
SECTION 6 SUPPLEMENTAL SERVICES

6.1 Directory Assistance

6.1.1 Description

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of two (2) listings per each call to Directory Assistance.

6.1.2 Rates

Per Call Charge: \$0.75

6.2 Operator Service

6.2.1 Description of Service

Operator Service provides for live or automated operator treatment when Customer dials "0". Operator Service calls are billed in one (1) minute increments with an initial billing period of one (1) minute. The total number of minutes will be rounded at end of Billing Period to the nearest minute. Fractional cents will be rounded to nearest cent. Additional charges apply on a per call basis. When more than one charge would apply, only the highest applicable charge will be applied.

6.2.2 Call Types

A) Collect Call: A call for which the charges are billed to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

B) Calling Card Call: A call billed using a calling card of a local or interexchange carrier with or without the assistance of an operator.

C) General Assistance: A service whereby the Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

D) Person to Person Call A call completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)**6.2.2 Call Types (cont'd)**

E) Station to Station Call: A call completed with the assistance of an operator (live or mechanical) to a particular station.

F) Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

6.2.3 Operator Service Charges

	<u>Per Call Charges</u>
Station to Station Calls:	
Third Number Billing	\$2.50
Collect Calling	\$2.50
Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$2.00
General Assistance	\$1.50
Person to Person Calls:	\$4.50

6.3 Busy Line Verification and Interrupt Service**6.3.1 Description of Service**

Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

A) Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling agency.

B) Busy Line Verification with Interrupt: The operator will interrupt the call on the called line if the calling party indicates an emergency and requests interruption.

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)**6.3.2 Rates**

Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

- A)** The operator verifies that the line is busy with a call in progress.
- B)** The operator verifies that the line is available for incoming calls.
- C)** The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

	<u>Per Request</u>
Busy Line Verification	\$2.00
Busy Line Interrupt	\$5.00

6.4 Calling Features**6.4.1 Description of Features**

The features in this Section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

A) Call Transfer: Call Transfer allows a Customer to receive an incoming call, then transfer the calling party to any other number.

B) Call Waiting: Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)

6.4.1 Description of Features (cont'd)

C) Call Forwarding: Includes Call Forwarding Variable, Call Forwarding Busy and Call Forwarding No Answer.

D) Call Forwarding Busy: Automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

E) Call Forwarding No Answer: Automatically reroutes an incoming call to a Customer-predesignated number when the called number does not answer within the number of rings programmed by the Company.

F) Call Forwarding - Variable: Allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

G) Call Forwarding Selective: Permits the end user to automatically forward (transfer) calls from up to ten end user pre-selected number to another telephone number and to restore it to normal operation at their discretion. Call Forwarding Selective can be used in conjunction with Call Forwarding.

H) Continuous Re-dial: Permits the end user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every forty-five (45) seconds for up to thirty (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 continue to make and receive calls while the feature is activated.

The following types of calls cannot be Continuously Redialed:

- Calls to Toll Free (i.e., 800/888) Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)

6.4 Calling Features (cont'd)

6.4.1 Description of Features (cont'd)

I) Customer Originated Trace: Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified. The number obtained from such a trace will be provided to the police department or proper authorities, but will not be provided to Customer. When Customer dials the specified dial code for initiating such a trace, Customer will receive an automated message announcing whether the trace was successful and if so, will be advised of the charges associated with that successful trace. If the trace is not completed or is unsuccessful, the Customer will not be charged. The Customer will also be advised that if it is a life-threatening emergency, to call the police, and will be given a 1-800 number to have the traced number blocked. In the event the Customer has more than five successful traces using the Customer Originated Trace feature in any one billing cycle, the Customer will be charged no more than the non-recurring charges set forth in Section 6.4.2 for five successful traces.

J) Distinctive Ringing - First Number: This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

K) Distinctive Ringing - Second Number: Provides a Customer with the ability to associate a second additional number to a single access line and has its own distinctive ring when dialed.

