

GENERAL EXCHANGE TARIFF  
PSCK NO. 3

CINCINNATI BELL TELEPHONE COMPANY

Section 28  
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CUSTOM CALLING SERVICE

A. GENERAL

1. Custom Calling Service features are offered from only the selected offices where the Telephone Company has arranged the facilities for that service, and is furnished subject to the availability of facilities.
2. Custom Calling Service includes one or more of the following service features

- a. Call Forwarding Variable Feature

Call Forwarding Variable permits the customer to activate and deactivate a transfer of his incoming calls to another telephone line. Because of transmission limitations, it is recommended that the calls be transferred within such customer's local service area.

The Call Forwarding Variable customer is responsible for any applicable customer dialed station-to-station toll charge.

- b. Three-Way Calling Feature

Three-Way Calling permits the customer to add a third party to an existing connection, thereby establishing a three-way conference call. Because of transmission limitations, it is recommended that not more than one of the parties included in such three-way conference call be outside the local service area of the customer establishing such call.

Customers may utilize Three-Way Calling on a subscription basis or on a pay-per-use basis. Customers obtaining the service on a subscription basis order the service in advance and the feature is always activated for their use. These customers incur a monthly charge and receive unlimited use of the Three-Way Calling feature. Customers who obtain the service on a pay-per-use basis order Three-Way Calling in advance and then activate the Three-Way Calling feature by dialing an activation code each time they want to utilize Three-Way Calling. These customers incur a specific charge for each activation (usage) of the Three-Way Calling feature but no monthly charge. The pay-per-use option is only available where facilities permit and at the option of the Telephone Company.

- c. Speed Calling Feature

Speed Calling permits the customer to place local and message toll calls to a pre-selected group of telephone numbers by dialing abbreviated codes. Speed Calling is provided in capacities of eight or thirty telephone numbers.

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CUSTOM CALLING SERVICE

A. GENERAL (Continued)

2. Custom Calling Service includes one or more of the following service features (Continued)

d. Call Waiting Feature (including Cancel Call Waiting Feature)

- (1) Call Waiting permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place an existing call on hold by depressing the switchhook, and answer such second waiting call.
- (2) Cancel Call Waiting permits the customer to deactivate the Call Waiting feature on an individual call by dialing a code before making an outgoing call.
- (3) Long Distance Alert(LD Alert) is a feature on the Call Waiting Service which indicates to Call Waiting subscribers – while on a call in progress through a special signal – that an incoming call is long distance. This feature overrides the Multiple Directory Number (Distinctive Ring) feature for long distance calls. (See Note.)

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e. Call Forwarding Busy Line Feature

Call Forwarding Busy Line allows for forwarding of an incoming call when the activated line is busy. The Call Forwarding Busy Line customer is responsible for any applicable customer-dialed station-to-station toll charge.

f. Call Forwarding Don't Answer Feature

Call Forwarding Don't Answer allows for forwarding an incoming call when the call remains unanswered after a pre-determined number of rings (approximate number, 1 to 7, selected by the customer). The Call Forwarding Don't Answer customer is responsible for any applicable customer-dialed station-to-station toll charge.

Note: Due to interaction issues between Long Distance Alert and the Multiple Directory Number (Distinctive Ring) feature, the Long distance Alert service will be available to customers on April 15, 2001.

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CUSTOM CALLING SERVICE

A. GENERAL (Continued)

2. Custom Calling Service includes one or more of the following service features (Continued)

g. Multiple Directory Numbers Per Line With Distinctive Ringing Feature

- (1) The Multiple Directory Numbers Per Line with Distinctive Ringing feature (MDNL) will provide customers the benefit of up to three Directory Numbers (DNs) on a single access line, each with a unique distinctive ringing pattern, without an additional line termination, and without additional station equipment. The access line will be designated as the "Master" DN and will receive a standard ring. Any additional DN's associated with the same access line number will be called a "Dependent" DN and will receive distinctive ringing. Each Dependent DN will have a non-standard distinctive ringing pattern.
- (2) If a customer subscribes to Call Waiting, distinctive call waiting tones that correspond in cadence to the distinctive ringing patterns will also be provided for each of the additional DN's.
- (3) Customers with MDNL who subscribe to Call Forwarding must designate whether calls to only the "Master" DN or to all DN's are to be call forwarded.
- (4) Customers subscribing to the MDNL feature can subscribe to all other Custom Calling Service features available to them. However, regardless of the number of DN's a line has, it can only have one set of custom calling features applicable to all the DN's.
- (5) A call directed to an off-hook MDNL line will receive busy treatment; regardless of which DN (master or any of the related dependents) was dialed.
- (6) Residence rates for MDNL service will be charged to customers qualifying for residence rates as defined in Section 2 of this Tariff. Nonresidence rates for MDNL service will be charged to customers qualifying for nonresidence rates as defined in Section 2 of this Tariff. A change in "Class of Service" (Residence to Nonresidence) will be required in connection with a residence customer requesting and receiving nonresidence MDNL service.

