access line can only have one set of Custom Calling features chargeable to the line, and the features are available to all the DN's.

A call directed to an off-hook MDNL line will receive busy treatment, regardless of which DN (master or any of the related dependents) was dialed.

Directory listings provided in connection with MDNL service will be governed by rules, regulations, and rates specified in the Directory Listings, Section 14 of this Agreement.

Customer Premises Equipment (CPE) which produces personalized ringing should not be used with the MDNL service. Personalized ringing (ringing provided based on call destination that indicates the intended recipient of the call) and MDNL's distinctive ringing can be coded within the same ringing pattern. As a result, Customers may have trouble discerning what the ringing implies. Similarly, other types of CPE such as cordless phones and phones with electronic ringers may not be able to reproduce the distinctive ringing patterns that are sent out from the central office. For these reasons, these types of CPE are not recommended for use with the MDNL service.

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**B. SERVICE DESCRIPTIONS (Continued)**

**19. Per Call Number Privacy**

Per Call Number Privacy enables Customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing a pre-assigned access code before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number.

Per Call Number Privacy will be provided to all eligible Customers at no charge.

Telemarketers are prohibited from blocking the disclosure of their telephone number. Upon receiving complaints that a telemarketer is blocking the disclosure of their telephone number, the Company will investigate the complaints and terminate the number privacy service where appropriate.

**20. Per Line Number Privacy**

Per Line Number Privacy prevents the disclosure of the Customer's telephone number to the called party. Per Line Number Privacy is applicable on all outgoing calls placed from the Customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number.

Per Line Number Privacy will be provided at no monthly charge on an optional basis, at the Customer's request, to subscribers of non-published service.

Telemarketers are prohibited from blocking the disclosure of their telephone number(s). Upon receiving complaints that a telemarketer is blocking the disclosure of their telephone number(s), the Company will investigate the complaints and terminate the number privacy service where appropriate.

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**B. SERVICE DESCRIPTIONS (Continued)**

**21. Priority Call**

Priority Call provides a unique ringing pattern to the Customer for up to six (6) predetermined telephone numbers.

The Customer creates a screening list of up to six (6) telephone numbers and places them in the network memory through an interactive dialing sequence. The Customer may also activate the service after receiving a call, and thus place the number associated with the call on the Priority Call list. In this case, the number is copied automatically from the Customer's incoming memory slot. The Customer must dial a special code to activate or to deactivate the Priority Call service. When the service is activated and a call is received from one of the predetermined telephone numbers, the Customer is alerted with a unique ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

If the Customer subscribes to Call Waiting and a call is received from a telephone number on the Priority Call screening list while the line is in use, the Call Waiting tone will also be unique.

When a telephone number on the Priority Call screening list also appears on the Priority Forward list, the Priority Forward service will take precedence and the call will be forwarded. Likewise if the same number is on the Call Block list, the Call Block service will take precedence and the call will be blocked.

**22. Priority Forward**

Priority Forward allows the Customer to transfer up to six (6) selected telephone numbers to one other number. A screening list of up to six (6) numbers is created by the Customer and placed in the network memory through an interactive dialing sequence. The Customer may also activate the service after receiving a call, and thus place the number associated with the call on the Priority Forward list. In this case the number is copied automatically from the Customer's incoming memory slot. The Customer must dial a special code to activate or to deactivate the Priority Forward service. When the service is activated, calls are forwarded to the designated telephone number only if the calling number can be obtained and is found to match a number on the screening list.

The Priority Forward customer is responsible for any applicable local or toll usage charges.

When a telephone number on the Priority Forward screening list also appears on the Call Block list, the Call Block service takes precedence and the call will be blocked. When a telephone number is on the Priority Forward screening list and also appears on the Priority Call list, the Priority Forward service will take precedence and the call will be forwarded.

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**B. SERVICE DESCRIPTIONS (Continued)**

**23. Quiet Time**

Quiet Time allows Customers to block incoming calls from ringing their telephone line during time periods specified by the Customer. Specific star codes are used to activate/deactivate Quiet Time on an as-needed basis. Where facilities permit, customers may have the option to set a daily schedule for Quiet Time to be active.

Customers have the option to allow callers to ring through when Quiet Time is active. Callers can ring through by entering a Customer-specific password after the call has been connected or by calling from a telephone number in a Customer-set priority list.

