

MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECTORY LISTINGS

All subscribers, including pay telephones, are entitled to one listing in the official directory published by the Telephone Company.

Additional listings are provided at \$.25 each per month. This charge to continue while directory containing such listing is in effect. The charge will be terminated: if the main station telephone service is terminated; upon death of listed party; listed party subscribes for service in his own name; moves to a location where he is not accessible to the subscriber's station.

Acceptable listings are limited to the real names of individuals, partnerships or corporations and/or the names under which such individuals, partnerships or corporations actually conduct their business.

PRIVATE NUMBER SERVICE

Upon request from the customer, and at a rate of \$.50 per month, the telephone number, name and address will be omitted from the directory and directory assistance records. Unless the specific call number is given by the person calling, connection will not be established with a telephone having private number service.

This charges does not apply if the subscriber has another telephone line at the same location which is listed in the directory and information lists.

This charge does not apply to pay telephone access lines. (C)
When existing service for the same customer is changed from listed to Private Number Service, a nonrecurring charge applies as shown in Section 3.

NON-LISTED NUMBER SERVICE

Upon request from the customer, and at a rate of \$.50 per month, the telephone number, name and address will be omitted from the telephone directory. Such listings will be carried in the Telephone Company's directory assistance and other records.

This charge does not apply if the subscriber has another telephone line at the same location which is listed in the directory and information lists.

This charges does not apply to pay telephone access lines. (C)

When existing service for the same customer is changed from listed or Private Number Service, a nonrecurring charge applies as shown in Section 3.

(C) Indicates Change

Issued: March 24, 1997

Effective: April 15, 1997

North Pittsburgh Telephone Company

Section 6
Third Revised Sheet 1A
Canceling Second Sheet 1A

MISCELLANEOUS SERVICE AND EQUIPMENT (Cont'd)

DIRECTORY ASSISTANCE SERVICE

Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The regulations and rates set forth below apply when customers of North Pittsburgh Telephone Company request assistance in determining telephone numbers with the same Numbering Plan Area designation, which are requested from the Pennsylvania directory assistance attendant in the originating numbering plan area. (C)

Monthly Call Allowance

An allowance of two direct dialed Directory Assistance calls per month without charge is permitted for each residence line. Call allowances or calls are not transferable between separate accounts of the same customer.

Exemptions

Charges for Directory Assistance Service are not applicable to the following types of calls to Directory Assistance:

1. Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
2. Calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap, or from the business telephone of a certified handicapped customer where assistance is otherwise not available. (C)

Multiple Number Request

A maximum of two requested telephone numbers per call are permitted.

(C) Indicates Change

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North Pittsburgh Telephone Company

Section 6
 First Sheet 1A.1
 Canceling Original Sheet 1A.1

MISCELLANEOUS SERVICE AND EQUIPMENT (cont'd)

DIRECTORY ASSISTANCE SERVICE (cont'd)

Multiple Number Request (cont'd)

<u>RATES</u>	<u>PER CALL</u>	
a. Where the customer direct dials Directory Assistance	\$.65	(I)
b. Where the customer places a call to the Directory Assistance attendant via a Telephone Company operator.	\$.65*	(I)
c. Where the customer direct dials Directory Assistance from a Telephone Company Pay Phone.	\$.65	(I)
d. Where the customer originates a Directory Assistance call from a Telephone Company Pay Telephone via a Telephone Company operator.	\$.65*	(I)

(*Plus the applicable operator handled rate.)

(I) Indicates Increase

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MISCELLANEOUS SERVICE AND EQUIPMENT (Cont'd)

DIRECTORY ASSISTANCE SERVICE (Cont'd)

NATIONAL DIRECTORY ASSISTANCE

A. **GENERAL**

National Directory Assistance provides customers with the listings of individuals or businesses located outside the Regional Calling Area but within the United States.

B. **REGULATIONS**

1. A maximum of two requested telephone numbers per call is permitted. Charges are applied per call.
2. No call allowances or discounts apply.
3. The National Directory Assistance rate will not apply to the following types of calls:
 - a. calls placed from residence dial tone lines where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical disability, or from the business dial tone line of a customer certified with a disability where assistance is otherwise not available.
 - b. calls placed from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
4. National Directory Assistance will not be offered from the following services:

Hotel/Motel Guest Lines
5. If a customer requests both a Local Directory Assistance listing and a National Directory Assistance listing on the same call, the National Directory Assistance rate will apply for both listings. The Local Directory Assistance request will not be subtracted from a residential customer's call allowance and an additional Local Directory Assistance rate will not apply.

MISCELLANEOUS SERVICE AND EQUIPMENT (Cont'd)

DIRECTORY ASSISTANCE SERVICE (Cont'd)

NATIONAL DIRECTORY ASSISTANCE (Cont'd)

B. REGULATIONS (Cont'd)

6. The Telephone Company's liability for any errors or omissions in the National Directory Assistance information provided to the customer shall be subject to the same liability limitation for the Telephone Company's provision of local directory assistance information set forth in Section 1, Sheet 6 of this Tariff.

C. RATES

National Directory Assistance, per call \$.95*

* Plus the applicable operator-handled rate if the customer dials "0" and reaches a Telephone Company operator.

North Pittsburgh Telephone Company

Section 6
Eleventh Revised Sheet 2
Canceling Tenth Sheet 2

MISCELLANEOUS SERVICE AND EQUIPMENT (Cont'd)

REGULATIONS FOR SECONDARY OUTLETS

Secondary outlets for pay telephones may be provided by the Telephone Company and equipped with a Telephone Company owned telephone without dial to receive calls only and shall be wired so as to disconnect the extension telephone when the coin telephone handset is off the hook.

(C) Indicates Change

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North Pittsburgh Telephone Company

Section 6
Eighteenth Revised Sheet 3
Canceling Seventeenth Revised Sheet 3

MISCELLANEOUS SERVICE AND EQUIPMENT

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Material formerly appearing on this page can now be found in (C)
North Pittsburgh Telephone Company - Telephone - PA P.U.C. Tariff No. 13 (C)

(C) Indicates Change

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MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE

(C)

A. General

Custom Calling Service includes the following features:

1. Call Waiting

Call Waiting permits the customer engaged in a call, to receive a one signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook.