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CUSTOM CALLING SERVICE

A. GENERAL (Continued)

2. Custom Calling Service includes one or more of the following service features (Continued)

g. Multiple Directory Numbers Per Line With Distinctive Ringing Feature (Continued)

- (7) Directory listings provided in connection with MDNL service shall be governed by rules, regulations, and rates set forth in Section 6 of this Tariff.
- (8) Customer Premises Equipment (CPE) which implement personalized ringing should not be used with the MDNL service. Personalized ringing (ringing provided, based on call destination that indicates the intended recipient of the call) and MDNL's distinctive ringing can be coded within the same ringing pattern. Therefore customers may have trouble discerning what the ringing implies. Similarly, other types of CPE such as cordless phones and phones with electronic ringers may not be able to reproduce the distinctive ringing patterns that are sent out from the Central Office. Therefore, these types of CPE are not recommended for use with the MDNL service.

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CUSTOM CALLING SERVICE

A. GENERAL (Continued)

2. Custom Calling Service includes one or more of the following service features (Continued)

h. Call Waiting Deluxe

Call Waiting Deluxe is a feature that allows a customer to control the treatment applied to incoming calls while the customer is off-hook on an existing call. While on an existing call, Call Waiting Deluxe notifies the customer of an incoming call with the call waiting feature and provides several additional

call disposition options. Call Waiting Deluxe incorporates the functionality of the Call Waiting feature, including Long Distance Alert, in addition to call disposition options. The Long Distance alert feature overrides the Multiple Directory Number (Distinctive Ring) feature for long distance calls.

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A user's perception of Call Waiting Deluxe will be affected by 1) whether they receive Calling Identity Delivery (CID) data for a waited party (Caller ID type services), and 2) the type of Customer Premises Equipment (CPE) used. The application of CID while a call is waited, allows the Call Waiting Deluxe customer to select a disposition option based on information about the waited party. The CPE will determine how Call Waiting Deluxe options are displayed, selected and in some cases, how they behave.

The Call Waiting Deluxe customer must also subscribe to Call Forwarding Don't Answer Service in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting Deluxe include:

- Answer the call and put the existing call on hold,
- Answer the call and disconnect the existing call,
- Forward the call,
- Connect the call to an announcement,
- Put the call on hold,
- Conference the call with the existing call.

Utilization of the full capabilities of Call Waiting Deluxe requires the use of compatible CPE at the customers' premises. The installation and maintenance of the compatible CPE and the technical capability of that CPE to function in conjunction with features of Call Waiting Deluxe is the responsibility of the customer.

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CUSTOM CALLING SERVICE

A. GENERAL (Continued)

2. Custom Calling Service includes one or more of the following service features (Continued)

h. Call Waiting Deluxe (Continued)

The Telephone Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the Call Waiting Deluxe features.

The service will only be provided in central offices that are equipped to provide the Call Waiting Deluxe features.

Call Waiting Deluxe will be furnished only in connection with individual line service. The service is not available in connection with Centrex Type Services, Private Branch Exchange Trunk Type Services, or Payphone (Coin) Type Telephone Service.

i. Message Waiting Indicator

The Message Waiting Indicator provides either a stutter dial tone for the end user on the associated access line(s), or a signal to activate/deactivate a message waiting light on the end user's telephone set.

j. Call Transfer Service

Call Transfer Service (Call Transfer) is a feature that allows a customer (POTS customer) to transfer an established call terminating on their telephone line to any other telephone line. Call Transfer allows the customer to (1) transfer the call and then hang-up leaving the other two-parties on a two-way call, or (2) to bridge the call and establish a three-way call. If the call transfer subscriber hangs up once a three-way call has been established the call will be considered transferred and the other two parties will be able to continue on a two-way call. The Call Transfer customer is free to originate and terminate additional calls after the call has been transferred. Any charges applicable to the call will be billed to the Call Transfer Subscriber. The Call Transfer customer is responsible for the second leg of the call. Any toll usage charges associated with the second leg of the call will appear on the Call Transfer Service customer's bill.

Certain material appearing on this page formerly appeared in Section 14 on pages 169 and 208.

