alaska COMMUNICATIONS.

VOICE SERVICES CATALOG

Introduction

At Alaska Communications, we offer voice services uniquely designed to support customers across Alaska and beyond. As our customer, you receive service and support from a provider with over 100 years of experience.

Alaska Communications is the Incumbent Local Exchange Carrier (ILEC) for major urban centers and dozens of rural communities across Alaska. As the ILEC, we are the original provider of telephone services in these areas. We serve residential, business, healthcare, education, Native organizations, and enterprise customers, as well as federal, state, and local governments. When you choose Alaska Communications, you benefit from project expertise and a customer service approach that focuses on your needs and satisfaction. We are here to support you in adopting new and innovative technologies.

What follows are descriptions of the voice products and services we provide, service availability by community, and pricing. We appreciate your interest in Alaska Communications and look forward to providing you with exceptional service now and into the future.

This document is organized into the following sections:

- *Section 1* – Product Availability by Community
- *Section 2* – Products and Services
- *Section 3* – Pricing – Products and Services
- *Section 4* – Pricing – Service Order Fees and Discounts
- *Section 5* – Feature Descriptions
- *Appendix 1* – Grandfathered Services
- *Appendix 2* – Legal and Regulatory Information

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1 PRODUCT AND SERVICE AVAILABILITY BY COMMUNITY

Alaska Communications delivers voice services across Alaska and beyond. Use the below table to see which services are offered in your community. Services are defined in three categories:

- **Standard Local Phone Services** include land-line voice, standard calling features, and directory services.
- **Select Local Phone Services** include select calling features, messaging services, and PRI trunk service.
- **Long Distance Calling Services** include direct dialed and toll-free services.

Figure 1. Alaska Communications Voice Services Availability by Community

Service Availability by Community			
Community	Standard Services	Select Services	Long Distance
Akhiok	●		
Akutan	●		
Anchorage*	●	●	●
Angoon	●		
Atka	●		
Big Lake			●
Border City	●		
Chignik	●		
Chignik Lagoon	●		
Chignik Lake	●		
Chugiak			●
Coffman Cove	●		
Deadhorse			●
Delta Junction*	●	●	●
Eagle River			●
Egegik	●		
Eielson Air Force Base	●	●	●
Eklutna			●
Elfin Cove	●		
Fairbanks*	●	●	●
False Pass	●		
Ft. Wainwright	●	●	●
Gustavus	●		
Halibut Cove	●		
Homer*	●	●	●
Hoonah	●		
Hope	●	●	●
Houston			●
Hughes	●		
Huslia	●		
Juneau*	●	●	●
Kake	●		
Kaltag	●		
Karluk	●		

Service Availability by Community			
Community	Standard Services	Select Services	Long Distance
Kasaan	●		
Kenai*	●	●	●
Ketchikan			●
Klawock	●		
Kodiak*	●	●	●
Kokhanok	●		
Koyukuk	●		
Larsen Bay	●		
Moose Pass			●
Nanwalek	●		
Nelson Lagoon	●		
Nenana	●		
Nikolski	●		
Ninilchik	●	●	●
Nondalton	●		
North Pole*	●	●	●
Northway	●		
Nulato	●		
Old Harbor	●		
Ouzinkie	●		
Palmer			●
Pedro Bay	●		
Pelican	●		
Perryville	●		
Peters Creek			●
Pilot Point	●		
Point Baker	●		
Port Alexander	●		
Port Alsworth	●		
Port Graham	●		
Port Heiden (Meshik)	●		
Port Protection	●		
Prudhoe Bay			●
Seldovia	●	●	●
Seward			●
Sitka*	●	●	●
Soldotna*	●	●	●
St. George	●		
St. Paul	●		
Talkeetna			●
Tenakee Springs*	●		
Thorne Bay	●		
Tyonek			●
Wasilla			●
Willow			●
Yakutat	●		

*Encompasses additional communities as shown on Page 3.

Detailed Community Descriptions

- **Anchorage** includes City of Anchorage, Elmendorf Air Force Base, Fort Richardson, Bird Creek, Indian, and Girdwood.
- **Delta Junction** includes Fort Greely.
- **Fairbanks** includes Fort Wainwright.
- **Homer** includes City of Homer, Anchor Point, Bear Cove, China Poot Bay, Kachemak Selo, Kasitsna Bay, MacDonald Spit, Nikolaevsk, Peterson Bay, Razdolna, Sadie Cove, Tutka Bay, Voznesenka, and Yukon Island.
- **Juneau** includes City of Juneau, Douglas Island, Auk Bay, Mendenhall Valley, Thane, and Lemon Creek.
- **Kenai** includes City of Kenai, Nikishka, Nikiski, and Wildwood.
- **Kodiak** includes City of Kodiak, Afognak Island, Chiniak, Crooked Island, Holiday Island, Kalsin Bay, Kodiak Base, Middle Bay, Narrow Cape, Pasagshak, Russian Creek, Spruce Island, Womens Bay, and Woody Island.
- **North Pole** includes City of North Pole, Moose Creek, Salcha, and Twin Rivers.
- **Sitka** includes City of Sitka, Aleutski Island, Bamdoroshni Islands, Beardslee Island, Breast Island, Glankin Island, Maude Island, Mertz Island, Morne Island, Mount Edgecumbe, Nameless Island, Rockwell Island, Sheep Island, Twin Islands, and Whale Island.
- **Soldotna** includes City of Soldotna, Clam Gulch, Kasilof, Ridgeway, and Sterling.
- **Tenakee Springs** includes Tenakee Springs and Corner Bay.

