

A24. CUSTOM CALLING SERVICE

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
14th	CS A*	4th	4.2	2nd	7
4th	1*	5th	4.3	2nd	7.1
6th	1.1*	2nd	5	3rd	8
3rd	2	1st	5.1	6th	8.1
4th	3*	3rd	6	3rd	8.2
4th	4*	2nd	6.1		
4th	4.1	4 th	6.2		

*New or revised sheet

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A24. CUSTOM CALLING SERVICE

24.1 GENERAL

24.1.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with individual line business and residence service.

24.1.2 TERRITORY

Within the SureWest Telephone exchange area as said area is defined on map filed as part of the tariff schedules.

24.2 RATES

MONTHLY RATE

BUSINESS RESIDENCE

(A) STAR FEATURES

(Each Line, includes all stations)
[For non-recurring charges see
Special Condition (C)(2)]

(1) Call Forwarding (Variable, Fixed, Busy, No Answer)	\$ 3.75	\$ 3.99 (I)
(2) Call Waiting/Cancel	6.25	4.99 (I)
(3) Three-way Calling	6.25	3.99 (I)
(4) Customer Changeable Speed Calling:		
(a) 8 code capacity	3.75	3.99 (I)
(b) 30 code capacity	6.25	5.00 (I)

(Continued)

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24.2 RATES - (Cont'd)

	<u>MONTHLY RATE</u>	
	<u>BUSINESS</u>	<u>RESIDENCE</u>
(A) STAR FEATURES - (Cont'd)		
(5) Call Hold	\$ 3.75	\$ 3.99 (I)
(6) Call Transfer	3.75	3.99 (I)
(7) Call Waiting - Originating *	3.75	2.50
(8) Conference Calling - 6-Way	7.00	5.00 (I)
(9) Repeat Dialing	4.00	3.99 (I)
(10) Call Return	4.00	3.99 (I)
(11) Priority Ringing	4.00	3.99 (I)
(12) Selective Call Acceptance	4.50	3.99 (I)
(13) Selective Call Rejection	4.50	3.99 (I)
(14) Selective Call Forwarding	4.50	3.99 (I)
(15) Call Pick-up	2.25	1.50
(16) Caller ID (Number Only)	4.50	4.99 (I)
(17) Anonymous Call Rejection	2.00	2.99 (I)
(18) Caller ID With Name	6.50	7.99 (I)

* Restricted to calls served out of the same Central Office Switch.

(Continued)

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24.2 RATES - (Cont'd)

	<u>MONTHLY RATE</u>		
	<u>BUSINESS</u>	<u>RESIDENCE</u>	(T)
(B) ADVANCED FEATURES: (Each Line, includes all stations)[For non-recurring charges, see Special Condition (C)(2)]			
(1) Hunting (Multi-Line)			
(a) Pilot	\$.60	\$.60	(T)
(b) Regular	.60	.60	
(c) Circular	.60	.60	
(d) Multiple Position	.60	.60	
(e) Uniform Distribution	.60	.60	(T)

(Continued)

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24.2 RATES - (Cont'd)

(B) ADVANCED FEATURES - (Cont'd)

	<u>MONTHLY RATE</u>	
	<u>BUSINESS</u>	<u>RESIDENCE</u>
(2) Multiple Directory Numbers, each number	\$7.00	\$5.99 (I)
(3) Toll Restriction		
(a) Total Toll	7.00	5.99 (I)
(b) InterLATA	7.00	5.99 (I)
(c) Interstate	7.00	5.99 (I)
(4) Do Not Disturb	3.75	3.99 (I)
	<u>Monthly</u>	<u>Non-</u>
	<u>Rate</u>	<u>Recurring</u>
		<u>Charge</u>
(5) Queued Uniform Call Distribution: (QUCD) [See Special Condition (D)(4)]		
(a) QUCD with Announcement:		
(1) C.O. Based, Single Generic Announcement	\$34.40	\$125.00
Hunting:		
Each Group	- -	35.00
Each Line:		
- Uniform Call Distribution	.50	5.00
- Circular	.50	5.00