An enhanced feature of Call Waiting is automatically included with Call Waiting. This enhancement allows the customer to deactivate Call Waiting by dialing a special code prior to initiating a call or after receiving an incoming call. Call Waiting is automatically reactivated when the call or call attempt is terminated. There is no additional charge for this enhanced feature of Call Waiting.

2. Call Forward

Call Forward permits the customer to automatically forward all incoming calls to a telephone at another location. The customer activates Call Forward by dialing a special code followed by a telephone number of the location to which calls are to be transferred. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though a transferred call is in progress.

3. Call Forward - Remote Activation

This service combines Call Forward with remote access capability. In addition to the current Call Forward Custom Calling Feature access method, Call Forward-Remote Activation provides customer access from any touch-tone or tone-signaling-capable telephone. The customer dials a Remote Access Directory Number (RADN) and is then guided by voice prompts to enter required information, including a Personal Identification Number (PIN). Calls forwarded by this feature may be subject to toll charges as appropriate. Call Forward Remote Activation is only offered on a monthly subscription basis.

Information appearing on this sheet formerly appeared on Sheets 11, 12G and 12I.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

(C)

A. General (Cont'd)

Custom Calling Service includes the following features (Cont'd)

3. Call Forward - Remote Activation (Cont'd)

Customers accessing Call Forward-Remote Activation may incur long distance message charges. The remote access capability may experience occasional interruptions in service. The Telephone Company shall not be liable for damage if, for any reason, the service is interrupted or inoperable.

4. Call Forward - Busy Line

Call Forward - Busy Line permits the customer to automatically forward incoming calls to a predesignated telephone number when the called line is busy. The customer may still make outgoing calls even though the transferred call is in progress.

5. Call Forward - Busy Line - Fixed

Call Forward - Busy Line - Fixed permits the customer to activate when an incoming call is forwarded to a predesignated telephone number when the called line is busy. The customer activates Call Forward - Busy Line - Fixed by dialing a special code. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though the transferred call is in progress.

6. Call Forward - Busy Line - Customer Programmable

Call Forward - Busy Line - Customer Programmable permits the customer the flexibility of selecting the telephone number that incoming calls will be forwarded to when the called line is busy and the flexibility of activating when incoming calls will be forwarded to the customer-selected telephone number. The customer activates Call Forward - Busy Line - Customer Programmable by dialing a special code, followed by the telephone number of the location to which the calls are to be transferred. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though a transferred call is in progress.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

(C)

B. General (Cont'd)

Custom Calling Service includes the following features (Cont'd)

7. Call Forward - Don't Answer

Call Forward - Don't Answer permits the customer to automatically forward incoming calls to a predesignated telephone number when the called line is not answered after a specified number of rings. The customer may still make outgoing calls even though the transferred call is in progress.

8. Call Forward - Don't Answer - Fixed

Call Forward - Don't Answer - Fixed permits the customer to activate when an incoming call is forwarded to a predesignated telephone number when the called line is not answered after a specified number of rings. The customer activates Call Forward - Don't Answer - Fixed by dialing a special code. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though the transferred call is in progress.

9. Call Forward - Don't Answer - Customer Programmable

Call Forward - Don't Answer - Customer Programmable permits the customer the flexibility of selecting the telephone number that incoming calls will be forwarded to when the called line is not answered after a specified number of rings and the flexibility of activating when incoming calls will be forwarded to the customer-selected telephone number. The customer activates Call Forward - Don't Answer - Customer Programmable by dialing a special code, followed by the telephone number of the located to which the calls are to be transferred. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though a transferred call is in progress.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

(C)

C. General (Cont'd)

Custom Calling Service includes the following features (Cont'd)

10. Call Forward - Busy Line/Don't Answer

Call Forward - Busy Line/Don't Answer permits the customer to automatically forward incoming calls to a predesignated telephone number when the called line is busy or is not answered after a specified number of rings. The customer may still make outgoing calls even though the transferred call is in progress.

11. Call Forward - Busy Line/Don't Answer - Fixed

Call Forward - Busy Line/Don't Answer - Fixed permits the customer to activate when an incoming call is forwarded to a predesignated telephone number when the called line is busy or not answered after a specified number of rings. The customer activates Call Forward - Busy Line/Don't Answer - Fixed by dialing a special code. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though the transferred call is in progress.

12. Call Forward - Busy Line/Don't Answer - Customer Programmable

Call Forward - Busy Line/Don't Answer - Customer Programmable permits the customer the flexibility of selecting the telephone number that incoming calls will be forwarded to when the called line is busy or is not answered after a specified number of rings, and the flexibility of activating when incoming calls will be forwarded to the customer-selected telephone number. The customer activates Call Forward - Busy Line/Don't Answer - Customer Programmable by dialing a special code, followed by the telephone number of the location to which the calls are to be transferred. The feature may be deactivated by dialing another code. The customer may still make outgoing calls even though a transferred call is in progress.

(C) Indicates Change

North Pittsburgh Telephone Company

Section 6
Fifth Revised Sheet 8
Canceling Fourth Revised Sheet 8

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

(C)

D. General (Cont'd)

Custom Calling Service includes the following features (Cont'd)

13. Three-Way Calling

Three-Way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer establishing the conference must remain on the line for the duration of the call.

14. Speed Calling

Speed Calling permits the customer to place calls to local or long distance numbers by dialing abbreviated codes instead of the complete telephone numbers. Two arrangements of Speed Calling are available; 8-number capacity using one digit abbreviated codes and 30-number capacity using two digit codes. Customers may make changes or entries in their speed list by dialing special codes.

Information appearing on this sheet formerly appeared on Sheets 11 and 12.

(C) Indicates Change

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MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

E. General (Cont'd)

Custom Calling Service includes the following features (Cont'd)

15. Distinctive Ring Service (C)

a. Description

Distinctive Ring Service enables an individual line subscriber to have up to three telephone numbers (referred to as "Dependent" numbers) assigned to one dial tone in addition to the main number (referred to as the "Master" number). Each number when dialed will result in a distinctive ring which facilitates the ability of the customer to determine which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Distinctive Ring Service and Call Waiting. Distinctive Ring Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Distinctive Ring Service is only offered on a monthly subscription basis. (C)

b. Explanation of Terms

(1) Master Number

Main telephone number provided with the dial tone line and associated with incoming and outgoing calls.

