CALL MANAGEMENT SERVICES

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(D)
CALL MANAGEMENT SERVICES

1. General Regulations Applying to All Call Management Services

1.1 The Company may from time to time, change the rates for Call Management services using volume and term discounts, zone density pricing, packaging of services and other promotional pricing pursuant to Section 3.355 and 3.356 of the Public Utility Act of 1995 (PURA ’95). Pursuant to PURA 95, any such change to a service, shall be set above the LRIC floor and, for Basket II services, below the price ceiling. The Company will notify the PUC of each change.

1.2 Appendix A of this tariff shall contain a description of all active promotions, term discounts, or zone density pricing which varies from the standard rates and charges for Call Management Services. Accordingly, the standard rates and charges for Call Management Services are superseded by any such price change as contained in Appendix A of this tariff.

1.3 Customers who have subscribed to The WORKS, The BASICS, or BizSaver packages are eligible to receive the 1+ Saver 10% Discount Optional Calling Plan for a monthly rate of $1.99. See Long Distance Telecommunications Services Tariff, Section 3.

1.4 Residence customers subscribing to The WORKS or The BASICS are eligible to receive the Single Rate Plan at a discounted monthly rate of $1.95.

1.5 Due to the destruction or partial destruction of customers' premises by means beyond the control of the customer, the Company may waive the installation and monthly recurring charges for a period of thirty (30) days on new installations of Call Forwarding, Call Forward-Busy Line/Don't Answer, Preferred Number Service and Remote Access to Call Forwarding Services. These charges will only be waived when these services are established on the customer's existing local exchange service. Charges will not be waived on service established at a new location.

1.6 Services with call forwarding capabilities (including, but not limited to, Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer Disaster Routing Service) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.
CALL MANAGEMENT SERVICES

2. EasyOptions™ Service - General Regulations

2.1 EasyOptions™ Services are optional telephone services individually described in the next section, which allow customers to manage efficiently the call flow generated over their Exchange Access Line(s).

2.2 EasyOptions™ Services are available to single line residence and business customers.

2.3 A monthly rate will apply to EasyOptions™ Services which are purchased on a flat-rated basis. Call Trace will be billed on a per successful trace basis. Call Return and Auto Redial may be used on a usage sensitive per activation basis. Customers who use Auto Redial and Call Return on a usage sensitive basis will only be subject to the appropriated activation charge per occurrence.

2.4 EasyOptions™ Services are subject to availability of facilities and compatibility with central office equipment, access lines and customer premises equipment. The services will not be provided in connection with party lines, Centrex, PLEXAR, Pay Telephone Exchange Access Service and trunk facilities associated with Direct Inward Dialing.

2.5 Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding and Caller ID are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Number (CPN) and are linked by appropriate facilities.

2.6 The services are furnished only where adequate and suitable facilities permit.

2.7 Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to any service of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this tariff.

2.8 When multiple services are activated on the line, certain services may take precedence over others.

2.9 Services with call forwarding capabilities (including Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premise.
3. **EasyOptions® Services — Features**

3.1 **Call Waiting**

Alerts a customer who is using his telephone that another caller is trying to reach him. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call. Call Waiting is automatically reactivated for the next originating or terminating call. Call Waiting is required for the provision of Call Waiting ID Options or Call Waiting ID features.

3.1.1 **Call Waiting ID Options**

Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Where facilities permit, Call Waiting ID Options service will display the name and/or number of the person calling on the customer’s Customer Premises Equipment (CPE). Using this information, the customer may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The available options for the disposition of the second caller include:

* Talk to the second caller
* Provide the caller with a busy announcement
* Forward the call to a “wait a minute” or “call me back” message
* Route the new call to a voice mail box
* Allow the caller to join the conversation in progress

Call Waiting ID Options is offered subject to the following limitations:

(A) Customers must also subscribe to Call Waiting and Caller ID Name and Number and Call Waiting ID.

(B) Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.

(C) Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID options.

(D) Available only where central office facilities permit.

3.1.2 **Call Waiting ID**

Allows customers to subscribe to a part of the Call Waiting ID Options service. When a person is already speaking on the telephone and receives another phone call, Call Waiting ID service will allow for the display of the name and/or number of the new caller on the customer’s CPE. This service allows the customer to decide if he wants to answer the new incoming call.

Call Waiting ID is offered subject to the following limitations:

(A) Customers must also subscribe to Call Waiting and Caller ID Name and Number.

(B) Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party’s name and/or number.

(C) Available only where central office facilities permit.
CALL MANAGEMENT SERVICES

3. EasyOptions® Services - Features (Cont’d)

3.2 Call Forwarding

Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between his Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and the routing necessary. Call Forwarding and the Selective Call Forwarding service can be activated at the same time except in 1A switches.

Call Forwarding is offered for use with two-way PBX trunks subject to the following limitations:

(A) May be provided when compatible with the equipment configuration at the customer’s premises.

(B) Available only in certain types of central offices.

(C) Available only with two types of hunting arrangements, multiline and series completion, and subject to the limitations of these hunting arrangements.

3.3 Selective Call Forwarding

Provides the customer with the ability to forward incoming calls from preselected telephone numbers to another telephone number. The customer may construct or modify a telephone number screening list. SWBT’s equipment will screen incoming calls against the customer’s list and forward only those calls from telephone numbers on the list. The maximum amount of telephone numbers available for each customer’s list may vary depending on switch type. The Selective Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion. Selective Call Forwarding and the Call Forwarding service may be activated at the same time except in 1A switches.

3.4 Simultaneous Call Forwarding

Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous call Forwarding customer must subscribed to sufficient facilities to adequately handle calls without imp airing any services offered by SWBT. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded.
CALL MANAGEMENT SERVICES

3. **EasyOptions® Services – Features (Cont’d)**

3.5 **Call Forwarding-Busy Line**

Allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

3.6 **Call Forwarding-Don’t Answer**

Allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

3.6.1 **Call Forwarding-Busy Line/Don’t Answer**

Provides functionality of both Call Forwarding-Busy Line and Call Forwarding-Don’t Answer (described in paragraphs 3.5 and 3.6). With this service, customers can opt to have Star Code Access to Voice Mail as described in paragraph 29 of this section.

3.7 **Remote Access to Call Forwarding**

Permits the customer who also subscribes to Call Forwarding (described in paragraph 3.2) with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters including “*” and “#”. All charges incurred to access the remote number will be billed appropriately.

3.8 **Three-Way Calling**

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may not meet normal standards depending on the distance and routing necessary.
CALL MANAGEMENT SERVICES

3. EasyOptions® Services – Features (Cont’d)

3.9 Speed Calling (1)

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Eight code capacity and/or 30 code capacity may be provided on the same line, however, duplicate code capacities may not be provided. The combination of code capacities is not available on multiline hunting lines.

For residence customers Speed Calling 30 is no longer available. Speed Calling 30 is available to business customers.

{1} Speed Calling 8 is withdrawn and no longer available for business customers effective October 31, 2013.
CALL MANAGEMENT SERVICES

3. EasyOptions® Services – Features (Cont'd)

3.10 Call Blocker

Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer’s list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to SWBT recorded announcement.

3.11 Priority Call

Provides the customer with a distinctive ring or distinctive Call Waiting tone (if the customer has subscribed to Call Waiting and Priority Call), when the customer is called from preselected telephone numbers. The customer can construct or modify a telephone number screening list. SWBT’s equipment will screen incoming calls against the customer’s list and provide the distinctive ring for telephone numbers on the list.

3.12 Call Return

Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, SWBT’s equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer’s activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. This service will not function if the calling party’s telephone number has been Call Forwarded. Also, this service will not function from a line or trunk that does not have an associated telephone number, e.g., multi-line hunting groups.

3.13 Auto Redial

Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, SWBT’s equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer’s activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

3.14 Call Trace

Enables the customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, SWBT’s equipment will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. SWBT will not provide the results of the trace (i.e., the telephone number traced) to the customer. Such call detail may be provided only to law enforcement authorities upon proper request. For further action to be taken, the customer is required to contact SWBT via the telephone number provided in the Call Trace announcement.

At its option or upon receipt of proper request form a law enforcement agency, SWBT will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call Trace is not available at no charge to the customer when in the judgment of SWBT or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property.
CALL MANAGEMENT SERVICES

3. EasyOptions® Services – Features (cont’d)

3.15 Caller ID

GENERAL REGULATIONS

3.15.1 Caller ID Service is the general category of the following services which assist customers in the management of incoming calls.

3.15.2 Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber’s access lines. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Call Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

3.15.3 Calling Name Delivery - Enables the Caller ID subscriber to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide and connect their own compatible CPE to process the Calling Name Delivery transmission. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T’s network and calls carried over facilities that do not transmit Caller ID information.

3.15.4 Anonymous Call Rejection (ACR) {1} - Allows customer to automatically reject all calls that have been marked anonymous (see paragraph 3.15.5 following) by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

{1} Anonymous Call Rejection is grandfathered for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.
CALL MANAGEMENT SERVICES

3. EasyOptions® Services - Features (cont'd)

3.15 Caller ID (cont'd)

General Regulations (cont'd)

3.15.5 Any SWBT calling party may prevent the delivery of CPN and of Calling Party Name to the called party by dialing an access code (*67 on their touch-tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activated per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the CPN and Calling Party Name will not be transmitted across the line. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name and number delivery.

Blocked Caller ID information will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to SBC compliance with the waiver order's eligibility requirements.

Per-line blocking will be offered at no charge to a particular customer if the Commission receives from the customer written certification that the customer has a compelling need for per-line blocking.

The blocking of CPN and Calling Name Delivery will not be provided on calls originating from Pay Telephone Exchange Access Service.
CALL MANAGEMENT SERVICES

3. EasyOptions® Services – Features (cont'd)

3.15 Caller ID (cont'd)

General Regulations (cont'd)

3.15.6 Caller ID will be provided in connection with individual and multiline residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side connections, such as DID. In addition, party line, Centrex and Plexar, are excluded from this tariff offering. For the provisioning of Caller ID for Plexar customers, please refer to Section 5 of the General Exchange Tariff.

3.15.7 Caller ID Service is offered on a subscription basis which requires the customer to order the service. Where Caller ID Service is available, any calling party, whether they subscribe to Caller ID or not, has per Call Blocking capability, unless that customer is calling from a Pay Telephone Exchange Access Service.

3.15.8 The Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party has requested to be omitted from the telephone directory or the disclosing of such name or telephone number to any person.

The Company shall not liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

The Company shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Company.
3. **EasyOptions® Services - Features (cont'd)**

### 3.15 Caller ID (cont’d)

**Feature Interactions**

**3.15.9** A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent of approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from:

(A) Verifying network performance or testing the provision of caller identification service;

(B) Compiling, using, and disclosing aggregate Caller ID information; or

(C) Complying with applicable law or legal process.

**3.15.10** Calling Party Number blocking (per-call and per-line) automatically prevents the display of the calling telephone number on calls dialed from an exchange service equipped with this option, except for calls made to emergency services or to a party that subscribes to an ANI or charge number based service and the call is paid for by the called party, such as toll-free numbers.
CALL MANAGEMENT SERVICES

3. EasyOptions® Services – Features (Cont'd)

3.15 Caller ID (Cont’d)

Feature Interactions

3.15.10 Caller ID information will not be displayed under the following conditions:

(A) If the called party is off-hook.
(B) If the called party answers during the first ring interval.

3.15.11 Caller ID is not available with distinctive ringing services having a silent interval length insufficient for CPN transmission.

3.15.12 Identification of specific stations or extensions served by CPE is not possible. The main directory number and name of the CPE will be displayed.

3.15.13 Caller ID will not be identified or transmitted for calls made on a multi-party line. The called party will receive appropriate facilities.

3.15.14 Caller ID will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.

3.15.15 When Caller ID service is provided in connection with line-side PBX trunk connections, SWBT makes no guarantee that the calling party information will be delivered in a manner such that the customer’s equipment will be able to transmit that information to the stations or extensions served by the CPE. Customers subscribing to Caller ID services in conjunction with line-side PBX connections are responsible for the provision of compatible CPE which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with Caller ID services on line-side PBX connections will be the responsibility of the customer. SWBT assumes no liability and will be held harmless for any damage to the customer’s equipment due solely to the transmission of the calling party information or for any incompatibility of the customer’s equipment to perform satisfactorily with the information transmitted.

3.15.16 Caller ID service is required for the provision of Call Waiting ID Options and Call Waiting ID features.
3. **EasyOptions® Services – Features** (Cont'd)

### 3.16 Call Transfer Disconnect

3.16.1 Call Transfer Disconnect is a service that allows business customers to initiate a three-way call with either an incoming or originated call and then disconnect leaving the two remaining parties connected.

3.16.2 Call Transfer Disconnect will not be available to residence customers, payphone, DigiLine, Centrex, or Plexar customers.

3.16.3 The Call Transfer Disconnect feature cannot be used to expand a calling scope and is therefore not available to customers subscribing to any optional flat rated local, toll, or expanded calling plan. Call Transfer Disconnect cannot be used to avoid toll charges.

3.16.4 Call Transfer Disconnect customers will be restricted from making international calls due to toll fraud concerns. Customers who contact the business office with a request to make international calls will be allowed to unblock their line for international calls provided they meet the following guidelines.

- Established service on that line for at least three months, and
- Paid their telephone bill in full by the due date for the previous three months.

3.16.5 Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate.
CALL MANAGEMENT SERVICES

4. EasyOptions® Services - Rates (cont’d)

4.1 The rates and charges apply in addition to the established rates and charges for the associated services. Only one Call Management discount can apply per line. The Company will apply the largest applicable discount to the customer’s account.{6}

4.2 When applying the rates below, “first” monthly service rate is applied when a single service is ordered. When multiple services are ordered the “first” monthly service rate applies to the first service and the “additional” monthly service rate applies to the remaining services. The services are listed in priority order, (i.e., If multiple services are ordered, the “first” monthly rate applies to the first service appearing in the list. The additional monthly rate applies to all other services ordered).

