

7.2 ADVANCED CUSTOM CALLING FEATURES**7.2.1. CUSTOM CALLING 2000****A. DESCRIPTION**

CUSTOM CALLING 2000 is an optional service arrangement of call management and call screening feature which depends on the capability of the network to forward a calling number and name between the originating and the terminating central offices. Interoffice feature capability utilizes Common Channel Signaling/Signaling System 7 (CCS/SS7) technology. These features are furnished to individual line business and residence customers within the exchange area of all exchanges served by central offices where SS7 facilities and operating conditions permit.

B. REGULATIONS**1. CALL MANAGEMENT FEATURES**

Call Management Features are as follows:

- Caller ID
- Call Trace
- Call Return
- Repeat Dialing
- Call Waiting ID
- Privacy Manager

a. Caller ID

Caller ID (USOC: CNM) permits the subscriber to view an incoming calling party's telephone number and name before answering. The name will be displayed as it appears in the Company's billing records. After the first ringing cycle, the subscriber will receive the telephone number and name of the calling party as well as the current date and time. If the calling party has chosen to designate the telephone as private (see B.2. Privacy Features) or has originated the call outside a compatible SS7 serving area, the calling number and name will not be displayed. Calling Name may not be delivered when the calling party's name information is stored in a third party database.

The Caller ID feature requires a telephone set or adjunct device capable of recognizing and displaying the Caller ID signal transmitted from the Central Office.

Except for willful misconduct or gross negligence of the company, each customer releases, indemnifies and holds harmless the Company, its employees and agents, from any and all loss, claims, demands suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, for any business loss, personal injury to or death of any persons, or for any loss, damage, or destruction of any property whether owned by the customer or others, arising out of the use of Caller ID service.

7.2 ADVANCE CUSTOM CALLING FEATURES

7.2.1. CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

1. CALL MANAGEMENT FEATURES

a. Caller ID

Limitations:

1. A customer of Caller ID must have a Customer Premises Equipment (CPE) device capable of displaying the caller's telephone number and name as stated in Bellcore Technical Reference TR-TSY-000030 SPCS Customer Premises Equipment Data Interface.
2. Caller ID will only operate when both the originating caller and the call recipient are served from compatible Common Channel Signaling/Signaling System 7 switches.
3. Caller ID is not available on operator handled calls.
4. If the incoming call originates from a multi-line hunt group, the telephone number transmitted will be the main number and the customer's name associated with the main number of the hunt group.
5. Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281 adopted January 4, 2002. Such customers must certify compliance with the company.

Exceptions:

Caller ID is not provided to certain public or private community service agencies. See Section C, following for specific restrictions to agencies and other types of services.

b. Call Trace

Call Trace (USOC: CALTR) permits the customer to dial a code to automatically request that the company record the originating caller's telephone number and name as it appears in the Company's billing records, 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 company and disclosed only to proper authorities conducting an investigation. The customer does not receive any information regarding the origination of the call.

To activate Call Trace, enter the code *57 from a Touch Tone telephone or 1157 from a rotary telephone.

7.2 ADVANCED CUSTOM CALLING FEATUTRS

7.2.1. CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

1. CALL MANAGEMENT FEATURE (Cont'd)

Call Trace is a billed on a per-activation basis. See E.1 Rates and Charges.

Limitations:

1. Call Trace will only operate when both the originating caller and the call recipient are served from compatible Common Channel Signaling/Signaling System 7 switches.

c. Call Return

Call Return (USOC: CCR) permits the customer to call back the number of the last incoming call (answered or unanswered). Upon activation, an announcement discloses the last incoming number and name. (See Note 2 below) At the customer's command, the feature will redial the activated number automatically and, if to 30 minutes. The customer is alerted with a special ringing pattern (two short rings and one long ring) when the customer's line and the busy number become idle and the call may be completed.

To activate Call Return, enter the code *69 from a Touch Tone telephone or 1169 from a rotary telephone. To deactivate Call Return enter the code *89 from a Touch Tone telephone or 1189 from a rotary telephone.

