

Merrimack County Telephone Company
New Hampshire

CUSTOM CALLING SERVICES

I. GENERAL (Continued)

C. Advanced Custom Calling Features (Continued)

5. Call Return

Enables the customer to automatically redial the telephone number of the most recent incoming call. The Company's equipment will make repeated attempts to establish the call, for a 30-minute period beginning with the customer's activation of Call Return. The feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multi-line hunting groups. Call Return is disabled if the telephone number of the most recent incoming call is blocked.

6. Call Trace

Allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace will be held by the Company for release to the appropriate law enforcement agency after the customer files a complaint with that agency.

7. Distinctive Ringing/Call Waiting

Allows the customer to designate specific telephone numbers so that calls from those numbers may be identified using distinctive ringing features as well as distinctive Call Waiting tones. Available in suitably equipped central offices only.

8. Priority Ringing

Screens incoming calls against a list of customer designated directory numbers and then provides a special ring or Call Waiting tone for any calls from that list. Calls from telephone numbers not on the screening list will produce a normal ring or Call Waiting tone. The customer, using the telephone keypad, creates a screening list of up to 6⁽¹⁾ directory numbers from any exchange that has SS7 connectivity. The customer activates and deactivates the service by dialing the appropriate access codes. Available in suitably equipped central offices only.

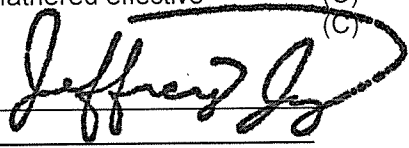
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⁽¹⁾ Existing customers utilizing more than 6 Directory Numbers will be grandfathered effective April 25, 2009.

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Jeff Jung, Vice President

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9. Repeat Dialing

Automatically redials the last outgoing number after the customer enters the activation code. If the redialed number is idle the call completes immediately. If the redialed telephone number is busy the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. Repeat dialing can be canceled by dialing a deactivation code.

The following types of calls cannot be automatically redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- Calls made on an International Direct Distance Dialed basis
- Calls to Directory Assistance Service
- Calls to universal emergency number service (911)

10. Selective Call Acceptance

Screens incoming calls against a list of customer designed directory numbers and then accepts any calls from that list. Calls from directory numbers not on the screening list are routed to an announcement stating that the called party does not wish to receive the call. The customer, using the telephone keypad, creates a screening list of up to 6 ⁽¹⁾ directory numbers from any exchange that has SS7 connectivity. The customer activates and deactivates the service by dialing the appropriate access codes.

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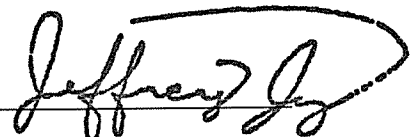
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C. Advanced Custom Calling Features (Continued)

11. Selective Call Forwarding

Screens incoming calls against a list of customer designated directory numbers and then forwards any call from that list to another preselected telephone number. The customer, using the telephone keypad, creates a screening list of up to 6⁽¹⁾ directory numbers from any exchange that has SS7 connectivity. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded.

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12. Selective Call Rejection

Screens incoming calls against a list of customer designated directory numbers and then rejects any calls from that list. Calls from directory numbers on the screening list are routed to an announcement stating that the called party does not wish to receive the call. The customer, using the telephone keypad, creates a screening list of up to 12 directory numbers from any exchange that has SS7 connectivity. The customer activates and deactivates the service by dialing the appropriate access codes.

D. Custom Calling Services are available to residence and business customers served by suitably equipped central offices with Main Telephone Exchange Service, to the extent that existing facilities are capable.

E. No assurance can be given that transmission will be fully satisfactory during Call Forwarding and Three-Way Calling calls.

F. Advanced Calling Services (ACS) are incoming and outgoing call management features that allow residential and business customers to screen, redirect or return selected calls. These features offer customers convenience, time savings and a greater degree of control over the use of their telephones. Typically (with the exception of Caller ID), there is no need to invest in new or special telephone equipment in order to use these features.

G. Both the customer with ACS and the other party involved in the call must either be served from the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.

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