4.3 Rates and Charges

4.3.1 Residence Service

Monthly Subscription, Per Line

Discounts may apply when multiple services are ordered. Use first monthly rate for first item purchased; use additional rate for all others. Order of services is significant.

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(See Sheet 10 for Footnotes)
CALL MANAGEMENT SERVICES

4. EasyOptions® Services – Rates (cont'd)

4.3 Rates and Charges (cont'd)

4.3.1 Residence Service (cont'd)

Monthly Subscription, Per Line (cont'd)

No discount for purchasing multiple services.

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Monthly Subscription Credit, Per Line (Package Discounts)

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(See Sheet 10 for Footnotes)
CALL MANAGEMENT SERVICES

4. EasyOptions® Services – Rates (Cont'd)

Footnotes

{1} The installation charge is $5.00 per service with a maximum installation charge of $10.00 for two or more Call Management services per request per line, except when the Simultaneous Call Forwarding service is established.

{2} If Calling Number and Calling Name are purchased together, the customer receives the Caller ID Credit of $4.05 for residence.

{3} One Call Forwarding feature (ESM) is applicable per line/trunk arranged.

{4} One Simultaneous Call Forwarding feature (ESD) and one Call Forwarding feature (ESM) are applicable per line/trunk (non-hunting) used to establish connection.

{5} Applies in addition to the installation charge for other Call Management services established on the same line.

{6} The rates and charges for the individual services apply as appropriate. In addition, the package monthly discount is applied as a credit to the customer’s account.

{7} If Calling Number Delivery or Calling Name Delivery is purchased with Call Return (Flat-Rated) and Call Blocker, the Caller ID Value Package credit as shown above applies. This credit supersedes the Caller ID Credit.

{8} If Calling Number Delivery, Calling Name Delivery, Call Return (Flat-Rated), and Call Blocker are all purchased together the Caller ID Value Package Plus Credit shown above applies. This credit supersedes the Caller ID credit.

{9} At the customer’s request, Call Forwarding-Busy Line; Call Forwarding-Don’t Answer; or Call Forwarding-Busy Line/Don’t Answer can be added to the package at no additional charge.

{10} For residence customers, Speed Calling 30 is no longer available.

{11} For residence customers, the footnoted monthly rate or monthly credit is effective coincident with the bill period date for customer bills dated January 8, 2013 through February 6, 2013.

{12} For residence customers, the footnoted monthly rate or monthly credit is effective coincident with the bill period date for customer bills dated April 3, 2014 through May 1, 2014.
CALL MANAGEMENT SERVICES

4. EasyOptions® Services - Rates (cont’d)

4.3 Rates and Charges (cont’d)

4.3.1 Residence Service (cont’d)

Charges Per Successful Activation

<table>
<thead>
<tr>
<th>Services</th>
<th>Per Successful Activation</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Trace {2}</td>
<td>$10.00</td>
<td>NST</td>
</tr>
</tbody>
</table>

Charge Per Activation, With Maximum Monthly Charge

<table>
<thead>
<tr>
<th>Services</th>
<th>Per Activation</th>
<th>Monthly Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Redial {1}{2}</td>
<td>$1.99</td>
<td>None</td>
<td>NV8</td>
</tr>
<tr>
<td>Call Return {1}{2}</td>
<td>3.00</td>
<td>None</td>
<td>NV9</td>
</tr>
<tr>
<td>Three-Way Calling {4}</td>
<td>3.00</td>
<td>None</td>
<td>3UY</td>
</tr>
</tbody>
</table>

4.3.2 Residence Service

Unless otherwise noted, the rates and charges for the individual services apply. Call Waiting ID or Call Waiting ID Options discount is applied as credit to the customer’s account. In addition, if a customer chooses to discontinue Call Waiting ID or Call Waiting ID Options and notifies the Company of this decision within 30 days of the service connection, the Company will refund up to one month’s monthly recurring charge. If the customer has subscribed to Call Waiting ID or Call Waiting ID Options for a period of less than 30 days, the amount of the refund will be prorated for the appropriate portion of the monthly recurring charge. The installation charge associated with the service will also be refunded. The customer will be entitled to this adjustment one time only.

Only one discount can apply per line. The Company will apply the largest applicable discount to the customer’s account.

Monthly Subscription, Per Line Discounts may apply when purchased in addition to The WORKS or The BASICS.

<table>
<thead>
<tr>
<th>Service</th>
<th>Current Monthly Rate Indiv./with WORKS or BASICS</th>
<th>Ceiling Rate</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Waiting ID</td>
<td>$4.50/2.25</td>
<td>$6.00</td>
<td>$5.00</td>
<td>NWT</td>
</tr>
<tr>
<td>Call Waiting ID</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Options</td>
<td>5.50/2.75{5}</td>
<td>8.00</td>
<td>5.00</td>
<td>NWL</td>
</tr>
</tbody>
</table>

(See Sheet 11.1 for Footnotes)
CALL MANAGEMENT SERVICES

Footnotes:

{1} This feature will be offered to customers at no charge for the first 30 days following its introduction in an exchange.

{2} This feature will be deactivated, at no charge to the customer, upon request.

{3} The installation charge is $5.00 per service with a maximum installation charge of $10.00 for two or more Call Management services per request per line, except when the Simultaneous Call Forwarding service is established.

{4} Blocking of this service is available free of charge upon request. Customers subscribing to ISDN lines, Multi-party lines, Coin/Coinless Pay Phones, PBX, Three-Way Calling subscribed lines, Data Access lines, Hotel-Motel, WATS, and Centrex/Plexar services will be restricted from activating Usage Sensitive Three-Way Calling.

{5} The total rate for Call Waiting ID Options is comprised of the rate for Call Waiting ID plus $1.00.
CALL MANAGEMENT SERVICES

4. EasyOptions® Services - Rates (cont’d)

4.3 Rates and Charges (cont’d)

4.3.2 Business Service (cont’d)

Monthly Subscription, Per Line
Discounts may apply when multiple services are ordered. Use first monthly rate for first items purchased; use additional rate for all others. Order of services is significant.

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID-Calling Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery {2}</td>
<td>$17.85(I)</td>
<td>$17.85(I)</td>
<td>NSD</td>
</tr>
<tr>
<td>Caller ID-Calling Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery {2}</td>
<td>17.00(I)</td>
<td>17.00(I)</td>
<td>NMP</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>15.45(I)</td>
<td>15.45(I)</td>
<td>ESM</td>
</tr>
<tr>
<td>Call Waiting</td>
<td>15.55(I)</td>
<td>15.55(I)</td>
<td>ESX</td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td>13.80(I)</td>
<td>13.80(I)</td>
<td>ESC</td>
</tr>
<tr>
<td>Call Return</td>
<td>12.25(I)</td>
<td>12.25(I)</td>
<td>NSS</td>
</tr>
<tr>
<td>Auto Redial</td>
<td>6.00</td>
<td>6.00</td>
<td>NSQ</td>
</tr>
<tr>
<td>Priority Call</td>
<td>5.10</td>
<td>5.10</td>
<td>NSK</td>
</tr>
<tr>
<td>Selective Call Forwarding</td>
<td>5.75</td>
<td>5.75</td>
<td>NCE</td>
</tr>
<tr>
<td>Call Blocker</td>
<td>5.50</td>
<td>5.50</td>
<td>NSY</td>
</tr>
<tr>
<td>Speed Calling 30</td>
<td>8.75</td>
<td>8.75</td>
<td>ESF</td>
</tr>
<tr>
<td>Anonymous Call Rejection{12}</td>
<td>19.50(I)</td>
<td>19.50(I)</td>
<td>AYK</td>
</tr>
</tbody>
</table>

Monthly Subscription, Per Line
No discounts for purchasing multiple services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forwarding-Busy Line {11}</td>
<td>$ 7.25(I)</td>
<td>$10.75</td>
<td>EVB</td>
</tr>
<tr>
<td>Call Forwarding-Don’t Answer {11}</td>
<td>7.25(I)</td>
<td>10.75</td>
<td>EVD</td>
</tr>
<tr>
<td>Call Forwarding-Busy Line/Don’t Answer {11}</td>
<td>9.85(I)</td>
<td>10.75</td>
<td>E5E</td>
</tr>
<tr>
<td>Remote Access to Call Forwarding</td>
<td>3.00</td>
<td>10.75</td>
<td>RC3</td>
</tr>
<tr>
<td>Simultaneous Call Forwarding{3}{4}</td>
<td>2.65</td>
<td>16.15{5}</td>
<td>ESD</td>
</tr>
<tr>
<td>Call Waiting ID{9}</td>
<td>5.40</td>
<td>10.75</td>
<td>NWT</td>
</tr>
<tr>
<td>Call Waiting ID Options{9}</td>
<td>.60</td>
<td>10.75</td>
<td>NWL</td>
</tr>
<tr>
<td>Call Transfer Disconnect</td>
<td>15.00</td>
<td>10.75</td>
<td>FG3</td>
</tr>
<tr>
<td>- with WORKS or BASICS</td>
<td>7.50</td>
<td>0.00</td>
<td>RCR3W</td>
</tr>
<tr>
<td>- with Business Essentials</td>
<td>7.50</td>
<td>0.00</td>
<td>RCR3W</td>
</tr>
<tr>
<td>- with Business Preferred</td>
<td>7.50</td>
<td>0.00</td>
<td>RCR3W</td>
</tr>
</tbody>
</table>

Monthly Subscription Credit, Per Line (Package Discounts)

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Credit</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID Credit{2}</td>
<td>(5.00)</td>
<td>NNK</td>
</tr>
</tbody>
</table>

(See Sheet 13 for Footnotes)
CALL MANAGEMENT SERVICES

4. EasyOptions® Services – Rates (cont’d)

4.3 Rates and Charges (cont’d)

4.3.2 Business Service (cont’d)

<table>
<thead>
<tr>
<th>Charges Per Successful Activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
</tr>
<tr>
<td>Call Trace {7}</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Charge Per Activation, With Maximum Monthly Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
</tr>
<tr>
<td>Auto Redial {6}{7}</td>
</tr>
<tr>
<td>Call Return {6}{7}</td>
</tr>
<tr>
<td>Three-Way Calling {8}</td>
</tr>
</tbody>
</table>

(See Sheet 13 for Footnotes)
CALL MANAGEMENT SERVICES

4. **EasyOptions® Services – Rates** (Cont’d)

4.3 **Rates and Charges** (Cont’d)

4.3.2 **Business Service** (Cont’d)

1. The installation charge is $10.75 for one or more Call Management services per request per line, except when the Simultaneous Call Forwarding service is established.

2. If Calling Number and Calling Name are purchased together, the customer receives the applicable Caller ID Credit in paragraph 4.3 of this tariff section.

3. One Call Forwarding feature (ESM) is applicable per line/trunk arranged.

4. One Simultaneous Call Forwarding feature (ESD) and one Call Forwarding feature (ESM) are applicable per line/trunk (non-hunting) used to establish connection.

5. Applies in addition to the installation charge for other Call Management services established on the same line.

6. This feature will be offered to customers at no charge for the first 30 days following its introduction in an exchange.

7. This feature will be deactivated, at no charge to the customer, upon request.

8. Blocking of this service is available free of charge upon request. Customers subscribing to ISDN lines, Multi-party lines, Coin/Coinless Pay Phones, PBX, Three-Way Calling subscribed lines, Data Access lines, Hotel-Motel, WATS, and Centrex/Plexar services will be restricted from activating Usage Sensitive Three-Way Calling.

9. In order to get the functionality of Call Waiting ID Options (CWIDO), customers must also subscribe to Call Waiting ID (CWID).

10. If the customer is coming to SBC Texas from another carrier this charge is waived for the CALL MANAGEMENT SERVICES required to establish Custom BizSaver Flat Rate Bundle(s), Multi-line Bundle(s) or Additional Line Options 1 and 2.

11. Existing or new business customers who subscribe to a new term for Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0, or Business Access Line Term Volume Discount will receive these services for $2.00 per month for the duration of the contract term, as well as a waiver of Installation Charges for the service(s).

12. This service is grandfathered for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.
CALL MANAGEMENT SERVICES

4. **EasyOptions® Services – Rates (Cont’d)**

4.4 Moves and Changes (Cont’d)

4.4.1 Installation charges will apply when changing Speed Calling[3] from the 8-code capacity to the 30-code capacity, or vice versa.

4.4.2 Installation charges will apply when the customer’s telephone number is changed for his convenience.

4.4.3 Installation charges will not apply for outside moves of service if there is no telephone number change.

4.4.4 Where facilities permit, customers may change Speed Calling[3] codes from their premises at no charge. Installation charges will apply per line where the Speed Calling codes are changed by SWBT at the customer’s request. Where facilities do not permit the customer to make changes in Speed Calling codes, no installation charge will apply for such changes made by SWBT.

4.4.5 When, at the customer’s request, the forwarded-to for Call Forwarding-Busy Line and/or Don’t Answer is changed, installation charges will apply as set forth in 4.3.1 (Residence Service) and 4.3.2 (Business Service), except when such changes are made in accordance with the provisions of 4.4.6 below. When the customer changes his designated number of rings, installation charges will not apply.

4.4.6 When an Enhanced Service Provider (ESP) makes changes to its equipment such that there is a change required on features of Call Forwarding-Busy Line/Don’t Answer associated with the exchange line of itself or its patrons(s), the ESP may request SWBT to change numerous “forwarded to” numbers associated with exchange line of itself or its patrons on a mechanized basis in bulk rather than on a line by line basis. For example, a change in the location of the ESP’s premise could require all of its patrons to change the “forwarded to” numbers associated with their Call Forwarding feature. When the Telephone Company has the appropriate authorization from the ESP to change all of the ESP’s patron(s)” features using Call Management Rearrangement, the Telephone Company will develop a mechanized means for making these requested changes in bulk. The ESP will be required to provide all necessary information to the Telephone Company in a mechanized data format acceptable to the Telephone Company and will be assessed the Call Management Rearrangement Charges listed in 4.4.7 following. The ESP will be allowed to pay the applicable charges on behalf of the customer.