OUR PROMISE

As our customer, you can always expect to get the services as promised to you by an Alaska Communications representative. If you are not satisfied, we will work with you to provide a solution that meets your needs.

2 PRODUCTS AND SERVICES KEEP YOU CONNECTED

2.1 Land-Line Phone Services

Alaska Communications offers three land-line phone services: Residential Service, Business Simple Service, and Business Complex Service. As an Alaska Communications land-line phone service customer, you are connected to the Public Switched Telephone Network (PSTN). Access to this network means you can place local and long-distance phone calls. Local calling is unlimited at a flat monthly rate. Long-distance calling is charged based upon usage.

Residential Service

Residential Service is provided to a customer's residence. This service is intended for social and domestic calling.

Business Simple Service

Business Simple Service connects directly to customer provided telephones. Business simple service can be combined with optional features to meet the calling needs of small business without investing in a phone system.

Business Complex Service

Business Complex Service connects a customer-provided telephone system to the PSTN via an analog line hunting arrangement. Business Complex Service allows extensions off your on-premise telephone system to share a pool of incoming phone lines.

2.1.1 Land-Line Phone Service Features

All land-line phone services offer unlimited local calling. This includes both inbound and outbound calls. Customers can add special features to land-line phone service individually or as a bundle. Availability of features is determined by the community in which a customer resides as shown in Figure 1. Standard features are available in all local voice service communities. Select features are available only in some communities.

Standard Features, Available in All Communities *Figure*

2. Standard Features Available in All Communities

Standard Features	
Call Forward	Call Forward Busy
Call Forward Don't Answer	Call Waiting
Speed Calling	Three-Way Calling
Automatic Line	Toll Deny
900 Service Deny	Directory Assistance Deny

Directory Number Hunt	Line Hunt Overflow

Select Features, Available in Select Communities

Figure 3. Select Features Available in Select Communities

Select Features	
Call Forward	Call Forward Busy
Call Forward Don't Answer	Call Waiting
Speed Calling	Three-Way Calling
Automatic Line	Toll Deny
900 Service Deny	Directory Assistance Deny
Directory Number Hunt	Line Hunt Overflow
Caller ID	Spontaneous Call Wait Caller ID
Caller ID Block – Per Call	Caller ID Block – Per Line
Last Call Return	Anonymous Call Rejection
Distinctive Ring	Fixed Call Forward
Denied Terminating Service	Selective Call Forwarding
Denied Originating Service	

2.1.2 Land-Line Phone Service Options

Alaska Communications offers two feature bundle options – Plus Bundle and Premium Bundle.

Plus Bundle

The Plus Bundle may be added to any land-line phone service offered by Alaska Communications. The Plus Bundle is available in all communities. It includes four features and the option to add toll blocking features. Below are the default features included with the Plus Bundle.

Plus Bundle Features – All Communities

Figure 4. Plus Bundle Features Included in All Communities

Plus Bundle Features – Standard
Call Forward
Three-Way Calling
Speed Calling
Call Waiting

Plus Bundle Optional Toll Blocking Features

Figure 5. Plus Bundle Optional Toll Blocking Features

Plus Bundle Optional Toll Blocking Features
Toll Deny
900 Service Deny
Directory Assistance Deny

Plus Bundle Features – Select Communities

Plus Bundle customers in Select Communities (see Figure 1) can also add the following special features:

Figure 6. Plus Bundle Features Included in Select Communities

Plus Bundle Features – Select Communities	
Call Forward	Call Waiting
Three-Way Calling	Speed Calling
Caller ID	Call Waiting Caller ID
Last Call Return	Anonymous Call Rejection
Caller ID Block – Per Call	

Figure 7. Plus Bundle Optional Features Available in Select Communities

Plus Bundle Optional Features – Select Communities	
Call Forward Don't Answer	Call Forward Busy
Messaging Waiting Stutter Dial Tone	Toll Deny
900 Service Deny	Directory Assistance Deny
20-Message Voicemail Box	

Premium Bundle

The Premium Bundle allows you to select additional features for a single flat rate. The Premium Bundle is available only in Select Communities (see Figure 1). The Premium Bundle includes the below features.

Figure 8. Features Included with the Premium Bundle

Premium Bundle Features	
Caller ID	Spontaneous Call Wait Caller ID
Caller ID Block – Per Call	Caller ID Block – Per Line
Last Call Return	Anonymous Call Rejection
Distinctive Ring	Fixed Call Forward
OnePlace Web	Selective Call Forwarding
Denied Originating Service	Denied Terminating Service
Toll Deny	900 Service Deny
Directory Assistance Deny	Call Forward
Call Waiting	Three-Way Calling
Speed Calling	Caller ID Call Waiting
Caller ID Last Call Return	Anonymous Call Rejection
Call Forward	Call Waiting
Three-Way Calling	Speed Calling
20-Message Voicemail Box	Call Forward Don't Answer
Call Forward Busy	Messaging Waiting Shutter Dial Tone

2.2 Primary Rate Interface

Primary Rate Interface (PRI) is a service connecting a customer's on-premise phone system with the Public Switched Telephone Network (PSTN). The connection to the PSTN is what allows you to place and receive telephone calls. With PRI service, you receive a block of numbers that

allow calls to be routed directly to individual users through your phone system. For example, this allows businesses with multiple employees to assign their employees' individual phone numbers.

2.2.1 Primary Rate Interface Features

Direct Inward Dial

Direct Inward Dial (DID) provides a range of telephone numbers for use with PRI service. Calls to these numbers are forwarded to your communication equipment and the dialed telephone number signaled. Your equipment uses this information to route the call directly to an extension within your organization without the need for an operator or attendant.

