

General Services
Custom and Class Calling Service

CUSTOM AND CLASS CALLING SERVICES

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A. General

1. Custom Calling Services and Custom Local Area Signaling Services (CLASS) are features that provide special customer-controlled communications or call management capabilities from appropriately equipped central offices.
2. Conditions. Custom Calling and CLASS services may be provided on individual lines, key business lines, but are not provided in conjunction with coin telephone services.
3. Special Promotions. Alma Telephone Company may during certain promotional periods waive the non-recurring installation or move charge and/or monthly rates for customers who wish to participate. Any promotional waiver or discounted rate will apply only one time per customer for each service during the promotional period. Alma Telephone Company will notify the Commission in advance of these promotions, and obtain the Commission's approval, when required.
4. Grade of Transmission. The grade of transmission of calls which are forwarded or added may vary depending upon the distance, routine, and routing necessary to complete the call. The normal grade of transmission is not guaranteed on any forwarded or added call.

B. The services are listed and generally described as follows:

1. Automatic Callback allows a customer to make a call to the last directory number called. The callback can be made if the called number was busy or idle, whether the call was answered or not.
2. Automatic Recall allows a customer to place a call to the source of the last incoming call to the customer.
3. Call Forwarding allows a customer to transfer all incoming calls to another dialable telephone number.
4. Call Hold allows a customer to return the telephone's handset to its hook while a call is in progress.
5. Call Waiting provides a signal to a customer using the telephone that another call is being attempted to his number. The customer can "hold" the original call to answer the incoming call.
6. Distinctive Ring/Directory Number allows a customer to receive a distinctive ringing pattern on a second directory phone number using the same equipment as the first phone number.
7. Speed Calling 8 and 30 number allows a customer to reach preset numbers by abbreviated dialing. The customer can alter his speed calling list.

*Indicates new rate or text
+Indicates change

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