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24.2 RATES - (Cont'd)

(B) ADVANCED FEATURES - (Cont'd)

(5) Queued Uniform Call Distribution (QUCD) - (Cont'd)

(a) QUCD with Announcement - (Cont'd)

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>
(2) Customer-Premises Each Announcement* (4 maximum)	\$45.15	\$325.00
Hunting:		
Each Group	- -	35.00
Each Line:		
- Uniform Call Distribution	.50	5.00
- Circular	.50	5.00
(b) Music-On-Que		
(1) C.O. Based	50.40	120.00
(2) Customer-Premise**	57.00	325.00
(6) Call Trace [See Special Condition (D)(10)]	- -	- -
	<u>Per Activation</u>	
	<u>Business</u>	<u>Residence</u>
	\$ 2.00	\$ 2.00
	<u>Monthly Rate</u>	
	<u>Business</u>	<u>Residence</u>
(7) Remote Activation of Call Forwarding	\$ 1.50	\$ 1.99 (I)

* Includes all stations.

** For the provisioning of customer-premises Announcements and Music, one channel termination as defined in Schedule Cal. P.U.C. No. A8, "Digital Business Service," is required.

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A24. CUSTOM CALLING SERVICE

24.2 RATES - (Cont'd)

(B) ADVANCED FEATURES - (Cont'd)

	<u>Monthly Rate</u>	<u>Non- recurring Charge</u>	(T)
(8) Selective Blocking	- -	[See Special Condition (C)(5)]	(T)
(9) Complete Blocking	- -	[See Special Condition (C)(5)]	(T)
(10)			
(11) Directory Assistance Call Completion Blocking - Per Access Line - [See Limitations (D)(15)]	- -	\$5.00	(T)

(C) STAR FEATURE DISCOUNTS

The following discounts will be applied to the monthly rates of the STAR features listed in 24.2(A) above when two, three, four or more STAR features are selected.

Monthly Discounts:

Two STAR features	25%
Three STAR features	30%
Four or more STAR features	35%

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS

(A) DESCRIPTION OF STAR FEATURES

(1) Call Forwarding

Call Forwarding permits the customer to arrange this service to automatically forward (transfer) incoming calls to another telephone number. There are four types of Call Forwarding as follows:

(a) Variable

Permits the customer to program, change and cancel the "forwarding to" number at their convenience.

(b) Fixed

Is pre-programmed by the Utility and is not changeable by the customer. The customer can, however, invoke and cancel Call Forwarding-fixed at their convenience. Multi-element Charges as set forth in Cal. P.U.C. Schedule A28 will apply to changing the pre-programmed number.

(c) Busy

Permits a customer to have their calls forwarded to another telephone number when their line is busy. Call Forwarding-Busy is programmable, changeable and can be invoked or cancelled at the customer's convenience.

(d) No Answer

Permits the customer to have their calls forwarded to another telephone number when their number is unanswered after four (4) rings. Call Forwarding-Don't Answer is programmable, changeable and can be invoked or cancelled at the customer's convenience.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS

(A) DESCRIPTION OF STAR FEATURES - (Cont'd)

(2) Call Waiting/Cancel

Permits the customer engaged in a call, to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established. The cancel option allows the customer to inhibit the application of receiving a tone signal for the duration of one call.

(3) Three-Way Calling

Permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to re-establish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)

(A) DESCRIPTION OF STAR FEATURES - (Cont'd)

(4) Customer Changeable Speed Calling

Permits the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an 8 Code list or 30 Code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one or two digit code (for the 8 Code and 30 Code lists, respectively) plus the telephone number.

(5) Call Hold

Permits the customer to put any call in progress on hold by momentarily depressing the switchhook, then dialing the call hold code. This frees the line to originate another call, answer a waiting call, or return to the held call.

