

CALLING FEATURES & SERVICES

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CALLING FEATURES & SERVICES

1. GENERAL

- C 1.01 **CALLING FEATURES & SERVICES** are network-based line features. These features are furnished at rates specified below. They are available to Residential or Business Customers, excluding PBX trunk line and Centrex III services. They are provided subject to the availability of suitable facilities. Multi-Element Service charges do not apply unless specified.

2. CALLING FEATURES & SERVICES:

- 2.01 **CALL FORWARDING** allows all incoming calls to be forwarded to a pre-selected line. The Call Forward feature will transfer only one call at a time and subsequent incoming calls will reach a busy signal until the transferred call is terminated. Toll charges applicable as a result of the calls being transferred outside an EAS exchange will be assessed to the customer with the CCF.
- 2.02 **ENHANCED CALL FORWARDING** allows the customer to designate specific incoming calls to be forwarded to a pre-selected line. Twelve numbers can be stored in the Selective Call Forwarding list. This feature includes basic Call Forwarding.
- 2.03 **SPEED CALLING** provides abbreviated codes for calling a designated list of 30 frequently called numbers. These codes can be accessed from any phone on the same line as the feature.
- 2.04 **THREE-WAY CALLING** allows for a third caller to be added to an already existing call. This feature includes both hold and add-on capabilities.

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2. CALLING FEATURES & SERVICES: (Cont'd)

- 2.05 CALL WAITING informs the customer that a third party is calling by activating a tone, indicating an incoming call is waiting. The customer can put the existing call on hold or disconnect and take the waiting call. This feature is not available on lines arranged for equivalent service.
- 2.06 CALL WAITING CUT OFF can be activated during a call or prior to commencing any telephone, fax or other type of call, to cut off the Call Waiting notification during the next call. At the end of the next call, Call Waiting is restored unless the cut off feature is again activated.
- 2.07 SELECTIVE DISTINCTIVE RINGING/CALL WAITING enables the customer to designate up to 12 numbers from incoming calls to be identified by distinctive ringing or if the customer has call waiting feature, by a distinctive call-waiting tone.
- 2.08 DISTINCTIVE RING provides the customer with up to two additional telephone numbers assigned to one line. A distinctive ringing pattern is provided for each telephone number. The feature may only be associated with individual-line service. Directory listings for the additional telephone numbers are provided as Extra Listings.
- 2.09 CALL DISPLAY provides the customer visual display of the calling parties name and number. In order to access this feature the customer must have a display device compatible with CMS. The name displayed on outgoing calls will be the same as the directory listing unless otherwise stipulated. Residential & Business Names must be a maximum of 15 characters in length, including letters, numbers & spaces. Customers with more than one telephone number can choose which one(s) they want displayed on outgoing calls. There is no charge for name changes due to legal reasons, such as death or change in marital status, for any subsequent changes Multi-Element Service Charges apply.

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2. CALLING FEATURES & SERVICES: (Cont'd)

- 2.10 **CALL DISPLAY BLOCKING** is available for any customer wishing to protect the anonymity of their name & number. This feature is available on a permanent or occasional per call basis free of charge. Calls to the United States will not display your name, but your number may appear if the local American Telephone Company does not honour Call Blocking.
- 2.11 **ANONYMOUS CALL REJECTION** enables the customer to reject calls that have the display information intentionally blocked by the calling party. A Call is not considered anonymous when the calling party information can not be technically supplied. This feature is available to residential customers only.
- 2.12 **CALL RETURN/BUSY CALL RETURN** allows the customer to find out the last number that called when they were unavailable and automatically call them back. If the number is busy, the network scans its availability for a period of 30 minutes and, when it is free, notifies the customer by a distinctive ringing signal. The call is automatically processed when the customer answers the distinctive ringing signal.
- 2.13 **CALL SCREEN** enables the customer to accept or reject calls. They can accept calls from a list of 12 selected telephone numbers only (no other calls will be terminated) or reject calls that originate from up to 12 selected telephone numbers and have them diverted to a recording telling the caller your unavailable.
- 2.14 **INTERCOM** enables a customer to communicate from telephone sets connected to the same individual line. The customer dials their number and receives a busy signal, upon hanging up, the other telephone sets then ring. When any other set is picked up, ringing stops and users may engage in a conversation

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2. CALLING FEATURES & SERVICES: (Cont'd)