4.4.7 Call Management Rearrangement Charges

These charges are applicable when the Telephone Company is able to develop a mechanized program to make changes in bulk rather than on a line by line basis.

<table>
<thead>
<tr>
<th>Charges</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Request [1]</td>
<td>$4100.00</td>
</tr>
<tr>
<td>Per Program Run [2]</td>
<td>10.00</td>
</tr>
<tr>
<td>Per Line Changed</td>
<td>1.00</td>
</tr>
</tbody>
</table>

{1} This charge (per request) for Call Management Rearrangement is based on the Telephone Company being able to develop a mechanized program for making the changes in bulk. If, due to the ESP’s specifications, more than one program is required, the ESP will be assessed a “per request” charge for every program developed.

{2} The number of program runs required is dependent on the total number of lines to be changed as well as the locations and wire center concentration of those lines.

{3} Speed Calling 8 is withdrawn and no longer available for business customers effective October 31, 2013.
CALL MANAGEMENT SERVICES

5. **Personalized Ring Service – General Regulations**  

5.1 Personalized Ring service permits a customer to establish up to three telephone numbers on the same access line and to distinguish call to each number by distinctive incoming ring patterns. The billing telephone number is the "master" number and the other telephone numbers are "dependent" numbers. The standard ringing pattern is provided for the master number while distinctive ringing patterns are provided for a maximum of two dependent numbers.

5.2 Personalized Ring service is available to single line residence and business customers where facilities are available. A telephone number for a disconnected access line may be utilized as a Personalized Ring telephone number is available. Personalized Ring is not available with the following services: party lines, Centrex, Plexar, and Pay Telephone Exchange Access Service, hunting arrangements, foreign exchange and PGA lines that are Remote Call Forwarded.

5.3 When a Personalized Ring customer subscribes to any Call Forwarding feature, dependent numbers can either be forwarded to the same number as the master number or receive no forwarding treatment at all. If a customer subsequently requests SWBT to change the forwarding treatment of the dependent numbers, an installation charge equivalent to the one feature Call Forwarding installation charge will apply as specified in Paragraph 2 preceding.

5.4 When a Personalized Ring customer subscribes to Call Waiting, incoming calls to the master number will activate the standard Call Waiting tone. Incoming calls to the dependent numbers will activate a distinctive Call Waiting tone per dependent number.

5.5 A directory listing is furnished per telephone number. When a customer requests the dependent numbers to be nonpublished or nonlisted, SWBT will provide without charge. However, if the master number and all dependent numbers are nonpublished and/or nonlisted, the appropriate monthly rate, in accordance with the provisions of Section 12 of this tariff, is applicable to the master number.

---

{1} Some equipment may not be compatible with Personalized Ring service.
CALL MANAGEMENT SERVICES

5. **Personalized Ring Service — General Regulations** (cont'd)

5.6 Other than the allowances for calls to Directory Assistance Service which are furnished with the master number, in accordance with the provisions of Section 11 of this tariff, no additional allowances for calls to Directory Assistance Service are provided with Personalized Ring service.

5.7 Service Connection Charges, in accordance with the provisions of Section 27 of this tariff, are applicable for telephone number changes per telephone number.

5.8 The assigned Personalized Ring number must have the same class of service as the main telephone number to which the Personalized Ring is assigned.

6. **Personalized Ring Service — Rates**

6.1 The following rates and charges apply in addition to the established rates and charges for the access line (master number) and any other services with which Personalized Ring service is associated.

<table>
<thead>
<tr>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>One Dependent Number</strong></td>
<td></td>
</tr>
<tr>
<td>Rate</td>
<td>Installation Charge</td>
</tr>
<tr>
<td>$7.50(I)</td>
<td>$5.00</td>
</tr>
<tr>
<td><strong>Two Dependent Numbers</strong></td>
<td></td>
</tr>
<tr>
<td>- First</td>
<td>$7.50(I)</td>
</tr>
<tr>
<td>- Second</td>
<td>$7.50(I)</td>
</tr>
</tbody>
</table>

6.2 **Moves and Changes**

6.2.1 Installation charges will apply when the customer's telephone number is changed for his convenience.

6.2.2 Installation charges will not apply on outside moves of service if there is no telephone number change.

---

1. Only one installation charge applies when the second dependent number is ordered at the same time as the first dependent number. When the second dependent number is ordered after the first dependent number an installation charge of $5.00 for residence and $10.75 for business applies.

2. A maximum installation charge of $10.00 for residence and $10.75 for business customers is applicable when Personalized Ring service is ordered in conjunction with other Call Management services.

3. Installation charge will not apply with purchase of BizSaver.

4. For residence customers, the footnoted monthly rate is effective coincident with the bill period date for customer bills dated April 3, 2014 through May 1, 2014.
CALL MANAGEMENT SERVICES

7. **ComCall Service - General Regulations** {1}{3}

7.1 ComCall Service provides customers the ability to set up internal intercom calls between multiple telephone extensions. The customer establishes intercom calls by dialing a particular code and hanging up the telephone handset. A distinctive ringing pattern is activated to alter all extension uses of an intercom call. The service also allows the customer to put an outside call on hold and to then initiate an intercom call.

7.2 A ComCall customer must also subscribe to Three-Way Calling (see Paragraph 2 preceding for the appropriate rates) for ComCall to function.

7.3 ComCall service is available to single-line business customers where facilities are available. ComCall services is not available on party lines, Centrex, Plexar, Pay Telephone Exchange Access Service or Multi-line Hunting Group. ComCall is obsolete except for existing customers at existing locations.

7.4 When a ComCall customer subscribes to Call Waiting, the Call Waiting feature is deactivated for the duration of an intercom connection. During this situation an incoming call will receive busy treatment.

8. **ComCall Service - Rates**

8.1 The following rates and charges apply in addition to the established rates and charges for the services with which ComCall service is associated. However, from March 1, 1991 through December 31, 1991, the installation charge for these services will be waived when military personnel returning from "Operation Desert Storm" apply to reestablish their residence telephone service.

<table>
<thead>
<tr>
<th>Business</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>ComCall</td>
<td>$2.50</td>
<td>$10.75</td>
<td>E1N</td>
</tr>
</tbody>
</table>

8.2 **Moves and Changes**

8.2.1 Installation charges will apply when the customer's telephone number is changed for his convenience.

8.2.2 Installation charges will not apply on outside moves of service if there is no telephone number change.

{1} Some equipment may not be compatible with ComCall service.

{2} A maximum installation charge of $10.00 for residence and $10.75 for business customers is applicable when ComCall is ordered in conjunction with other Call Management services.

{3} This service is no longer available for residence customers as of 12/31/2012.
CALL MANAGEMENT SERVICES

9. Customer Alerting Enablement

9.1 Description of Service

Customer Alerting Enablement (also known as Message Waiting Indicator) permits residence and business exchange access lines to receive an alerting tone (intermittent dial tone) from the customer's serving central office and/or a signal which activates a light on the customer’s CPE.

9.2 Availability of Service

Customer Alerting Enablement is available where facilities permit. Customer Alerting Enablement is not available on party line, PBX trunk, Centrex, or PLEXAR telephone service. In order for Customer Alerting Enablement to work the customer must subscribe to Call Forward Busy Line/Don't Answer.

9.3 Rates

<table>
<thead>
<tr>
<th>Residence Installation Charge {1}</th>
<th>Business Installation Charge {2}</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Alerting Enablement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Audible and Visible Alerting</td>
<td>$5.00</td>
<td>EW5VA (I)</td>
</tr>
<tr>
<td>- Audible only Alerting</td>
<td>$10.75</td>
<td>EW5AX</td>
</tr>
<tr>
<td>- Visible only Alerting</td>
<td></td>
<td>EW5VX</td>
</tr>
</tbody>
</table>

9.4 Moves and Changes

Installation charges will apply when the customer's telephone number is changed for his convenience.

Installation charges will not apply on outside moves of service if there is no telephone number change.

{1} Installation charge of $5.00 per feature with maximum installation charge of $10.00 for two or more Call Management services per request, per line.

{2} Installation charge of $10.75 for one or more Call Management services per request, per line.
CALL MANAGEMENT SERVICES

10. **Hot Line/Warm Line (1)**

10.1 **Description of Service**

10.1.1 Hot Line provides an access line the capability to automatically originate a call to a preassigned number. The call is immediately and automatically triggered by an off-hook condition. Incoming calls are received normally. Hot Line is available only where facilities permit.

10.1.2 Warm Line provides an access line the capability to automatically originate a call to a preassigned number. The call is triggered by an off-hook condition, but after a five second waiting period. During the five second waiting period, the customer may manually dial an outgoing call. Incoming calls are received normally. Warm Line is available only where facilities permit.

10.2 **Hot Line/Warm Line-Rates**

The following rates and charges apply in addition to the established rates and charges for the access line and any other associated services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
<th>Installation Charge (2)</th>
<th>Service Charge (3)</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOT LINE</td>
<td>$8.00(I)</td>
<td>$10.75</td>
<td>$5.00</td>
<td>HLA</td>
</tr>
<tr>
<td>WARM LINE</td>
<td>8.00(I)</td>
<td>10.75</td>
<td>5.00</td>
<td>WLS</td>
</tr>
</tbody>
</table>

(1) Coin, multi-party and multi-lines are excluded from employing the Hot Line and Warm Line features.

(2) A maximum installation charge of $10.75 is applicable when Hot Line or Warm Line is ordered in conjunction with other Call Management services.

(3) The Service Charge of $5.00 will be applied for any subsequent change in the called number.
CALL MANAGEMENT SERVICES

11. BizSaver

11.1 General Regulations

BizSaver is a grouping of Call Management Services that offers a monthly discount as a part of the customers monthly billing for business customers who subscribe to a predefined group of services.

11.1.1 Customers can subscribe to either of the following arrangements:{1}

A. BizSaver A includes these services:

1. Personalized Ring plus:
   2. Any combination of two of the following:
      Auto Redial (Flat-Rated) Priority Call
      Call Blocker Remote Access to Call Forwarding
      Call Forwarding Selective Call Forwarding
      Call Return (Flat-Rated) Three-Way Calling (Flat-Rated)
      Call Waiting Disconnect Privacy Manager

B. BizSaver B includes these services:

1. Caller ID (Name, Number, or Name and Number) plus:
   2. Any combination of two of the services listed in 11.1.1.A.2 (BizSaver A) above.

C. BizSaver E includes these services:

1. Call Waiting, Caller ID Name and Number, and either Call Waiting ID or Call Waiting ID Options.

D. BizSaver C includes any combination of 4 of the services listed in Item A.2. above.

Customers may subscribe to any of these services on an individual basis under the terms specified in the appropriate tariff sections.

11.1.2 The BizSaver offering is available only to business customers and is subject to the availability and limitations specified in the tariffs for the individual services.

11.1.3 The Installation Charge applicable to upgrading from residence to business service is waived when the customer upgrades and orders BizSaver.

11.1.4 The Installation Charge for each service contained in a BizSaver package is waived when BizSaver is established.

{1} At the customer's request, Call Forwarding-Busy Line, Call Forwarding-Don't Answer, or Call Forwarding-Busy Line/Don't Answer can be added to the package at no additional charge.
CALL MANAGEMENT SERVICES

11. **BizSaver** (cont'd)

11.1 **General Regulations** (cont'd)

11.1.5 A $10.00 monthly credit applicable to Outgoing Call Control (OCC) is available to business customers ordering any BizSaver package. The Installation Charge applicable to OCC is also waived.

11.1.6 All available BizSaver arrangements are obsolete as of December 16, 2002 except for existing business customers at existing locations who subscribed to one or more arrangements prior to December 16, 2002.

11.2 **Rates**

The rates and charges for the individual services apply in addition to the established rates and charges for the access line with which this offering is associated. The BizSaver discount is applied as credit to the customer's account. Only one Call Management discount can apply per line, except when the customer purchases Anonymous Call Rejection and/or Calling Name Delivery and Calling Number Delivery with a BizSaver package. The Company will apply the largest applicable discount to the customer's account.

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Credit</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BizSaver A</td>
<td>NLRBA</td>
<td>$0.00CR{2}</td>
</tr>
<tr>
<td>BizSaver B</td>
<td>NLRBV</td>
<td>2.50CR{2}</td>
</tr>
<tr>
<td>BizSaver E</td>
<td>NLR3N</td>
<td>0.90CR{2}</td>
</tr>
<tr>
<td>BizSaver C</td>
<td>NLUBY</td>
<td>0.00CR{2}</td>
</tr>
</tbody>
</table>

{1} The individual service rates for Call Forwarding-Busy Line, Call Forwarding-Don't Answer, or Call Forwarding-Busy Line/Don't Answer do not apply when these features are added to The WORKS package.

{2} All available BizSaver arrangements are obsolete as of December 16, 2002. Only existing business customers who subscribed to one or more arrangements prior to December 16, 2002 may retain their BizSaver arrangement at existing locations.

{3} The obsolete BizSaver package is discontinued (e.g., sunset) as of April 14, 2007. Customers are being notified of the discontinuation of this obsolete package and are being encouraged to switch to another package product. If any line still has this obsolete package on their account on June 14, 2007, the obsolete package rate will be removed from the account and the standard Call Management Services month-to-month rates will be applied to the line as shown in this tariff. Also, any additional credits/discounts associated with the package will be removed.
CALL MANAGEMENT SERVICES

12. **Preferred Number Service**

12. **General Regulations**

12.1.1 Preferred Number Service (PNS) is a residential service whereby incoming calls to the subscriber=s PNS number are automatically forwarded by the SWBT central office equipment to the subscriber=s current SWBT residence number. The terminating number must have incoming call capability.