(2) Dependent Number

Additional telephone number, within the same exchange as the Master number, (associated with the Master telephone number) that is used for incoming calls only and cannot be used for outgoing calls.

(3) Distinctive Ring and Distinctive Call Waiting Tone (C)

With Distinctive Ring Service, distinctive ringing and Call Waiting tone patterns are assigned to a Dependent number to distinguish incoming calls from those to the Master number. (C)

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(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

E. General (Cont'd)

Custom Calling Service includes the following features (Cont'd)

15. Distinctive Ring Service (Cont'd) (C)

c. Regulations

- (1) Distinctive Ring Service is furnished only from central offices where facilities are available, as determined by the Telephone Company. (C)
- (2) Distinctive Ring Service is provided only where, in the judgement of the Telephone Company, Distinctive Ring Service is compatible with the type of service with which it is to be associated. (C)
(C)
(C)
- (3) A customer can select up to three Dependent numbers assigned to the Master number.
- (4) The ringing and tone patterns associated with the Master and Dependent numbers shall be assigned solely at the discretion of the Telephone Company.
- (5) When a call is in progress, any incoming calls will receive a busy signal, unless the Distinctive Ring Service customer also subscribes to Call Waiting. (C)
- (6) Distinctive Ring Service customers will be entitled to one White Pages directory listing option per Dependent number as part of the basic offering. Business customers subscribing to Distinctive Ring Service are entitled to one free classified listing per Dependent number. (C)
(C)
- (7) "Collect" and "bill to a third number" calls may be charged to Dependent numbers. Calls charged to Dependent numbers will be billed to the Master telephone number.

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(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

A. General (Cont'd)

Custom Calling Service includes the following features (Cont'd)

15. Distinctive Ring Service (Cont'd) (C)

c. Regulations (Cont'd)

(8) Distinctive Ring Service customers who also subscribe to Call Forwarding, must choose one of the following Call Forwarding arrangements at the time of subscription. (C)

i. Calls to Dependent and Master telephone numbers are forwarded to the same telephone number when Call Forwarding is activated.

ii. Calls to the Master telephone only are forwarded when Call Forwarding Service is activated. Calls to Dependent number(s) will continue to ring and may be answered at the subscriber's premises.

(9) Customers who subscribe to Distinctive Ring Service and also subscribe to Advanced Custom Calling Service, may subscribe to only one Dependent number. (C)

(10) Distinctive Ring Service will not be provided on lines equipped with Telephone Company provided hunting arrangements. (C)

(11) Distinctive Ring Service may not be compatible with all types of customer provided telephone equipment. (C)

(12) Distinctive Ring Service charges will be billed to the Master number. (C)

(13) All charges associated with Distinctive Ring Service are the responsibility of the customer of record, including but not limited to "bill a third number" and "collect" charges. (C)

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(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

B. Availability of Service

Custom Calling Service will be provided only in connection with individual line business and individual line residence services. Custom Calling Service is not provided in connection with pay telephone service or Rotary Hunt Trunk service.

Custom Calling Service is available in the following exchanges:

<u>Exchange</u>	<u>Central Office</u>
Cooperstown	898
Criders Corners	713,742,772,776,778,779
Curtisville	265
Freeport	294,295
Gibsonia	443,444,449
Mars	625
Saxonburg	352,353,360
Wexford	933,934,935,940

C. Regulations

1. Call Forward, Call Forward-Remote Activation and Select Forward Service can be provided in combination on the same line, but may deactivate or supersede each other.
2. A Personal Identification Number (PIN) will be used as a security measure to ensure an authorized user is accessing Call Forward- Remote Activation Service. The customer will designate their five-digit PIN when they initially place the order for service. A service order must be issued to change the PIN.
3. When a customer subscribes to both Distinctive Ring Service and Advanced Custom Calling Services, the applicable services are automatically associated with Master and Dependent numbers. Customer do not have the option of associating other Advanced Custom Calling Services with less than all numbers except as set forth in Section 6, Sheet 11, A.15.c.(8). (C)
4. Call Forward-Remote Activation can only be accessed by a touch-tone or tone-signaling-capable telephone. (C)

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(C) Indicates Change

North Pittsburgh Telephone Company

Section 6
 Second Revised Sheet 12A
 Canceling First Revised Sheet 12A

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

CUSTOM CALLING SERVICE (Cont'd)

D. Rates

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Call Waiting	\$2.50	\$2.50
Call Forward	\$2.50	\$2.50
Call Forward-Remote Activation	\$2.50	\$2.50
Call Forward-Busy Line	\$2.50	\$2.50
Call Forward-Busy Line-Fixed	\$2.50	\$2.50
Call Forward-Busy Line-Customer Programmable	\$2.50	\$2.50
Call Forward-Don't Answer	\$2.50	\$2.50
Call Forward-Don't Answer-Fixed	\$2.50	\$2.50
Call Forward-Don't Answer-Customer Programmable	\$2.50	\$2.50
Call Forward-Busy Line/Don't Answer	\$2.50	\$2.50
Call Forward-Busy Line/Don't Answer-Fixed	\$2.50	\$2.50
Call Forward-Busy Line/Don't Answer-Customer Programmable	\$2.50	\$2.50
Three-Way Calling	\$2.50	\$2.50
Speed Calling - 8 Code	\$2.50	\$2.50
Speed Calling - 30 Code	\$3.50	\$3.50
Distinctive Ring		
First Dependent Number	\$2.50	\$2.50
Second Dependent Number	\$2.50	\$2.50
Third Dependent Number	\$2.50	\$2.50

(C)

Toll charges apply to each call forwarded or conference to a location beyond the flat rate local calling area of the line with which the Custom Calling Service is associated.

Non-recurring charges specified in Section 3 apply.

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(C) Indicates Change

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MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE

(C)

A. General

The following central office-based call management services forward the calling party's number to the terminating end, where facilities permit. The services work only on calls that originate from and terminate to appropriately equipped central offices. These services provide a variety of subscription and usage-sensitive priced, user-programmable features that manage calls based on customer input directions to the network. These services are automatically available to any single line customer in the Telephone Company's service area. The customer has various billing and/or blocking options for the use of these services. Customers accessing these services may incur long distance message charges.

