
Applies to All Exchanges in Illinois

OPTIONAL SERVICES

1. General: Optional services are local exchange telecommunications services that consist of one or more of the following service features. These features may be offered with business and residence service unless specifically stated otherwise. Some optional services may not be available to every customer depending upon central office equipment capabilities. No liability whatsoever shall attach to the Company in such cases where the Company is unable, for whatever reason, to furnish new or additional optional services. The only liability of the Company in such cases where there is an outage or malfunction of an optional service or the Company suspends an existing optional service to a customer shall be an abatement of the charge for such service for the period of interruption. Rates for each service are listed in section 6.

2. Service Descriptions:

A. Custom Calling Services:

- (1) Dual Tone MF (DIGITONE) Dialing: provides for the origination of calls by means of Customer Premise Equipment (CPE) equipped for tone-type address signaling. CPE which provides rotary dial (pulse) type dialing will also work on a line with DIGITONE service, however CPE which provides tone-type address signaling only will not work on lines which are not providing DIGITONE service. DIGITONE service is included in the Basic Line Charge.

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(2) Call Waiting:

- (a) allows a subscriber engaged in a telephone conversation to be notified by tone when a third party is attempting to reach the subscriber's directory number. The third party hears normal ringback. The subscriber has the options of continuing his conversation, terminate his present conversation and answering the third party or placing his present party on hold to answer the third party. The subscriber can then switch back and forth between parties, alternately placing the other party on hold, as many times as desired.

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Applies to All Exchanges in Illinois

OPTIONAL SERVICES (continued)

A. Custom Calling Services (continued)

(1) (2) Call Waiting (continued)

- (b) Cancel Call Waiting: allows the subscriber to cancel Call Waiting during any originated call by dialing the Cancel Call Waiting code prior to dialing the call.

(3) Call Forwarding:

- (a) Basic: allows a subscriber to have all incoming calls to his directory number forwarded to another pre-selected directory number anywhere it is possible to reach by direct dialing. Call Forwarding Basic may be ordered as a monthly rate or on a usage rate with a charge each time the feature is activated.
- (b) Remote Access: allows the customer to program his directory number call forwarding utilizing any access line. This feature is not included in any package pricing. Basic Call Forwarding is required with this feature.
- (c) Busy: allows the customer to have calls to his directory number forwarded any time his directory number is busy. Basic Call Forwarding is required with this feature.
- (d) Don't Answer: allows the customer to have calls to his directory number forwarded whenever the call is not answered within a specified number of rings. Basic Call Forwarding is required with this feature.
- (e) Transmission quality may be affected on calls transferred out of the local calling area. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls. Any calls which are forwarded utilizing toll trunks will have the appropriate toll charges billed to the subscriber's account.

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OPTIONAL SERVICES (continued)

(4) Three Way Calling:

- (a) Enables a customer to add a third party to an established connection without operator assistance. When the third party answers, a private two-way conversation can be held, before completing the connection for a three-way conference. This feature can be used on both outgoing and incoming calls. Three Way Calling may be ordered as a monthly rate or on a usage rate with a charge each time the feature is activated.

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If a subscriber utilizes toll trunks for a three way call, that subscriber will be billed the appropriate toll charges for the portion of that three way call which he originated.

- (c) The grade of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

(5) User Transfer:

- (a) Enables a customer to transfer a call he has received or originated to another number. The customer utilizes the Three Way Calling feature (also required) to set up the transfer. The transfer is completed when the customer hangs up.
- (b) If a subscriber utilizes toll trunks for a call transfer, that subscriber will be billed the appropriate toll charges for the portion of that transferred call that he originated.
- (c) The grade of transmission on transferred calls may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

- (6) Abbreviated Dialing (Speed Calling): allows a subscriber to call any one of a group of frequently called numbers by simply dialing a one or two digit code. This service may be ordered as either:

- (a) Short List - eight number storage
- (b) Long List - thirty number storage

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OPTIONAL SERVICES (continued)

- (7) Ring Again: allows the subscriber upon attempting a call to another local number and reaching a busy, to dial an access code which will cause the switch to monitor both that customers line and the line the customer is attempting to call. Once both lines are idle the customer is notified by a special ring. When the customer answers, the switch automatically rings the line the customer was attempting to call.
- (8) Deny Ring Again: prevents anyone from initiating the Ring Again feature against this directory number.
- (9) Custom Calling Services may be ordered individually or in packages of any three, four, five, six, seven or all eight features.