12.1.2 A unique ringing signal is available as an option to PNS. A unique ringing signal will allow the PNS subscriber to distinguish if the incoming call was placed by dialing the subscriber=s PNS number or the subscriber=s current residence local exchange telephone number. The termination with unique ringing must be in SWBT=s service area.

12.1.3 The Unique Ring option cannot be provided on PNS if more than one unique ringing pattern is already on the customer=s local exchange number (e.g. two Personalized Rings.)

12.1.4 PNS and the Unique Ring capability are offered subject to the availability of SWBT central office facilities.

12.1.5 PNS is not offered where the terminating station is a business, or Pay Telephone Exchange Service class of service.

12.1.6 Transmission quality may vary depending on the distance and routing necessary to complete the forwarded call. PNS is not suitable for transmission of data.

12.1.7 PNS is available when used in connection with local exchange service or Long Distance Telecommunications Service (LDMTS) or inward Wide Area Telecommunications Service (WATS) lines (800 Service).

12.1.8 The originating caller is responsible for any charges incurred from the point of origination to the PNS number.

The PNS subscriber is responsible for all charges incurred between the PNS number and the terminating number. If calls between the PNS number and the terminating number are within the same local calling scope, only the monthly rate applies. If such calls go outside the local calling scope, toll charges apply in addition to the monthly rate.
12. Preferred Number Service (cont'd)

12.1 General Regulations (cont'd)

12.1.9 The PNS subscriber may list either their PNS number or their current residence local exchange number, but not both, in the residential directory at no additional charge.

If the customer wants both numbers to be listed, an additional listing may be obtained at the appropriate rates outlined in the Directory Listing Section of this tariff. If the customer wants a non-published or non-listed telephone number, the appropriate charges as outlined in the Directory Listing Section of this tariff are applicable on the "forwarded-to" local residence exchange number.

12.1.10 Rules and Regulations pertaining to the application of residence service are the same in conjunction with PNS as with other exchange services. See "Rules and Regulations Applying To All Customer's Contracts" section of this tariff.

12.2 Preferred Number Service - Rates

12.2.1 The following rates are applicable to PNS only:

<table>
<thead>
<tr>
<th>Installation Charge</th>
<th>Monthly Rate</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred Number Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without Unique Ring</td>
<td>$5.00</td>
<td>$5.99</td>
</tr>
<tr>
<td>With Unique Ring</td>
<td>5.00</td>
<td>5.99</td>
</tr>
</tbody>
</table>

12.2.2 The following optional local unmeasured/unlimited usage charge is applicable for PNS when the customer requests an Optional EMS or EACS telephone number and the terminating local number is not an optional EMS or EACS number. In addition, apply rates and charges for PNS as specified in 12.2.1, preceding, and any applicable charges for service and equipment with which it is used. {6}

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>$15.00</td>
<td>EXCAF</td>
</tr>
</tbody>
</table>

{1} The installation charge will not apply on outside moves of a customer's local exchange service if there is no telephone number change.
{2} If the customer requests to change the PNS number, an installation charge applies.
{3} If the customer requests to change the "forwarded-to" number, an installation charge applies.
{4} If the customer requests a change to the PNS number and a change to the termination number at the same time, only one installation charge applies.
{5} The subsequent addition of Unique Ring will require an installation charge.
{6} Regulations for PNS are as specified in 12.1, preceding
CALL MANAGEMENT SERVICES

13. THE WORKS - General Regulations

13.1 THE WORKS enables residence and business customers to subscribe to a pre-determined package of services and receive a discount (or credit) on their monthly bills. The following arrangements are available:

13.1.1 The WORKS Option 1 includes:

A. For Residence Customers:

Auto Redial (Flat-Rated)  Priority Call
Call Blocker  Speed Calling 8
Call Forwarding  Selective Call Forwarding
Call Return (Flat-Rated)  Three-Way Calling
Call Waiting  Call Waiting

B. For Business Customers:

Auto Redial (Flat-Rated)  Priority Call
Call Blocker
Call Forwarding  Selective Call Forwarding
Call Return (Flat-Rated)  Three-Way Calling
Call Waiting  Remote Access to Call Forwarding

13.1.2 The WORKS Option 2 includes:

A. For Residence Customers:

All of the services listed in 13.1.1.A above (Option 1 for Residence Customers) plus Caller ID-Calling Name Delivery, Caller ID-Calling Number Delivery, and Anonymous Call Rejection.

B. For Business Customers:

All of the services listed in 13.1.1.B (Option 1 for Business Customers) above plus Caller ID-Calling Name Delivery and Caller ID-Calling Number Delivery.

13.1.3 The WORKS Option 3 includes:

A. For Residence Customers:

All of the services listed in 13.1.2.A above (Option 2 for Residence Customers) plus a Primary Access Line, Touch-tone, Call Waiting ID, and Call Forwarding Busy Line/Don't Answer.

(See Sheet 24.1 for Footnotes)
CALL MANAGEMENT SERVICES

13. The WORKS - General Regulations (cont’d)

13.1 (cont’d)

13.1.3 THE WORKS Option 3 includes: (cont’d)

A. For Residence Customers: (cont’d)

A multi-line discount is available to residential customers subscribing to THE WORKS Option 3 when they also subscribe to an additional access line equipped with Touch-tone, Caller ID (Calling Name and Calling Number Delivery), Call Waiting, and Three Way Calling. The customer’s primary access line and additional access line(s) must be billed on the same customer account.

13.1.4 Any of these services can still be purchased on an individual basis under the terms specified in the appropriate tariff sections.

13.1.5 THE WORKS is subject to the availability and limitations specified in the tariffs for the individual services.

13.1.6 A $10.00 monthly credit applicable to Outgoing Call Control (OCC) is available to business customers ordering any of The WORKS packages. The Installation Charge applicable to OCC is also waived.

13.1.7 The WORKS is obsolete for business customers as of December 16, 2002, except for existing business customers at existing locations who subscribed to The WORKS prior to December 16, 2002.

13.1.8 The WORKS is obsolete for residential customers as of April 26, 2003, except for existing residential customers at existing locations who subscribed to The WORKS prior to April 26, 2003.

{1} Anonymous Call Rejection will only be provided where central office technology permits.

{2} At the customer's request, Call Forwarding-Busy Line, Call Forwarding-Don't Answer, or Call Forwarding-Busy Line/Don't Answer can be added to the package at no additional charge.

{3} At the customer’s request, Call Waiting and/or Remote Access to Call Forwarding may be eliminated from the package.

{4} Reserved

{5} The obsolete WORKS - business package is discontinued (e.g., sunset) as of April 14, 2007. Customers are being notified of the discontinuation of this obsolete package and are being encouraged to switch to another package product. If any line still has this obsolete package on their account on June 14, 2007, the obsolete package rate will be removed from the account and the standard Call Management Services month-to-month rates will be applied to the line as shown in this tariff. Also, any additional credits/discounts associated with the package will be removed.
CALL MANAGEMENT SERVICES

13. The WORKS – General Regulations (cont'd)

13.2 Rates (cont’d)

Unless otherwise noted, the rates and charges for the individual services apply. {3} The WORKS discount is applied as a credit to the customer’s account. In addition, if a customer chooses to discontinue The WORKS package and notifies the Company of this decision within 30 days of the services connection, the Company will refund up to one month’s monthly recurring charge. If the customer has subscribed to The WORKS package for a period of less than 30 days, the amount of the refund will be prorated for the appropriate portion of the monthly recurring charge. The Installation Charge associated with the services in The WORKS will also be refunded. The customer will be entitled to this adjustment one time only.

Only one Call Management discount can apply per line, except when the customer purchases Anonymous Call Rejection. The Company will apply the largest applicable discount to the customer's account.

<table>
<thead>
<tr>
<th>Option 1 {1}{2}</th>
<th>USOC</th>
<th>Monthly Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The WORKS (Residence)</td>
<td>NLUXW</td>
<td>$63.49{5} (I)</td>
</tr>
<tr>
<td>The WORKS (Business)</td>
<td>NLUXY</td>
<td>40.00{4}</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option 2 {1}{2}</th>
<th>USOC</th>
<th>Monthly Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The WORKS (Residence)</td>
<td>NLUXX</td>
<td>84.99{5} (I)</td>
</tr>
<tr>
<td>- For Ericsson Switches Without Anonymous Call Rejection</td>
<td>NLUYL</td>
<td>77.49{5} (I)</td>
</tr>
<tr>
<td>- Without Anonymous Call Rejection/ with Privacy Manager</td>
<td>NLUZ1</td>
<td>81.99{5} (I)</td>
</tr>
<tr>
<td>The WORKS (Business)</td>
<td>NLUZX</td>
<td>51.00{4}</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option 3 {1}</th>
</tr>
</thead>
<tbody>
<tr>
<td>The WORKS (Residence)</td>
</tr>
</tbody>
</table>

{1} The applicable installation charge for residence customers is $5.00 per feature added with a maximum of $10.00.
{2} Installation charges for business customers do not apply.
{3} The individual service rates for Call Forwarding-Busy Line, Call Forwarding-Don’t Answer, or Call Forwarding-Busy Line/Don’t Answer do not apply when these features are added to The WORKS package.
{4} The WORKS is obsolete as of December 16, 2002 for business customers. Only existing business customers who subscribed to The WORKS prior to December 16, 2002 may retain it at existing locations.
{5} The WORKS is obsolete as of April 26, 2003 for residential customers. Only existing residential customers who subscribed to The WORKS prior to April 26, 2003 may retain it at existing locations.
### CALL MANAGEMENT SERVICES

#### 13. The WORKS – General Regulations (cont'd)

#### 13.2 Rates (cont’d)

<table>
<thead>
<tr>
<th>Option 3 {1} (cont’d)</th>
<th>USOC</th>
<th>Monthly Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The WORKS (Residence)</td>
<td>NLUXX</td>
<td>$84.99{2}</td>
</tr>
</tbody>
</table>

---

{1} The applicable installation charge for residence customers is $5.00 per feature added with a maximum of $10.00.

{2} The WORKS is obsolete as of April 26, 2003 for residential customers. Only existing customers who subscribe to the WORKS prior to April 26, 2003 may retain it at existing locations.
CALL MANAGEMENT SERVICES

14. IntelliNumber (8)

14.1 General Regulations

14.1.1 IntelliNumber provides a single telephone number for business customers to route incoming calls to multiple satellite business locations. The incoming calls to the single number are routed to the appropriate satellite locations based on the ZIP or ZIP+4 Codes of the calling party telephone number. The customer receives the Basic ZIP Code Routing and may select one or more additional routing options, Time-Of-Day/Day-Of-Week Routing, Specific Date Routing, Allocation Routing and/or Shared Trade Area Routing, in combination with the Basic ZIP Code Routing. A description of each routing option is as follows:

A. Basic ZIP Code Routing
This routing enables the customer to route incoming calls, placed to a single telephone number, to the destination telephone number of the appropriate satellite location based on the ZIP or ZIP+4 Codes as used by the U. S. Post Office. When incoming calls are received, the Telephone Company will determine the calling party's ZIP+4 Code and route the call according to pre-established routing information from the customer. The basic routing data required from the IntelliNumber customer consists of a list of ZIP Codes and corresponding destination telephone numbers. If the incoming call cannot be routed, it will be routed to a default number provided by the IntelliNumber customer.

B. Time-Of-Day/Day-Of-Week (TOD/DOW) Routing
This additional routing option enables the customer to override Basic ZIP Code Routing logic and have their incoming calls routed to alternate satellite locations during pre-established Time-Of-Day/Day-Of-Week combinations. TOD/DOW Routing logic may apply on incoming calls to the IntelliNumber telephone number, each satellite/destination location and/or default telephone number. Customers may select up to ten (10) TOW/DOW combinations for each IntelliNumber telephone number and each satellite/destination location and default telephone number. All twenty-four (24) hours and seven (7) days of the week must be accounted for by the customer for each IntelliNumber telephone number, each satellite/destination location and default telephone number.

C. Specific Date Routing
This additional option routes incoming calls to alternate locations when calls are received on certain dates. Calls received on dates not specified will be routed according to Basic ZIP Code Routing (or TOD/DOW Routing if applicable). Specific Date Routing logic may apply on all incoming calls to the IntelliNumber telephone number, each satellite/destination location and/or the default telephone number. A maximum of ten (10) specific dates may be established by the customer for each IntelliNumber telephone number, each satellite/destination location and default telephone number.

(See sheet 31 for footnotes)
CALL MANAGEMENT SERVICES

14. IntelliNumber (8) (cont'd)  
14.1 General Regulations (cont'd)  

14.1.1 (cont'd)  

D. Allocation Routing  
This additional option is available to customers with TOD/DOW Routing and/or Specific Date Routing. When either of these two routing options apply, Allocation Routing may be used to route calls to 2 - 10 alternate destination numbers. The calls are routed to multiple alternate destination numbers based on the percentages established by the customer. The customer must select 2 - 10 percentages in whole numbers. The sum of the percentages must equal 100%.

E. Shared Trade Area  
Shared Trade Area allows the customer an alternative instead of defining a unique geographic territory for every location to define a shared trade area that will route calls to multiple locations using percentage allocation logic. The customer will provide the routing telephone numbers (RTN) and the percents for routing. A maximum of 100 RTNs and percents can be used in a Shared Trade Area.

F. Trade Area  
A trade area is defined as any subset of a metropolitan area as the area from which the customer wants calls routed.

14.1.2 IntelliNumber will not be provided in connection with Residence, Pay Telephone Exchange Access Service or Mobile Services.