DID numbers enable the PRI service to signal where to complete an inbound call. DID numbers are available singly, in blocks of 10 numbers, and in blocks of 100 numbers. Up to 200 DID numbers are included on each Basic or Fractional PRI service at no additional charge. Up to five listed phone numbers may be remote call-forwarded to PRI DID numbers at no additional charge per Basic or Fractional PRI service.

Calling Name and Number

In Select Communities (see Figure 1), Calling Name and Number is included with PRI service. In Standard Communities, Calling Name and Number is not available.

Outbound Calling Line Identification

The phone number displayed on outgoing calls may be controlled by either the customer's communication equipment or set to a single display number. Only DID numbers on the PRI service will be displayed.

Emergency Response Location

The emergency response location for all DID numbers associated with a PRI service is the street address to which the service is delivered.

2.2.2 Primary Rate Interface Options

- **Basic PRI Service:** Allows up to 23 simultaneous phone calls between the customer's phone system and the PSTN.
- **Fractional PRI Service:** Allows seven concurrent calls between the customer's phone system and the PSTN.
- **Additional Channels:** May be added to a Fractional PRI, up to 22, to allow one additional call per channel.

2.2.3 Primary Rate Interface Availability and Restrictions

PRI is available in "Select Service Communities" as identified in Figure 1.

2.3 Messaging Services

Alaska Communications offers messaging services allowing you to include voicemail, automated attendant, and conferencing capabilities with local phone services.

2.3.1 Voicemail Boxes

A voicemail box allows callers to leave a recorded message when a telephone line is busy or unanswered. Messages can be retrieved from the phone line or remotely at the subscriber's convenience.

Voicemail Boxes Features

Voicemail boxes may be ordered as a standalone directory number or added to residential and business telephone lines. On a telephone line messages are indicated via a stutter dial tone.

Messages are retrieved by dialing the message center and are password protected.

Voicemail Boxes Options

- Basic Mailbox stores up to 40 messages for 30 days.
- Super Mailbox stores up to 150 messages for 30 days.
- Announcement Only allows a five-minute greeting to be recorded but does not take messages.
- OnePlace Web can be added to any size mailbox. It also provides a web browser interface with visual voicemail, Find Me/Follow Me, and voicemail-to-email forwarding.

2.3.2 Premium Attendant

Premium Attendants may be ordered as a standalone directory number or added to business telephone lines. Attendants play a pre-recorded announcement and allow the caller to select from a menu of actions using their touchtone telephone keys. Menus may be two layers deep. Two menus controlled by time of day, day of the week, and holiday status are available. Options are configured using the ONEplace web interface. Choices include:

- Play Announcement
- Transfer to phone number
- Take a voicemail message

- Menu navigation

2.3.3 Cloud Conferencing

Cloud Conferencing customers can set up conference calls on demand and invite others to join them. Both the customer who sets up the conference (known as a moderator) and other users (participants) join the conference by dialing a telephone number and entering a code to identify the conference. Local dial-in numbers are available in some communities.

The conference moderator can manage the conference using a Web-based interface. This allows the moderator to:

- Identify participants and download conference call history
- Mute or unmute participants and control volume
- Change security codes and lock the conference

Cloud Conferencing Options

- Choose conference attendance limits of up either 10 or 25 participants
- Calls may be recorded as .wav files and downloads
- Combine Cloud Conferencing with toll-free service for out-of-market callers

2.4 Directory Services

Directory services make subscriber names and telephone numbers available to the public through operator information services and published directories.

2.4.1 Directory Listing Service

Each subscriber to business or residential phone service is included in the directory listings provided to directory publishers, unless otherwise requested by the subscriber. Listings are generally limited to a single line containing name, location address, and telephone number.

Directory Listing Options

- Primary Listing for each customer account is the main business or residential name, address, and phone number.
- Additional Listings allow a subscriber to list additional names and numbers on an account (non-primary).
- Non-Published Service prevents subscriber information from appearing in published directories. It also prevents their information from being shared with directory assistance operators.

- **Directory Line of Information** adds a single information line to the name, number, and address information to the listing.
- **Foreign Listing** allows a subscriber to list a directory information in additional communities outside their home area.

Directory Listing Availability

Directory Listing Services are available in all markets that offer local phone service.

2.4.2 Directory Assistance Service

Directory Assistance enables you to obtain telephone number information for other listed subscribers. Each telephone call to Directory Assistance is limited to two requests for directory listing information.

If you are certified by a physician or state-recognized agency as unable to use a directory due to a physical disability, you are not subject to charges. This exemption applies only to Directory Assistance calls billed to a single line residence telephone number.

Directory Assistance Service Availability

Directory Assistance Services are available in all local telephone service communities.

2.4.3 Directory Database Service

The Directory Assistance database information includes:

- End User names
- End User addresses
- End User published telephone numbers

Directory Database Service Options

Directory Database Service may be purchased as a one-time listing or on a continuous basis. Non-published number information is not provided. Upon request, Alaska Communications will provide available list format options.

Directory Database Service Availability

Directory Database Services are available in all local phone service markets.

2.5 Long-Distance Calling

Alaska Communications offers in-state, out-of-state, and international calling plans. In-state

calling is limited to Alaska. Out-of-state calling includes all other 49 states. International calling includes any call to a number outside of the United States or to U.S. Territories.

2.5.1 Long-Distance Calling Features

You can choose Alaska Communications Long Distance Service for in-state calls, out-of-state calls, or both. Long Distance Services are used for direct dialed calls, toll-free calls, and operator-assisted calling. Rates for customers without a calling plan can be found at https://www.alaskacommunications.com/regulatory.

