

Competitive Non-Essential Services

23. **Optional Services**

Optional Services enhances the Local Exchange Access Service provided to the end user.

23.1 **General Description**

Optional Services are provided in conjunction with Local Exchange Access Service to residential end users and business end users on a per access line basis and include the following:

23.2 **Scope**

- (A) The Telephone Company will provide Caller ID and Voice Mail, where available, for a prescribed charge.
- (B) The Telephone Company may charge an Implementation Fee for each feature or package of features ordered by the subscriber. During specific promotional periods, the offer may be made to reduce or eliminate the implementation fee on a non-discriminatory basis.
- (C) The Telephone Company may provide certain Optional Services in package offerings at reduced rates.
- (D) Caller ID will enable the customer to preview the calling number on incoming calls via a customer owned display device. Each customer will also have the ability to suppress or block their directory number and/or name from being sent on a per call basis. In addition the Telephone Company will provide blocking of your directory number and name on all calls placed from that number on a per line basis upon proper notification of the Telephone Company by the customer.
- (E) Non-Published and Non-Listed lines will automatically receive per line Caller ID Blocking without any fee.
- (F) All new customers will be notified that Caller ID has been introduced and that it will disclose their names and/or numbers

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unless their calls are blocked. New customers will be offered line blocking at no additional charge when they order service and for thirty days following their original order.

- (G) Law enforcement agencies and domestic violence shelters may obtain per line Caller ID Blocking or terminate Caller ID Blocking at anytime on any line without a fee.

23.3 Definitions

- (A) Distinctive Ringing/Call Forward Mode - distinguishes whether to forward the secondary number along with the primary number.
- (B) Customer-Originated Trace - allows subscriber to initiate a trace on the last incoming call by dialing an activation code . The call is traced automatically, and the printout of the originating number and the time the call was made is forwarded to a predetermined telephone company location, not to the subscriber. The subscriber then contacts the telephone company or an appropriate law enforcement agency to determine further action.
- (C) Warm Line - is an automatic line feature which allows the subscriber a specific amount of time off hook to dial an outgoing number before the telephone company switching system automatically dials a predesignated number as selected by the customer. This allows the residential subscriber to use the telephone normally but to go to a designated number simply by staying off-hook.
- (D) Call Forward Remote Access - an arrangement whereby incoming calls may be transferred to another telephone number by entering a prefix code and telephone number of the service to which calls are to be transferred. This service can be activated remotely from another telephone in the local exchange or another telephone in a distant exchange. A touch tone phone is required. A Personal Identification Number is needed to activate or deactivate this feature. Calls forwarded by this feature are subject to long distance message charges. These calls are also subject to transmission limitations.

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- (E) Caller ID - will enable the customer to preview the calling number on incoming calls. The number will be delivered to the called party's customer premise equipment in the interval between the first and second ring. The calling number will remain displayed or visible for the duration of the call. You must have a display telephone or a Caller ID box to use this service.
- (F) Caller ID Blocking - will allow the calling party to suppress their directory number or name so that the called party, with Caller ID service, does not receive the information. The called party will receive a "private" message instead of the calling party's telephone number or name.
- (G) Distinctive Ringing/Call Waiting - is an incoming call management feature that allows subscribers to create a list of callers of high priority. Any incoming calls on this list are indicated by a distinctive ringing pattern or a distinctive Call Waiting tone, if applicable. Incoming calls from telephone numbers which are not on the list, or which cannot be identified, are given standard ringing treatment.
- (H) Automatic Call Back - enables the subscriber to have the switching system redial the last number called from their station. This will apply regardless of whether the original call was answered, unanswered or encountered a busy tone. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes. The activation of this feature can be canceled by the customer during the 30 minute period if desired.
- (I) Selective Call Forwarding - allows subscribers to have pre-selected telephone numbers, which have been added to a Selective Call Forward Screening List, forwarded to a pre designated remote telephone number when the party is placed on the Selective Call List. Any incoming calls from telephone numbers which are not on your Selective Forward Screening List will not be forwarded.
- (J) Selective Call Acceptance - allows subscribers to define a list of calling directory numbers that will be accepted. Any calling numbers not on the list are routed to announcements and rejected. The calling party not on the acceptance list receives an announcement stating that the call is not presently being accepted by the called party. Subscribers can review and change the list of accepted directory numbers as desired.