(6) Call Transfer

Permits the customer to transfer a call between extensions. Anyone picking up the extension will be automatically connected to incoming call.

(7) Call Waiting, Originating

Permits the customer to direct a call waiting tone signal to the busy called party. The busy called party can retrieve the waiting call by hanging up and being rung back or by flashing to place the existing call on hold and answering the waiting call.

(8) Conference Calling 6 Way

Permits the customer to establish a conference call involving up to five (5) other parties to be connected together on the same call.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)

(A) DESCRIPTION OF STAR FEATURES - (Cont'd)

(9) Repeat Dialing

Permits the customer to automatically redial the telephone number of the last outgoing call. The line is checked every 45 seconds for up to 30 minutes and alerts the customer with a distinctive ringing pattern when the busy number and the customer's line are free. The customer can make and receive calls while the feature is activated.

(10) Call Return

Permits the customer to automatically call back the last incoming call, whether the call was answered or not. Once this feature is activated, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes, or until the line is free. The customer is alerted by a distinctive ringing pattern when the busy line becomes idle. The call is completed when the customer answers the ring. The calling party's number will not be delivered or announced to the call recipient via any means under any circumstances, including billing.

(11) Priority Ringing

Permits the customer to pre-select certain incoming calls to have a distinctive ring. The pre-selected numbers can be entered directly or the last incoming call may be automatically added to the list of pre-selected numbers. If the customer also subscribes to Call Waiting, distinctive waiting tones, corresponding to Priority Ringing, will be provided.

(12) Selective Call Acceptance (SCA)

Permits the customer to pre-select up to ten telephone numbers they wish to accept calls from, thereby eliminating all other incoming calls. Callers, whose numbers are not accepted, will hear a recorded announcement stating that their call is not being accepted, or unaccepted callers can be forwarded to another selected number. The calling party's number will not be delivered or announced to the call recipient via any means under any circumstances, including billing.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)

(A) DESCRIPTION OF STAR FEATURES - (Cont'd)

(13) Selective Call Rejection (SCR)

Permits the customer to automatically block incoming calls from up to ten customer pre-selected telephone numbers (including numbers from which a customer has just received a call.) Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient via any means under any circumstances, including billing.

(14) Selective Call Forwarding

Permits the customer to automatically forward calls from up to ten customers pre-selected numbers to another telephone number and restore it to normal operation at their discretion.

(15) Call Pick-up

Permits the customer to answer a call that has been directed to another party within the same pick-up group.

(16) Caller ID (Number Only)

(T)

Transmits the calling party number to the call recipient. If the call recipient subscribes to the Caller ID feature and has a specially designed phone or device that displays numbers attached to the phone, then the calling party's number will be displayed. If the calling party subscribes to complete blocking or invokes selective blocking, the call recipient will receive a "Private Number" message on the display device.

(17) Anonymous Call Rejection (ACR)

Allows a customer to reject calls from callers who have activated a Caller ID blocking option in order to prevent the display of their telephone number. Callers whose numbers have been blocked by ACR will hear a recorded message and no usage charges will apply. The calling party will be requested to hang up and place the call again without the Caller ID blocking feature activated.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)

(A) DESCRIPTION OF STAR FEATURES - (Cont'd)

(18) Caller ID With Name

Transmits the calling party name and number to the call recipient. If the call recipient subscribes to the Caller ID With Name feature and has a specially designed phone or device that displays the name and number, then the name and number will be displayed. If the calling party does not have a name associated with the number, only the number will be displayed. If the calling party subscribes to complete blocking or invokes selective blocking, the call recipient will receive a "Private Number" or "Not Available" message on the display device.

(N)
|
(N)

(B) DESCRIPTION OF ADVANCED FEATURES

(1) Hunting (Multi-line)

For hunting services associated with Queuing, Announcements and Music-On-Que, refer to "Queued Uniform Call Distribution" service, Schedule A8, "Digital Business Service".