2.5.2 Long-Distance Calling Options

Business and residential calling plans are available to reduce the per-minute long distance rates for direct dialed and toll-free calls in exchange for a flat monthly fee. These plans may also include a "bucket" of free in-state or out-of-state minutes. All long-distance usage, including minutes over the included bucket, are charged at the lower plan rate.

Residential Easy Choice Calling Plan

Residential Easy Choice Plans include out-of-state minutes and reduced rates for both out-of-state and in-state calls. Unused minutes expire at the end of each month. A flat rate plan with no included minutes also is available. Usage is rounded up to the nearest minute per call. Unused minutes expire at the end of the billing period.

Business Gold Calling Plan

Business Gold Calling Plans provide a flat per minute calling rate for business voice customers for both out-of-state and in-state calls. Usage is rounded up to the nearest six seconds per call. The per minute rate decreases depending on your total monthly spend on all services with Alaska Communications.

Toll Free Calling

Toll Free Calling is available as an out-of-state calling plan, an in-state calling plan, or both. Toll free numbers may also include Canada. Toll free calls are treated as direct dial calls and are rated by the calling plan(s) on your account.

International Solutions Calling Plan

International Solutions Calling Plans are available to residential and business customers. International solutions reduce the per minute rate for calls to international destinations (including Canada). Current rates are available at https://www.alaskacommunications.com/Regulatory.

2.6 Fees

Depending on the products and services you use, additional fees may be applied to your account. Alaska Communications will work closely with you to help ensure you understand these fees when they are applied.

2.6.1 Per Incident Fees

- **Service Order Fees** apply to customer-initiated requests for new telephone service or changes to existing service. This fee does not apply to work initiated by Alaska Communications. The fee also does not apply to updates made to billing information, directory listing, or cancellation of services.
- **Central Office Line Connection Charges** apply to each new telephone line or circuit or move of existing service.
- **Premise Visit Charges** apply when you request an onsite visit. This fee also applies if an onsite visit is required to install new telephone service.
- **Restoral Fees** apply when service is restored after a suspension stemming from non-payment or a violation of acceptable use.
- **Declined Payment Fees** apply when a payment is declined or returned.
- **Feature Activation Charges** apply when you change or add calling features or message services to an existing telephone line.
- **Long Distance Carrier Change Fees** apply when you change your long-distance provider for out-of-state, in-state, or both types of calls. This fee is credited back if you select Alaska Communications as your long-distance provider.
- **Early Termination Fees** apply when a service is discontinued before completing the agreed upon months of service required to receive discounts or promotional pricing.
- **Expedite Fees** apply when a customer requests their installation order be prioritized above other similar orders in the work queue. Expedited orders are worked at first available opportunity based upon resource availability. No guarantee is made as to the exact order processing time required.

3 PRICING – PRODUCTS AND SERVICES

The pricing below does not include taxes, fees, or surcharges. Taxes, fees, and surcharges vary from community to community. For more information regarding taxes, fees, and surcharges, please visit https://www.alaskacommunications.com/Support/Tax-and-User-Fee-Summary.

3.1 Land-Line Phone Services

Telephone lines and features require one-time charges for installation and setup. After installation and setup, services are billed monthly.

3.1.1 One-Time Charges

Installation and Setup

Installation charges apply when establishing new service or making changes to existing service. Installation includes activating service and one pre-existing jack inside the customer premise.

Installation of new jacks or repair of inside wiring incur an hourly charge plus the cost of any materials used. This is billed in one-hour increments.

Figure 9. Land-Line Phone Services Installation and Setup Fees

Installation and Setup Fees – Land Line	
Service	Fee
Establish New Land-Line Phone Service, New Customer*	$121.50
Move Service or Add a New Line to Existing Customer*	$97.50
Each Additional Line Per Order*	$10.50
Expedited Installation Fee, Per Request	$95.00

*Installation fees are waived for residential customers who maintain service for six consecutive months and by certain business promotions.

Change Fees

Figure 10. Land-Line Phone Service Change Fees

Change Fees – Land Line	
Service	Fee
Add or Change Calling Features – Per Request	$7.50

Inside Wiring and Jack Installation

Figure 11. Land-Line Phone Service Inside Wiring and Jack Installation Fees

Inside Wiring and Jack Installation – Land Line	
Service	Fee
Hourly Labor for Inside Wiring	$125.00
Hourly Labor for Inside Wiring in Communities Off the Road System	$285.00

Materials (Cable and Jacks)	Varies

3.1.2 Monthly Recurring Charges

Phone Lines

Figure 12. Land-Line Phone Service Monthly Recurring Charges

Monthly Recurring Charges – Land Line	
Service	Fee
Residential Phone Line Service	$38.00
Business Simple Phone Line Service	$40.90
Business Complex Phone Line Service	$47.90

Features

The prices below are in addition to the phone line charge.

Figure 13. Land-Line Phone Service Features Prices

Land-Line Service Features	
Service	Fee
Anonymous Call Rejection	$4.35
Automatic Line	$10.55
Bridged Night Number	$3.50
Call Forward Busy	$4.45
Call Forward Don't Answer	$4.45
Call Forwarding	$4.45
Call Forward Group No Answer	$3.50
Call Waiting	$4.45
Caller ID	$8.60
Caller ID on Call Waiting	$2.50
Caller ID Block Per Call	$0.00
Caller ID Block Per Line	$0.00
Casual Use Feature Block	$0.00
Call Forward Deluxe (Follow Me)	$7.40
Circular Hunting	$3.50
Denied Originating Service	$4.45
Denied Terminating Service	$4.45
Directory Assistance Call Complete Deny / Quick Connect Deny	$0.00
Directory Assistance Deny	$3.35
Directory Number Hunt	$3.50
Distinctive Ring 1st Number (up to three additional numbers)	$4.30
Distributed Line Hunting	$3.50
Fixed Call Forwarding	$4.45
Last Call Return	$4.90
Line Hunt to Directory Number	$3.50
Multiline Hunting	$3.50
Remote Call Forward	$10.55
Selective Call Forwarding	$4.00
Selective Call Rejection	$4.00
Speed Calling	$4.45

Three-Way Calling	$5.00
Toll Denial	$4.45

Bundles

Land-line phone service bundle options are billed as the below Monthly Recurring Charges.