Limitations:

1. Call Return will only operate when both the originating caller and the call recipient are served from compatible Common Channel Signaling/Signaling System 7 switches.

Note 1: If Call Return is activated and completed to a toll area, a toll charge will apply. Calling numbers returned to a toll area which were originated as "Private" using Per Call Blocking or Per Line Blocking will not be revealed on the customer's bill.

Note 2: Call marked "Private" using Per Call Blocking or Per Line Blocking will be announced as "Private".

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1. CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

1. CALL MANAGEMENT FEATURE (Cont'd)

d. Pay-Per-Use Option

The Pay-Per-Use Option allows customers to use the Custom Calling 2000 Features, Call Return (*69)¹ and Repeat Dialing (*66)¹, on a pay-per-use basis. Customers are charged for each successful activation of the feature. A successful activation is defined as the Company's central office switch ringing the called party's line. Charges will not be assessed if the activation attempt results in a busy condition. (The called line remains busy for the entire 30 minute activation period.) A completed call is not guaranteed. Charges are incurred for utilizing the feature in an attempt to complete a call and not for completion of the call itself.

The functionality of the features does not differ from the existing features offered on a subscription basis.

Limitations:

1. A monthly cap of 8 successful activations for each pay-per-use feature will be applicable to each residence line. Once the monthly cap is reached, customers will be able to continue using the service at no additional charge. Business lines will not have a monthly cap.
2. Pay-Per-Use Custom Calling 2000 Services are available on residential and small business access lines where facilities and operating conditions permit. The customer is not required to order the features unless they wish to subscribe to the features as a monthly service.
3. The Company shall, upon request of the customer, provide blocking of the Pay-Per-Use Custom Calling 2000 Services free of charge. Customers may request blocking by calling their respective business office(s).
4. Each customer is obligated to pay the applicable service charge for the removal of the blocking from customer's telephone line(s) as shown in Part 3, Section 1.1.C.1 of this Guidebook.

Note 1: The features may be activated from rotary dial telephones by dialing 1169 for Call Return and 1166 for Repeat Dialing.

7.2 ADVANCED CUSOTM CALLING FEATURES

7.2.1. CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

1. CALL MANAGEMENT FEATURE (Cont'd)

5. The Utility shall make a one-time adjustment for charges incurred per account if it is established that, (1) the customer did not know a charge applied per activation of the features, (2) the activations were made without parental consent, (3) the calls were not authorized by the customer of record or (4) the customer inadvertently activates the feature. The customer of record must request adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the blocking option at the time of the adjustment.

7.2 ADVANCED CUSTOM CALLING FEATUERS

7.2.1. CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

1. CALL MANAGEMENT FEATURE (Cont'd)

e. Repeat Dialing¹

Repeat Dialing (USOC: CRP) permits the subscriber to have calls automatically re-dialed when the first attempt reaches a busy number. The busy line is checked every 45 seconds for up to 30 minutes and alerts the customer with a special ringing pattern (two short rings and one long ring) when the busy number and the customer's line are free. When the subscriber answers the special ring, the call is then completed. The customer can continue to make and receive calls while the feature is activated.

To activate Repeat Dialing enter the code *66 from a Touch Tone telephone or 1166 from a rotary telephone. To deactivate Repeat Dialing enter the code *86 from a Touch Tone telephone or 1186 from a rotary telephone.

Prompted Repeat Dialing

Prompted Repeat Dialing is an enhancement to the Repeat Dialing Feature which provides a voice prompt when a busy signal is received and gives the caller the option to initiate the Repeat Dialing feature. The voice prompt also advises the caller that a fee will apply if customer does not subscribe to the Repeat Dialing feature.

