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ARKANSAS PUBLIC SERVICE COMMISSION

Section XVI

Second Revised

Sheet No. 1

ALL EXCHANGES

PRAIRIE GROVE TELEPHONE COMPANY

CLASS SERVICES (cont.)

CLASS SERVICES

1. GENERAL

- 1.1. Custom Local Area Signaling Services (CLASS) is a group of capabilities that use industry-standard protocols to effectively manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called party options, including answering the call and calling back to the originator.
- 1.2. CLASS can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer CLASS. The CCS7 signaling standard is used to extend CLASS services across multiple nodes.

2. FEATURE DESCRIPTIONS

- 2.1. Automatic Call Back - When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.
- 2.2. Automatic Recall - This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known.
- 2.3. Customer Originated Trace - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to a predetermined location (never to the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. Under no circumstances will the customer be given the traced number. The results of the trace will be furnished only to legally constituted authorities upon proper request by them.

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- 2.4. Selective Call Acceptance - This feature screens incoming calls against a list of customer-specified directory numbers (DNs) and then accepts any calls from those numbers. Maximum of 31 numbers screened.
- 2.5. Selective Call Forwarding - This is a call management feature that allows the customer to transfer selected incoming calls to another telephone number. Maximum of 31 numbers screened.
- 2.6. Selective Call Rejection - This incoming call management feature allows the customer to define a list of calling directory numbers to be screened. Maximum of 31 numbers screened.
- 2.7. Distinctive Ringing - Call Waiting - This is an incoming call management feature that provides special treatment for calls received from special telephone numbers. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ringing pattern. If the customer also subscribes to Call Waiting and a call is received from a telephone number on the screening list while the line is in use, the Call Waiting tone will be distinctive. Calls from directory numbers not included in the screening list will produce a normal call waiting tone. Maximum of 31 screened numbers.
- (AT) 2.8. Telemarketer Call Screening (TCS) - This service intercepts calls that are delivered as "unknown" to the subscriber's line. The service plays an announcement stating, "The number you have reached does not accept calls from Telemarketers. If you are a Telemarketer, please add this number to your 'Do Not Call' list and hang up now. Otherwise, please press 1 or stay on the line." TCS screens most telemarketing calls since telemarketers typically connect with MF trunks and thus are unidentified in the SS7 network.
- (AT) 2.9. Calling Number Delivery (CND) - This is a feature that enables the customer to receive the calling directory number on incoming calls. The calling number will be delivered to the called party's customer premise equipment. When CND is

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activated on a customer's line, the directory number of an incoming call will be sent to the display of the customer premises equipment during the first long silent interval of the ringing.

2.9.1 Calling Name and Number Delivery (CNND) – This is a feature that enables the customer to receive the calling party name and directory number on incoming calls. When CNND is activated on a customer's line, the directory name and number of an incoming call will be sent to the display of the CPE.

2.9.2 Originating Call Management - With this feature, subscribers have the ability to allow or block calls to specific numbers and call types. Originating call types, including international, 10-10-x, operator, long distance and local calls can be selected by type as either "allowed" or "blocked". In addition, specific numbers can be identified as "always allow" or "always block". The service provides a PIN override so that calls normally blocked may be completed on a per-call basis.

(AT) 2.9.3 Call Waiting Caller ID – This feature enables the customer to see the number (and optionally the name) of incoming caller when the customer is already on the phone. This service serves as a supplement to Call Waiting.

### 3. CONDITIONS – GENERAL

3.1. CLASS features are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within a CLASS serving office, or similarly equipped offices of interconnecting local telephone companies.

3.2. CLASS features will be offered on a subscription basis only, except for Customer-Originated Trace which will be billed on a per-successful-activation basis.

3.3. CLASS will be available to customers having premises equipment which is technically compatible with the features.

3.4. No charges contained within this tariff for CLASS features include the supply of Customer Premises Equipment (CPE). CPE must be purchased separately by the customer.

3.5. CLASS information will not be forwarded for calls originating from public and semi-public coin stations, where offered, and party lines. Also, the existence of some Digital Loop Carrier systems on the customer loop could inhibit the delivery of CLASS display features to customers served by these systems.