Figure 14. Land-Line Phone Service Bundled Option Prices

Bundled Options – Land Line	
Option	Fee
Plus Option Bundle	$5.00
Premium Option Bundle	$10.00

3.2 Primary Rate Interface Service

Installation and setup, changes to service, and inside wiring and jack installation are billed as one-time charges. All other PRI services are billed on a monthly recurring basis.

3.2.1 One-Time Charges

Installation and Setup

Figure 15. PRI Service Installation and Setup Fees

Installation and Setup – PRI	
Service	Fee
Establish a New PRI Service	$1,121.50
Each Additional PRI on Same Install Order	$565.00
Expedited Installation Fee, Per Request	$500.00

Change Fees

Figure 16. PRI Service Change Fees

Change Fees – PRI	
Service	Fee
Move or Add to Existing PRI Service	$1,097.50
Convert Existing Phone Service to PRI	$1,097.50
Add or Change Direct Inward Dial Numbers	$22.00
Add or Remove B Channels on Fractional PRI	$122.00
DID Retranslation Fee	$399.00

Inside Wiring and Jack Installation

Figure 17. PRI Service Inside Wire and Jack Installation Fees

Inside Wiring and Jack Installation – PRI	
Service	Fee
Hourly Labor for Inside Wiring	$125.00
Materials (Cable and Jacks)	Varies

3.2.2 Monthly Recurring Charges

Figure 18. PRI Service Monthly Recurring Charges

Monthly Recurring Charges – PRI	
Service	Fee
Basic PRI service 23B+D	$936.00
Fractional PRI service 7B+D	$299.00
Additional B channel	$45.00
Direct Inward Dial Number – Each*	$3.50
Direct Inward Dial Number – Block of 10*	$14.95
Direct Inward Dial Number – Block of 100*	$72.70

*Up to 200 DID numbers are included with each basic or fractional PRI service

3.3 Messaging Services

Messaging services are billed monthly as a standalone service or may be included with a feature bundle.

Initial setup or modification of message services may incur a service order charge. This charge is waived if messaging services are ordered at the same time as phone line or PRI service.

3.3.1 One-Time Charges

Installation and Setup

Figure 19. Messaging Services Installation and Setup Fees

Installation and Setup – Messaging	
Service	Fee
Add Voicemail Box to an Existing Line*	$7.50
Add a New Auto Attendant Line*	$82.50
Customer Recording and Script Assistance Per Hour	$125.00/hour
Add Cloud Conference Service Per User ID*	$7.50

*Installation fees are waived for residential customers who maintain service for six consecutive months and by certain business promotions.

Change Fees

Figure 20. Messaging Services Move, Add, and Change Fees

Change Fees – Messaging	
Service	Fee
Change Mailbox Size or Add Feature	$0.00
Customer Recording and Script Assistance Per Hour	$125.00/hour

3.3.2 Monthly Recurring Charges

Figure 21. Messaging Services Monthly Recurring Charges

Monthly Recurring Charges – Messaging	
Service	Fee
Basic Voicemail	$5.00
Super Voicemail	$30.00
OnePlace Web	$3.00
Automated Attendant	$20.00
Announcement Only Voicemail	$5.00
Cloud Conference 10 Participants – Per Bridge	$30.00
Cloud Conference 25 Participants – Per Bridge	$40.00
Add Call Recording and Archiving to Cloud Conference	$10.00
Cloud Conference – Add Toll Free Dial-In Number	$5.00

3.4 Directory Services

There is no charge for listing the primary number of each business or residence. The primary number of each business service will also be listed in the classified section of directory listings at no charge. Other directory listing services are provided for a monthly charge. Changing or adding listing services may incur a one-time setup fee.

3.4.1 One-Time Charges

Installation and Setup

Figure 22. Directory Listing Services Installation and Setup Fees

Installation and Setup – Directory Listing	
Service	Fee
Listing Changes Made at Time of Phone Line Install	$0.00
Listing Changes Made After Service is Established	$7.50

3.4.2 Monthly Recurring Charges

Figure 23. Directory Listing Services Monthly Recurring Charges

Monthly Recurring Charges – Directory Listing	
Service	Fee
Primary Business or Residential Listing (1 Per Account)	$0.00
Additional Listing	$2.50
Non-published Service	$2.50
Directory Line of Information	$7.75
Foreign Listing	$2.50

3.4.3 Directory Assistance Services

There are no setup fees or monthly recurring charges for Directory Assistance Services. This service is charged per listing provided.

Figure 24. Directory Assistance Services Fees

Service Fee – Directory Assistance	
Service	Fee
Directory Assistance Service	$1.25 per call

3.4.4 Directory Database Services

There are no setup fees or monthly recurring charges for Directory Database Services. The service is charged per listing provided.

