

OPTIONAL SERVICES

CLASS Service

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A. General Regulations

Class Service is a group of central office call management features offered in addition to basic telephone service. Class Service consists of the following features:

1. Definitions of Feature Offerings

Automatic Callback

Automatic Callback, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

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. The customer can dial a code to request that the network place the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

Caller ID

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any MARK TWAIN RURAL TELEPHONE CO. calling party may prevent the delivery of the calling party number (CPN) to the called party by dialing an access code immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge. The blocking of CPN will not be provided on calls originating from public, semi-public and Customer-Owned Pay Telephone Service.

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