Limitations:

1. Repeat Dialing will only operate when both the originating caller and the call recipient are served from compatible Common Channel Signaling/Signaling System 7 switches.
2. Prompted Repeat Dialing is only available in those switches where facilities and operating conditions permit.

f. Call Waiting ID

Call Waiting ID (CWID) (USOC: NWL) allows a customer who subscribes to both Caller ID and Call Waiting to see the name and number of an incoming caller while engaged in a call. This feature allows the customer to decide whether or not to talk to the second caller. The customer must have a specially designed telephone or Caller ID display unit attached to customer's existing telephone.

Note 1: Pay-Per-Use Repeat Dialing is described in Part 7, Section 2.1.B.1.d of this Guidebook.

7.2 ADVANCED CUSTOM CALLIN FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

1. CALL MANAGEMENT FEATURE (Cont'd)

g. Privacy Manager

Privacy Manager (USOC:PVM) works with Caller ID to identify any incoming calls that have been identified as "private," "out of area," "anonymous," "unavailable," or "unknown." All calls that are identified through the subscriber's Caller ID service will complete as normal. The unidentified caller is intercepted before the end user's telephone rings, and is given one of two up-front announcements.

If the number is recognized as "anonymous" or "private," the caller will be told that the person they are trying to reach does not take unidentified calls. The caller will be given the option to enter an access code, temporarily unblock Caller ID for this one call, or record caller's name or the company they represent. Privacy Manager will then announce their call to the subscriber. If the caller chooses not to record caller's name or unblock the number, the call is disconnected.

Other unidentified calls such as "unavailable" or "out of area" will be intercepted before the subscriber's telephone rings and the caller will be asked to enter an access code or to record their name/company to complete the call. Privacy Manager will then announce call to the subscriber. If the caller chooses not to record caller's name, the call is disconnected.

Once the subscriber hears the recording of the name of the person calling, subscriber can:

- accept the call;
- decline the call;
- send the call to voicemail, an answering service, or an answering device; or
- activate a recording to the caller informing caller that the person called does not accept solicitations and requesting caller to add this person's name and telephone number to caller's "do not call" list.

If the Privacy Manager subscriber takes no action, the service will forward the call directly to the customer's voicemail or answering service when Call Forwarding Busy Line/Don't Answer (CFBL/DA) is present. If the customer does not have CFBL/DA on their account, and is not home to answer the call, Privacy Manager will play a recording that the caller is unavailable after the sixth ring.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS

2. PRIVACY FEATURES

a. Per Call Blocking

Per Call Blocking permits a caller to choose on a per call basis to block the calling telephone number and name from being transmitted to the called party. See "exceptions" listed below. Customer will receive a confirming tone followed by a recall dial tone. The customer then dials the number for which the telephone number is to be delivered as "private". Once the call is completed, the originating caller's line resumes normal status.

To activate Per Call Blocking, enter the code *67 from a Touch Tone telephone or 1167 from a rotary telephone.

When Per Call Blocking is activated, the telephone number and name of the calling party will not be displayed or announced when Caller ID, Call Return or any screening list editing feature, i.e., Call Screen Priority Ring and Select Call Forwarding, is activated on the receiving end of the call.

Per Call Blocking is automatically included with the provision of telephone service for residential and single party business customers. Per Call Blocking will be activated by Nevada Bell at no charge where SS7 facilities and operating conditions permit.

Except for willful misconduct or gross negligence of the Company, each customer releases, indemnifies and holds harmless the company, its employees and agents from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, for any business loss, personal injury to or death of any property whether owned by the customer or others, arising out of the use of Per Call Blocking service.

- Exceptions:
1. Per Call Blocking does not block the delivery of Automatic Number Identification (ANI) or Calling Party Number (CPN). This includes calls placed to 9-1-1, 800 and 900 numbers.
 2. The operation of Call Trace is not affected by Per Call Blocking.
 3. See C. 2 for restrictions

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLIN 2000 (Cont'd)

B. REGUALTIONS (Cont'd)

2. PRIVACY FEATURES (Cont'd)

b. Per Line Blocking

Per Line Blocking (USOC: CNMBK) restricts the transmission of the calling number and name to the called party on all calls, excluding those listed as "exceptions" below. No activation code is required. Calls will automatically be displayed or announced as "private". Per Line Blocking can be selectively unblocked on a per-call basis as detailed in (3) below.