Figure 25. Directory Database Services Fees

Service Fee – Directory Database	
Service	Fee
Initial Listing – Each Listing	$0.04
Updated Listing – Each Listing	$0.06

3.5 Long-Distance Calling Services

Long-distance calling plan minutes do not roll over month to month. Calling plans and minutes are not pro-rated. Current default long distance rates are available here: https://www.alaskacommunications.com/Regulatory.

3.5.1 One-Time Charges

There is no charge to select or change an Alaska Communications long distance calling plan. However, there is a fee if you change your long-distance service provider on your local phone line account. This charge may be waived if you select Alaska Communications as your long-distance service provider.

A one-time setup fee applies when establishing or porting an in-state toll free number.

Figure 26. One-Time Fee to Change Long-Distance Service Provider

One-Time Fee – Change Long-Distance Service Provider	
Service	Fee
Change In-State or Out-of-Alaska Toll Service Provider	$5.00
Change Both In-State and Out-of-Alaska Toll Service Provider*	$7.50

*Charge is waived for customers who select Alaska Communications for all their long-distance calling services.

3.5.2 Monthly Recurring Charges

Customers pay a flat monthly fee for long-distance calling plans. When you exceed the included interstate or intrastate minutes, you then pay extra per each minute used. Customers who do not select a calling plan are charged the published rates listed here: https://www.alaskacommunications.com/Regulatory.

Business customer rates are rounded to the nearest six-second. Residential rates are rounded to the nearest minute.

Residential Easy Choice Calling Plan

Figure 27. Residential Easy Choice Calling Plan Fees

Residential Easy Choice Calling Plan			
Monthly Fee	Out-of-State Minutes Included	Additional Out-Of-State Minutes Rate	In-State Minutes Rate
$0.00	None	$0.10/minute	$0.10/minute
$5.95	100	$0.10/minute	$0.10/minute
$15.00	300	$0.10/minute	$0.10/minute
$20.00	500	$0.10/minute	$0.10/minute
$48.00	1000	$0.08/minute	$0.10/minute
$96.00	2000	$0.07/minute	$0.10/minute

Business Gold Calling Plan

Figure 28. Business Gold Calling Plan Fees

Business Gold Calling Plan			
Monthly Fee	In-State Calling Rate	Out-of-State Calling Rate	Customer Monthly Spend*
$0	$0.07/minute	$0.07/minute	$0.00
$0	$0.06/minute	$0.06/minute	$5,000
$0	$0.05/minute	$0.05/minute	$10,000
$0	$0.04/minute	$0.04/minute	$15,000

*Monthly spend includes all Alaska Communications services.

Toll Free Calling Plan

Charges per minute use is per the selected calling plan(s) on the account

Figure 29. Toll Free Calling Plan Fees

Toll Free Calling Plan		
Monthly Fee	Plan	One-Time Setup Fee
$0	In-State Service Only	$20
$10	Out-of-State, In-State, and Canada Service	$20

International Solutions Calling Plan

International Solutions Calling Plans apply to all lines at a service location and are charged per account.

Figure 30. International Solutions Calling Plan Fees

International Solutions Calling Plan	
Plan	Fee
Residential International Solutions, per line	$1.95
Business International Solutions, per line	$3.95

4 PRICING – SERVICE ORDER FEES AND DISCOUNTS

Depending on the products and services you use, you may incur some of the fees outlined below. You may also be eligible for the discounts included below. Please contact Alaska Communications with questions regarding additional fees and discounts.

4.1 Service Order Fees

4.1.1 Per Incident Fees

Figure 31. Per Incident Service Order Fees

Service Order Fees – Per Incident	
Service	Fee
Service Order Charge (New Customer)	$46.00
Service Order Charge (Existing Customer)	$22.00
Central Office Line Connection Charge (Per Line)	$10.50
Premise Visit Charge	$65.00
Late Payment Fee (Per Occurrence)	$25.00
Disconnect Fee Due To Non-Payment	$50.00
Declined Payment Charge (Per Occurrence)	$30.00
Feature Activation Charge	$7.50
Additional Invoice Copies (each)	$5.00
Long Distance Carrier Change Fee (In-State Calls Only)	$5.00
Long Distance Carrier Change Fee (Out-Of-State Calls Only)	$5.00
Long Distance Carrier Change Fee (All Long Distance)	$7.50

4.1.2 Hourly Labor and Variable Fees

Figure 32. Hourly Labor and Variable Fees

Hourly Labor and Variable Fees	
Service	Fee
Inside Wiring (Per Hour)	$125.00
Materials (Cost x 1.55)	Varies
Custom Programming (Per Hour)	$125.00

4.2 Business Partner Plan Term Agreement

Business customers who commit to a term of service agreement will receive a discount on monthly recurring charges and installation fees on eligible local services. A minimum of a one-year commitment is required.

Figure 33. Business Partner Plan Discounts

Discounts – Business Partner Plan		
Commitment Term	Monthly Charge Discount	Installation Fee Discount
One Year	10%	50%
Two Year	15%	100%
Three Year	20%	100%
Five Year	33%	100%

Eligible Products

Installation of one new jack and up to two hours of inside wiring labor are included with Business Partner Plan term agreements. The monthly recurring service charge and installation fees for the following products are eligible for Business Partner Plan discounts:

- Business Simple Line
- Business Complex Line
- Primary Rate Interface (PRI)

Restrictions

The Business Partner Plan may be combined with other promotions and discount plans. Business Partner Plan discounts are applied to the net monthly service charge after customer appreciation credits are applied. Customers who fail to complete the full term of their service agreement may be assessed early termination fees. The discount applies to the listed products only and does not apply to taxes, surcharges, or other ineligible products that may be bundled or combined with eligible products.