3.6. The Customer Originated Trace (COT) feature will be based on the standard annoyance call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. COT will not replace existing procedures. Customers will not be provided with the traced number. The

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results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

#### 4. CONDITIONS - CALLING NUMBER DELIVERY

- 4.1. Any customer subscribing to CND is responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that customer premises equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The telephone company assumes no liability and will be held harmless for any incompatibility with the network features provided by the company and described herein.
- 4.2. Incoming calls from a caller served by a PBX will only transmit for display the main PBX number.
- 4.3. A directory number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.
- 4.4. All telephone company customers will be provided Calling Number Delivery Blocking (CNDB) in conjunction with the offering of CND at no charge. CNDB is a service that enables the calling party to suppress his/her directory number so that the called party with CND does not receive the information. The called party will receive a "private" message instead of the calling party's directory number message. All numbers which are not blocked will be delivered subject to the technical limitations of the equipment.
- 4.5. CNDB will be available to customers only on a per-call basis, subject to the following provision. CNDB, on a per-line basis, is available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, where an executive office of the agency registers a need for blocking and provides the required certification to Prairie Grove Telephone Company that the entity is: (a) a private, nonprofit, tax exempt, domestic violence intervention agency, or (b) a federal, state or local law enforcement agency. The

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directory number will not be transmitted from a line equipped with this capability.

5. CONDITIONS - CALLING NAME AND NUMBER DELIVERY (CNND)

- 5.1 This feature enables the customer to receive the calling party name and number on incoming calls. The calling party name and number will be delivered to the called party's Customer Premises Equipment (CPE).
- 5.2. When Calling Name and Number Delivery is activated on a customer's line, the Directory Name and Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.
- 5.3. If the incoming call is from a caller served by a PBX, the Automatic Number Identification ("ANI") name and number of the PBX is transmitted and available for display.
- 5.4. If the incoming call originates from a multi-line hunt group, the telephone name and number transmitted will always be the ANI name and number of the hunt group.
- 5.5 A directory name and number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, calls originating from coin and party line stations or names not a part of the data base.
- 5.6 An originating caller's calling directory name and number may not be displayed at the called party under the following conditions:
  - 5.6.1. The calling party's name and number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Calling Name and Number Delivery, and is on an existing call, a second incoming call will not be displayed. The called party on the second incoming call will receive a call waiting tone.

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5.6.2. The calling party's name and number will not be displayed if the called party answers the incoming call during the first ring interval.

5.6.3. The calling party's name and number will not be displayed if the calling party has blocked his call or is calling from a blocked line.

5.6.4. Calling Name Delivery will be offered on in conjunction with Calling Number delivery

(AT) 5.7 CALL WAITING CALLER ID (CWID)

(AT) 5.7.1. In order to receive CWID customers must subscribe to Call Waiting and either Calling Number Delivery or Calling Name and Number Delivery.

(AT) 5.7.2. The CWID will be delivered to the called party's CWID compatible Customer Premise Equipment.

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(AT) 6. RATE SCHEDULES

(AT) 6.1. The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated.

	Monthly Rate		Two or More Features		Installation Charge	
	Res.	Bus.	Res.	Bus.	Res.	Bus.
Auto Call Back (per line)	\$3.00	\$4.00	\$2.00	\$3.00	\$5.00	\$6.00
Automatic Recall (per line)	\$3.00	\$4.00	\$2.00	\$3.00	\$5.00	\$6.00
Customer Originated Trace (per line)	\$6.00 <sup>1</sup>	\$6.00 <sup>1</sup>			\$5.00	\$6.00
Selective Call Acceptance (per line)	\$3.00	\$4.00	\$2.00	\$3.00	\$5.00	\$6.00
Selective Call Forwarding (per line)	\$3.00	\$4.00	\$2.00	\$3.00	\$5.00	\$6.00
Selective Call Rejection (per line)	\$3.00	\$4.00	\$2.00	\$3.00	\$5.00	\$6.00
Distinctive Call Waiting (per line)	\$3.00	\$4.00	\$2.00	\$3.00	\$5.00	\$6.00
Telemarketer Call Screening (per line)	\$3.00	\$4.00	\$2.00	\$3.00	\$5.00	\$6.00
Originating Call Management (per line)	\$3.00	\$4.00	\$3.00	\$4.00	\$5.00	\$6.00
Calling Number Delivery (per line)	\$4.50	\$6.00	\$3.50	\$5.00	\$5.00	\$6.00
Calling Name and Number Delivery (per line)	\$6.50	\$8.00	\$5.50	\$7.00	\$5.00	\$6.00
Calling Number Delivery Blocking (per line)	N/C	N/C	N/C	N/C	N/C	N/C

(AT, NR) Call Waiting Caller Id (per line) \$1.00 \$1.50 \$5.00 \$6.00

*(Since you must have Caller ID to have this service, there is no multi service discount)*