14.1.3 The IntelliNumber customer is responsible for providing the Telephone Company with the necessary customer routing information needed to establish and configure the IntelliNumber service, e.g., Basic ZIP Code Routing data (ZIP Codes and corresponding destination (routed-to) telephone numbers), a default telephone number and additional routing option information (TOD/DOW, Specific Dates, Allocation percentages and alternate destination telephone numbers). All changes to the customer routing information is the responsibility of the customer.

14.1.4 The destination telephone number cannot be the same as the IntelliNumber telephone number.

14.1.5 Applicable toll charges will apply for each call routed beyond the local calling area of the dialed telephone number. If appropriate, applicable toll charges from the originating telephone number to the IntelliNumber telephone number are applicable to the calling party. Toll charges for calls between the IntelliNumber telephone number and the destination telephone number are the responsibility of the IntelliNumber customer.

(See sheet 31 for footnotes)
CALL MANAGEMENT SERVICES

14. **IntelliNumber (8) (cont'd)**

14.1 **General Regulations (cont'd)**

14.1.6 The IntelliNumber customer is responsible for the selection of the Primary Interexchange Carrier (PIC) for calls routed on an interLATA basis.

14.1.7 A directory listing for the IntelliNumber telephone number is provided to the customer at no additional charges. Additional listing may be obtained at the appropriate rates outlined in the Directory Services section of this tariff.

14.1.8 IntelliNumber offers several feature options ads described below:

a. Number Prompt is a play and collect announcement for calls with no Calling Party Number (CPN) that instructs the caller to input a CPN in order that the call may be routed to a location instead of going to the default number.

b. Default Announcement is a customer-specific announcement for the customer’s default calls. The availability of this feature is subject to announcement capacity in the central office. This announcement may not be used for advertising or promotion.

14.1.9 The Master IntelliNumber is a single telephone number that contains the customer routing database and feature option(s) for the routing of incoming calls. The Dependent IntelliNumber will share and use the same routing logic of the Master IntelliNumber. The Master and Dependent IntelliNumber option is intended to allow those customers who have multiple NPAs (area codes), due to the NPA split, to aggregate the completed call usage of the multiple IntelliNumbers. The seven-digit telephone line number must be the same for all of the IntelliNumbers in order to aggregate the call usage. The customer’s existing seven-digit number must be used in all NPAs. The Company will not open a NXX in a central office solely to accommodate a customer’s existing number and routing options. The intent of the Master and Dependent IntelliNumber is to allow these customers to achieve seven-digit dialing in a NPA split. It is not intended for consolidated billing purposes.

14.2 **Liability**

The Telephone Company assumes no liability for the inaccurate routing of telephone calls to destination telephone numbers based on information provided to the Telephone Company by the customer.

(See sheet 31 for footnotes)
CALL MANAGEMENT SERVICES

14. **IntelliNumber** (8) (cont'd)

14.3 **Application of Rates**

14.3.1 **IntelliNumber**

A monthly and an installation charge will apply for each telephone number equipped with IntelliNumber. This rate element includes a service establishment charge to create and maintain the IntelliNumber. These charges apply to the Master and the Dependent IntelliNumber, as appropriate.

14.3.2 **IntelliNumber, Per Trade Area**

A monthly charge will apply to each trade area in the customer's database.

14.3.3 **IntelliNumber Telephone Number Change**

An installation charge will apply whenever a telephone number change of the IntelliNumber telephone number is requested by the customer.

14.3.4 **Customer ZIP Code or NPA/NXX Reload, per reload** {1}

An installation charge will apply whenever there is a customer-initiated change or addition to existing Basic ZIP Code Routing data. It applies one time for all changes made at the same time.

14.3.5 **ZIP Code or NPA/NXX Mapping, per Trade Area** {1}

An installation charge is applicable to the initial development of the customer's data base of ZIP Codes and destination numbers. It applies to all of the customer's trade areas when the customer's ZIP Codes routing includes any six to nine digit ZIP Codes. The charge is also applicable for all customer locations when an existing customer with only five digit ZIP Code routing changes one or more locations to include six to nine digit ZIP Codes.

14.3.6 **ZIP Code or NPA/NXX Mapping Changes, per Trade Area** {1}

An applicable installation charge will apply per trade area whenever there is a customer initiated change or addition to ZIP Codes in the customer data base for an existing customer trade area.

14.3.7 **ZIP Code Refresh, per Trade Area**

Upon customer request, this installation charge will apply to all existing customer locations, whenever there is a synchronization of the most recent U.S. Post Office ZIP Codes with the customer database. Refresh will include all existing trade areas.

{1} The applicable installation charge is determined by the number of digits in the customer's ZIP Codes.

(See sheet 31 for footnotes)
CALL MANAGEMENT SERVICES

14. IntelliNumber (8) (cont'd)

14.3 Application of Rates (cont'd)

14.3.8 Additional Routing Options, per Telephone Number
A monthly and a nonrecurring charge will be applicable to each routing option, per IntelliNumber telephone number, each destination telephone number and default telephone number to which the routing option is applied. This applies when a routing option is established initially and when the routing option is increased to apply to telephone numbers not previously included.

A monthly and an installation charge will be applicable to each routing option. This applies when a routing option is established initially and when the routing option is increased to include logic not previously included.

14.3.9 Additional Routing Logic Change Charge
This installation charge applies when the customer modifies the additional routing option logic that already exists e.g., a Time-Of-Day/Day-Of-Week (TOD/DOW) entry is changed at a satellite location that currently has TOD/DOW routing. One installation charge will apply if all customer-initiated changes occur at the same time per additional routing option, per occurrence. An occurrence is defined as a change to an existing telephone number, satellite/destination telephone number.

This charge does not apply to a change in the Primary Interexchange Carrier (PIC). A change in the PIC will incur the appropriate charge outlined in the Access Service Tariff, FCC 73, Section 13.3.1.

14.3.10 Charge Per Completed Call Routed
A usage sensitive charge will apply for each completed call routed using IntelliNumber. All such calls are billed at the same rate level based on the total number of routed and completed calls billed on one customer’s bill during a billing month.

14.3.11 Obsolete Customer Accuracy Report
As an option, the customer may elect to receive Customer Accuracy Report(s). The Customer Accuracy Report will provide the level of call routing accuracy and a list of ZIP Codes being routed to the default telephone number. This report can be provided on a weekly or a monthly basis via paper or diskette. A monthly and nonrecurring charge will apply per IntelliNumber on Individual Reports. A monthly and nonrecurring charge will apply per Master IntelliNumber on aggregate reports. {1}

{1} The reports option is obsolete as of June 26, 2003

(See sheet 31 for footnotes)
### CALL MANAGEMENT SERVICES

#### 14. IntelliNumber (8) (cont'd)

##### 14.3 Application of Rates (cont'd)

14.3.12 IntelliNumber Feature Options

A monthly and an installation charge will apply for each option per telephone number equipped with IntelliNumber as noted in this section.

#### 14.4 IntelliNumber - Rates

<table>
<thead>
<tr>
<th>Feature Options</th>
<th>Monthly Charge</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>IntelliNumber - Per Master IntelliNumber</td>
<td>$70.00(I)</td>
<td>$525.00</td>
<td>SNR</td>
</tr>
<tr>
<td>IntelliNumber - Per Dependent IntelliNumber</td>
<td>70.00(I)</td>
<td>200.00</td>
<td>SDR</td>
</tr>
<tr>
<td>IntelliNumber - Per Trade Area {6}</td>
<td>35.00(I)</td>
<td>N/A</td>
<td>R7ECX</td>
</tr>
<tr>
<td>Customer ZIP Code Reload, {1} - per reload</td>
<td>N/A</td>
<td>25.00</td>
<td>NR9ZA</td>
</tr>
<tr>
<td>IntelliNumber Number Change</td>
<td>N/A</td>
<td>95.00</td>
<td>REANY</td>
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ZIP CODE MAPPING: {6}

<table>
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<tr>
<th>Feature Options</th>
<th>Monthly Charge</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZIP Code Mapping {2} - per Trade Area</td>
<td>N/A</td>
<td>75.00</td>
</tr>
<tr>
<td>ZIP Code Mapping Changes 6 to 9 digit - per Trade Area</td>
<td>N/A</td>
<td>61.00</td>
</tr>
<tr>
<td>ZIP Code Mapping Changes, 5 digit only - per Trade Area</td>
<td>N/A</td>
<td>20.00</td>
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<tr>
<td>ZIP Codes Refresh, - per Trade Area</td>
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<td>43.00</td>
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</table>

Additional Routing Options - per Telephone Number {3}

<table>
<thead>
<tr>
<th>Feature Options</th>
<th>Monthly Charge</th>
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</thead>
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<tr>
<td>Time-Of-day/Day-Of-Week Routing</td>
<td>35.00(I)</td>
<td>12.00</td>
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<tr>
<td>Specific Date Routing</td>
<td>8.00</td>
<td>12.00</td>
<td>RZ3PN</td>
</tr>
<tr>
<td>Allocation Routing</td>
<td>35.00(I)</td>
<td>12.00</td>
<td>RZ5PN</td>
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<td>Shared Trade Area</td>
<td>10.00</td>
<td>25.00</td>
<td>RZ5PA</td>
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<td>Additional Routing Logic Change Charge, per telephone number, per occurrence, per shared trade area, per shared area</td>
<td>N/A</td>
<td>12.00</td>
<td>NR9EE</td>
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(See sheet 31 for footnotes)
CALL MANAGEMENT SERVICES

14. **IntelliNumber (8) (cont'd)**

14.4 **IntelliNumber - Rates**

<table>
<thead>
<tr>
<th>Obsolete Customer Accuracy Report(7)</th>
<th>Monthly Charge</th>
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<tbody>
<tr>
<td>- Weekly Individual</td>
<td>30.00</td>
<td>10.00</td>
<td>RA4ZW</td>
</tr>
<tr>
<td>- Monthly Individual</td>
<td>10.00</td>
<td>10.00</td>
<td>RA4ZM</td>
</tr>
<tr>
<td>- Weekly Aggregate</td>
<td>30.00</td>
<td>10.00</td>
<td>RA4AW</td>
</tr>
<tr>
<td>- Monthly Aggregate</td>
<td>10.00</td>
<td>10.00</td>
<td>RA4AM</td>
</tr>
</tbody>
</table>

IntelliNumber Feature Options, per IntelliNumber:
- Number Prompt: 70.00 (I) 115.00 RZQPN
- Default Announcement Announcement Script Change: N/A 355.00 RZAPN

Charge Per Completed Call Routed {5} Rate Per Call
- 1-4,999 Completed Calls: $0.08
- 5,000-19,999 Completed Calls: $0.07
- 20,000-49,999 Completed Calls: $0.06
- 50,000 or more Completed Calls: $0.05

(See sheet 31 for footnotes)
CALL MANAGEMENT SERVICES

Footnotes:

(1) This charge is applicable when there is a customer-initiated change or addition to an existing customer’s Basic Zip Code Routing data. This charge is not applicable to the Dependent IntelliNumber.

(2) The ZIP Code Mapping rates applies to new customers who have six to nine digit ZIP Codes in their routing information. This rate also applies to all trade areas when an existing five digit only customer changes their routing data to include any six to nine digit ZIP Codes.

(3) A monthly and nonrecurring charge apply to each additional routing option established initially per each IntelliNumber telephone number, each satellite/destination telephone number and default telephone number to which the routing option is applied. These charges apply whenever there is an additional telephone number added, e.g., satellite telephone number, to an existing routing option such as Specific Date Routing. These charges do not apply to the Dependent IntelliNumber.

(4) This charge applies for customer-initiated subsequent changes to the data for each existing IntelliNumber additional routing option occurrence, per routing option that is changed. This charge does not apply to changes in the Primary Interexchange Carrier (PIC). PIC changes will incur the appropriate charge outlined in the Access Service Tariff, FCC 73, Section 13.3.1.

(5) All completed calls are billed at the same rate level based on the total number of calls billed on one bill during a billing month.

(6) Does not apply to the dependent IntelliNumber.

(7) The reports option is obsolete as of June 26, 2003.

(8) Effective March 31, 2010 IntelliNumber is obsolete. Current customers will be permitted to continue to subscribe to the service and add dependent numbers to their current main IntelliNumber, however, further installations, moves, rearrangements and other types of changes will not be permitted.
15. **Caller IntelliData™**{1}

15.1 **General Regulations**

15.1 Caller IntelliData provides customers with a reports package that provides information on incoming telephone calls.

15.1.2 Caller IntelliData provides the customer the ability to specify a reports package on incoming calls in tabular and graphical report formats. The tabular report provides summarized information on incoming calls in one or more of the following report elements:

1. Total Number of Calls
2. Hourly Distribution of Calls by Day of the Week
3. Distribution of Calls by Day and Date
4. Number of Calls by ZIP Code+4
5. Number of Calls by Demographic Code
6. Number of Calls by Telephone Exchange (Area Code and First Three Digits)
7. All Report Elements Package (includes report elements 1-6)

The graphical reports are available only with the purchase of the All Reports Elements Package. The graphical report format will provide the following data:

1. Number of Calls by Day of the Month
2. Number of Calls by Day of the Week
3. Hourly Distribution of Calls in a Specific Month (e.g., January)
4. Hourly Distribution of Calls on a Specific Day of the Week (e.g., Mondays, Tuesdays, etc.)
5. Distribution of Calls by Demographic Codes
6. Number of Calls by Telephone Exchange
7. Number of Calls by ZIP Code+4

15.1.3 The Caller IntelliData report will cover a calendar month and will be mailed separately from the bill. One or two copies of the Caller IntelliData reports will be mailed, upon request, on a monthly basis. The second copy of the monthly report will be mailed to the same or a different location and on the same or a different report medium at no additional charge. The graphical report, when provided, will always be mailed to the same location as each copy of the summary report.