B. Optional Services:

- (1) Line Denied Origination Service: will not receive dial tone but will be capable of receiving calls.
- (2) Line denied Terminating service: will receive dial tone and will be capable of originating calls but will not be capable of receiving calls. A subscriber attempting to call this line will receive a recorded announcement.
- (3) Toll-Denial Service: permits originated calls to be completed within the local and EAS area only. Lines arranged with this feature are restricted from completing toll calls. A subscriber attempting to place a toll call from this line will receive a recorded announcement.

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OPTIONAL SERVICES (continued)

- (4) Manual Originating Line Service: automatically connects the line to operator assistance upon detection of an off hook condition. The subscriber will not receive a dial tone or be able to dial. (N)
- (5) Line Hunting:
- (a) Allows lines to be grouped so that when any number within the group is dialed by a subscriber, a selection process starts at a particular line and continues in a fixed sequence until a line which is not busy is found or the hunt arrives at the end of the sequence. Directory numbers associated with the lines in the hunt group do not have to be sequential or from a particular block of numbers. If any number in hunt group is listed as "Business Rate" then all numbers within that hunt group must be "Business Rate." The starting point and the end of the fixed sequence is defined by specifying one of the following options:
- (a.1) Sequential: Hunting starts with the line associated with the called directory number and ends when the call is completed to an idle line or when the last line of the hunt group is reached, whichever occurs first.
- (a.2) Circular: Hunting starts with the line associated with the dialed directory number of the hunt group and continues over all lines until the lines of the hunt group are searched once or the call is completed to an idle line, whichever occurs first.
- (a.3) First: Hunting starts with the first line in the hunt group regardless of the directory number dialed and continues to the end of the hunt group or until the call is completed to an idle line, whichever occurs first.
- (a.4) Distributed: Hunting commences at the line in the group which follows the last busy line in the hunt group until all lines are covered once or the call is completed to an idle line, whichever occurs first.
- (b) On an overflow condition (i.e. a call arrives at the end of a hunting sequence without completing to an idle line), one of the following treatments may be applied as specified: (N)

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OPTIONAL SERVICES (continued)

- (b.1) The call may be routed to a busy tone.
- (b.2) The call may be routed to directory number outside the hunt group. If the numbers within the hunt group are listed as "Business Rate", then this line will also be billed at the "Business Rate".
- (c) Stop Line Hunt: allows the customer to cancel and then reactivate Line Hunting by dialing designated access codes.
- (6) Nailed Connections: are used as dedicated circuits which continually provide a voice path from originating end to terminating end. Each termination of a Nailed Connection within the Company will carry the non-recurring and recurring charges associated with a normal business service access line in addition to the Nailed Connection charge shown in section 6. If a Nailed Connection is established between 2 points served by different switches, a dedicated trunk between those switches will be required. This trunk will be charged to the customer at the same non-recurring and recurring charges as a 2 wire Series 3002 Channel Service within multiple service areas without C Conditioning. This feature is offered as a Business Service only.
- (7) Single Party Line Ringing (Call Within):
 - (a) allows the subscriber to dial his own number, then hang up and receive ringing on his line.
 - (b) Call Within may be ordered with distinctive ringing.
- (8) Double Number Line: allows two numbers, each with its own distinctive ring to be assigned to the same line.

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(D) Delete

(T) Change in Text

(N) New Service, as facilities become available

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Applies to Annawan and Atkinson, Illinois

OPTIONAL SERVICES (continued)

B. Optional Services (continued)

- (9) Warm Line: allows the subscriber to designate a specific directory number which will be dialed automatically when a subscriber's line goes off-hook and no digits are dialed within a specified period of time.
- (10) 900 Code Blocking: will not allow anyone utilizing the subscriber's line to complete any calls to any "900" numbers. This option is offered at no charge.