Except for willful misconduct or gross negligence of the Company, each customer released, indemnifies and holds harmless Nevada Bell, its employees and agent from any and all loss, claims, demands, suites or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, for any business loss, personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property whether owned by the customer or others, arising out of the use of Per Line Blocking service.

- (1) Per Line Blocking, when requested, will be provided to residential customers only, except as noted in paragraph 2. below, where SS7 facilities and operating conditions permit. There is no monthly recurring charge for Per Line Blocking. A service ordering charge as prescribed in Part 3, Section 1.1 will be assessed for Per Line Blocking when ordered after December 1, 1992, unless the customer is requesting new service or the service order charge is waived during approved promotional periods.
- (2) Per Line Blocking, when requested, will be provided to the following entities at no monthly, installation or service ordering charge:
 - (a) Private, non-profit, tax exempt agencies, such as for domestic violence intervention, secret witness, counseling agencies, disabled services or other crisis call hotlines.
 - (b) Local, state and federal law enforcement agencies.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

2. PRIVACY FEATURES (Cont'd)

b. Pre Line Blocking (Cont'd)

- (c) The company will work individually with the agencies which meet the criteria in paragraphs (1) and (2) above to establish additional protections as reasonably needed at no charge.

Exceptions: 1. Per Line Blocking does not block the delivery of Automatic Number Identification (ANI) or Calling Party Number (CPN). This includes calls placed to 9-1-1, 800 and 900 numbers.

2. The operation of Call Trace is not affected by Per Line Blocking.

3. See C.2 for restrictions.

- (3) To deactivate Per Line Blocking on a per-call basis, enter code *82 from a Touch Tone telephone or 1182 from a rotary telephone.

c. Blocked Call Rejection (BCR)

Blocked Call Rejection (USOC: CRE) permits a customer to reject incoming calls when the calling number is marked "Private". Per Call Blocking and Per Line Blocking calls are marked "Private". Out-of Area calls are not marked private. When activated, the customer will not be aware of rejected calls. All calls marked private will be routed to a denial announcement and subsequently terminated. No toll charges will apply if the call is rejected.

- (1) Blocked Call Rejection will be offered to residential and single line business customers.
- (2) Blocked Call Rejection will only operate when both the originating caller and the customer of BCR are served from compatible common channel/SS7 switches.
- (3) To activate BCR, enter code *77 from a Touch Tone telephone or 1177 from a rotary telephone.
- (4) To deactivate BCR, enter code *87 from a Touch Tone telephone or 1187 from a rotary telephone.
- (5) Except for willful misconduct or gross negligence of the company, each customer releases, indemnifies and holds harmless the company, its employees and agents from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, for any business loss, personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property whether owned by the customer or others, arising out of the use of Blocked Call Rejection.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

2. PRIVACY FEATURES (Cont'd)

d. Other Privacy Concerns

The company will work individually with private, non-profit, tax exempt agencies, such as for domestic violence intervention, secret witness, counseling, disabled services and crisis call hotlines, and with law enforcement agencies to establish additional privacy protection as reasonably needed at no charge.

- e. Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281 adopted January 4, 2002. Such customers must certify compliance with the Company.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

3. SCREENING LIST EDITING FEATURES

Screening List Editing features are a set of procedures that allow customers to activate and deactivate services that use screening lists; obtain a service status report; create and modify a list of directory numbers' and add the last call received to a screening list regardless of the public/private status of the call received.

The Screening List Editing Features consist of:

- Call Screen
- Priority Ringing
- Select Call Forwarding

There are two levels associated with the Screening List Editing features:

- Feature Status Level

This level gives the customer current status of the features, size of the screening list and the current remote directory number, when applicable.