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President, Cincinnati, Ohio

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2nd Revised Page 2.5  
Cancels 1st Revised Page 2.5

CUSTOM CALLING SERVICE

A. GENERAL (Continued)

2. Custom Calling Service includes one or more of the following service features (Continued)

k. Talking Call Waiting

Talking Call Waiting Service is a feature that allows a subscriber on a call in progress, upon receiving a tone signal indicating that another call is waiting, to hear the name of the second calling party. The name is spoken to the subscriber directly after the call waiting tone is sent. The Talking Call Waiting subscriber does not need to hit the flash button in order to hear the spoken name of the incoming caller.

The subscriber has the option to accept the incoming call by placing the existing call on hold (depressing the switch hook) and answering the waiting call or to ignore it.

l. Anywhere Call Forwarding

Anywhere Call Forwarding allows subscribers the capability to remotely change the termination of their incoming calls to another telephone line using any tone signaling telephone. The customer can activate, deactivate, or change the destination number using a personal identification number (PIN).

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CUSTOM CALLING SERVICE

A. GENERAL (Continued)

3. The following is a chart showing Custom Calling Service Features available by type of service.

CUSTOM CALLING SERVICE – FEATURE AVAILABILITY BY TYPE OF SERVICE CHART

<u>Custom Calling Service Feature</u>	<u>Residence Individual</u>	<u>Non-Residence Lines</u>		
		<u>Individual</u>	<u>Trunk</u>	<u>Payphone</u>
Call Forwarding Variable	Y	Y	Y	N
Anywhere Call Forwarding	Y	Y	N	N
3 Way Calling	Y	Y	N	N
Speed Calling	Y	Y	Y	N
Call Waiting	Y	Y	N	N
Call Forwarding Busy Line	Y	Y	Y	N
Call Forwarding Don't Answer	Y	Y	Y	N
MDNL	Y	Y	N	N
Call Waiting Deluxe	Y	Y	N	N
Message Waiting Indicator	Y	Y	N	N
Call Transfer	Y	Y	N	N
Talking Call Waiting	Y	Y	N	N

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Y = YES  
N = NOT AVAILABLE

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CUSTOM CALLING SERVICE

A. GENERAL (Continued)

4. Normal quality of transmission may not be maintained on all calls.
5. When the Call Forwarding features Busy Line and Don't Answer are provided on the same line, the forwarded-to number must be the same. When either Call Forwarding Busy Line or Call Forwarding Don't Answer are provided, it may be necessary for the forwarded-to number to be in the same central office, as determined by the facilities available in the customer's serving central office.
6. Customers subscribing to Custom Calling Services are provided with a thirty (30) day Customer Satisfaction Guarantee. The 30-day Customer Satisfaction guarantee will provide the customer up to a 30-day credit for the monthly charge associated with the service if they are not satisfied with the service. The credit will be provided only for the time the customer has the service, up to a maximum of 30 days. To receive the credit the customer must notify the Telephone Company of their dissatisfaction with the service and place an order to discontinue the service within 30 days of the time that the service was installed. The customer will also be credited with the nonrecurring charge associated with the service if one was charged.

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CUSTOM CALLING SERVICE

B. RATES

The following rates and charges apply to Custom Calling Service features and are in addition to the rates and charges applicable to the associated service, equipment and facilities:

1. Recurring Charges

	Monthly Rate		Usage Charge*		<u>USOC</u>
	<u>Residence</u>	Non- <u>Residence</u>	<u>Residence</u>	Non- <u>Residence</u>	
a. Call Forwarding features, each line					
(1) Variable	5.00	10.50 (I)			ESM
(2) Anywhere Call Forwarding	6.00	10.50			HRM
(3) Busy Line	1.75	8.50 (I)			EVB
(4) Don't Answer	1.75	8.50 (I)			EVD
b. Three-Way Calling feature					
Subscription each line	5.00	7.50			ESC
Pay-per-use (See Note 2)			1.25	1.25	HWE
c. Speed Calling feature					
(1) 8 number capacity, each line	5.00	7.50			ESL
(2) 30 number capacity, each line	5.00	7.50			ESF
d. Call Waiting feature, each line	6.60	6.25			ESX
e. Multiple Directory Numbers Per Line with Distinctive Ringing Feature, Per Dependent Directory Number (DN) subscribed to: (Note 1)					
(1) 1st Dependent DN	5.00	4.00			RGG1B
(2) 2nd Dependent DN	5.00	4.00			RGG2D RGG2E

Note 1: In addition, appropriate Directory Listing rates and/or charges apply as shown in Section 6 of this Tariff.