C. Business Optional Services:

- (1) Multiline Variety Package (MVP): Effective July 1, 1998, MVP is no longer available. Existing customers may retain the service for an indefinite period in their present location. Upon relocation within the service territory, the MVP customer will be migrated to IBS service or other service of choice.

MVP offers advanced custom calling type business features. MVP will allow the business subscriber to integrate two to six access lines into a single communications group. Any of the MVP features are:

- (a) Basic Package: which is provided to all MVP subscribers at the basic rate (plus other commission directed supplemental charges). All lines within the MVP package at each premises location will also pay the Basic Business Line Charges. The basic package consists of:

- (a.1) Digitone: Customer Premises Equipment with tone type dialing is required.
- (a.2) Distinctive Ringing: Allows called members of the MVP group to distinguish between terminating calls from inside or outside the group by providing two different ringing patterns.

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(N) Denotes new treatment
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OPTIONAL SERVICES (continued)

C. Business Optional Services (continued)

(a.3) Call Pickup: allows the subscriber to answer any ringing line within the group.

(a.4) Call Hold: allows the customer to place an established call on hold. The line is then free to originate or answer another call or return to another line.

(a.5) User Transfer: allows the subscriber to transfer an established call to another line.

(a.6) Confrencing: allows the subscriber to place an existing call on hold, then originate a call to another party. The customer can then add the held party to the new connection to form a three way conference call.

(a.7) Call Forward: allows a subscriber to have all incoming calls forwarded to another pre-selected number. Any calls which are forwarded utilizing toll facilities will have the appropriate toll charges billed to the subscribers account. Transmission quality may be affected on calls transferred out of the local calling area. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

(b) Busy Transfer: automatically transfers terminating calls from outside the MVP group, encountering a busy condition on the subscribers line, to another line within the MVP group which was designated on the service order by the subscriber.

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(c) Don't Answer Transfer: automatically transfers all terminating calls encountering no answer to a pre-designated line within the MVP group if the call is not answered within a selected number of rings. The "transfer to" number and number of rings prior to transfer are designated on the service order by the subscriber.

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(d) Call Waiting: alerts the subscriber who is using a line when another call is attempting to come in on that line. The subscriber is alerted via a call waiting tone that a new call is attempting to reach that line.

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OPTIONAL SERVICES (continued)

C. Business Optional Services (continued)

(1) Multiline Variety Package (MVP) (continued)

- (e) Intercom: provides intra-group communications by dialing an access code followed by a single digit.
- (f) Convenience Dial: allows a subscriber to establish a "Speed Dialing" pattern of up to 30 numbers. One line within the MVP group is designated by service order as the controlling line. This is the only line which has the capability of changing numbers which are shared in the list of speed dialing numbers. All lines within the MVP group are able to utilize the convenience dial feature when provided.

(2) Integrated Business Systems (IBS): offer advanced custom calling type business features. IBS will allow the business subscriber to integrate multiple access lines into a single communications group. Any of the IBS features can be assigned to one line or all lines of the IBS group. The IBS features are:

- (a) Virtual Facilities Group Control (VFG): controls the amount of access trunks any one IBS customer group has to and from the public network.
- (b) Basic Package: is provided to all IBS subscribers at the basic rate. In addition, for IBS systems up to 25 lines, the first 6 IBS lines, the 11th line and every 10th line thereafter, at each premises location will be charged the basic business line rate and any other commission mandated charges. The number of trunks available to access the public network will be limited to the number of IBS lines charged the basic business line rate through application of VFG. For IBS systems 26 lines and above, the PBX line rate charges will apply in lieu of the basic line rate. This package consists of:

- (b.1) Digitone: Customer premises equipment with tone type dialing is required.

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OPTIONAL SERVICES(continued)

C. Business Optional Services(continued)

(2) Integrated Business Systems(IBM)(continued)

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(b) Basic Package(continued)

(b.2) Distinctive Ringing: allows called members of an IBS group to distinguish between terminating calls from inside or outside the group by providing two different ringing patterns.

