

EXCHANGE SERVICE

Item
2142.

CALLING FEATURES1. GENERAL

Calling Features are network-based line features comprising Custom Calling Services (CCS), Call Management Services (CMS), and Transfer, Hold, Intercom Service (THIS) (discontinued). Calling Features may be offered to customers served out of electronic offices.

Calling Features are available to individual line customers who are served out of an electronic Central Office equipped for such service. CMS features are available also to multiline customers where suitable facilities exist. CCS features are available to centrex customers where indicated. **C**

2. SERVICE AND EQUIPMENT

A. The following CCS features are available:

1) Speed Calling (discontinued)

Provides automatic dialing of frequently called numbers, by means of a 1 or 2 digit activating code. Speed Calling comes in two sizes to accommodate groups of up to 8 or 30 numbers. Speed Calling 8 and Speed Calling 30 are not permitted on the same line.

2) Three Way Calling

Allows a customer to temporarily hold an existing call while consulting with a third party. The third party may subsequently be added to the original conversation.

3) Call Waiting

Provides a distinctive tone to indicate that an incoming call is either local or long-distance. The customer may transfer between the existing call and the incoming call by means of the hook switch. The customer may cancel the call waiting feature for the duration of a single call, either before placing the call or during the conversation. Call Waiting is restored automatically when the telephone is placed on hook.

4) Call Forward

Allows a customer to have incoming calls automatically redirected, one at a time, to another number in the same Exchange, Extended Service, Community Calling Service area or Urban Unlimited area. Calls may be forwarded to numbers outside of the local calling area in which case the customer will be billed the appropriate long distance charges for each call forwarded. **C**

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A. The following CCS features are available: - continued

5) Remote Activation

Allows a customer to set up the Call Forward feature on a telephone from any other touch-tone telephone number. The customer must also subscribe to Call Forward. This feature is available to centrex customers.

6) Call Forward Fixed

Allows a customer to have incoming calls automatically redirected to another number in the same Exchange. The call forward number is programmed at the Central Office. C

7) Call Forward Simultaneous

Provides additional call forward capacity to Call Forward Fixed for multiline customers. The customer must also subscribe to Call Forward Fixed.

8) Teen Ring

Allows a customer to have one additional telephone number assigned to a line. Distinctive ringing is applied on terminating calls corresponding to the telephone number. If a customer subscribes to Call Waiting, then a distinctive Call Waiting tone is provided for each telephone number. Directory listings for the additional number are provided in accordance with Tariff Item 1600.

9) Simultaneous Ring

Allows a customer to pre-determine a group of up to three directory numbers to be alerted when a specific directory number [called the primary directory number (DN)] is called. The feature, once activated, can be changed locally from the primary DN or remotely. This feature also is available to centrex customers.

B. The following CMS features are available:

1) Call Display

Allows a customer to receive a display of the name of a caller and the associated calling telephone number on a display device.

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CALLING FEATURES - continued

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2. SERVICE AND EQUIPMENT - continued

B. The following CMS features are available: - continued

2) Call Screen

Allows a customer to have calls which originate from up to 12 selected telephone numbers diverted to a standard announcement.

3) Call Return

Allows a customer to return a call to the last incoming number by means of an activating code.

4) Call Again

Allows a customer to activate a feature in the network to monitor a busy line for up to 30 minutes and signal the customer by distinctive ringing when the line is free. The call is placed automatically when the customer goes off-hook.

5) Call Trace

Allows a customer to have the last incoming call traced and the telephone number recorded by the Company.

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6) Call Waiting Plus

Allows a customer who is already using the telephone to receive a display of the name and number of the originator of an incoming local or long-distance call as well as the associated call-waiting tones.

7) Visual Call Waiting

Allows a customer who is already using the telephone to receive a display of the name and number of the originator of an incoming local or long-distance call as well as the associated call-waiting tones. In addition, the following options may be used to manage the call:

- a) answer the incoming call immediately;
- b) drop the first call;
- c) forward the call to a Call Answer mailbox;
- d) issue a busy, please-hold announcement;
- e) issue a busy, please-call-back-later announcement;
- f) join the second caller to the ongoing call.

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CALLING FEATURES - continued

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2. SERVICE AND EQUIPMENT - continued

B. The following CMS features are available: - continued

9) Call blocking is available to any persons wishing to protect their anonymity. Blocking options are provided as follows:

a) Operator call blocking

Operator call blocking allows callers to block the delivery of their telephone numbers and names, on a per call basis, by having the operator place the call. Operator call blocking is available to any person and is provided at the charge specified in 3.A. This charge is not applicable to calls originating from certified shelters for victims of abuse.

b) Selective call blocking

Selective call blocking allows customers to block the delivery of their telephone number and name, on a per call basis, by means of an activating code. Selective call blocking is provided at no charge.

c) Automatic call blocking

Automatic call blocking allows customers to block the delivery of their telephone number and name, on a per line basis, for all originating calls without the need for an activating code. Automatic call blocking is available upon request to social service agencies (including crisis lines, community health clinics, shelters for victims of domestic violence and public law enforcement agencies), customers who identify themselves as victims or potential victims of violence who consider that their personal security may be placed at risk if their name and number are displayed, victims of abuse outside of shelters, and for customers sheltering victims of abuse. Automatic call blocking is provided at no charge.