15.1.4 The subscriber must choose the Caller IntelliData report medium. The graphical report format is available only on paper. The other reports are available either on paper or personal computer diskette. The subscriber is responsible for providing compatible premises equipment in order to utilize the diskette.

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{1} This service is only available to existing Caller IntelliData customers in existing quantities at existing locations. This service will be withdrawn on April 1, 1999.
CALL MANAGEMENT SERVICES

15. **Caller IntelliData™** {1} (Cont’d)

15.1 **General Regulations** (Cont’d)

15.1.5 Caller IntelliData is available on telephone numbers associated with business lines or trunks. Caller IntelliData Service will not be available with Residence, Pay Telephone Exchange Access Service, or Mobile Telephone Services.

15.1.6 Under certain circumstances, Caller IntelliData may not be compatible with other services.

15.1.7 In some instances, the necessary information is not available to the Telephone Company to identify the information associated with the number of calls by Telephone Exchange, ZIP Code+4 or Demographic Code report elements listed in Section 15.1.2. In these instances, the quantities will be included, but denoted as "unknown".

15.1.8 Caller IntelliData reports will include; but not differentiate among telephone calls that

1. Are Answered,
2. Are Not Answered, or
3. Receive a Busy Signal

15.1.9 The ZIP Code+4 and Demographic Code report elements are based on the ZIP Code in the billing address of the originators of the calls. These calls must originate within an area served by the Telephone Company.

15.1.10 If the original report is lost or impaired, for reasons other than negligence by the customer, a new report will be provided at no additional charge. The customer may request up to the previous two calendar months’ reports.

15.1.11 Caller IntelliData will be available where appropriate Telephone Company facilities exist.

15.2 **Service Activation**

The subscriber must call the Telephone Company service representative to initiate or change this service. If Caller IntelliData is ordered by or billed to a person other than the person responsible for the local exchange telephone number, a letter of authorization is required. The letter of authorization should reflect a signature from an officer of the company associated with the telephone number.

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{1} This service is only available to existing Caller IntelliData customers in existing quantities at existing locations. This service will be withdrawn on April 1, 1999.
CALL MANAGEMENT SERVICES

15. **Caller IntelliData**\(^{(1)}\) (Cont'd)

15.3 **Applications of Rates**

A one-time charge will apply for the establishment of Caller IntelliData per telephone number. The nonrecurring service establishment charge will apply when a telephone number change occurs on a telephone line equipped with this service. A one-time charge, Subsequent Change to Report, per Telephone Number, will apply per telephone number under the following conditions:

The reissuance of reports due to the negligence of the customer will incur a one-time charge. A monthly charge will apply per report element for each telephone number. A monthly charge will not apply to the report element, Total Quantity of Calls, if additional report elements are ordered. The customer may purchase all of the six report elements at a discounted monthly rate in the All Report Elements Package.

As another option, the customer who purchases the All Report Elements Package may select one of the following discounted upfront one-time service term payment options in lieu of the month-to-month payment option:

1. Six Month Service Term
2. Twelve Month Service Term
3. Two Year Service Term
4. Three Year Service Term

For any of the term payment options, an upfront one-time discounted payment is required. If the customer disconnects service prior to the committed service term, the Telephone Company will retain the amount paid by the customer. If no action is taken by the customer before the end of the service term, the month-to-month charge in effect at that time will begin automatically.

The graphical reports are available only with the report element, All Report Element Package, at no additional charge.

The Installation Charge will be waived for customers ordering Caller IntelliData for 60 days following the effective date of this tariff. The installation charge will be waived for customers ordering Caller IntelliData during the first 60 days of the service availability in each SWBT exchange.

\(^{(1)}\) This service is only available to existing Caller IntelliData customers in existing quantities at existing locations. This service will be withdrawn on April 1, 1999.
CALL MANAGEMENT SERVICES

15. **Caller IntelliData℠**\(^{(5)}\) (Cont'd) \(\text{(C)}\)

### 15.4 Rates and Charges

<table>
<thead>
<tr>
<th>Service Establishment per Telephone Number (^{(1)})</th>
<th>Monthly Charge</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 0.00</td>
<td>$ 10.00</td>
<td>SEPRC</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Subsequent Change to Report per Telephone Number (^{(2)})</th>
<th>0.00</th>
<th>10.00</th>
<th>NR9ED</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Reissuance of Report per Request</th>
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<th>----</th>
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**Report Elements per Telephone Number**

<table>
<thead>
<tr>
<th>Total Number of Calls (^{(3)})</th>
<th>7.50</th>
<th>0.00</th>
<th>R7ZAX</th>
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<tbody>
<tr>
<td>Distribution of Calls by Day and Date</td>
<td>10.00</td>
<td>0.00</td>
<td>R7ZDX</td>
</tr>
<tr>
<td>Hourly Distribution of Calls by Day of Week</td>
<td>10.00</td>
<td>0.00</td>
<td>R7ZHX</td>
</tr>
<tr>
<td>Number of Calls by ZIP Code+4</td>
<td>15.00</td>
<td>0.00</td>
<td>R7ZZX</td>
</tr>
<tr>
<td>Number of Calls by Demographic Code</td>
<td>20.00</td>
<td>0.00</td>
<td>R7ZGX</td>
</tr>
<tr>
<td>Number of Calls by Telephone Exchange</td>
<td>10.00</td>
<td>0.00</td>
<td>R7ZNX</td>
</tr>
<tr>
<td>All Report Elements Pkg, Monthly Subscription</td>
<td>39.00</td>
<td>0.00</td>
<td>R7Z--</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>All Report Elements Pkg (^{(4)})</th>
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</thead>
<tbody>
<tr>
<td>- Six Month Service Term</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Twelve Month Service Term</td>
<td>375.00</td>
<td></td>
</tr>
<tr>
<td>- Two Year Service Term</td>
<td>725.00</td>
<td></td>
</tr>
<tr>
<td>- Three Year Service Term</td>
<td>1,025.00</td>
<td></td>
</tr>
</tbody>
</table>

\(\text{(1)}\) The installation charge will be waived for customers ordering Caller IntelliData for sixty days following the initial availability of the service.

\(\text{(2)}\) No limitation on the number of report elements added at the same time, only one charge applies. There is no limitation on the number of changes to the report delivery location or report medium when requested at the same time.

\(\text{(3)}\) Not Applicable if additional report elements are ordered.

\(\text{(4)}\) This is an upfront one-time charge for the specific service term. No credit or refunds will be given for disconnection of service prior to the committed service term.

\(\text{(5)}\) This service is only available to existing Caller IntelliData customers in existing quantities at existing locations. This service will be withdrawn on April 1, 1999.
16. Disaster Routing Service (DRS)

16.1 General Regulations

16.1.1 Disaster Routing Service (DRS) enables customers to forward incoming telephone calls placed to multiple telephone numbers, en masse, to multiple telephone numbers at one or more locations, based on one of three predetermined destination options being active. Calls may only be forwarded to direct-dial telephone numbers, excluding international numbers. The customer can identify up to three destination routing options; however, only one destination option can be active at any time. The destination options will be denoted as Option 1, 2 or 3. Option 1 will be active when service is initially established. The Telephone Company will provide the customer with a Password for each DRS group. For security purposes, the password and the group number will be required to change the destination routing options. DRS groups may also include telephone numbers equipped with Intelligent Redirect.

This service is not designed to restore telephone service in the event of service interruptions at telephone company central offices. This service, by itself or in combination with any other service, cannot be used to expand the customer’s local calling scope or that of any calling or called party, except for existing customers at existing locations as of the effective date of this tariff sheet. Existing customers at existing locations as of the effective date of this tariff sheet cannot add to, cannot outside move and cannot supersede.

16.1.2 All telephone numbers equipped with DRS must be included in one of the customers groups. A group is a set of telephone numbers that will be forwarded in the same way. The size of a group may be one telephone number or greater. A telephone number may only be included in one group. DRS logic may only be present once for each group.

16.1.3 DRS is available on telephone numbers associated with business lines or trunks. DRS will not be provided in connection with Residence, Pay Telephone Exchange Access Service, Telebranch or Mobile Telephone Service.

16.1.4 The customer must identify the PIC for telephone numbers that cannot initiate outbound calls and therefore have no PIC, such as DID, for calls forwarded to interLATA locations. For other telephone numbers equipped with DRS, the PIC in the central office used for 1+ interLATA traffic will be used. The appropriate charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, are applicable for PIC changes.

16.1.5 Applicable toll charges will apply for each call forwarded beyond the local calling area of the dialed number. Charges for calls between the DRS-equipped telephone number and the telephone number to which these calls are forwarded are the responsibility of the DRS customer.
CALL MANAGEMENT SERVICES

16. Disaster Routing Service (DRS)

16.1 General Regulations (Cont’d)

16.1.6 The calling party is responsible for payment of regularly applicable charges for sent-paid messages.

16.1.7 It is the responsibility of the customer, forwarding calls to a third party, to obtain the third party’s permission prior to the calls being forwarded.

16.1.8 For collect calls, the customer subscribing to DRS is responsible for the payment of charges if a person at the number to which the calls are forwarded accepts the call.

16.1.9 The customer must have sufficient lines and associated facilities at the forwarded to location(s) to handle the estimated number of calls without interfering with exchange or toll service. In the event there is interference with exchange or toll service, the Telephone Company reserves the right to disconnect the service.

16.1.10 DRS will be available where appropriate Telephone Company facilities and capacity exist.

16.1.11 Services with call forwarding capabilities (including, but not limited to, Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer Disaster Routing Service) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

16.2 Service Rearrangement

 Customers may change the active destination option (Option 1, 2 or 3) after service has been initially established. The active destination option can be changed by contacting a Telephone Company representative or by calling into a mechanized system, at no additional charge. Customers may also change their password and review their existing arrangement, via the mechanized system, at no additional charge. Other rearrangements will require appropriate charges as outlined in Section 16.4.4 of this tariff.

16.3 Liability

 The Telephone Company assumes no liability for forwarding calls to numbers that are inaccurately provided to the Telephone Company by the customer.

16.4 Application of Rates

16.4.1 Service Establishment Charge

 A one-time charge will apply for the original order for DRS per account, per location. If DRS is ordered in conjunction with Intelligent Redirect, this charge will only apply once.
16. **Disaster Routing Service (DRS)**

16.4 **Application Of Rates** (Cont'd)

16.4.2 **Forwarded Telephone Number, Per Telephone Number Equipped**

A one-time charge will apply for installing DRS on each existing telephone number. If DRS is ordered in conjunction with Intelligent Redirect, these charges will only apply once.

The customer has the two following purchasing choices for the quantity of telephone number(s) forwarded, per Telephone Number equipped:

1. Monthly charge, with no per completed call charge, per telephone number
2. Monthly charge, with a per completed call charge, per telephone number.

The second choice is applicable only when destination routing options 2 or 3 have been activated by the customer. The second choice is not applicable if the customer subscribes to Intelligent Redirect and DRS services on the same telephone number(s). The monthly rate will vary depending upon the quantity of telephone numbers equipped. All of the telephone numbers in a group must be configured as Choice 1 or Choice 2. If DRS is ordered in conjunction with Intelligent Redirect, these charges will apply only once. The Choice 1 sliding scale will be applied based on the sum of all Choice 1 DRS-equipped telephone numbers plus Intelligent Redirect™-equipped telephone numbers, in all groups. The Choice 2 sliding scale will be applied based on the sum of all equipped telephone numbers in all groups.

16.4.3 **Group Of Telephone Numbers Equipped, Per Group**

A one-time and a monthly rate will apply per each group of telephone numbers equipped with DRS.

16.4.4 **Rearrangement Charges, Per Rearrangement**

A one-time charge will apply per rearrangement. A rearrangement includes the move, change or addition of an item. The addition of a telephone number, equipped with DRS or the addition of a group, will incur the appropriate one-time charge associated with the establishment of DRS telephone numbers or a group, respectively. If DRS and Intelligent Redirect exist on the same account and arrangements for both are ordered at the same time, this charge will only apply once.

The Rearrangement Charge is applicable to a change of the Primary Interexchange Carrier (PIC) for DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Tariff FCC 73, Section 13.3.1.

16.4.5 **Password Reinitialization Charge**

This charge applies per customer request each time the Telephone Company initializes the DRS security password, after it has been provided with the initial order.
### CALL MANAGEMENT SERVICES

#### 16. Disaster Routing Service (DRS)

##### 16.5 DRS-Rates

<table>
<thead>
<tr>
<th>Service Establishment, per account per location</th>
<th>Monthly Charge</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>$195.00</td>
<td>SEPRE</td>
<td></td>
</tr>
</tbody>
</table>

**Forwarded Telephone Numbers, per Telephone Number**

- **Choice 1**
  - Telephone Numbers To Be Forwarded, per Telephone Number
    - 1 - 20
      - Monthly Charge: $6.50
      - Installation Charge: $2.75
      - USOC: R7UFC
    - 21 - 100
      - Monthly Charge: $5.50
      - Installation Charge: $2.75
    - 101 - 250
      - Monthly Charge: $4.50
      - Installation Charge: $2.75
    - 251 - 500
      - Monthly Charge: $4.00
      - Installation Charge: $2.75
    - 501 - 1000
      - Monthly Charge: $3.00
      - Installation Charge: $2.75
    - 1001 or more
      - Monthly Charge: $2.50
      - Installation Charge: $2.75

- **Choice 2**
  - Telephone Numbers To Be Forwarded, per Telephone Number and per completed call
    - 1 - 20
      - Monthly Charge: $3.50
      - Installation Charge: $2.75
      - USOC: R7UFC
    - 21 - 100
      - Monthly Charge: $3.00
      - Installation Charge: $2.75
    - 101 - 250
      - Monthly Charge: $2.50
      - Installation Charge: $2.75
    - 251 - 500
      - Monthly Charge: $2.00
      - Installation Charge: $2.75
    - 501 - 1000
      - Monthly Charge: $1.50
      - Installation Charge: $2.75
    - 1001 or more
      - Monthly Charge: $1.00
      - Installation Charge: $2.75

Per Completed Call: $0.15

**Group of Telephone Numbers equipped, per group**

- $42.00 (I)
- $45.00
- USOC: R7NPG

**Rearrangement Charges**

- per rearrangement {1}, {2}
  - N/A
  - $95.00
  - USOC: RCHAX

**Password Reinitialization**

- per occasion
  - N/A
  - $20.00
  - USOC: NR91P
CALL MANAGEMENT SERVICES

16. Disaster Routing Service (DRS)

16.7
CALL MANAGEMENT SERVICES

16. **Disaster Routing Service (DRS)**

Footnotes:

(1) If ordered/rearranged with Intelligent Redirect only one charge applies.