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(b.3) Call Pick-Up Basic(CPUB): An IBS group can be divided into Call Pickup sub-groups. And IBS subscriber can answer any ringing line within that subscriber's call pickup sub-group by dealing a code on his phone. Line assignment to call pickup sub-groups is done by service order.

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(b.4) Directed Call Pick-Up(DCPU): allows the customer to select which ringing line within the group the customer wished to pick up rather than automatically selecting the line which has been ringing the longest as with CPUB. DCPU is available in the following options:

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(b.4.1) Non Barge-In: will not allow the call to be barged-in upon once the call has been picked-up. This is an originating station option.

(b.4.2) Barge-In: will allow the DCPU instigating party to Barge-In if the called party answered the call during the period the instigating party was completing the DCPU procedure. This is an origination station option.

(b.4.3) Any Station: allows any station, regardless of whether it has Call Pick-Up capability or not, to pick up a call to a station with this option assigned to it.

(b.4.4) Barge-In Exempt: is a terminating station option that blocks any attempt by another station to barge into an existing conversation.

(b.4.5) Exempt: is a terminating station option that blocks any attempt by another station to pick up a call via DCPU.

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OPTIONAL SERVICES(continued)

C. Business Optional Services(continued)

(2) Integrated Business Systems(IBM)(continued)

(T)

(b) Basic Package(continued)

(b.5) Call Hold: allows the customer to place an established call on hold. The line is then free to originate or use call pick-up or return to another held call. Only one call can be held at a given time. (T)

(b.6) User Transfer: allows the subscriber to transfer an established call to another line. (T)

(b.7) Conferencing: allows the subscriber to place an existing call on hold, then originate a call to another party. The customer can then add the held party to the new connection or form a three way conference call. (T)

(b.8) Call Forward: allows a subscriber to have all incoming calls forwarded to another pre-selected number. Any calls which are forwarded utilizing toll facilities will have the appropriate toll charges billed to the subscriber's account. Transmission quality may be affected on calls transferred out of the local calling area. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls. (T)

(b.9) Station-To-Station Dialing: allows the subscriber to dial other lines within the IBM group without having to dial all seven digits of that line's directory number. (T)

(c) Call Forward, Busy(not compatible with call waiting):

(c.1) Incoming: automatically transfers terminating calls from outside the IBM group, encountering a busy condition on the subscriber's line, to another line within the IBM group which was designated on the service order by the subscriber. (T)
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OPTIONAL SERVICES(continued)

C. Business Optional Services(continued)

(2) Integrated Business Systems(IBM)(continued)

(c) Call Forward, Busy(not compatible with call waiting)(continued)

(c.2) Intragroup: automatically redirects calls that originate and terminate within the same customer group to another predetermined number within the group when a busy condition is encountered. Calls originating from outside the customer group will receive a busy tone.

(c.3) All: automatically redirects any call(whether incoming or intragroup) to another predetermined number within the same customer group when a busy condition is encountered.

(c.4) Only one of the three available Call Forward, Busy options can be assigned to a IBM line.

(d) Don't Answer Transfer: automatically transfers all terminating calls encountering no answer to a pre designated line within the IBM group if the call is not answered within a selected number of rings. The "transfer to" number and number of rings prior to transfer are designated on the service order by the subscriber.

(e) Call Waiting: alerts the subscriber who is using a line when another call is attempting to come in on that line. The subscriber is alerted via a call waiting tone. Call Waiting and Busy Transfer are not compatible. The following Call Waiting features are available:

(e.1) All Calls: automatically gives Call Waiting tones for all calls trying to terminate to a busy line.

(e.2) Incoming: automatically gives Call Waiting tones on calls originating outside the customer group only.

(e.3) Intragroup: automatically gives Call Waiting tones on calls originating from within the customer group only.

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OPTIONAL SERVICES (continued)

(d.4) Originating: allows Call Waiting tones to be imposed to the called station within the same group automatically without having to dial an access code. This is an originating station option.