1. Repeat Call

This service allows a calling party to automatically redial the last number dialed if the call was answered, not answered or busy, provided there have been no intervening calls. If the called line is found busy, a 30-minute queuing process begins. The calling party is then given an indication that the Network will attempt to set up the call when the called line is idle. The Network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

Customers can either pay-per-use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use. When the customer pays-per-use, the usage charge applies per activation, regardless of whether or not the attempted call is completed by the called party's answer.

2. Return Call

This service allows a calling party to automatically return the most recent incoming calls. If that line is found busy, a 30-minute queuing process begins, and the Network automatically attempts to complete the call.

**Information formally appearing on this sheet now appears on Sheet 10.
Information appearing on this sheet formerly appeared on Sheet 12D.**

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

A. General (Cont'd)

2. Return Call (Cont'd)

Customers can either pay-per-use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use. When the customer pays-per-use, the usage charge applies per activation, regardless of whether or not the attempted call is completed by the called party's answer.

3. Priority Call

This service provides one distinctive audible signal to the called customer when an incoming call is received from one of up to twelve pre-specified telephone numbers. Through an interactive dialing sequence, the customer creates a screening list of up to twelve telephone numbers. This list can only be created from and for telephone numbers located in appropriately equipped central offices. When a call arrives from one of the pre-specified telephone numbers, the Priority Call rings distinctively. If the called customer subscribes to Call Waiting, and the call arrives when the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone with multi-line hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

* * *

4. Select Forward

This service allows the customer to select a maximum of twelve telephone numbers for forwarding. The customer activates this service by dialing a code to create a screening list via an interactive dialing sequence. This list can only be created from and for telephone numbers located in appropriately equipped central offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number.

**Information formally appearing on this sheet now appears on Sheet 11.
Information appearing on this sheet formerly appeared on Sheet 12E.**

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

A. General (Cont'd)

4. Select Forward (Cont'd)

For calls from a line within multi-line hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

* * *

5. Select Accept

This service allows the customer to selectively program a list of up to twelve telephone numbers from which the customer wishes to receive calls. This list can only be created from and for telephone numbers located in the appropriately equipped central offices. Only calls from those telephone numbers in the screening list may be accepted. An incoming call from a telephone number that is not on the screening list is routed to an announcement stating that the called party does not wish to receive the call.

* * *

6. Call Block

This service gives the customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of twelve numbers. The list can only be created from and or for telephone numbers located in appropriately equipped offices. Further calls to the Call Block customer from telephone numbers in the screening list, are connected to an announcement stating that the called party is not accepting calls.

For calls from a line within multi-line hunting, the call is blocked only where the main telephone number has been entered in the screening list.

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Information formally appearing on this sheet now appears on Sheet 12B.

Information appearing on this sheet formerly appeared on Sheet 12F.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

A. General (Cont'd)

7. Do Not Disturb

Do Not Disturb allows a customer to reduce the number of telemarketing and other solicitation calls. Before the telephone rings, incoming callers will receive a recorded announcement informing the caller that solicitation calls are not being accepted.

Using the Internet, customers can designate a Preferred Caller List. Telephone numbers on this list will automatically bypass the Do Not Disturb feature.

8. Call Waiting ID

For customers who subscribe to Call Waiting and Caller ID or Caller ID Deluxe, Call Waiting ID alerts the customer of an incoming call using the Call Waiting tone and it displays the calling party's name and/or telephone number on the Caller ID or Caller ID Deluxe box or telephone. The customer can then decide whether or not to take the incoming call. The customer must subscribe to both Call Waiting and Caller ID or Caller ID Deluxe and have a Call Waiting compatible Caller ID or Caller ID Deluxe box or telephone to use this feature.

9. Call Trace

This service allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Call Trace is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them. The Telephone Company retains the traced call information in compliance with the PA PUC Chapter 63.54.

**Information formally appearing on this sheet now appears on Sheet 12C.
Information appearing on this sheet formerly appeared on Sheet 12F.**

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

A. General (Cont'd)

10. Caller ID Service

Caller ID Service is an optional feature which allows a customer to see the telephone number of an incoming call displayed on a customer provided display unit. The telephone number of an incoming call will display between the first and second rings. Caller ID Service works only on calls which originate from and terminate in central offices which are equipped to provide this service or between central offices that are equipped and have SS7 connectivity. Caller ID is available to customers by monthly subscription only, which provides unlimited use of this service.

As facilities permit, Caller ID Service will be provided to the following customers: Residence One-Party Service, Business One-Party Service and Rotary Hunt Trunk Service. For calls originating from a line with a PBX Multi-line hunting group, only the "main" telephone number will be delivered.

(C)

The telephone numbers that will be displayed on a Caller ID customer's display unit include listed, private and non-listed telephone numbers.

The telephone numbers that will not be displayed to the Caller ID customer are: (1) calls from customers who use Per-Call Blocking or subscribe to Per-Line Blocking; (2) calls from customers located in central offices not a part of the SS7 Signaling System; and (3) calls placed through an operator. When these types of calls are received by a Caller ID customer, their display unit will notify them that the calling telephone number is unavailable.

Anonymous Call Rejection

In addition to the ability to see the telephone number of incoming calls, Caller ID Service provides a customer with the ability to reject calls from callers who have blocked the display of their telephone number on outgoing calls. This feature is called Anonymous Call Rejection (ACR) and can be activated and deactivated by dialing a specific code.

(C) Indicates Change

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MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

A. General (Cont'd)

10. Caller ID Service (Cont'd)

Anonymous Call Rejection (Cont'd)

ACR is initially provided in the deactivated mode. The ACR will remain either on or off until the customer makes a change by dialing the special code. The Caller ID customer will hear a confirmation tone when the feature is activated or deactivated. When a caller who has activated the Per-Call Blocking or Per-Line Blocking, calls a Caller ID customer that has activated ACR, the caller will hear an announcement that calls from blocked telephone numbers are not being accepted. Blocked calls routed to the Anonymous Call Rejection announcement will not be rated as completed calls. The Caller ID customer's telephone does not ring. There is no additional charge for this feature.

Caller ID Service, Per-Call Blocking and Per-Line Blocking can be used by customers with pushbutton or dial pulse (rotary) telephones.