4.3 Discounts and Promotions

4.3.1 Lifeline Assistance and Link-Up Discount

Lifeline assistance lowers the monthly cost and installation of residential phone service for low-income households. For additional information about this program, please visit www.alaskacommunications.com/lifeline.

4.3.2 Customer Appreciation Plan

Alaska Communications may, from time to time, offer promotional credits of up to $200 annually per telephone line or PRI voice channel to select customers. Alaska Communications may at its sole discretion waive minimum monthly revenue requirements or installation charges for select business customers.

4.3.3 Competition At Work

Alaska Communications may match the price of competitive local exchange carriers that are either published in price lists or provided in the form of a written quotation to end customers for equivalent voice services. Alaska Communications may provide credit for up to three months of service for customers transitioning from another service provider to Alaska Communications.

5 GLOSSARY

900 Toll Service Deny: Restricts the end user's line from originating all long-distance calls to 900 numbers.

A

Anonymous Call Rejection: Allows subscribers with or without Caller ID to reject calls for which calling name and number have been intentionally blocked. Only calls for which the information has been blocked are rejected. If the calling name/number is not available due to technical reasons, the receiving customer's equipment (if customer has Caller ID) shows a message indicating the unavailability of the calling information. Rejected calls are sent to a recorded announcement provided by the Utility. Anonymous Call Rejection can be overridden by an operator in case of an emergency.

Automatic Line: Connects the calling station to a designated telephone number automatically, without dialing, when the station goes off-hook. The designated telephone number is programmed by the Company and can only be changed by a service order.

C

Call Forward: Provides for the transfer of incoming calls to another telephone by dialing a code and the telephone number of the service to which the calls are to be transferred. The customer activates and deactivates Call Forward as required.

Call Forward Busy: Auto-forwards incoming calls to another pre-designated number when the called line is busy. When a call is being transferred, the originator of the call may hear an interruption in audible ringing. However, the originator will continue to receive audible ringing until the transferred-to station answers or ringing times out.

Call Forward Group Don't Answer: Optional feature that may be assigned to a Directory Number Hunt (DNH) group. With this feature, calls to an idle hunt group station ring for a predetermined amount of time before being forwarded to the next station in the hunt sequence, to a directory number within the same hunt group, or to a directory number outside the hunt group.

Call Forward No Answer: Auto-forwards incoming calls to another pre-designated number when the called line does not answer after a specified number of rings. When a call is being transferred, the originator of the call may hear an interruption in audible ringing. However, the originator will continue to receive audible ringing until the transferred-to station answers or ringing times out.

Call Hold: Allows a customer to place an active call on hold using an access code, and

continue either from the same set or from another set.

Caller ID Block Per Call: Prevents the delivery of the customer's telephone number (and name) on a continuous basis and will display as "Private Caller" on a Caller ID display telephone set or adjunct unit. Call Block - Per Line can be deactivated by the customer on a per call basis by dialing an activation code prior to dialing a call.

Call Waiting: Alerts a customer talking on the phone that a call is waiting. The existing call can be put on "hold", or disconnected, and the waiting call can be received. The customer can alternate between calls. The customer may also cancel the call waiting function for the duration of a call. This prevents the Call Waiting tone from interrupting calls or disrupting data transmissions. Call Waiting is not available on lines arranged for trunk hunting.

Caller ID: Allows the customer to view the telephone number and directory name associated with an incoming call before answering. The telephone number and directory name of the calling party as well as the current month, day, hour, and minute display after the first ring. If the calling party designates a call as private (pursuant to Call Block), the calling name and number are not displayed. If the incoming call is handled by an operator or is from outside the local calling area, the calling name and number may not be displayed. Long distance calls from outside the Alaska Communications service area or miscellaneous calls (including cellular) are shown on the display device as "Out of Area" or "Unknown Caller." Blocked calls are shown as "Private Caller" depending on customer premise equipment.

Circular Hunt: Allows all lines in a hunt group to be hunted in sequential order regardless of the starting point. If the last number in the hunt group is busy, the feature returns to the pilot number and continues until an idle line is located or to the hunt starting point.

D

Denied Originating: Allows a customer to assign to any line the condition that the customer may receive calls only.

Denied Terminating: Allows a customer to assign to any line the condition that the customer may originate calls only.

Directory Assistance Deny: Prevents the end user's line from being able to make local directory assistance calls.

Directory Number Hunt: Provides sequential hunting of hunt group numbers for an idle line when the main directory listed number is busy. Each line in this hunt group has a unique directory number, which allows direct calling and identifies toll calls. If the main directory listed number is not dialed, hunting begins with the number dialed and ends with the last number in the hunt group.

Distinctive Ring: Provides multiple directory numbers to one line. One Primary Directory Number and up to three Additional Directory Numbers can be assigned, with different ringing patterns identifying the number being called. The Distinctive Ring monthly charge is applied to each Additional Directory Number assigned. The designated telephone numbers are programmed by Alaska Communications. Service activation and modification can only be changed by a Feature Activation Charge. This service is not available with PBX, DID trunks, Remote Call Forwarding, and lines terminating in Key Equipment. Customers are entitled to one directory listing, at no additional charge, with each Distinctive Ring number. Business customers are also entitled to a yellow page listing for the Distinctive Ring number. Business or Residence classification is based on the main number. Customers with a Distinctive Ring number who desire not to have the numbers published are not charged.

F

Find Me/Follow Me: Allows a user to configure their voicemail service to automatically attempt to reach them on alternate numbers when a call rolls to voicemail. If the customer does not answer or rejects the call on the alternate number(s), such as a cell phone, the call is pulled back into voicemail and a message taken.