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(d.5) Dial Call Waiting: allows the customer when encountering a busy line within the same group, to manually impose Call Waiting onto that line when that line does not have Call Waiting assigned to it. Dial Call Waiting is an originating station option.

(d.6) Inhibit Call waiting: prevents lines assigned Call Waiting or other lines with Originating or Dial Call Waiting from imposing Call Waiting tones on that line.

(N)

(e) Speed Call: allows a subscriber to call any one of a group of frequently called numbers by simply dialing a one or two digit code. This service offers two distinct dialing options (short list-8 numbers, long list-30 numbers) on an individual line basis. The speed calling list is entered and/or changed by the subscriber using an instrument on the line that speed calling list is assigned to. Only the speed call short list may be assigned to an individual line which is also associated with "Group Speed Call."

(f) Group Speed Call: allows subscribers within the same Group Speed Call group to create and use a common speed call list. One line within the group is designated by service order as the controller and is the only line which can make changes to the Group Speed Call list. Each line within a Group Speed Call Group may also have an individual Speed Call Short List.

(g) Ring Again: allows the subscriber, upon attempting a call and reaching a busy to dial an access code which will cause the switch to monitor both the subscriber's line and the line the customer is attempting to call for up to 30 minutes. Once both lines are idle, the subscriber is notified by a special ring. When he answers, the switch automatically rings the line he was attempting to call.

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(2) Meridian Business Services (MBS) (continued):

- (h) Deny Ring again: prevents anyone from initiating the Ring Again feature against this directory number.
- (i) Call Park: allows the customer to place a call in a parking orbit (special hold). That call can then be retrieved from any line within the MBS group by dialing a special code.
- (j) Message Detail Recording (MDR): provides call detail information for calls originated at stations within the customer groups. The MDR feature is assigned on a per-station basis. The customer may elect to record only chargeable calls, or both chargeable and non-chargeable calls.

(j.1) The type of calls recorded are specified by group and are as follows:

(j.1.1) Direct Outward Dialing (DOD):

- All
- Local
- Direct Distance Dialing(1+)
- Operator-Assisted (0+)
- Operator-Handled (0-)
- Service Access Code
- International Direct Distance Dialing

(j.1.2) Called Number (as dialed)

(j.1.3) No-Answer Calls

(1.2) All MDR records generated will contain the following information:

- (1.2.1) Calling Station Identification
- (1.2.2) Called Number
- (1.2.3) Outgoing Trunk Group
- (1.2.4) Time of Day and Date (at the time of answer)
- (1.2.5) Carrier

(1.3) MDR data can be collected at the telephone office and delivered to the customer as a printout or on floppy disk.

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OPTIONAL SERVICES (continued)

(2) Integrated Business Systems (IBS) (continued):

- (k) System Conversion Charges: when a customer converts existing service as a billing conversion only, service remains configured exactly as it currently exists, with no additional features. The following charges apply:

- (k.1) Service order charge
- (k.2) Recurring system charge
- (k.3) Non-recurring system conversion charge

When a customer converts existing service, adding new features and lines, the following charges apply:

- (k.4) Service order charge
- (k.5) Non-recurring system conversion charge
- (k.6) Recurring system charge

- (l) System Installation Charges: the system charge is applicable to the establishment of any new Centrex system and to any relocation of an entire Centrex system within the same exchange. The system charge will be determined at time of installation based on the total number of equipped and reserved telephone numbers. When a customer installs a new Centrex System, the following charges apply:

- (l.1) Service order charge
- (l.2) Non-recurring system installation charges
- (l.3) Recurring system charge
- (l.4) Line connect charge

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Optional Services (continued)

- (3) Remote Call Forwarding: enables a customer from outside of the Local/EAS calling areas to receive incoming calls on a sent paid basis. A local directory number which is published in the local directory yellow and white page listings (unless requested otherwise by the customer) is established which will automatically forward all calls made to this directory number over the toll network to another directory number designated by the customer which is outside the local/EAS calling area. All rates and charges normally associated with providing basic business service will apply in addition to the rates and charges associated with this particular service. The customer is responsible for all toll charges billed to this local directory number.