(a) Circular

Regardless of the point of entry, hunting begins at the dialed number and continues sequentially through the hunt group until the last number is checked. Busy tone is returned if all numbers in the hunt group are busy.

(b) Multiple Position

Provides the ability to distribute calls over a group of console positions, each of which can handle several types of calls (e.g., dial "0" LDN). Each position has dedicated terminals (in lieu of call indicator lamps) for receiving the different types of incoming calls. If an idle terminal of the incoming call is not available, the incoming call is queued and given audible ringing tone and/or delay announcement until an appropriate terminal becomes available.

Material omitted now located on 4th Revised Sheet 6.2

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)

(B) DESCRIPTION OF ADVANCED FEATURES - (Cont'd)

(1) Hunting (Multi-line) - (Cont'd)

(c) Pilot

Hunting is activated only if the "pilot" directory number is dialed. Dialing any other number within the hunt group will not activate hunting.

(d) Regular

Hunting begins at the directory number dialed and continues sequentially through the group until an idle number is found or to the last number in the group. Unless the first number is dialed in the group, only a portion of the group is hunted.

(e) Uniform Call Distribution

A type of line hunting that provides an even distribution of incoming calls among the available numbers of a hunt group.

(2) Multiple Directory Numbers with Distinctive Ringing

Provides the customer benefit of up to four (4) directory numbers on one line, each with a unique (distinctive) ringing pattern, without additional line terminations or additional equipment.

If the customer also subscribes to Call Waiting, distinctive call waiting tones, corresponding in cadence to the distinctive ringing patterns, will be provided for each additional Directory Numbers.

This feature will not be available to foreign exchange service.

(L)

(L)

(L) Material formerly located on 1st Revised Sheet 6.1.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)

(B) DESCRIPTION OF ADVANCED FEATURES - (Cont'd)

(3) Toll Restriction

Provides the customer the capability of restricting originating calls to certain toll points. There are three types available:

- (a) Total Toll Restriction - Permits local calling only.
- (b) InterLATA Restriction - Permits IntraLATA calling only.
- (c) Interstate Restriction - Permits Intrastate calling only.

(4) Do Not Disturb

Permits customer to temporarily refuse incoming calls by dialing the Do Not Disturb code. When this feature is activated, all incoming calls are directed to a recorded announcement. To restore normal service the customer must dial the deactivation code.

(5) Queued Uniform Call Distribution

Queued Uniform Call Distribution (QUCD) is a hunting arrangement providing uniform terminating call distribution or circular hunting to members of a "Non-Digital Business Service" multi-line hunt group associated with announcement service.

(6) Call Trace

Permits the customer to dial a code to automatically request that the Utility record a caller's originating telephone number and the date and time of the call as well as the date and time of the customer initiated trace. The information is stored by the Utility and disclosed only to a law enforcement agency. The customer does not receive any information from the utility regarding the origination of the calls.

(7) Remote Activation of Call Forwarding

Allows the customer to activate/deactivate their Call Forwarding feature and to change their forwarded to number from a location other than where their service is located.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)

(B) DESCRIPTION OF ADVANCED FEATURES - (Cont'd)

- (8) Selective Blocking* (T)

This feature allows the customer to temporarily label their telephone number and name as private and thus restrict its availability to the called party. The customer dials a privacy code to prevent their number and name from being forwarded to the number they are calling. This feature is automatically available to all customers served from an SS7 capable switch. (T)

- (9) Complete Blocking* (T)

A customer may request to have their telephone number and name labeled as private on all calls they place without having to dial a privacy code. This feature is offered at no charge to the customer and may be ordered in lieu of selective blocking. If the customer wishes to have their number and name delivered to the called telephone number, they may unblock their line on a per call basis by dialing a special code before placing their call. (T)

- (10) Directory Assistance Call Completion Blocking

The ability to restrict the Directory Assistance Call Completion prompt on a per line basis. [See Limitations (D)(15)].