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- (K) Selective Call Rejection - allows subscribers to define a list of calling numbers to be screened. Any calling numbers on this list are automatically routed to announcements and rejected. All other calls are treated normally. The calling party on the rejection list receives an announcement stating the call is not presently being accepted by the called party.
- (L) Anonymous Call Rejection - allows subscribers, with or without caller identification services (Caller ID), to reject calls for which calling number display information has been intentionally blocked. Only calls for which the information has been blocked are rejected. Rejected calls are sent to a local Telephone Company announcement.
- (M) Automatic Recall - enables a subscriber to call the last person who called them. This applies whether the call was answered or unanswered.
- (N) Speed Calling - an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code.
- (O) Call Forwarding - an arrangement whereby incoming calls may be transferred to another telephone number by signaling a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to long distance message charges. These calls are also subject to transmission limitations.
- (P) Call Waiting - an arrangement whereby a customer who is using an exchange access line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting - an option that allows a subscriber to prevent, on a per-call basis, any incoming calls from Call Waiting on his/her line. Incoming calls to the station receive busy treatment. This feature ensures that Call Waiting indication tones will not interrupt important calls or disrupt data transmissions.

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Cancel Call Waiting is activated by a dialed feature activation code. The feature can be activated prior to placing a phone call or after a talking connection has been established (for the latter, Three-Way Conference must also be assigned to the line). In either case, a confirmation tone is returned, and Call Waiting is suspended for the duration of the call.

- (Q) Three-Way Calling - an arrangement which permits an existing call to be held and a second call to be established and added to the connection for conferencing. Conference calls made with this service are subject to transmission limitations and applicable toll charges.
- (R) Number Referral Service - an arrangement which allows for interception of a disconnected directory number, with a digital voice recording telling the intercepted party the new directory number that has replaced the disconnected number.
- (S) Remote Call Forwarding - an arrangement whereby incoming calls may be transferred to another telephone number by signaling a prefix code and telephone number of the service which calls are to be transferred. This service can be activated in the Company's Central Office. Calls forwarded by this feature are subject to long distance message charges. These calls are also subject to transmission limitations.
- (T) Distinctive Ringing - an arrangement which allows more than one (1) directory number to terminate on the same line. Each directory number, when dialed, has its own distinctive ring and can be distinguished from the main number assigned to that line. Referred to as "Distinctive Ringing" because it allows others at the same location to have a separate directory number of their own in the same location. The charge for distinctive ringing includes an additional listing in the directory for the distinctive ringing directory number and a corresponding name. Distinctive Ringing cannot be used as an additional number for business purposes or in lieu of ordering a second business line.

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- (U) Toll Denial - an arrangement which permits the end user to dial local service area calls but does not permit the origination of long distance calls. In addition, this arrangement denies the user access to -0- (Operator) dialing.
- (V) Toll Restriction - an arrangement which permits the end user to dial local service area calls. In addition, this arrangement permits the use of a calling card from the end user phone, as well as access to -0- (operator) dialing.
- (W) Directory Number Hunt - an arrangement which allows for the selection of the end user's next available line when the line associated with the called number of the end user is busy.
- (X) Voice Mail - provides subscribers with the ability to keep in touch with all callers if they are not at their location or on the telephone and can't or don't wish to take a call.

The Telephone Company will offer three packages for Voice Mail.

The packages are as follows:

- (1) Voice Mail - Basic
 - (2) Voice Mail - Enhanced
 - (3) Voice Mail - Elite
- (AA) Distinctive Ringing/Voice Mail - enables subscribers who have an additional Distinctive Ring telephone number to have Voice Mail access for that additional number.
 - (AB) Vacation Service - provides for the maintenance of the same telephone number on a year-to-year basis for end users that subscribe to telephone service during at least six (6) months of the year, but return every year. This service allows for the publication of the telephone number in the telephone directory, but does not allow for special notations. Vacation Service will be allowed for only six (6) months of any given year.
 - (AC) Seasonal Referral - provides for maintenance of the same telephone number on a year to year basis for end users that subscribe to a telephone service during at least 6 months of the year, but return every year. This service allows for the publication of the telephone number in the telephone directory. With this service, a prerecorded announcement states that calls are being taken by another number.

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23.4 Limitations

- (A) Due to service and equipment limitations, The Telephone Company may not be able to provide all features available with Caller ID, Voice Mail or any of the other Optional Services to some subscribers.
- (B) Optional Services will only be provided under this price list to end users on a per access line basis.
- (C) Some Optional Services are only effective for calls made within the Company's serving area.
- (D) The acceptance of long distance collect call messages is not restricted by the use of Toll Restriction.