- List-Editing Level

The customer must dial command codes that direct the system to take specific action: add entry(ies) to the screening list; delete entry(ies) to the screening list; or obtain feature instructions.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1. CUSTOM CALLING 2000 (Cont'd)

B. REGULATIONS (Cont'd)

3. SCREENING LIST EDITING FEATURES (Cont'd)

a. Call Screen

Call Screen (USOC: CCB) permits a customer to automatically block incoming calls from up to 10 telephone numbers specified by the customer. Calls can be blocked from selected telephone numbers or a number from which a customer has just received a call. The list of numbers can be changed at any time. Callers whose telephone numbers have been blocked will hear a recorded message, and no toll charges will apply.

To access the Call Screen list, enter the code *60 from a Touch Tone telephone or 1160 from a rotary telephone. Recorded instructions will advise the customer through a menu selection to activate, deactivate, store, review, delete or change numbers on the Call Screen list.

Limitations:

1. Call Screen will only operate when both the originating caller and the call recipient are served from compatible Common Channel Signaling/Signaling System 7 switches.

b. Priority Ringing

Priority Ringing (USOC: CLP) permits the subscriber to create a list of up to 10 telephone numbers that will signal the customer with a distinctive ringing pattern (one short, one long, one short) when an incoming call is received. The Priority Ringing list can be updated at any time by the customer. The last call received can be automatically added to the screening list. If the customer subscribes to Call Waiting, a distinctive tone is heard indicating receipt of a call from one of the telephone numbers on the screening list.

To access Priority Ringing, enter the code *61 from a Touch Tone telephone or 1161 from a rotary telephone. Recorded instructions will advise the customer through a menu selection to activate, deactivate, store, review, delete or change numbers on the Priority Ringing list.

Limitations:

1. Priority Ringing will only operate when both the originating caller and the call recipient are served from compatible Common Channel Signaling/Signaling System 7 switches.

7.2 ADVANCED CUSTOM CALLING FEATURES**7.2.1 CUSTOM CALLING 2000 (Cont'd)****B. REGULATIONS (Cont'd)****3. SCREENING LIST EDITING FEATURES (Cont'd)****c. Select Call Forwarding**

Select Call Forwarding (USOC:CSF) permits a customer to forward calls received from a pre-selected list of up to 10 numbers to the customer's remote locations. Select Call Forwarding can be used in conjunction with the Custom Calling Services Call Forwarding. The last incoming call can be automatically added to the screening list. The remote number where calls are forwarded does not require SS7 termination.

The Select Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between the Select Call Forwarding equipped station and the station to which the calls are forwarded. The charge exchange message, or dial station toll applies to all forwarded calls answered at that station to which the calls are forwarded.

To access Select Call Forwarding, enter the code *63 from a Touch Tone telephone or 1163 from a rotary telephone. Recorded instructions will advise the customer through a menu selection to activate, deactivate, store, review, delete or change numbers on the Select Call Forwarding list.

Limitations:

1. Select Call Forwarding will only operate when both the originating caller and the call recipient are served from compatible Common Channel Signaling/Signaling System 7 switches.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

C. RESTRICTIONS

1. Caller ID, Call Trace, Call Return, Repeat Dialing, Call Screen, Priority Ringing, Select Call Forwarding, and Privacy Manager are not available to customers with the following types of lines:

Multi-party lines	800 Service
Public Telephone Access Lines (PTALS)	900 Service
Manual and direct connections	Private Line Service
Private Branch Exchange (PBX)	Cellular Service
Wide Area Telephone Service (WATS)	

2. Call Waiting ID and Privacy Manager are intended for residence and small business customers, and are not compatible with:

Multi Party lines	Coin Lines
Remote Call Forward Lines	ISDN Lines
Four Wire Lines	PBX Lines
Multi-line Hunt Groups	Centrex Lines
Universal Call Distribution	Series Completion

In addition, Privacy Manager is not compatible with Blocked Call Rejection.