(2) A one-time charge will apply to the move, change or addition of an item. The addition of a telephone number to be equipped with DRS will incur the appropriate one-time charge. The addition of a group will incur the appropriate one-time charge. For a change to the Primary Interexchange Carrier (PIC) for DID and telephone numbers the charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, will apply. If DRS and Intelligent Redirect exist on the same account, and rearrangements for both are ordered at the same time, these charges will only apply once.

(3) Applicable only when the customer has selected Choice 2 and has activated destination options 2 or 3. Customers who subscribe to DRS and Intelligent Redirect, on the same telephone number, are not eligible for Choice 2.

(4) Choice 1 and Choice 2 can be provided to the same customer. However, all of the telephone numbers in each group must be all Choice 1 or Choice 2 charges.
17. **Intelligent Redirect**

17.1 **General Regulations**

Intelligent Redirect enables customers to forward incoming telephone calls placed to multiple telephone numbers, en masse, to multiple telephone numbers at one or more locations, based on predetermined options. Calls may only be forwarded to direct-dial telephone numbers, excluding international telephone numbers. Intelligent Redirect groups may also include telephone numbers equipped with Disaster Routing Service. Intelligent Redirect offers the following four routing features that can be ordered separately or combined with any of the other features:

A. **Time-Of-Day/Day-Of-Week (TOD/DOW) Routing**

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers based on a predetermined list of TOD/DOW forwarding combinations. Customers may select up to ten different TOD/DOW combinations per group. All twenty-four hours in the day and all seven days in the week must be accounted for. This may be accomplished either by specifying all twenty-four hours in a day and all seven days in a week, or by denoting an ?other? category.

B. **Specific Date Routing**

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers based on the specific date the call is received. Customers may select up to ten different specific dates per group. Calls received on dates other than those specified will be completed based on an ?other? category, as provided by the customer. The ?other? option is not counted in the ten allowable specific dates. The date may be denoted only in terms of the month and the date or the month, date and year.
CALL MANAGEMENT SERVICES

17. **Intelligent Redirect** (Cont’d)

17.1 **General Regulations** (Cont’d)

17.1.1 (Cont’d)

C. **Percentage Allocation Routing**

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers on a percentage basis. Customers may select up to five percentages, in whole numbers, per group. The sum of all percentages must equal 100% for a given group.

D. **Originating Location Routing**

This routing feature enables customers to have their incoming calls, to a group of telephone numbers, forwarded based on the origination of those calls. Customers may select up to ten screening lists per group. Incoming calls will be forwarded to a single predetermined alternate telephone number, per group, per screening list for calls originated from telephone numbers on the customer's screening list(s). If those calls originated from telephone numbers not on the screening list(s) (including the absence of an originating telephone number), the calls will be completed based on an another category, per telephone number, as provided by the customer. There are no limits on the quantity of telephone numbers in the customer's screening list. This feature will only function when the calling party number is delivered in the telephone network.

17.1.2 All telephone numbers equipped with Intelligent Redirect must be included in one of the customer's groups. A group is a set of telephone numbers that will be forwarded in the same way. The size of a group may be one telephone number; however, there is no upper limit on the number of telephone numbers in one group. A telephone number may only be included in one group.

17.1.3 Intelligent Redirect is available on telephone numbers associated with business lines or trunks. Intelligent Redirect will not be provided in connection with Residence, Pay Telephone Exchange Access Service, Telebranch or Mobile Telephone Service.
CALL MANAGEMENT SERVICES

17. Intelligent Redirect<sup>SM</sup> (Cont'd)

17.1 General Regulations (Cont'd)

17.1.4 The customer must identify the PIC for telephone numbers that cannot initiate outbound calls and therefore have no PIC, such as DID, for calls forwarded to interLATA locations. For other telephone numbers equipped with Intelligent Redirect, the PIC in the central office used for 1+interLATA traffic should be used. The appropriate charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, are applicable for PIC changes.

17.1.5 Applicable toll charges will apply for each call forwarded beyond the local calling area of the dialed number. Charges for calls between the Intelligent Redirect-equipped telephone number and the telephone number to which these calls are forwarded are the responsibility of the Intelligent Redirect customer.

17.1.6 The calling party is responsible for payment of regularly applicable charges for sent-paid messages.

17.1.7 It is the responsibility of the customer, forwarding calls to a third party, to obtain the third party's permission prior to the calls being forwarded.

17.1.8 For collect calls, the customer subscribing to Intelligent Redirect is responsible for the payment of charges if a person at the number to which the calls are forwarded accepts the call.

17.1.9 The customer must have sufficient lines and associated facilities at the forwarded-to locations(s) to handle the estimated number of calls without interfering with exchange or toll service. In the event there is interference with exchange or toll service, the Telephone Company reserves the right to disconnect the service.

17.1.10 Intelligent Redirect will be available where appropriate Telephone Company facilities and capacity exist.

17.2 Liability

The Telephone Company assumes no liability for forwarding calls to numbers that are inaccurately provided to the Telephone Company by the customer.
CALL MANAGEMENT SERVICES

17. Intelligent Redirect℠ (Cont’d)

17.3 Application of Rates

17.3.1 Service Establishment Charge

A one-time charge will apply for the original order for Intelligent Redirect per account, per location. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service (DRS), this charge will apply only once.

17.3.2 Forwarded Telephone Numbers, Per Telephone Number Equipped

A monthly charge will apply per telephone number equipped. The monthly rate will vary depending upon the quantity of telephone numbers equipped. A one-time charge will apply for installing Intelligent Redirect on each existing telephone number. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service, these charges will only apply once. The sliding scale will be applied based on the sum of all Choice 1 DRS-equipped telephone numbers plus Intelligent Redirect-equipped telephone numbers, in all groups.

17.3.3 Service Features, per Feature, per Group

Time-Of-Day/Day-Of-Week Routing, Specific Date Routing and Percentage Allocation Routing Service Features:

A one-time charge and a monthly charge applies for each equipped Service Feature, per group of telephone numbers.

Originating Location Routing Service Feature:

A one-time charge applies for each group of telephone numbers and a monthly charge applies for each increment of 100 telephone numbers or a fraction thereof, per screening list, per group.
17. **Intelligent Redirect**<sup>SM</sup> (Cont'd)

17.3 **Application of Rates**

17.3.4 **Rearrangement Charges, Per Rearrangement**

A one-time charge will apply per rearrangement. A rearrangement includes the move, change or addition of an item. The addition of a telephone number, equipped with Intelligent Redirect or the addition of a feature, will incur the appropriate one-time charge associated with the establishment of Intelligent Redirect telephone numbers or the feature, respectively. If Intelligent Redirect and DRS exist on the same account and rearrangements for both are ordered at the same time, these charges will only apply once.

The Rearrangement Charge is applicable for a change of the Primary Interexchange Carrier (PIC) and DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Service Tariff FCC 73, Section 13.3.1.
**CALL MANAGEMENT SERVICES**

17. **Intelligent Redirect**<sup>SM</sup> (Cont’d)

### 17.4 Intelligent Redirect – Rates

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Charges</th>
<th>Installation Charges</th>
<th>USOC</th>
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</thead>
<tbody>
<tr>
<td>Service Establishment, per Account per location (1)</td>
<td>N/A</td>
<td>$195.00</td>
<td>SEPRE</td>
</tr>
<tr>
<td>Forwarded Telephone Numbers, per Telephone Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 - 20</td>
<td>$6.50</td>
<td>$2.75</td>
<td>R7UFX</td>
</tr>
<tr>
<td>21 - 100</td>
<td>$5.50</td>
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<td></td>
</tr>
<tr>
<td>101 - 250</td>
<td>$4.50</td>
<td>$2.75</td>
<td></td>
</tr>
<tr>
<td>251 - 500</td>
<td>$4.00</td>
<td>$2.75</td>
<td></td>
</tr>
<tr>
<td>501 - 1000</td>
<td>$3.00</td>
<td>$2.75</td>
<td></td>
</tr>
<tr>
<td>1001 or more</td>
<td>$2.50</td>
<td>$2.75</td>
<td></td>
</tr>
<tr>
<td>Service Features Charges</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time-Of-Day/Day-Of-Week Routing, per group equipped</td>
<td>$35.00</td>
<td>$45.00</td>
<td>R7MPG</td>
</tr>
<tr>
<td>Specific Date Routing, per group equipped</td>
<td>$35.00</td>
<td>$45.00</td>
<td>R7VPG</td>
</tr>
<tr>
<td>Percentage Allocation Routing, per group equipped</td>
<td>$35.00</td>
<td>$45.00</td>
<td>R7WPG</td>
</tr>
<tr>
<td>Originating Location Routing, per group equipped</td>
<td>N/A</td>
<td>$45.00</td>
<td>NR9EO</td>
</tr>
<tr>
<td>Per group per 100 telephone numbers or a fraction thereof, per screening list</td>
<td>$35.00</td>
<td>N/A</td>
<td>R7GLX</td>
</tr>
<tr>
<td>Rearrangement Charges, per rearrangement (1) (2)</td>
<td>N/A</td>
<td>$95.00</td>
<td>RCHAX</td>
</tr>
</tbody>
</table>

(See Sheet 47 for Footnotes)
17. **Intelligent Redirect**$^\text{SM}$ (Cont'd)

17.4 **Intelligent Redirect - Rates** (Cont'd)

Footnotes:

(1) If ordered/rearranged with Disaster Routing Service, only one charge applies.

(2) A one-time charge will apply to the move, change or addition of an item. The addition of a telephone number to be equipped with Intelligent Redirect will incur the appropriate one-time charge associated with the establishment of Intelligent Redirect telephone numbers. The addition of a feature will incur the appropriate one-time charge. For a change to the Primary Interexchange Carrier (PIC) for DID telephone numbers, the charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, will apply. If Intelligent Redirect and Disaster Routing Service exist on the same account and rearrangements for both are ordered at the same time, these charges will only apply once.
CALL MANAGEMENT SERVICES

Reserved for Future Use

(C)
(D)
CALL MANAGEMENT SERVICES

Reserved for Future Use

(C)
(D)
CALL MANAGEMENT SERVICES

Reserved for Future Use
19. **Positive ID**

19.1 **General Regulations**

19.1.1 Positive ID (Positive ID) enables customers to screen incoming telephone calls by specifying the telephone numbers from which calls will be accepted (the “screening list”) or via the use of customer defined Access Code (or “override” Personal Identification Number (PIN)). The screening list has a maximum capacity of 500 telephone numbers.

The Access Code allows the calling customer to override the call restriction logic contained on the customer’s screening list and be connected to the telephone number equipped with Positive ID. This type of code may be supplied to selected callers, e.g., company employees. A maximum of 100 Access Codes can be assigned per Positive ID-equipped telephone number.

An incoming call from a restricted telephone number will be routed to an announcement and disconnected, unless a valid Access Code is used.

Each Positive ID customer will have a Customer Administration PIN. This PIN enables the customer to establish or change the list of non-restricted telephone numbers on the screening list and the customer’s Access Codes via an Interactive Voice Response system. Customers may also manipulate their screening lists of Authorized Telephone Numbers and Access Codes through a PC User Interface software provided by the Company.

19.1.2 As an option, the customer may subscribe to one or all of the following Positive ID reports: {1}

A. Successful Attempt Log provides a detail report identifying the NPA/NXX of calls completed to the Positive ID-equipped telephone number. This report identifies authorized usage from authorized telephone numbers and authorized usage from unauthorized telephone numbers that utilized an authorized PIN. This report is available on a floppy diskette only.

B. Unsuccessful Attempt Log provides a detailed report identifying the NPA/NXX of unsuccessful attempts to access the Positive ID-equipped telephone number. This report is available on paper or a floppy diskette.

The customer is responsible for providing compatible premises equipment in order to utilize the diskette.

19.1.3 Incoming calls from telephone numbers that are classified as “private”, will be identified on the above reports as “PRIVATE” instead of the actual calling party’s NPA/NXX.

{1} The reports option is obsolete as of June 26, 2003
19. **Positive ID**

19.1 **General Regulations (cont'd)**

19.1.4 Positive ID is available on telephone numbers associated with business lines or trunks. Positive ID will not be available with Pay Telephone Exchange Access Service, Mobile Telephone Service, TeleBranch, or IntelliNumberSM.

19.1.5 Positive ID will be available where appropriate Telephone Company facilities exist or technically feasible.

19.2 **Service Activation**

The customer can establish or modify his subscriber data by using one of the following methods:

- Touch-tone input information via an interactive voice response
- Personal Computer Interface via Service Management System

19.3 **Liability**

The Telephone Company cannot guarantee that this service will prevent unauthorized access to a customer's computer system. The Telephone Company assumes no liability for any harm caused or resulting from unauthorized access to the customer's computer system.