- 2.15 **CALL TRACE** enables the customer to have the last incoming call traced. A voice response system advises customer that a Call Trace request was successful. The information, recorded by the Company, is for use by law enforcement agencies.
- 2.16 **VISUAL CALL WAITING** is an integrated package. Call Waiting and Call Display are enhanced to provide a visual display of the name and number of an incoming caller while on the line. Visual Call Waiting is only available to single-line customers who have Call Display and Visual Call Display compatible equipment.
- 2.17 **SIMULTANEOUS RING (SimRing)** allows for simultaneous incoming call notification on a pre-determined pilot directory number and from one to four additional non-pilot directory numbers as predetermined by the customer.
- 2.18 **AUTOMATIC LINE SERVICE** provides an automatic connection between two pre-determined customer locations, upon removal of the telephone handset at the originating location. Automatic Line Service does not allow access to the Public Switched Telephone Network.
- 2.19 **ALL FEATURES PACKAGE** includes the following features:
- Call Display
 - Distinctive Ring
 - Call Forwarding
 - Three Way Calling
 - Call Return
 - Call Answer
 - Call Waiting
 - Call Screen
 - Visual Call Waiting

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3. CALLING FEATURES & SERVICES - MONTHLY RECURRING CHARGES:

CALLING FEATURES & SERVICES	RESIDENCE		BUSINESS	
	ITEM CODE	RES-MONTHLY	ITEM CODE	BUS-MONTHLY
CALL FORWARDING	1302	3.00	2302	5.00
ENHANCED CALL FORWARDING	1305	5.00	2305	8.00
SPEED CALLING – 30	1316	4.00	2316	5.00
THREE WAY CALLING	1303	3.00	2303	5.00
CALL WAITING	1301	5.00	2301	7.00
DISTINCTIVE RING – each #	1304	5.00	2304	7.00
CALL DISPLAY	1307	8.00	2307	10.00
CALL RETURN/BUSY CALL RETURN	1308	3.00	2308	5.00
CALL SCREEN	1309	3.00	2309	5.00
INTERCOM	1306	1.00	2306	2.00
VISUAL CALL WAITING	1318	13.00	2318	17.00
ANONYMOUS CALL REJECTION	1319	3.00	2319	N/A
SELECTIVE DISTINCTIVE RINGING/CW	1320	3.00	2320	5.00
SIMULTANEOUS RING (SimRing)	1321	5.00	2321	9.00
AUTOMATIC LINE SERVICE	1330	6.82	2330	6.82

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4. PAY PER USE FEATURE CHARGES:

	ITEM	PRICE	MAXIMUM
PAY PER USE FEATURES	CODE	PER USE	MONTHLY
CALL TRACE	*57	\$0.00	\$0.00

5. VALUE PACKAGES MONTHLY RECURRING RATES:

	RESIDENCE		BUSINESS	
VALUE PACKAGES	ITEM CODE	MRC	ITEM CODE	MRC
Call Display + 1 Feature (Except Call Trace, VCW)	1408	8.50	2408	11.50
Call Display + 4 Features (Except Call Trace, VCW)	1410	15.50	2410	21.50
All Features Pack	CMAF	14.95	N/A	N/A

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6. PROMOTIONAL OFFERS

This provides an introductory promotional offer in designated exchanges as determined by the Company based on the level of subscription in an exchange for these services. This offer applies to features or services as outlined in Item 2. and consists of one of the following:

- (1) Waiver of the monthly recurring charge in the first month of subscription (31 days).
- (2) Monthly subscription of features at 50% off the regular monthly recurring rate for 62 days.

The promotional offer specified above is available under the following conditions:

- (a) Single line customers in designated exchanges who are not subscribed to services or features at the start of the promotion period are eligible to participate,
- (b) Customers who already subscribe to services or features continue to pay the applicable monthly rates,
- (c) The promotion is available for a period of up to 8 weeks,
- (d) Eligible customers must place an order with the Company to participate.
- (e) Upon placing an order as part of the promotional offer, customers will be informed of the date that billing will commence unless the customer contacts the Company to have the services or features discontinued.
- (f) The Company may offer different promotions to customers in specific areas. Promotional offers will be communicated to customers in a designated exchange at times that are convenient to the Company. Any customer upon request may subscribe to either promotional offer, subject to feature or service availability.

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7. MISCELLANEOUS FEATURES

- 7.01 Touch-tone is included in monthly rate for primary exchange service. – See Section 100 – Page 6.
- 7.02 **EQUIVALENT SERVICE:** Two or more lines provided to a customer may be arranged so that an incoming call to the telephone number listed is completed to any available idle line within the group of lines provided. This is sometimes also referred to as the Rotary Hunt Feature.
- 7.03 **TRANSFER SERVICE/LIVE INTERCEPT:** Provides reference of calls to an alternate telephone number for calling parties during a customer requested suspension of service or on termination of service if requested.

8. MISCELLANEOUS FEATURES MONTHLY RECURRING RATES & SERVICE CHARGES

ITEM CODE	DESCRIPTION	MRC	SC
4325	Equivalent Service (Rotary Hunt)	3.85	MESC
4075	Transfer Service/Live Intercept	6.30	MESC

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