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Applies to all Exchanges in Illinois

Optional Services (continued)

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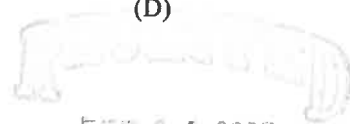
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- D. Customized Billing: allows all toll and/or local charges to be billed to a directory number other than the directory number which actually generated the charges. If any Directory Number (DN) included in the Customized Billing group is billed at the Business Rate, then all DN's in that group will be billed at the Business Rate.

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Applies to All Exchanges in Illinois

Optional Services (continued)

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- F. Custom local Area Signaling Services (CLASS): provide services on an inter and intraexchange basis. CLASS features may not be available with every interexchange call due to the requirements for specialized equipment in both central office switches associated with that call. If the non Geneseo Telephone Company central office switch is not providing the required information, CLASS features for that particular call will not be available.
- (1) Automatic Callback: allows the customer to have the switch continue to attempt to complete a call to the last number dialed by the customer, whether the original call was answered, unanswered, or encountered a busy. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes. The activation of this feature can be cancelled by the customer when desired.
- (2) Customer-Originated Trace: allows the customer to initiate a trace on the last incoming call by dialing an activation code. The call will be traced automatically, and the originating Directory Number and the time the call was made will be recorded in the Henry County Telephone Company office. This information will be released to representatives of a law enforcement agency upon receipt of appropriate court authorization

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OPTIONAL SERVICES (continued)ILLINOIS COMMERCE COMMISSION
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- (3) **Distinctive Ringing:** allows the customer to define a list of special Directory Numbers. Anytime the customer receives a call from one of these special numbers, a Distinctive Ring will be applied. Calls received from Directory Numbers not on the list or which cannot be identified will produce a standard ring. If the customer subscribes to the Call Waiting feature, a distinctive tone pattern will be applied to that feature also if the call is from the special list.
- (4) **Selective Call Acceptance:** allows the subscriber to define a list of calling Directory Numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement statement that the call is not presently being accepted by the called party.
- (5) **Selective Call Forwarding:** will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a Directory Number which has been indicated on a list of numbers referred to as the Selective Call Forwarding screening list. Calls from Directory Numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment.
- (6) **Selective Call Rejection:** allows the subscriber to define a list of Directory Numbers which, upon placing a call to the Subscribers line, will be routed to an announcement and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not being accepted by the called party.
- (7) **Caller ID:** provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The company will forward all telephone numbers subject to technical limitations. All customer provided equipment used to interface with caller ID must conform to telephone industry standards.

(N) New Service, as facilities become available

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OPTIONAL SERVICES (continued)

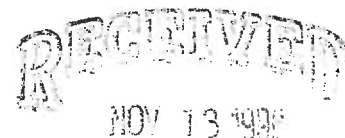
2. Service Descriptions (continued)

F. Custom Local Area Signaling Services (CLASS) (continued)

- (8) Caller ID Blocking: free per call blocking will be available to all residence and business customers who are served by appropriately equipped central offices. Those customers may prevent the delivery of their telephone number and/or name to the called party. This is accomplished on a per call basis when the customer dials the Caller ID Blocking activation code (*67) prior to placing a call. Caller ID Blocking does not block the recording of the calling party's number at the Telephone Company if the called party activates "Customer Originated Trace".
- (9) Automatic Recall: The telephone number associated with the last incoming call to the customer (called party) will be announced via recorded voice and may be automatically recalled if desired. Activation must occur before another incoming call or a call waiting indication is received by the customer. If the redialed telephone line is busy, the feature will remain active for a 30 minute period. Should the calling party's line become idle during this period, the customer will receive a distinctive ring with the call completion being attempted as soon as the customer answers.
- (10) Calling Name Delivery: Provides for the display of the name of the resident or business associated with the originating telephone number on a customer provided display device attached to the customer's telephone line. The Calling Name Delivery feature will forward the calling name from the appropriately equipped terminating central office to the customer provided display device. The Company will forward all calling names subject to technical limitations. All customer provided equipment used to interface with Calling Name Delivery must conform to telephone industry standards. The initiation of Caller ID Blocking by the originating party will also block Calling Name Delivery.
- (11) Any customer ordering two (2) CLASS features (excluding Customer-Originated Trace) will receive a \$0.50 discount per feature. Any customer ordering three (3) or more CLASS features (excluding Customer-Originated Trace) will receive a \$0.75 discount per feature. This will also apply in combination with Custom Calling Features.