3. Agencies or persons which may not subscribe to Caller ID.
 - a. Certain public or private community service agencies receive calls from clients who do not wish to divulge their telephone numbers and name under any circumstances. For these agencies, to subscribe to Caller ID and thereby receive the number of the calling party could undermine the confidence of the public in the agency and could jeopardize the effectiveness of the agency. Thus, such agencies may not subscribe to Caller ID.
 - b. Paid employees and volunteers who work for the public or private community service agencies described above often receive calls, which are referred to their homes. For the reasons described in "a." above, employees or volunteers who work for such agencies may not subscribe to Caller ID during the time that they are taking telephone calls for the organization at their homes.
 - c. Public or private community service agencies wishing to subscribe to Caller ID must self-certify to the company in writing that their receipt of a calling number and name will not violate any public trust or the privacy or confidentiality of their clients. If the company believes that there may be a conflict between this Guidebook and the customer's request for service, the matter will be determined by Company in its sole judgment.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

C. RESTRICTIONS (Cont'd)

- d. Public or private community service agencies which may not subscribe to Caller ID include, but are not necessarily limited to, the following:

- AI-Anon
- Alateen
- Alcoholics Anonymous
- Battered Women
- Child Assault Prevention
- Child Help USA
- Community Runaway and Youth Services
- Crisis Call Center
- Crisis Pregnancy Center
- Family Counseling
- First Call for Help
- Gamblers Anonymous
- Hit Home Runaway Hotline
- Narcotics Anonymous
- National Center for Missing and Exploited Children
- National AIDS and HIV Information Service
- Nevada AIDS Foundation
- Nevada AIDS Hotline
- Nevada Network Against Domestic Violence
- Nineline
- Planned Parenthood
- Suicide Prevention
- Victim-Witness Assistance Program.

3. Agencies or person which may request special restriction or screening arrangements for telephone lines to prevent disclosure of the calling number.

- a. Certain public or private community service agencies make calls from lines, the number of which they do not wish to divulge under any circumstances. If the telephone numbers of these lines and names were revealed by Caller ID, it could undermine the confidence of the public in the agency, could jeopardize the effectiveness of the agency or could jeopardize the safety of employees of the agency. Therefore, such agencies wishing to restrict the calling telephone number and name from being displayed, may request special restriction arrangements from the company. The company will work with the customer to provide the appropriate form of screening or restriction at no charge to the requesting agency.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1. CUSTOM CALLING 2000 (Cont'd)

C. RESTRICTIONS (Cont'd)

- b. Public or private community service agencies which request such screening or restriction must self-certify to Company in writing that their request is consistent with the public interest as outlined in "a". above. If Company believes that there may be a conflict between this Guidebook and the customer's request for service, the matter will be determined by Company in its sole judgment.
- c. Public or private community service agencies which may request special screening or restriction of the calling number and name include, but are not necessarily limited to, the following:

- Abused or Battered Women Shelters
- Addiction Treatment Clinics
- Child Protective Services
- Counseling Centers
- Crisis Intervention Agencies
- Crisis Pregnancy Centers
- Emergency Family Shelters
- Family Planning Clinics
- Health Care Clinics
- Hospitals
- Law Enforcement Agencies
- Mental Health Clinics
- Rape Crisis Centers
- Pay telephones in locations associated with any of the agencies listed above.

- 4. Per Call Blocking and Per Line Blocking are not available for use with Public Telephone Access Lines (PTALS), except as noted in Part 7. Sections 2.1.B.2.c. and 2.1.C.3.a of this Guidebook.