Caller ID Per-Call Blocking

Per-Call Blocking is automatically available to all customers including pay telephones served by the Telephone Company. This blocking option allows the calling party to block the passage of their telephone number on outgoing calls. To activate Per-Call Blocking, a special code is dialed prior to placing the call.

When this blocking feature is activated by the calling party, and they place a call to a Caller ID customer, the customer's display unit will indicate that the incoming call has been blocked. There is no charge to activate Per-Call Blocking and the service is provided on an unlimited basis. Caller ID Per-Call Blocking does not prevent the delivery of telephone numbers to 911 emergency service providers.

Pay Telephones in the Telephone Company serving area will be equipped with the Caller ID Per-Call Blocking option. Instructions on how to use blocking will be provided at each Telephone Company provided pay telephone.

**Information formally appearing on this sheet now appears on Sheet 4 and 12F.
Information appearing on this sheet formerly appeared on Sheet 12G.1.**

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

A. General (Cont'd)

10. Caller ID Service (Cont'd)

Caller ID Per-Line Blocking (Cont'd)

The calling party may prevent the display of their telephone number on a permanent basis by subscribing to Per-Line Blocking. This blocking option automatically prevents the display of the calling number for calls placed from that line to a Caller ID customer, unless the feature is deactivated. If a customer of Per-Line Blocking chooses to deactivate blocking, the calling telephone number would be sent for that call only. After the call is completed, the line automatically reverts back to the Per-Line Blocking feature. The deactivation of Per-Line Blocking is completed by dialing a special code prior to placing each call.

The code to deactivate Per-Line Blocking is different than the one used to activate Per-Call Blocking. Caller ID Per-Line Blocking will be available to all customers in the Telephone Company serving area.

The Per-Line Blocking option can only be added or removed from a customer's line by placing a service order with the Telephone Company. When this service order is removed, the line is automatically converted to the Per-Call Blocking capability. Caller ID Per-Line Blocking does not prevent the delivery of telephone numbers to 911 emergency service providers.

Customers who use either Per-Call Blocking or Per-Line Blocking will be unable to complete calls to Caller ID customers that have activated the Anonymous Call Rejection feature. When a caller who has blocked the display of her/her telephone number, places a call to a Caller ID customer that has activated ACR, the caller will hear an announcement that the called party does not take anonymous calls. To complete a call to a Caller ID customer that has activated ACR, the calling party can do one of the following: (1) place the call by unblocking the telephone number; (2) place the call through an operator or (3) place the call using a telephone credit card. Options (2) and (3) involve charges in addition to the cost of the call. The live operator surcharge will be waived for customers of North Pittsburgh Telephone

Information formally appearing on this sheet now appears on Sheet 12G.

Information appearing on this sheet formerly appeared on Sheet 12G.1 & 12G.2.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

A. General (Cont'd)

10. Caller ID Service (Cont'd)

Caller ID Per-Line Blocking (Cont'd)

Company who are victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs). If the operator surcharge cannot be waived when the call is being placed, the Telephone Company will, upon notification, credit the live operator surcharge amount to the aforementioned party's telephone bill. Furthermore, should alternative methods become available in the future which permit the aforementioned to access the ACR party without revealing the caller's telephone number, the Telephone Company will waive any additional charges associated with such alternative methods.

Per-Line Blocking is not available on pay telephones.

11. Caller ID Deluxe Service

Caller ID Deluxe allows a customer to see the telephone number and name of an incoming call displayed on the customer provided display unit. The telephone number and name of an incoming call will display between the first and second rings.

Caller ID Deluxe works only on calls which originate from and terminate in central offices which are equipped to provide this service or between central offices that are equipped and have SS7 connectivity. Caller ID Deluxe is available to customer by monthly subscription only, which provides unlimited use of the service.

As facilities permit, Caller ID Deluxe Service will be provided to the following customers: Residence One-Party Service, Business One-Party Service and PBX Trunks.

**Information formally appearing on this sheet now appears on Sheet 12G.1.
Information appearing on this sheet formerly appeared on Sheet 12G.2 & 12G.2a.**

(C) Indicates Change

Issued: February 12, 2003

Effective: April 14, 2003

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

A. General (Cont'd)

(C)

11. Caller ID Deluxe Service (Cont'd)

(C)

The telephone numbers and names that will be displayed on a Caller ID Deluxe customer's display unit include listed, private, and non-listed telephone numbers. The telephone numbers and names that will not be displayed to the Caller ID Deluxe customer are: (1) calls from customers who use Per-Call Blocking or subscribe to Per-Line Blocking; (2) calls from customers located in central offices not a part of the SS7 Signaling System, and (3) calls placed through an operator. When these types of calls are received by a Caller ID Deluxe customer, their display unit will notify them that the calling telephone number and name is unavailable.

Anonymous Call Rejection

(C)

In addition to the ability to see the telephone number and name of incoming calls, Caller ID Deluxe Service provides a customer with the ability to reject calls from customers who have blocked the display of their telephone number and name on outgoing calls. This feature is called Anonymous Call Rejection (ACR) and can be activated and deactivated by dialing a specific code. ACR is initially provided to the customer in the deactivated mode. The ACR will remain either on or off until the customer makes a change by dialing the special code. The Caller ID Deluxe customer will hear a confirmation tone when the feature is activated or deactivated. When a caller who has activated the Per-Call Blocking or Per-Line Blocking, calls a Caller ID Deluxe customer that has activated ACR, the caller will hear an announcement that calls from blocked telephone numbers are not being accepted. The Caller ID Deluxe customer's telephone does not ring. There is no additional charge for this feature. Blocked local or long distance calls routed to the Anonymous Call Rejection announcement will not be rated as completed calls. The Caller ID Deluxe customer's telephone does not ring. There is no additional charge for this feature.

Caller ID Deluxe Service, Per-Call Blocking and Per-Line Blocking can be used by customers with pushbutton or dial pulse (rotary) telephones.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

A. General (Cont'd) (C)

11. Caller ID Deluxe Service (Cont'd) (C)

Caller ID Deluxe Per-Call Blocking

Per-Call Blocking is automatically available to all customers including pay telephone served by the Telephone Company. This blocking option allows the calling party to block the passage of their telephone number on outgoing calls. To activate Per-Call Blocking, a special code is dialed prior to placing each call. (C)

When this blocking feature is activated by the calling party, and they place a call to a Caller ID Deluxe customer, the customer's display unit will indicate that the incoming call has been blocked. There is no charge to activate Per-Call Blocking and the service is provided on an unlimited basis. Caller ID Deluxe Per-Call Blocking does not prevent the delivery of telephone numbers to 911 emergency service providers.