During service set up, Customers may choose one of the following announcement options for call treatment if the caller does not initially ring through:

Connection to Call Forward Don't Answer (Applicable for Call Forwarding Don't Answer Customers only) - If the Customer has messaging service, the caller may stay on the line and leave a message.

Generic Announcement - Callers hear a generic announcement indicating the Customer is not available.

Emergency Breakthrough - Callers hear a generic announcement indicating the Customer is not available and have the option to key in code to connect the call in emergency situations.

Where facilities permit, customers may use a telephone user interface (TUI) to:

Activate or deactivate the Quiet Time schedule.

Change the password that gives the subscriber access to the TUI.

Choose the announcement option.

Create/edit/delete caller breakthrough password.

Create/edit/delete priority breakthrough caller telephone number list.

Create/edit/delete the Quiet Time schedule.

Deactivate/activate Quiet Time service on either all of the Distinctive Ring numbers or none of the Distinctive Ring numbers on the line. (Only applicable for Quiet Time Customers who also subscribe to Distinctive Ring).

Quiet Time is only available to residential customers.

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B. SERVICE DESCRIPTIONS (Continued)

24. Repeat Dialing (\*66)

Repeat Dialing automatically redials the last outgoing number after the Customer activates the service by dialing a special code (\*66). Repeat Dialing is a way of keeping track of a busy line and performing call set-up when both originating and terminating lines become idle. The Customer must dial a special code before placing another outgoing call to activate the service.

If the called line is idle, the call completes immediately and the Repeat Dialing request is complete irrespective of whether or not the called party answers. If the called line is busy, the Customer is notified when the Repeat Dialing service has been activated. The Repeat Dialing request is queued and placed on the Customer's list of queued Repeat Dialing requests in the central office. The called line is then monitored until one of the following occurs:

The called line becomes idle. When this occurs, the Customer's line is checked and if it also is idle, the Customer is given a special ringback. Upon answering the ringback, call set-up is attempted.

The central office equipment deactivates the Repeat Dialing request upon unanswered ringback, or the thirty (30) minute time limit for queuing is reached and the request times out.

A deactivation code is dialed which removes all current Repeat Dialing activations.

When the Repeat Dialing service is active, both the calling and called party may originate and receive calls without affecting the Repeat Dialing service status. This service can also be used to recall a called party after the conversation has been terminated.

Customers may utilize Repeat Dialing on a subscription basis or on a pay-per-use basis. Customers obtaining the service on a subscription basis order the service in advance and the feature is always activated for their use. These Customers incur a monthly charge and receive unlimited use of the Repeat Dialing feature. Customers who obtain the service on a pay-per-use basis order Repeat Dialing by dialing an activation code each time they want to utilize Repeat Dialing. These Customers incur a specific charge for each activation (usage) of the Repeat Dialing feature but no monthly charge. The pay-per-use option is only available where facilities permit and at the option of the Company.

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B. SERVICE DESCRIPTIONS (Continued)

25. Reveal Privacy Management Service

Reveal Privacy Management Service (Reveal) is available to Customers who subscribe to Caller ID Number, Calling Name, and Calling Name and Number. Reveal intercepts incoming calls to the Customer that would normally appear as 'private', 'unavailable', 'out of area' or 'anonymous' on the Caller ID unit and asks the caller to enter a telephone number. If the number entered has a match in the Caller ID database, this information will appear on the Caller ID unit. An asterisk will also appear to indicate that the number was provided using Reveal. If the telephone number is not in the database, the entered telephone number and an asterisk will appear on the Caller ID unit. When possible, the corresponding city and state will appear with the entered telephone number.

The asterisk displayed on the Caller ID unit indicates the telephone number displayed may not be the originating telephone number.

Reveal can be turned off and on by the subscriber when not on an active call by using \*99 and \*98 respectively.

Calls to Reveal service Customers (when Reveal is activated) will be disconnected if the calling party does not enter a telephone number when prompted by the Reveal service announcement.

26. Speed Calling

Speed Calling permits the Customer to place local and toll calls to a pre-selected group of telephone numbers by dialing abbreviated codes. Speed Calling is provided in capacities of eight or thirty telephone numbers.

27. Talking Call Waiting (This service is grandfathered as of 5/1/2018)

Talking Call Waiting allows a Customer on a call in progress, upon receiving a tone signal indicating that another call is waiting, to hear the name of the second calling party. The name is spoken to the Customer directly after the call waiting tone is sent. The Talking Call Waiting Customer does not need to hit the flash button in order to hear the spoken name of the incoming caller.