Automatic call blocking is available to all customers who cannot for technical reasons be provided with blocking options as specified in 2.B.9)a) and 2.B.9)b) above.

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2. SERVICE AND EQUIPMENT - continued

B. The following CMS features are available: - continued

10) The customer must have an appropriate display device which is compatible with the Call Management Services which are to be used. The connection of customer-provided equipment to the Company's facilities must comply with the terms and conditions set out in the General Tariff. C

11) The printed record produced by Call Trace will, upon request, be available for use by law enforcement agencies.

12) Call Trace is available to all customers subject to the availability of facilities.

C) THIS (discontinued) includes the following features:

1) Transfer

Allows a customer to transfer calls to another extension on the same telephone number.

2) Hold

Allows a customer to place a call on hold in order to continue a conversation from another extension on the same telephone number or from the same extension.

3) Intercom

Allows a customer to initiate internal conference calls.

4) Each feature is activated by an access code. Intercom and Transfer allow the customer to choose one of three distinctive ringing patterns which is determined by the access code selected.

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3. RATES AND CHARGES

The following rates and charges apply and are in addition to other rates and charges applicable:

A. Individual Features (1, 2, 3)

1) Monthly rates for CCS and THIS:

	<u>Individual Line</u>		<u>Multiline</u>		<u>Centrex</u>
Speed Calling (discontinued)					
- 8 codes	\$5.95		---		---
- 30 codes	5.95		---		---
Three Way Calling	11.00	*	---		---
Call Waiting	12.00	*	---		---
Call Forward	12.00	*	---		---
Remote Activation	1.95		---		5.00
Call Forward Fixed	8.95		4.65		---
Call Forward Simultaneous, each	---		4.65		---
Teen Ring	11.00	*	---		---
THIS (discontinued)	7.95		---		---
Simultaneous Ring	9.95		---		9.00

2) Monthly rates for CMS:

	<u>Individual Line</u>		<u>Individual Line</u>		<u>Multiline</u>
	<u>Residence</u>		<u>Business</u>		
Call Display, Rate Bands C to D	\$10.95		\$14.20	*	\$14.20
Call Display, Rate Bands E to G	10.95		14.20	*	14.20
Call Display (discontinued) Rate Bands C to D	6.95		6.95		6.95
Call Display (discontinued) Rate Bands E to G	6.95		6.95		6.95
Call Screen	11.00	*	11.00	*	4.65
Call Return	11.00	*	11.00	*	4.65
Call Again	7.95		7.95		4.65
Call Waiting Plus (4)	2.95		2.95		---
Visual Call Waiting (4)	3.95		3.95		---

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CALLING FEATURES - continued

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3. RATES AND CHARGES - continued

A. Individual Features - continued

3) Rates per activation:

	<u>Individual Line</u>		<u>Maximum Per Month</u>
Call Again	\$1.50		\$15.00
Call Return	3.95	*	15.00
Three Way Calling	3.95	*	15.00
Call Trace	Nil		---
Operator call blocking	0.80		---

B. Monthly rates for Feature Packages (Discontinued)

	<u>Individual Line</u>
Call Waiting and Speed Calling 8	\$7.00
Call Forwarding and Speed Calling 8	7.00
Three Way Calling and Speed Calling 8	7.00
Call Waiting, Call Forwarding and Speed Calling 8	7.00

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3. RATES AND CHARGES

B. Monthly rates for Feature Packages (Discontinued) - continued

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Individual
Line

Call Waiting, Call Forwarding, Three Way Calling and Speed Calling 8

\$14.00

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A change in the displayed name at the customer's request is subject to the following charge:

Service Charge

\$15.00

This charge does not apply to:

- 1) a customer's request for a change in the displayed name to "Private Name";
- 2) a customer's first request for a change in the displayed name.

Note 1: No service charge applies for the installation of Calling Features, unless otherwise indicated. Where Calling features are available to centrex customers, service charges as specified in Item 1980.3.E apply. D
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Note 2: An individual line or multiline customer who has not subscribed during the past three months to the calling feature being installed is allowed two weeks (30 days for Call Display when it is not taken as part of a bundle) use free of charge. Customers who subscribe to the Call Management Services must have a display device which is compatible with the services which are to be used. C

Note 3: The Company reserves the right to refuse to accept any name for display which is found to be contrary to law or to regulations herein. C

Note 4: To subscribe to Call Waiting Plus or Visual Call Waiting, the customer also must subscribe to Call Waiting and Call Display. C

Note 5: Reserved for future use. C