The pay telephones in the Telephone Company serving area will be equipped with the Caller ID Deluxe Per-Call Blocking option. Instructions on how to use blocking will be provided at each Telephone Company provided pay telephone station. (C)

Caller ID Deluxe Per-Line Blocking

The calling party may prevent the display of their telephone number on a permanent basis by subscribing to Per-Line Blocking. This blocking option automatically prevents the display of the calling number and name for all calls placed from that line to a Caller ID Deluxe customer, unless the feature is deactivated. If a customer of Per-Line Blocking chooses to deactivate blocking, the calling telephone number and name would be sent for that call only. After the call is completed, the line automatically reverts back to the Per-Line Blocking feature. The deactivation of Per-Line Blocking is completed by dialing a special code prior to placing each call.

The code to deactivate Per-Line Blocking is different than the one used to activate Per-Call Blocking. Caller ID Deluxe Per-Line Blocking will be available to all customers in the Telephone Company serving area. (C)

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

A. General (Cont'd) (C)

11. Caller ID Deluxe Service (Cont'd) (C)

Caller ID Deluxe Per-Line Blocking (Cont'd)

The Per-Line Blocking option can only be added or removed from a customer's line by placing a service order with the Telephone Company. When this service is removed, the line is automatically converted to the Per-Call Blocking capability. Caller ID Deluxe Per-Line Blocking does not prevent the delivery of telephone numbers to 911 emergency service providers.

Customers who use either Per-Call Blocking or Per-Line Blocking will be unable to complete calls to Caller ID Deluxe customers that have activated the Anonymous Call Rejection (ACR) feature. When a caller who has blocked the display of his/her telephone number and name, places a call to a Caller ID Deluxe customer that has activated ACR, the caller will hear an announcement that the called party does not take anonymous calls. To complete a call to a Caller ID Deluxe customer that has activated ACR, the calling party can do one of the following: (1) place the call by unblocking the telephone number; (2) place the call through an operator, or (3) place the call using a telephone credit card. Options (2) and (3) involve charges in addition to the cost of the call. The live operator surcharge will be waived for customers of North Pittsburgh Telephone Company who are victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs). If the operator surcharge cannot be waived when the call is being placed, the Telephone Company will, upon notification, credit the live operator surcharge amount to the aforementioned party's telephone bill. Furthermore, should alternative methods become available in the future which permit the aforementioned to access the ACR party without revealing the caller's telephone number, the Company will waive any additional charges associated with such alternative methods. (C)

Per-Line Blocking is not available on pay telephones.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

B. Definitions

The following definitions apply to terms often used to describe operation of various Advanced Custom Calling Service:

1. Activation

Activation requires dialing a code from the customer's line and originating (activating) the corresponding service. For usage-billed service(s), activation causes an activation charge to be applied at that time. No activation charge applies when the customer subscribes to a service on a monthly basis. When the customer uses Repeat Call or Return Call on a pay-per-use basis, activation charges apply whether or not the calls are completed by the called or called-back party's answer.

2. Interactive Dialing Sequence

Relates to the dialing activities performed by a customer while programming a service for use. The dialing activities are termed interactive because the customer's actual dialing functions are in response to messages provided by the Central Office.

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

- C. Regulations (C)
1. Availability of Service (C)
- a. Advanced Custom Calling Service will be available to customers having technically compatible features and premises equipment. The Telephone Company is not responsible for the compatibility of products and services of outside vendors. The Telephone Company reserves the right to restrict or otherwise limit Advanced Custom Calling Service features where, in the Telephone Company's determination: (a) the feature(s) may create a potential incompatibility or, (b) provision of the feature(s) would require the establishment of new or additional Telephone Company procedures.
- b. The services can be activated by either dial-pulse (rotary) or Touch-Tone line dial service. * * * (C)
2. Provision of Service (C)
- a. Advanced Custom Calling Service is provided to individual line customers only.
- b. Advanced Custom Calling Service is not provided in connection with pay telephone service.
- c. Call Forward, Call Forward-Remote Activation and Select Forward Service can be provided in combination on the same line, but may deactivate or supersede each other. (C)
- * * *
- * * *
- d. Caller ID and Caller ID Deluxe Service may be provided, as facilities permit, in combination with other Advanced Custom Calling Services, but may interact with these other services. (C)

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

C. Regulations (Cont'd) (C)

3. Limitation of Service (C)

- a. Call quality may be impaired when incoming calls are transferred to a location outside the customer's local calling area or if a three-way call involves more than one toll point.

* * *

D. Rates (C)

1. General (C)

- a. The customer of record will be responsible for all rates and charges associated with Advanced Custom Calling Service as described in this section. The customer of record will be charged for all services activated on his/her service and/or charged the applicable monthly subscription rate for each line on which Advanced Custom Calling Service is provided.
- b. A customer may request to have his/her line(s) made inoperable for usage services capability. In that case, all capability for these services is removed from the line(s) at no charge. Should the customer subsequently request to reactivate usage services capability, a Non-Recurring Service Charge applies per line. Services to which these provisions are applicable are: Repeat Call, Return Call and Call Trace.

Information formerly appearing on this sheet now appears on Sheet 12J.

(C) Indicates Change

Issued: February 12, 2003

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North Pittsburgh Telephone Company

Section 6
Fourth Revised Sheet 12J
Canceling Third Revised Sheet 12J

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

D. Rates (Cont'd)

2. Non-Recurring Charges

Non-Recurring Charges to change orders for subscription Advanced Custom Calling Service, Advanced Custom Calling Usage Service Reactivation and Call Forwarding Remote Activation Service PIN changes, apply as specified in Section 3 of this tariff. One charge applies per line, per order regardless of the number of services being changed or added.

Initial Per-Line Blocking is provided at no charge upon customer request. A non-recurring charge, as specified in Section 3 of this tariff, applies for subsequent requests for Caller ID and Caller ID Blocking (Per-Line) for the same customer at the same address. The non-recurring charge will be waived for customers of North Pittsburgh Telephone Company who are victims of domestic violence, the staffs of domestic violence program agencies and emergency services personnel.