Fixed Call Forward: Provides for the automatic routing of incoming calls to any designated telephone number. The designated telephone number is programmed by Alaska and can only be changed by a Feature Activation Charge. The customer activates and deactivates Fixed Call Forward as required.

Follow Me Call Forwarding: Allows the customer to activate and deactivate the Call Forwarding feature and change the forwarded-to number from a location other than where the service is located.

L

Last Call Return: Allows the customer to dial an activation code that directs a call to be placed to the telephone number of the last incoming call to their telephone. The customer can return a call without knowing the telephone number of the calling party. The customer is responsible for toll charges incurred because of Last Call Return.

Line Hunt Overflow to a Directory Number: Allows calls to continue to another specified directory number on the customer's premise if all lines in the hunt group are busy.

M

Message Waiting Stutter Dial Tone: Allows a Business or Residential line user to be notified of a message waiting via a stutter dial tone when the handset is off the hook.

P

Public Switched Telephone Network (PSTN): An aggregate of circuit-switched telephone networks operated by national, regional, and local providers. The PSTN includes telephone lines, fiber cabling, cellular networks, satellites, microwave links, and subsea cables. These channels are interconnected by switching centers, which allows telephones to communicate with each other.

S

Speed Calling (30 Numbers): Provides for the calling of any telephone number by dialing a two-digit code (20 to 49). Speed Calling is available in 30-number capacity.

Selective Call Forwarding: Allows customers to ensure selected incoming calls from designated telephone numbers reach them at a forwarded location. Incoming calls from up to 31 designated telephone numbers can be forwarded.

Selective Call Rejection: Allows the customer to selectively program a list of up to 12 telephone numbers from which calls are to be rejected or blocked. Incoming calls on the list are routed to an announcement informing the caller that the called party does not wish to receive the call.

Spontaneous Call Waiting Caller ID (SCWID): Allows a subscriber to view the truncated main directory name and telephone number of an incoming Call Waiting call before answering. SCWID requires a telephone set or a separate display unit capable of recognizing and displaying the Call Waiting calling telephone number sent from the central office.

T

Three-Way Calling: Enables a customer to add a third party, local or long distance, to an established connection without operator assistance.

Toll Deny: Prevents the end user's line from originating long distance calls, including 900 service. The end user may receive incoming long-distance calls.

V

Voicemail to Email: Allows a user to configure their voicemail service to automatically forward voicemail messages as a .wav file attachment to one or more pre-configured email addresses.

APPENDIX 1 – GRANDFATHERED SERVICES

Grandfathered Services

Grandfathered services are no longer available to new customers. Existing customers may continue to receive these services until network upgrades, policy changes, or spare parts availability preclude the continued provision of the service. Reference service description information may be found in the previous local services tariff. These tariffs are available upon customer request for service description reference purposes only. Pricing, terms and conditions, acceptable use, billing and line extension policies have all been superseded by our current consumer and business agreements as posted on our website.

The following services are no longer available to new customers. If service is discontinued by a customer for any reason, including seasonal discontinuance and nonpayment, the service will not be restored. Current customers are grandfathered. No changes will be made to customer profile (change in name) or transfer/assignment of current service. The unavailability of replacement parts may prevent restoral of service.

- ISDN Basic Rate Interface (BRI)
- Facility Reservation
- Digital Subscriber Service (DSS)
- Digital Data Service Private Line
- 2 and 4 wire Voice Grade Private Line
- Switched 56.0 Service
- Hotel / Motel Service
- Simplified Message Desk Interface (SMDI)
- Traffic Study
- Joint User Service
- Payphone Service
- High Capacity Data Private Line

Digital Data Service Private Line Services	
Service	Rate $
Channel Termination	$150.96
Mileage Channel Termination	$48.72
Channel Mileage Facility	$9.72
Data Bridging	$100.00

2 and 4 wire Voice Grade Private Line	
Service	Rate $
2 Wire Voice Grade	$120.00
4 Wire Voice Grade	$215.00
Signaling	$24.00
Bridging	$24.00
Conditioning	$24.00

High Capacity Data Private Line Services	
Service	Rate $
Channel Termination	$576.00
Mileage Channel Termination	$169.90
Channel Mileage Facility	$82.65
Mux DS1	$640.00

Centrex Services	
Service	Rate $
Digital Centrex Set	$150.00
Centrex Meet Me Conference	$150.00
Analog Centrex	$150.00

Payphone Service	
Service	Rate $
Paystation Line	$150.00
Public Access Line	$150.00

APPENDIX 2 – LEGAL AND REGULATORY INFORMATION

This product catalog includes descriptions of the voice access lines and features offered by Alaska Communications LLC and its subsidiary companies. All service offerings are subject to the availability of network and central office facilities. Please refer to our website for detailed policy information.

Business Terms and Conditions

Visit https://www.alaskacommunications.com/Business/Business-Terms-and-Conditions for Alaska Communications' business terms and conditions.

Residential Terms and Conditions

Visit https://www.alaskacommunications.com/Terms-and-Conditions for Alaska Communications' residential terms and conditions.

Acceptable Use Policy

Visit https://www.alaskacommunications.com/Acceptable-Use-Policy for Alaska Communications' acceptable use policy.

Local Phone Service Policies

Visit https://www.alaskacommunications.com/Service-Policies for Alaska Communications' local phone service policy.

Line Extension Policy

Visit https://www.alaskacommunications.com/Regulatory/Line-Extension-Policy for Alaska Communications network line extension policy.

Land-line Telephone, PRI, directory assistance, and long-distance services de-tariffed but regulated by the Regulatory Commission of Alaska and the Federal Communications Commission. Other services listed in this catalog are not subject to regulation.