L) Last Call Return: Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every forty-five (45) seconds for up to thirty (30) minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)

6.4 Calling Features (cont'd)

6.4.1 Description of Features (cont'd)

M) Priority Call: Allows a Customer to assign a maximum of fifteen (15) telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.

N) Selective Call Rejection: Allows the end user to designate up to 10 telephone numbers from which incoming calls are automatically completed to a prerecorded announcement circuit which indicates that calls are not being taken at this time. The end user receives no indication of the call attempts. Calls from parties not on the end user's list terminate normally. Only voice calls, or analog modem calls which look like voice calls, are screened by the feature. There is only one rejection list per telephone line.

N) Speed Calling (8 or 30): 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 eight code list or a thirty 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 eight code and thirty code lists respectively) plus the telephone number.

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)**6.4 Calling Features (cont'd)****6.4.1 Description of Features (cont'd)**

O) Three-Way Calling: Permits the end user 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 end user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)**6.4 Calling Features** (cont'd)**6.4.2 Rates**

	Monthly <u>Recurring</u>	Nonrecurring <u>Charge</u>
Call Transfer	\$2.50	\$0.00
Call Waiting	\$2.50	\$0.00
Call Forwarding	\$2.50	\$0.00
Call Forwarding Busy	\$2.50	\$0.00
Call Forwarding Variable	\$2.50	\$0.00
Call Forwarding No Answer	\$2.50	\$0.00
Call Forwarding Selective	\$2.50	\$0.00
Customer Originated Trace	N/A	\$7.50*
*per successful trace		
Distinctive Ringing - 1st Number	\$2.50	\$0.00
Distinctive Ringing - 2nd Number	\$2.50	\$0.00
Continuous Re-dial	\$2.50	\$0.00
Last Call Return	\$2.50	\$0.00
Priority Call	\$2.50	\$0.00
Selective Call Rejection	\$2.50	\$0.00
Speed Calling	-----	-----
• (30 numbers)	\$2.50	\$0.00
• (8 numbers)	\$0.00	\$0.00
Three-Way Calling	\$2.50	\$0.00
Caller Number	\$2.50	\$0.00
Caller Name and Number ID	\$5.00	\$0.00
Abbreviated Dialing	\$2.50	\$0.00

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SECTION 6 SUPPLEMENTAL SERVICES (cont'd)

6.4 Calling Features (cont'd)

6.4.2 RATES (cont'd)

Volume Discount for ordering multiple Calling Features:

Discount

3 Calling Features per Line	ICB
4 Calling Features per Line	ICB
5 or more Calling Features per Line	ICB

6.5 Voice Mail

6.5.1 Description of Service

The features in this Section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

A) Basic Voice Messaging Allows subscriber to receive voice messages when telephone line is unanswered or busy. This feature cannot be expanded beyond one voice mailbox, or additional voice mail services.

B) Advanced Voice Messaging Allows subscriber to receive messages when telephone line is unanswered or busy. This feature also allows multiple voice mail boxes, pager notification and one or more remote access paths.

C) Virtual Voice Mail Allows subscriber to have voice mail services without being a telephone line subscriber. This feature is accessed remotely. Pager notification and additional mail boxes are available.

D) Virtual Voice Mail Remote Access Allows subscriber to access virtual voicemail from any location, by dialing an assigned access telephone number.

E) Virtual Voice Mail Pager Notification Allows subscriber to be notified via pager that their voice mail box contains one or more messages, or that their voice mail box picked up one or more telephone calls.

SECTION 6 SUPPLEMENTAL SERVICES (cont'd)**6.5 Voice Mail (Cont'd)****6.5.2 Rates**

	<u>Monthly</u> <u>Recurring</u>	<u>Nonrecurring</u> <u>Charges</u>
Basic Voice Messaging	\$4.95	ICB
Advanced Voice Messaging	\$10.95	ICB
Virtual Voice Mail	\$11.00	ICB
Virtual Voice Mail Remote Access	\$2.50	ICB
Virtual Voice Mail Pager Notification	\$2.50	ICB
Additional Voice Mail Box	\$5.00	ICB
Virtual Voice Mail Port Charge	\$5.00	ICB

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