23.5 Liability

- (A) The Telephone Company's liability, if any, for its willful misconduct is not limited by this price list. With respect to any other claim or suit, by an end user or by any others, for damages associated with the provision of Optional Services, the Telephone Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. This liability for damages shall be in addition to any amounts that may otherwise be due the end user under this price list as a Credit Allowance for a Service Interruption.

23.6 Obligations of the End User

The obligations of the end user are as set forth in Section 2.3 of the Silver Star Telephone Local Access Tariff No. 4.

23.7 Payment Arrangements and Credit Allowances

Payment arrangements and credit allowances as set forth in Section 2.4 of the Silver Star Telephone Local Access Tariff No. 4.

23.8 Rate Regulations

The rates for each feature and for select packages of features are as follows:

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(A)	Distinctive Ringing/Call Forward Mode-PAL	\$1.00
(B)	Customer Originated Trace-PAL	\$1.00
(C)	Warm Line-PAL	\$2.00
(D)	Call Forward Remote Access-PAL	\$3.00
(E)	Caller ID-Per Access Line-PAL	\$4.00
(F)	Caller ID Blocking-PAL	\$0.00
(G)	Distinctive Ringing/Call Waiting-PAL	\$2.00
(H)	Automatic Call Back-PAL	\$2.00
(I)	Selective Call Forwarding-PAL	\$2.00
(J)	Selective Call Acceptance-PAL	\$2.00
(K)	Selective Call Rejection-PAL	\$2.00
(L)	Anonymous Call Rejection-PAL	\$2.00
(M)	Automatic Recall-PAL	\$2.00
(N)	Speed Calling-PAL	\$1.00
(O)	Call Forwarding-PAL	\$1.50
(P)	Call Waiting/Cancel Call Waiting-PAL	\$1.50
(Q)	Three-Way Calling-PAL	\$1.50
(R)	Number Referral Service-PAL	\$7.50

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(S)	Remote Call Forwarding-PAL	\$5.00
(T)	Distinctive Ringing-PAL	\$8.40
(U)	Toll Denial-PAL	\$5.00
(V)	Toll Restriction-PAL	\$5.00
(W)	Directory Number Hunt-PAL	\$5.25
(X)	Voice Mail	
	Basic-PAL	\$4.00
	Enhanced-PAL	\$6.00
	Elite-PAL	\$7.95
(AA)	Distinctive Ringing/Voice Mail	\$9.00
(AB)	Vacation Service	\$4.75
(AC)	Seasonal Referral	\$7.50

23.9 Implementation Fee

(A)	Implementation Fee	\$10.00
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23.10 Package Offering

(A)	Per 2 Services (G-M Above) (A)	\$3.00
(B)	Per 3 Services (G-M Above) (B)	\$4.50
(C)	Per 4 Services (G-M Above) (C)	\$6.00
(D)	Per 2 Services (N-R Above) (D)	\$2.50
(E)	Per 3 Services (N-R Above) (E)	\$3.00

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(F)	Per 4 Services (N-R Above) (F)	\$3.50
(G)	Professional Package (Business Only)	\$33.31
(H)	Professional Package Zone 1 (Business Only)	\$45.02*
(I)	SOHO-Small Office/Home Office Package (Business Only)	\$30.31
(J)	SOHO-Small Office/Home Office Package Zone 1 (Business Only)	\$42.02*
(K)	Economy Package (Business Only)	\$24.56
(L)	Economy Package Zone 1 (Business Only)	\$36.27*
(M)	Family Plus Package (Residential Only)	\$35.51
(N)	Family Plus Package Zone 1 (Residential Only)	\$47.22*
(O)	Family Package (Residential Only)	\$31.31
(P)	Family Package Zone 1 (Residential Only)	\$43.02*
(Q)	Basic Package (Residential Only)	\$27.26
(R)	Basic Package Zone 1 (Residential Only)	\$38.97*
(S)	Economy Package (Residential Only)	\$24.56
(T)	Economy Package Zone 1 (Residential Only)	\$36.27*
(U)	Essential Residential Service	\$23.81
(V)	Essential Residential Service Zone 1	\$35.52*

All local rates include a \$.71 EAS Additive.

* Includes \$2.00 Federal USF credit and \$1.79 State USF credit.

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23.11 Resale Services

*Basic Business Rate	\$26.56 per line per month
*Basic Residential Rate	\$26.56 per line per month

23.12 Promotional Offerings

(A) During specific promotional periods, the offer may be made to reduce or eliminate the implementation fee. *

* The above rates are subject to change and include Extended Area Service (calling between upper and lower valleys) charges. These rates are calculated using US West service and facilities rather than Silver Star's own facilities and do not include zone based mileage charges assessed by US West.