(I) Denotes increased rate

(C) Changed regulation



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OPTIONAL SERVICES (continued)

2. Service Descriptions (continued)

F. Custom Local Area Signaling Services (CLASS) (continued)

- (12) Anonymous Call Rejection: This feature allows subscribers with or without Calling Number Delivery and/or Calling Name Delivery to reject calls for which the caller has intentionally blocked calling name/number display information, or which are blocked by the terminating switch.

If the display information is not available due to network restrictions or any other reasons, the receiving customer premises equipment (CPE) (telephone or adjunct) – if equipped – is presented with a message to indicate the unavailability of the calling information.

Rejected calls are sent to a service provider announcement that informs the calling party why the call was rejected. Anonymous Call Rejection can be overridden by an operator in case of any emergency.

- (13) Caller Name and Number Suppression: Prevents the station's Delivery Name and Number from being displayed for all calls made from this station. The customer may dial an activation code so that the delivery name and number can be displayed.

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OPTIONAL SERVICES (Continued)

2. Service Descriptions (continued)

G. Voice Mail

- (1) Voice mail is a service which permits incoming dialed calls (both intra and inter exchange) to be answered by an electronic voice answering system if the call is not otherwise answered or the line is busy. Messages are stored in a private "mailbox" and can be retrieved from any touchtone phone at any location.
- (2) Voice mail is available in either of two options:
 - (a) "Call Answering" is a basic Voice Mail option which offers:
 - (a.1) Three (3) minutes of total message storage time.
 - (a.2) Automatic answering and message recording when a call is not answered within a customer designated number of rings (Requires Call Forward-Don't Answer).
 - (a.3) Automatic answering and message recording when an incoming call encounters a busy line (Requires Call Forward-Busy).
 - (a.4) Message storage in a private "Mail Box" and can be retrieved only with the use of the customer's Mail Box and Personal Identification Number (PIN).
 - (a.5) Customers Access to their messages from any touchtone phone at any location.
 - (a.6) Pre-programmed or Personalized greetings.
 - (a.7) Message waiting indication utilizing stutter dial tone.

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OPTIONAL SERVICES (continued)

2. Service Descriptions (continued)

G. Voice Mail (continued)

- (a.8) Announcement of the time the message was recorded.
- (a.9) Up to three (3) directory numbers may share the same mailbox.
- (b) "Voice Messaging" is an enhanced Voice Mail option which offers:
 - (b.1) Six (6) minutes of total message storage time.
 - (b.2) All features described in (a.2) thru (a.8) preceeding.
 - (b.3) Message waiting light indication (Specialized CPE required).
 - (b.4) Announcement of the telephone number of the party originating the message.
 - (b.5) The ability to answer a message by recording a message in the mailbox of the original caller and having your message sent to every mailbox that received the original caller's message if desired.
 - (b.6) Automatic redial of the number from which the message originated.
 - (b.7) The ability to forward the message you received to another mail box or other telephone numbers.
 - (b.7.1) An introductory message may be added to the message you received and is being forwarded.

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OPTIONAL SERVICES (continued)

2. Service Descriptions (continued)

G. Voice Mail (continued)

- (b.8) The ability to compose a message in your voice mail and then send it to another telephone number or distribution list of numbers.
- (b.8.1) An individual receiving a voice mail message may record an answer in the originators mailbox.
- (b.9) Messages sent by voice mail can be programmed for distribution at a specific time.
- (b.10) Remote notification to another number or paging system that a message has been left in your mailbox.
- (3) Additional message storage time may be ordered with either option.
- (4) Rates and charges for Voice Mail are contained in section 6. (N)

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