The Customer has the option to accept the incoming call by placing the existing call on hold (depressing the switch hook) and answering the waiting call or to ignore it.

Talking Call Waiting is only available to residential customers where facilities permit.

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**B. SERVICE DESCRIPTIONS (Continued)**

**28. Three-Way Calling**

Three-Way Calling permits the Customer to add a third party to an existing connection, thus establishing a three-way conference call. Because of transmission limitations, it is recommended that not more than one of the parties included in a three-way conference call be outside the Local Service Area of the Customer establishing the call.

Customers may utilize Three-Way Calling on a subscription basis or on a pay-per-use basis. Customers obtaining the service on a subscription basis order the service in advance and the feature is always activated for their use. These Customers incur a monthly charge and receive unlimited use of the Three-Way Calling feature

Customers who obtain the service on a pay-per-use basis order Three-Way Calling in advance and then activate the Three-Way Calling feature by dialing an activation code each time they want to utilize Three-Way Calling. These Customers incur a specific charge for each activation (usage) of the Three-Way Calling feature but no monthly charge. The pay-per-use option is only available where facilities permit and at the option of the Company.

**29. Voice Mail Support Package**

The voice Mail Support Package is a bundle that includes the following Custom Calling services:

- Call Forwarding Busy
- Call Forwarding Don't Answer
- Message Waiting Indicator

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**Section 5 - Custom Calling Services**

**C. CUSTOM CALLING SERVICE AVAILABILITY**

The following chart shows Custom Calling Service feature availability by type of service. Service is only available where facilities permit.

<u>Custom Calling Services</u>	<u>Residence Line</u>	<u>Nonresidence Line</u>	<u>Nonresidence Trunk</u>
Anonymous Call Rejection	Y	Y	N
Anywhere Call Forwarding	Y	Y	N
Call Block (*60)	Y	Y	N
Call Forwarding Busy Line	Y	Y	Y
Call Forwarding Don't Answer	Y	Y	Y
Call Forwarding Variable	Y	Y	Y
Call Return (*69)	Y	Y	N
Call Tracing	Y	Y	Y
Call Transfer	Y	Y	N
Call Waiting	Y	Y	N
<del>Call Waiting Deluxe</del>	<del>Y</del>	<del>Y</del>	<del>N</del>
Caller ID	Y	Y	N
Calling Name	Y	Y	N
Calling Name and Number	Y	Y	N
Message Waiting Indicator	Y	Y	N
Multiple Directory Numbers per Line with Distinctive Ringing	Y	Y	N
Per Call Number Privacy	Y	Y	Y
Per Line Number Privacy	Y	Y	Y
Priority Call	Y	Y	N
Priority Forward	Y	Y	N
Quiet Time	Y	N	N
Repeat Dialing (*68)	Y	Y	N
Reveal	Y	Y	N
Speed Calling 8	Y	Y	Y
Speed Calling 30	Y	Y	Y
<del>Talking Call Waiting</del>	<del>Y</del>	<del>N</del>	<del>N</del>
Three Way Calling	Y	Y	N
Voice Mail Support Package	Y	Y	N

Y = YES, AVAILABLE  
N = NOT AVAILABLE

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**D. RATES AND CHARGES**

The rates and charges applicable to Custom Calling Services are in addition to the rates and charges applicable to the associated service, equipment, and facilities.

A nonrecurring charge applies to establish or change to new and/or additional Custom Calling Services at the same time and on the same line, except when the change results only in the removal of one or more Custom Calling Services. The nonrecurring charge per line equipped is also applicable:

To change the forwarded-to telephone number whenever Call Forwarding Busy Line and/or Call Forwarding Don't Answer is furnished.

To change the approximate number of ringing cycles before Call Forwarding Don't Answer occurs.

To change ringing patterns, telephone numbers of dependent directory numbers (DNs) or the call forwarding designation arrangement associated with Multiple Directory Numbers per Line with Distinctive Ringing feature (MDNL) when MDNL is furnished.

Customers ordering a combination of Custom Calling Services on the same line, at the same time, and at the same address will be billed only one nonrecurring charge. This charge will be the highest of the applicable non-recurring charges.

The rates and charges for all services in this section are shown in the Price List Section of this Agreement.