7.2 ADVANCED CUSTOM CALLING

7.2.1 CUSTOM CALLING 2000 (Cont'd)

E. RATES AND CHARGES

Call Management Features	Non-recurring	Activation Rate Each Occurrence	USOC
Call Trace, residence ¹			
- initial charge	\$ RR ²		
- each occurrence		\$ 5.99	CALTR
Call Trace, business ¹			
- initial charge	\$ RR ²		
- each occurrence		\$ 5.99	CALTR
	Monthly Rates Non-recurring	Current	USOC
Caller ID, residence, per line	RR ²	\$ 8.50	CNM
Caller ID, business, per line	RR ²	\$ 13.50	CNM
Call Return, residence, per line	RR ²	\$ 6.00	CCR
Call Return, business, per line	RR ²	\$ 5.00	CCR
Repeat Dialing, residence per line	RR ²	\$ 6.00	CRP
Repeat Dialing, business per line	RR ²	\$ 6.50	CRP
Call Waiting ID, residence per line	RR ²	\$ 1.00	NWL
Call Waiting ID, business per line	RR ²	\$ 3.38	NWL
Privacy Manager, residence per line	RR ²	\$ 6.00	PVM
Privacy Manager, business per line	RR ²	\$ 6.50	PVM

Note: 1. Flexible pricing is not being requested on Call Trace.

Note: 2. A service order charge on moves and changes to existing service will apply as specified in Part 3, Section 1. There will be no additional charge for CUSTOM CALLING 2000 features associated with new service.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1. CUSTOM CALLING 2000 (Cont'd)
E. RATES AND CHARGES (Cont'd)
1. Feature Rates (Cont'd)

Usage Sensitive Call Management Features

	Nonrecurring	Per Call Rates		
		Current	CAP	USOC
Call Return, residence per activation	RR ¹	\$1.49	\$11.92 per mo.	-
Call Return, business, per activation	RR ¹	\$1.49	N/A	-
Repeat Dialing, residence, per activation	RR ¹	\$.95	\$7.60 per mo.	-
Repeat Dialing, business, per activation	RR ¹	\$.95	N/A	-

Note 1: A service order charge on moves and changes to existing service will apply as specified in Part 3, Section 1. There will be no additional charge for CUSTOM CALLING 2000 features associated with new service.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1. CUSTOM CALLING 2000 (Cont'd)

E. RATES AND CHARGES (Cont'd)

1. Feature Rates (Cont'd)

	Nonrecurring	Monthly Rate	USOC
Privacy Features			
Per Call Blocking residence, per line	--	\$0.00	--
Per Call Blocking business, per line	--	\$0.00	--
Per Line Blocking residence, per line	RR ¹	\$0.00	CNMBK
	Monthly Rates		
	Nonrecurring	Current	USOC
Blocked Call Rejection residence, per line	RR ¹	\$2.00	CRE
Blocked Call Rejection business, per line	RR ¹	\$4.00	CRE
Screen List Editing Features			
Call Screen, residence per line	RR ¹	\$6.00	CCB
Call Screen, business per line	RR ¹	\$5.50	CCB
Priority Ringing, residence per line	RR ¹	\$4.99	CLP
Priority Ringing, business per line	RR ¹	\$5.50	CLP
Select Call Forwarding, residence, per line	RR ¹	\$2.99	CSF
Select Call Forwarding, business, per line	RR ¹	\$5.35	CSF

Note 1: A service order charge on moves and changes to existing service will apply as specified in Part 3, Section 1. There will be no additional charge for CUSTOM CALLING 2000 features associated with new service.

7.2 ADVANCED CUSTOM CALLING FEATURES

7.2.1 CUSTOM CALLING 2000 (Cont'd)

E. RATES AND CHARGES (Cont'd)

2. Multi-feature discounts

a. Multi-feature discount rates will apply when ordering the following CUSTOM CALLING 2000 features:

- Caller ID
- Call Screen
- Call Return
- Repeat Dialing
- Priority Ringing
- Select Call Forwarding
- Blocked Call Rejection
- Privacy Manager

b. Multi-feature discounts apply to both Residence and Business features.

	Minimum Discount %	Maximum Discount %	Current %
One feature	0	0	0
Two or more features	0	50%	25%

7.2 ADVANCED CUSTOM CALLING FEATUERS

7.2.1. CUSTOM CALLING 2000 (Cont'd)

F. LIMITED OFFERINGS

During specific limited offering periods, the service connection charge or monthly recurring charge of a service may be waived in total or in part.