Information formerly appearing on this sheet now appears on Sheets 12K and 12M.
Information appearing on this sheet formerly appeared on Sheet 12I.

(C) Indicates Change

Issued: February 12, 2003

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MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

D. Rates (Cont'd)

3. Monthly Rates (Subscription)

- a) The following monthly rates and the non-recurring charges specified in D.2 preceding, apply to subscription Advanced Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

	<u>Individual Monthly Rates</u>		
	<u>Residence</u>	<u>Business</u>	
Repeat Call, per line	\$2.50	\$2.50	
Return Call, per line	\$2.50	\$2.50	
Priority Call, per line	\$2.50	\$2.50	
Select Forward, per line	\$2.50	\$2.50	
Select Accept, per line	\$2.50	\$2.50	
Call Block, per line	\$2.50	\$2.50	
Call Waiting ID, per line	\$1.00	\$1.00	(C)
Do Not Disturb, per line	\$2.50	\$2.50	
Caller ID, per line	\$3.50	\$5.00	
Caller ID Deluxe*, per line	\$6.00	\$9.00	
Caller ID and Caller ID Deluxe Blocking			
Per Call	No Charge	No Charge	
Per Line	No Charge	No Charge	

* The non-recurring charge does not apply to upgrades in service from Caller ID to Caller ID Deluxe.

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(C) Indicates Change

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North Pittsburgh Telephone Company

Section 6
Original Sheet 12L

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

ADVANCED CUSTOM CALLING SERVICE (Cont'd)

(C)

D. Rates (Cont'd)

4. Usage Rates

	<u>Residence</u>	<u>Business</u>
Repeat Call, Each Activation	\$.50	\$.50
Return Call, Each Activation	\$.50	\$.50
* * *		
* * *		
* * *		
Call Trace Per Successful Attempt	\$1.00	\$1.00
* * *		

NOTES:

* * *

Effective April 14, 2003, the per use option for Priority Call, Select Forward, Call Block and Select Accept will no longer be available.

E. Message Charges

Toll charges apply to each call forwarded, returned from or conferenced to a location beyond the local calling area of the line with which the Advanced Custom Calling Service is associated.

Information appearing on this sheet formerly appeared on Sheet 12K.

(C) Indicates Change

Issued: February 12, 2003

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North Pittsburgh Telephone Company

Section 6
Original Sheet 12M

MISCELLANEOUS SERVICE AND EQUIPMENT - (Cont'd)

MULTI-FEATURE DISCOUNT

(C)

The following discounts apply, per service, to monthly subscription rates for multiple-service purchases of Advanced Custom Calling Service and Custom Calling Service and are in addition to the rates and charges applicable to the associated services.

	<u>Monthly Subscription Discount Rates</u>	
	<u>Residence</u>	<u>Business</u>
Package of Two Services, per line	15%	15%
Package of Three Services, per line	20%	20%
Package of Four Services, per line	25%	25%
Package of Five or More Services, per line	30%	30%

Information appearing on this sheet formerly appeared on Sheet 12J.

(C) Indicates Change

Issued: February 12, 2003

Effective: April 14, 2003

North Pittsburgh Telephone Company

Section 6
Fifth Revised Sheet 13
Canceling Fourth Revised Sheet 13MISCELLANEOUS SERVICE AND EQUIPMENT - (cont'd)REMOTE CALL FORWARDING

Remote Call Forwarding is a special reverse charge service whereby a call to a telephone number in one exchange (the call forwarding location) is automatically forwarded by Telephone Company central office equipment to another telephone number in a different exchange outside the local calling area of the Call Forwarding exchange. One access path is required for each call simultaneously forwarded. This service is offered only where the terminating telephone number can be dialed direct via the exchange network.

Remote Call Forwarding is offered from the following locations:

<u>Exchange</u>	<u>Central Office</u>	<u>Exchange</u>	<u>Central Office</u>
Cooperstown	898	Gibsonia	443,444,449
Criders Corners	713,742,772	Mars	625
	776,778,779		
Curtisville	265	Saxonburg	352,353,360
Freeport	294,295	Wexford	933,934,935,940

(C)

Remote Call Forwarding is not offered where the terminating station is a pay telephone.

The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

Remote Call Forwarding is subject to transmission limitations, so that the quality of transmission of calls which are forwarded may vary depending on the distance and routing necessary to complete each call. Normal transmission is not guaranteed on any forwarded call. This service is not represented as being suitable for the transmission of data or for connection to other services beyond the premises of the terminating telephone number.

Call Forwarding should not be offered as a feature at the Remote Call Forwarding terminating number.

This service does not include the provision of a telephone instrument at the call forwarding location.

The monthly rate entitles the customer to a directory listing of the Remote Call Forwarding telephone number in the directory serving the Remote Call Forwarding Service location.

Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient Remote Call Forwarding service and facilities to adequately handle calls to the Remote Call Forwarding customer without interfering with or impairing any services offered by the Telephone Company.

(C) Indicates Change

Issued: October 16, 1998

Effective: January 1, 1999

North Pittsburgh Telephone Company

Section 6
First Revised Sheet 14
Canceling Original Sheet 14

MISCELLANEOUS SERVICE AND EQUIPMENT - (cont'd)

REMOTE CALL FORWARDING - (cont'd)

If in the opinion of the Telephone Company, additional Remote Call Forwarding service at the Call Forwarding location or facilities at the terminating station are needed, the customer will be required to subscribe to additional Remote Call Forwarding services and/or facilities. In the event the customer refuses to subscribe to additional Remote Call Forwarding services and/or facilities, said customer's Remote Call Forwarding service shall be subject to termination. (C)

Remote Call Forwarding service is provided upon contract for a minimum period of three months.

Suspension of Service is not offered with Remote Call Forwarding.

Remote Call Forwarding service may not be used to forward calls to INWATS numbers.

Rates

The following rates apply for Remote Call forwarding service only:

	Monthly Rate
Remote Call Forwarding, per access path.....	\$ 16.00

For calls between the calling party and the number arranged for Remote Call Forwarding:

The calling party is responsible for payment of applicable Tariff charges for calls to the Remote Call Forwarding location. For collect calls, the party subscribing to Remote Call Forwarding is responsible for the payment of charges to the Remote Call Forwarding location, if a party at the number to which calls are forwarded accepts the call.

