
10 – DESCRIPTION OF NON-REGULATED SERVICES INCLUDED IN SERVICE PACKAGES

10.1 VOICE MAIL

Voice Mail is a service that uses equipment located on the Company's premises to provide a Customer with the ability to allow callers to record messages for the Customer and that may be retrieved by the Customer from any telephone with tone signaling capabilities. In its normal mode of operation, after 3 rings, the call transfers to Voice Mail. Callers can record messages of up to two minutes in length, with a total storage capacity of 30 minutes. These features (number of rings, length of message) may be customized by the individual Customer.

10.2 REMINDER CALL BACK

Reminder Call Back is a service that allows a Customer to input a time. The Customer will then be called at that time. It can be used to act as a wake-up call service or any other reminder. It is activated by dialing *94 and following the system prompts. It is deactivated by dialing *95.