**Applicable Implementation Fee applies with each service connected.

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(M) Economy Package (Residential Only) \$17.25

23.11 Resale Services

*Basic Business Rate \$32.69 per line per month

*Basic Residential Rate \$23.98 per line per month

23.12 Promotional Offerings

(A) During specific promotional periods, the offer may be made to reduce or eliminate the implementation fee. *

* The above rates are subject to change and include Extended Area Service (calling between upper and lower valleys) charges. These rates are calculated using US West service and facilities rather than Silver Star's own facilities and do not include zone based mileage charges assessed by US West.

**Applicable Implementation Fee applies with each service connected.

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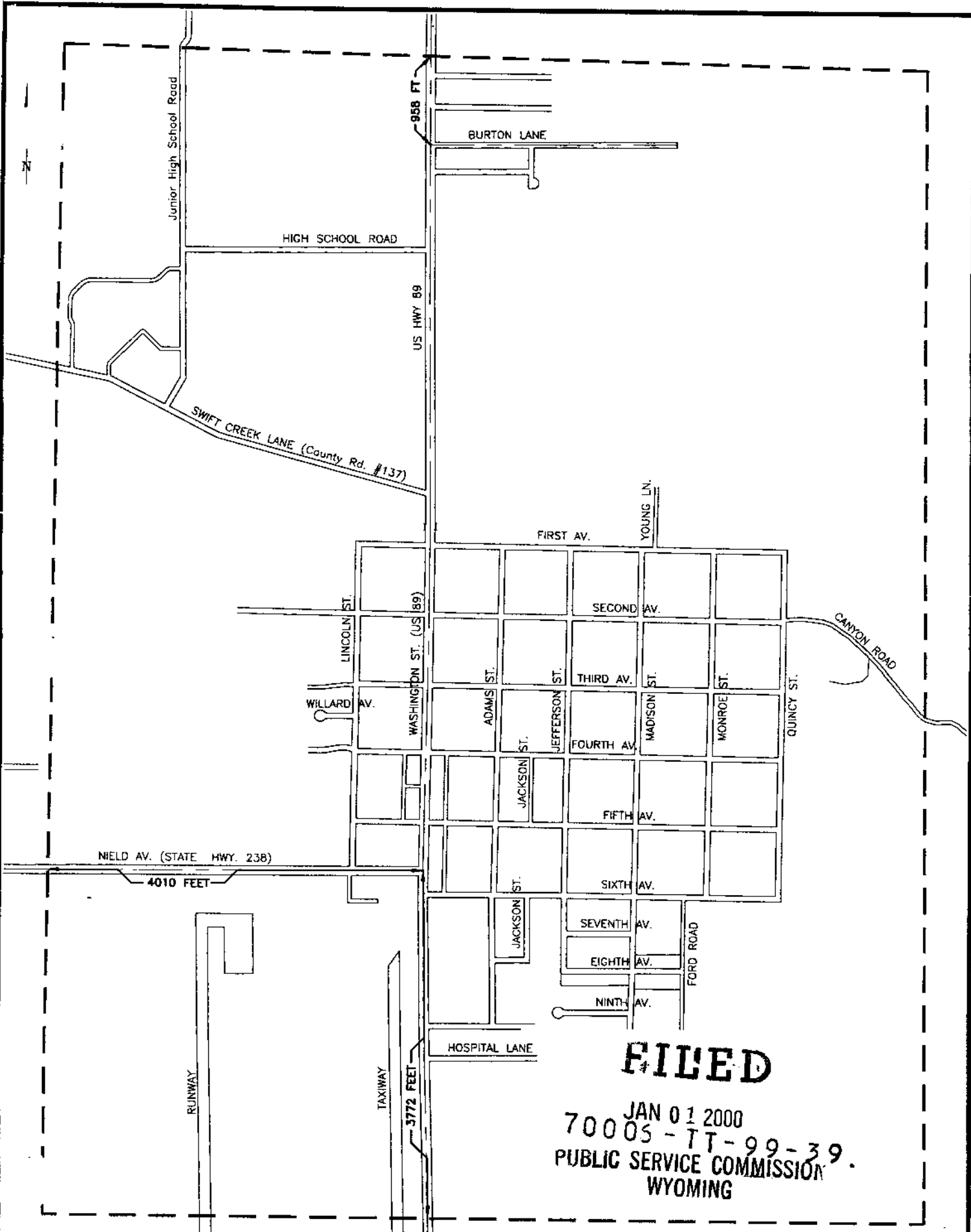
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