(C) RATE REGULATIONS

- (1) The Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge, local, message unit or dial station toll, applies to all forwarded calls that are answered at the number to which the calls are forwarded.

* Selective or Complete Blocking may not work on interstate calls. Also, transmission of the name and telephone number for calls to 9-1-1, 800, 855, 888, 866, 877 or 900 services, regardless of which blocking option is used, cannot be blocked. (N)

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)
(C) RATE REGULATIONS - (Cont'd)

(1) (Cont'd)

Charges between the originating station and the call forwarding equipped station are applicable in accordance with regularly filed tariffs, local, message unit, dial station, operator station or person toll.

It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Rule No. 11 prohibits interference of telephone service of another customer.

- (2) The applicable Multi-element Charges as set forth in Cal. P.U.C. Schedule A28 will apply to additions, deletions, or changes of any Custom Calling Features when requested by the customer.
- (3) Remote Activation of Call Forwarding requires a pre-assigned ten digit telephone number per switch capable of provisioning the service. The customer is also required to have a Personal Identification Number (PIN) of four digits. The PIN is fixed by the customer service order.
- (4) All members of a pick-up group are required to subscribe to Call Pick-up. A pick-up group consists of two or more members.
- (5) A customer may change from Selective Blocking to Complete Blocking or Complete Blocking to Selective Blocking at no charge.

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24.3 SPECIAL CONDITIONS - (Cont'd)

(D) LIMITATIONS

- (1) Custom Calling Service features may be provided to customers with either rotary dial telephones or touch calling telephones.
- (2) The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
- (3) Only one type of Customer Changeable Speed Calling may be provided on each line, either 8 Code capacity or 30 Code capacity.
- (4) Queued Uniform Call Distribution is only offered to business exchange telephone service types.

Description and provisioning will be in accordance with Schedule No. A8, "Digital Business Service", Special Condition 8.3.1(F)(8).

- (5) Custom Calling Service requires special central office equipment and will be provided only where facilities are available.
- (6) Custom Calling Service will not be provided in connection with Public Access Line Service.

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A24. CUSTOM CALLING SERVICE

24.3 SPECIAL CONDITIONS - (Cont'd)
(D) LIMITATIONS - (Cont'd)

- (7) For Residence service, only seven (7) and ten (10) digit telephone numbers are allowed on Star Features that require pre-selection of numbers. (i.e. Priority Ringing, Selective Call Acceptance, Selective Call Rejection and Selective Call Forwarding) In addition to programming seven (7) and ten (10) digit numbers, business customers are allowed to enter one (1) to seven (7) digit extension numbers, provided the customer has extension dialing.
- (8) Selective Call Acceptance (SCA) and Selective Call Rejection (SCR) are mutually exclusive. Only one can be activated at a time.
- (9) Custom Calling Services will work only within compatible offices.
- (10) Call Trace is billed on a per activation basis. A maximum of five traces to the same number during a billing period will be charged. A maximum of ten traces to any number during a billing period will be charged.
- (11) Call Forwarding and Selective Call Forwarding are mutually exclusive. Only one can be activated at a time.
- (12) The following features will only work outside the serving area if the called number or calling number is served from a capable switch that is interconnected by SS7 technology: Repeat Dialing, Call Return, Priority Ringing, Selective Call Acceptance, Selective Call Rejection, Selective Call Forwarding and Call Trace, Caller ID Selective Blocking and Complete Blocking.
- (13) Customers must subscribe to Call Forwarding in order to subscribe to Remote Activation of Call Forwarding. Remote Activation of Call Forwarding is *not* available on Fixed Call Forwarding Services and Selective Call Forwarding.
- (14) Caller ID (Number Only) and Caller ID With Name service requires customer premise equipment that will display the number and/or name calling. (T)
(T)
- (15) Directory Assistance Call Completion Blocking is associated with the telephone number of the line making the call. If a DOD or Centrex is using a common number for the group in the switch, the blocking will be placed on the one number and will affect the entire group.

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