

BASIC LOCAL SERVICE – ADDITIONAL SERVICES

Premium Services

In addition to local exchange service, the local telephone company also may provide enhanced, or “**Premium Services.**” These services are not part of your basic service and may add significant charges to your monthly bill:

- **Answer Call**---24 hour automated answering and message storage
- **Call Forwarding**---A customer can forward incoming calls to different numbers
- **Call Waiting**---A customer knows a 2nd call is coming in while on the phone
- **Caller ID**---A special device that lets you see the number (and sometimes the name) of the caller before you answer the phone
- **Call Block**---You are able to block calls from designated phone numbers
- **Per Call Block**---Your phone number does not appear on a Caller ID device (no charge)
- **Toll Block**---You can block specific prefixes or area codes, including “pay per call” services

Toll Calls

You can choose your telephone company to provide your regional toll calls. A regional toll call is similar to a long-distance call but it is made in-state within a specified region or geographic area. If you have to dial “1” before making a call within your local calling area, even if the area code is the same as yours, you probably are making a regional toll call.

Tip: Prices and services can vary, so it is important for you to match your personal calling patterns with the price offers of different companies. You should look at the geographic locations of the people you call, the number of calls and the length of calls to choose the right plan. Some plans will offer a flat rate per minute while others may offer combined plans with flat monthly rates.