For calls between the number arranged for Remote Call Forwarding and the number to which the call is forwarded:

The customer subscribing to Remote Call Forwarding is responsible for each completed call and is charged the applicable Tariff rate for a toll or business message unit dial station-to-station call. The dial station-to-station rate applies to all calls answered at the terminating number, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

In addition to the preceding rates, service charges as specified in Section 3 of this Tariff are applicable.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT

OPERATOR SERVICES

A. LINE STATUS VERIFICATION

Upon customer request the operator will verify and provide the line status condition subject to a charge of \$.70 for each request.

B. CALL INTERRUPTION

Upon customer request the operator will verify the line status condition and interrupt a call in progress to notify the party on the call that another caller is attempting to contact the line. The charge for call interruption is \$1.10 for each request. This charge includes verifying the line status condition and call interruption.

No charge will apply for a line status verification when a trouble condition is indicated on the line.

C. OPERATOR CALLS

Calls placed through the operator to a station in the same Local Calling Area, are charged at the following rates:

<u>Calling Card Customer Dialed</u>	<u>Operator Station-to-Station#</u>	<u>All Types Person-to-Person</u>
<u>\$.35</u>	<u>\$.90</u>	<u>\$2.50</u>

-Includes collect, special billing number, bill-to-a-third number, operator completed calling card and all Time and Charge request calls. The live operator surcharge will be waived for customers of the North Pittsburgh Telephone Company who are victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs). If the operator surcharge cannot be waived when the call is being placed, the Company will, upon notification, credit the live operator surcharge amount to the aforementioned party's telephone bill. Furthermore, should alternative methods become available in the future which permit the aforementioned to access the Anonymous Call Rejection party without revealing the caller's telephone number, the Company will waive any additional charges associated with such alternative methods.

(C)

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (cont'd)

TELECOMMUNICATIONS SERVICE PRIORITY

(C)

1. General

Telecommunications Service Priority ("TSP") provides for priority treatment to provision and restore National Security and Emergency Preparedness ("NSEP") telecommunications services.

NSEP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or regrades or threatens the NSEP posture of the United States.

TSP services fall into two categories, Emergency and Essential. Emergency Services are newly ordered services so critical as to offer provisioning at the earliest possible time, without regard to the service user's cost. Essential Services are all other NSEP services assigned restoration and/or provisioning priorities within the system.

TSP service shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission's Rules and Regulations as well as the guidelines set forth in "Telecommunications Service Priority System for National Security Emergency Preparedness Service Vendor Handbook" dated July 9, 1990, and "Telecommunications Service Priority System for National Security Emergency Preparedness Service User Manual."

2. Responsibilities of the Customer

a. Customers can request assignment to the TSP System through the following agencies:

<u>CUSTOMER</u>	<u>CONTACT</u>
Federal Agencies	- TSP Program Office
State & Local Governments	- Federal Emergency Management Agency
Foreign Governments	- Department of State or Defense
Private Industry	- Any Federal organization, but normally one with whom they have a contractual relationship involving an NSEP function.

The TSP Program Office is contained within the National Communications System.

(C)

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (cont'd)

TELECOMMUNICATIONS SERVICE PRIORITY - (cont'd)

(C)

2. Responsibilities of the Customer - (cont'd)

- b. Once customers have received their TSP assignment, signified by a TSP Authorization Code, the customer must submit the code along with a service request to the Company.
- c. During certain emergencies, the Company will take TSP service requests verbally. In these cases, a written service order should follow within two (2) working days.

3. Responsibilities of the Company

- a. The Company will send a Service Confirmation to the TSP Program Office upon the completion of an ordered TSP service within 45 calendar days of the completion.
- b. The Company will designate a 24-hour point of contact for receiving Emergency TSP provision requests and reports that a TSP service is unusable or out of service.

4. Rules and Regulations

- a. The Company will provision and restore, when necessary, those telecommunications services with TSP assignments before services without such assignments, both from this tariff and PTA Tariffs No. 9 and No. 10, in which this Company concurs.
- b. When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP Services

TSP Services, selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

- c. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority.

(C)

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT - (cont'd)

TELECOMMUNICATIONS SERVICE PRIORITY - (cont'd)

(C)

4. Rules and Regulations - (cont'd)

- d. The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an of an Emergency TSP service for verification purposes.
- e. In obtaining TSP, the customer authorizes the Company to provide certain customer record information to the TSP Program Office to maintain and administer the TSP System. This customer information will include only the customer's name, TSP authorization code, Company circuit ID, customer telephone number and customer mailing address.

5. Rates

- a. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a qualifying TSP service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.
- b. A Service Order Charge applies when TSP requests/changes are made to a customer's line record after a service has been connected. In addition, a one time charge, based on cost, for the initial establishment of TSP status in Company records will be billed to the customer.
- c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.
- d. Facilities required by the Company for the provisioning, restoration or maintenance are exempt from the TSP rules.
- e. The Company will provide reconciliation of its TSP records with records contained in the TSP Program Office's database, in compliance with current program requirements. The Company reserves the right to apply the costs associated with updating and reconciling TSP database records.

(C)

(C) Indicates Change

Issued: July 1, 1993

Effective: July 2, 1993

MISCELLANEOUS SERVICE AND EQUIPMENT

(C)

"900" Information Service Blocking

1. General

Where central office facilities permit, "900" Information Service Blocking provides customers the capability to block origination of direct dialed calls to a "900" Information Service number (900-NXX-XXXX).

2. Regulations

- a. Blocking is available on individual lines for residence and business customers.
- b. When the blocking is activated, direct dialed calls to all "900" Service numbers are blocked.
- c. Initial blocking is provided at no charge upon customer request. Subsequent requests for "900" Information Services Blocking will be provided at the rates listed below.
- d. Blocking can be provided on a Foreign Exchange access line when such line originates in North Pittsburgh Telephone Company's service territory.
- e. There is no charge to remove "900" Information Service Blocking.

3. Rates

"900" Information Service Blocking

Residence (per line)

Initial Request
Subsequent Request

Service Charges

No Charge
\$12.50

Business

Initial Request
Subsequent Request
per Line Equipped

No Charge
\$7.50
\$7.50

(C) Indicates Change

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