Note 2: Usage charge applies on a pay-per-use basis. There is no service activation or nonrecurring charge associated with services provided on a pay-per-use basis.

\* Usage charge applies per activation.

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Theodore Heckmann, Assistant Secretary, Cincinnati, Ohio

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CINCINNATI BELL TELEPHONE COMPANY LLC

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11th Revised Page 6  
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CUSTOM CALLING SERVICE

B. RATES (Continued)

The following rates and charges apply to Custom Calling Service features and are in addition to the rates and charges applicable to the associated service, equipment and facilities:

1. Recurring Charges (Continued)

	Monthly Rate		<u>USOC</u>
	<u>Residence</u>	<u>Non-Residence</u>	
f. Call Waiting Deluxe	\$ 7.00	\$ 9.50 (I)	PKR
g. Message Waiting Indicator	.25	.25	MWN
h. Call Transfer	5.00	7.50 (I)	TFI
i. Combination of Call Forwarding Busy, Call Forwarding Don't Answer, and Message Waiting Indicator	1.75	6.50 (I)	NLR3M
j. Talking Call Waiting	4.00	N/A	TW1

2. Discounts

The Call Manager package (Section 50) is grandfathered as of August 4, 2001. Call Manager customers who subscribed to any Custom Calling or Custom Calling Plus services prior to August 4, 2001 will continue to receive the discounted \$2.00 rate for those services as described in the following paragraph. Call Manager customers who subscribe to additional Custom Calling or Custom Calling Plus services after August 4, 2001 will be required to pay the tariffed rates for the newly added services.

Subscribers to the Call Manager package (See Section 50) may purchase any Custom Calling or Custom Calling PLUS service that is not part of Call Manager and that is priced at \$3.00 per month for \$2.00 per month.

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CUSTOM CALLING SERVICE

B. RATES (Continued)

The following rates and charges apply to Custom Calling Service features and are in addition to the rates and charges applicable to the associated service, equipment and facilities: (D)(T)

3. Nonrecurring Charges

A nonrecurring charge per line equipped is applicable:

- a. To establish or change to new and/or additional Custom Calling Services or combinations of Custom Calling Services and Custom Calling PLUS Services at the same time at the same address and on the same line, except when the change results only in the removal of one or more of the services.
- b. To change the forwarded to telephone number whenever Call Forwarding Busy Line and/or Call Forwarding Don't Answer is furnished.
- c. To change the approximate number of ringing cycles before Call Forwarding Don't Answer occurs.
- d. To change ringing patterns, telephone numbers of Dependent DNs or the call forwarding designation arrangement associated with Multiple Directory Numbers Per Line with Distinctive Ringing feature (MDNL) when MDNL is furnished.

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Christopher S. Colwell, Vice-President, Cincinnati, Ohio

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CUSTOM CALLING SERVICE

B. RATES (Continued)

3. Nonrecurring Charges (Continued)

Custom Calling Services

	Nonrecurring Charge (See Notes 1, 2 and 3) <u>Each line equipped</u>	
	<u>Residence</u>	<u>Non-Residence</u>
a. Call Forwarding Variable	\$ 8.50	\$ 15.00 (I)
b. Three-Way Calling	8.50	15.00 (I)
c. Speed Calling	8.50	15.00 (I)
d. Call Waiting	8.50	15.00 (I)
e. Call Forwarding Busy Line	8.50	15.00 (I)
f. Call Forwarding Don't Answer	8.50	15.00 (I)
g. MDNL	8.50	15.00 (I)
h. Call Waiting Deluxe	8.50	15.00 (I)
i. Message Waiting Indicator	8.50	15.00 (I)
j. Call Transfer	8.50	15.00 (I)
k. Combination of Call Forwarding Busy, Call Forwarding Don't Answer & Message Waiting Indicator	8.50	15.00 (I)
k. Talking Call Waiting	8.50	N/A
l. Anywhere Call Forwarding	8.50	15.00 (I)

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Note 1: Customers ordering a combination of Custom Calling Service features as described in this Section of the tariff and Custom Calling PLUS Services, as described in Section 48 of this tariff, on the same line, at the same time and at the same address will be billed only one recurring charge.

Note 2: Customers only ordering one or both of the following Custom Calling PLUS Service features - Call Tracing and/or Per Line Number Privacy – as described in Section 48 of this tariff, on the same line, at the same time and at the same address will be billed one nonrecurring charge.

Note 3: The nonrecurring charge per line equipped does not apply to services provided on a pay-per-use basis.

Certain material on this page previously appeared on Page 7 of Section 28 of the General Exchange Tariff, PSCK NO. 3