19.4 **Applications of Rates**

19.4.1 A one-time charge will apply for the establishment of Positive ID, per telephone number. The installation charge will apply when a telephone number change occurs on a telephone line equipped with this service.

A monthly charge will apply to each telephone number equipped with Positive ID.

19.4.2 A one-time charge will apply whenever the Customer Administrator PIN is reset by the Telephone Company, at the customer's request.

19.4.3 A monthly charge will apply for each Positive ID report ordered. There reports can be distributed on a weekly or a monthly basis. {1}

19.4.4 A monthly discount charge is applicable on each Positive ID-equipped line, per location, per billing number, whenever the discount range of lines is met. Discount is not available to customers who subscribe to less than four (4) Positive ID-equipped lines.

{1} The reports option is obsolete as of June 26, 2003
CALL MANAGEMENT SERVICES

19. Positive ID

19.5 Rates and Charges

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Charge</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive ID Basic Service</td>
<td>$20.00</td>
<td>$50.00</td>
<td>SCMBX</td>
</tr>
<tr>
<td>Positive ID Basic Service Discount for 4 - 7 equipped lines</td>
<td>2.00</td>
<td>N/A</td>
<td>RCRSA</td>
</tr>
<tr>
<td>Positive ID Basic Service Discount for 8 or more equipped lines</td>
<td>3.50</td>
<td>N/A</td>
<td>RCRSB</td>
</tr>
<tr>
<td>Reset Customer Administrator PIN</td>
<td>NA</td>
<td>20.00</td>
<td>NR9SP</td>
</tr>
<tr>
<td>Successful Attempt Log -Weekly</td>
<td>$42.00</td>
<td>N/A</td>
<td>RS6WX</td>
</tr>
<tr>
<td>Successful Attempt Log -Monthly</td>
<td>$8.50</td>
<td>N/A</td>
<td>RS6MX</td>
</tr>
<tr>
<td>Unsuccessful Attempt Log - Weekly</td>
<td>$20.00</td>
<td>N/A</td>
<td>RU6WX</td>
</tr>
<tr>
<td>Unsuccessful Attempt Log - Monthly</td>
<td>$4.00</td>
<td>N/A</td>
<td>RU6MX</td>
</tr>
</tbody>
</table>

{1} The monthly discount is applicable to all of the customer’s Positive ID-equipped lines, per location, per billing number, whenever the customer subscribes to the number of lines within the discount range (4-7 lines or 8 or more lines).

{2} The reports option is obsolete as of June 26, 2003.
20. The BASICS

20.1 General Regulations

20.1.1 The BASICS enables business and residence customers to subscribe to a pre-determined package of services and receive a discount (or credit) on their monthly bills.

20.1.2 The BASICS contains the following services: {1}

Residence
- Caller ID (Name and Number)
- Call Blocker
- Call Return
- Call Waiting
- Any one of the following services: Call Forwarding; Speed Calling 8; or Three-Way Calling

Business
- Caller ID (Name and Number)
- Call Forwarding
- Remote Access to Call Forwarding
- Call Waiting
- Call Waiting ID
- Plus, a choice of any one of the following features: Three-Way Calling, Call Blocker, Selective Call Forwarding.

Business subscribers to The BASICS will also be eligible for the following periphery discounts:

1. Waive the Installation Charges and the monthly recurring rate for Call Forwarding/Busy Line/Don’t Answer
2. Add Call Waiting ID Options for $1.00 per month
3. Add Call Transfer Disconnect for $7.50 per month
4. Add Outgoing Call Control for $9.95 per month
5. Receive $1.00 credit each month for Internet Caller ID Service Or Privacy Manager, when available
6. Receive 1+Saver Optional Calling Plan discounts that apply to The WORKS (see Long Distance Message Telecommunications Service Tariff)
7. Receive the same monthly recurring credits that apply to Essential Office.

20.1.3 Any of these services can still be purchased on an individual basis under the terms specified in the appropriate tariff sections.

20.1.4 The BASICS is subject to the availability and limitations specified in the tariffs for the individual services.

{1} At the customer’s request, Call Forwarding-Busy Line, Call Forwarding-Don’t Answer, or Call Forwarding-Busy Line/Don’t Answer can be added to the package at no additional charge.

{2} The individual service rates for Call Forwarding-Busy Line, Call Forwarding-Don’t Answer, and Call Forwarding-Busy Line/Don’t Answer do not apply when these features are added to The BASICS package.
CALL MANAGEMENT SERVICES

20. The BASICS℠ (cont’d)

20.1 General Regulations (cont’d)

20.1.5 The BASICS is obsolete for business customers as of December 16, 2002, except for existing business customers at existing locations who subscribed to The BASICS prior to December 16, 2002.

20.2 Rates (cont’d)

Unless otherwise noted, the monthly recurring rates for the individual services apply. {1}

The BASICS discount is applied as credit to the customer’s account. Only one Call Management discount can apply per line, except when the customer purchases Anonymous Call Rejection. The Company will apply the largest applicable discount to the customer’s account.

There is no installation charge associated with this package.

RESIDENCE

The following discount is applicable as a credit to the residence customer’s monthly bill.

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The BASICS RCRTT</td>
<td>$36.99 {3}{4}</td>
</tr>
</tbody>
</table>

BUSINESS{5}

The following discount is applicable as a credit to the business customer’s monthly bill.

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The BASICS PGOCE</td>
<td>$26.45{2}</td>
</tr>
</tbody>
</table>

(See Sheet 54.2 for footnotes.)
CALL MANAGEMENT SERVICES

20. The BASICS℠ (cont’d)

20.2 Rates (cont’d)

{1} The individual service rates for Call Forwarding-Busy Line, Call Forwarding-Don’t Answer and Call Forwarding-Busy Line/Don’t Answer do not apply when these features are added to The BASICS package.

{2} The BASICS is obsolete for business customers as of December 16, 2002. Only existing business customers who subscribed to The BASICS prior to December 16, 2002 may retain it at existing locations.

{3} The BASICS is obsolete for residential customers as of April 26, 2003. Only existing residential customers who subscribed to The BASICS prior to April 26, 2003 may retain it at existing locations.

{4} This rate is effective coincident with the bill period date for customer bills dated January 8, 2013 through February 6, 2013.

{5} This obsolete BASICS - business package is discontinued (e.g., sunset) as of April 14, 2007. Customers are being notified of the discontinuation of this obsolete package and are being encouraged to switch to another package product. If any line still has this obsolete package on their account on June 14, 2007, the obsolete package rate will be removed from the account and the standard Call Management Services month-to-month rates will be applied to the line as shown in this tariff. Also, any additional credits/discounts associated with the package will be removed.
CALL MANAGEMENT SERVICES

21. Internet Caller ID

21.1 General Regulations

21.1.1 Internet Caller ID allows a Telephone Company subscriber to receive an incoming call offering via a pop-up dialog box on their personal computer while logged on to the Internet. The subscriber will see the caller-ID information and will have various disposition options available for handling the incoming caller. The available options for the disposition of the second caller include:

- Taking the call
- Sending the call to CallNotes (if available)
- Redirecting or forwarding the caller to another telephone number or to the number of an alternative voice mail service
- The subscriber will be able to select from two different announcements that will be played to the calling party. The first announcement will inform the caller that the party they are trying to reach is busy and the caller should call back later. The second announcement will inform the caller that the party they are trying to reach is busy and will call them back later.

Internet Caller ID is offered subject to the following limitations:

- Customers must also subscribe to Caller ID Name and Number.
- Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
- Customers wishing to redirect or forward the caller to a voice mail system other than CallNotes will be responsible for programming their alternative voice mail system’s terminating number as one of their forward-to number selections.
- Available only where central office facilities permit.
- Customers must use unaltered ICID software provided by SWBT.
- This service is not available with any type of hunting arrangement, Plexar, ISDN, Centrex, PBX, ADSL, or payphones.
- Internet Caller ID is obsolete, except for existing customers at existing locations who subscribed to the service prior to the effective date of this tariff. This service will be withdrawn effective December 31, 2003.
CALL MANAGEMENT SERVICES

21. Internet Caller ID (cont’d)

21.2 Rates and Charges

RESIDENCE SERVICE

Monthly Subscription, Per Line Discounts may apply when purchased in addition to The WORKS, The BASICS, CVP or CVP+, EssentialsSM and SBC Advantage PlanSM.

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate Indiv./with WORKS, BASICS, CVP, CVP+ EssentialsSM SBC Advantage PlanSM</th>
<th>Installation Charge {1}</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Caller ID</td>
<td>$5.50/$4.50</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

BUSINESS SERVICE

Monthly Subscription, Per Line Discounts may apply when purchased in addition to The WORKS or a BizSaver package.

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate Indiv./with WORKS, BizSaver</th>
<th>Installation Charge {1}</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Caller ID</td>
<td>$6.00/$5.00</td>
<td>$10.75</td>
</tr>
</tbody>
</table>

21.3 USOCs

The USOCs used to provision the service are:

- CWHNT: Internet Caller ID
- C7RCW: $1.00 credit USOC to be applied when customers have a qualifying package.

21.4 Internet Caller ID Package

The Internet Caller ID Package is only available to business customers.

The Internet Caller ID Package consists of the following services: Internet Caller ID, Caller ID Name and Number, Call Forwarding and Remote Access to Call Forwarding.

{1} The installation charge is $5.00 per service for residence and $10.75 per service for business with a maximum installation charge of $10.00 for residence and $10.75 for business for two or more Call Management services per request, per line.

{2} This service is obsolete except for existing residence and business customers at existing locations who subscribed to the package prior to the effective date of this tariff. This service will be withdrawn effective December 31, 2003.
CALL MANAGEMENT SERVICES

21. Internet Caller ID (3) (cont’d)

21.5 **Package Discount**

The Internet Caller ID Package is obsolete for business customers as of December 16, 2002, except for existing business customers at existing locations who subscribed to the Internet Caller ID Package prior to December 16, 2002.

**BUSINESS SERVICE**

Monthly Subscription, Per Line

<table>
<thead>
<tr>
<th>Service</th>
<th>USOC</th>
<th>Monthly Credit</th>
<th>Installation Charge</th>
<th>(1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Caller ID Package</td>
<td>NLRBQ</td>
<td>($8.75){2}{3}</td>
<td>$0.00</td>
<td>(C)</td>
</tr>
</tbody>
</table>

{1} The installation charge is waived for customers who subscribe to the Internet Caller ID Package.

{2} The Internet Caller ID Package is obsolete for business customers as of December 16, 2002. Only existing business customers who subscribed to the Internet Caller ID package prior to December 16, 2002 may retain it at existing locations.

{3} Internet Call ID is obsolete except for existing residence and business customers at existing locations who subscribed to the service prior to the effective date of this tariff. This service will be withdrawn effective December 31, 2003.
22. **OUTGOING CALL CONTROL** {1}

22.1 **General Regulations**

22.1.1 **Service Description:** OCC allows customers to selectively restrict certain types of calls from originating from their telephone line. Four OCC settings exist which permit OCC customers to allow or restrict calls in each of the following categories:

- Long Distance (including interLATA and intraLATA)
- International
- 900 or 976 calls
- Directory Assistance (local and long distance)

22.1.2 By default, all calls are allowed in all four categories described in paragraph 22.1.1. Changes in these settings may be made by using an interactive voice response (IVR) system. There is no charge for a customer to change OCC settings using the IVR system.

22.1.3 The IVR system supports English and Spanish languages. When a customer orders OCC, the language preference will be set, as requested by the customer. Customers who wish to make subsequent changes to their language preference must call the SWBT service center. A charge will apply, as described in paragraph 22.2.

22.1.4 OCC customers will have a personal identification number (PIN) which may be used under two circumstances:

- The PIN may be used to override the current OCC setting and place a call that is currently restricted.
- The PIN must be used to enter the IVR system to make changes in the OCC settings on a line.

22.1.5 **Exception lists:** For Long Distance, International and 900/976 categories, OCC customers may enter a limited number of telephone numbers that are allowed, even when calls within the category are restricted. These telephone numbers are entered or deleted using the IVR system.

22.1.6 **Scope:** OCC is available on most business and residence lines, however the service cannot be provided in conjunction with certain complex business services including, but not limited to Reserve Line, DID, Private Coin, Centrex, Plexar, DigiLine, Select Video and SmartTrunk.

22.1.7 Lines with OCC may not originate sent-paid, operator handled calls, including sent-paid calls using Directory Assistance Call Completion. For technical reasons, this is true, regardless of the OCC settings currently in effect.

22.1.8 OCC is available where facilities permit.

---

{1} Outgoing Call Control is grandfathered for residence customers as of March 1, 2014, except for existing residence customers at existing locations who subscribed to the service prior to March 1, 2014.
## CALL MANAGEMENT SERVICES

### 22. Outgoing Call Control (4)(Cont’d)

#### 22.2 Rates

<table>
<thead>
<tr>
<th>OCC Service</th>
<th>Monthly Charge</th>
<th>Installation Charge</th>
<th>USOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence{4}</td>
<td>$ 8.50{1}{5}</td>
<td>$10.00{1}</td>
<td>OC4</td>
</tr>
<tr>
<td>Business</td>
<td>19.95{2}</td>
<td>10.00</td>
<td>OC4</td>
</tr>
<tr>
<td>- with Bizsavers or WORKS</td>
<td>9.95{3}</td>
<td>10.00{3}</td>
<td>OC4</td>
</tr>
<tr>
<td>- with Business Essentials</td>
<td>9.95{3}</td>
<td>10.00{3}</td>
<td>OC4</td>
</tr>
<tr>
<td>- with Business Preferred</td>
<td>9.95{3}</td>
<td>10.00{3}</td>
<td>OC4</td>
</tr>
</tbody>
</table>

Reset PIN
- Residence: N/A
- Business: N/A

Change Language preference
- Residence: N/A
- Business: N/A

---

1. Monthly charge and installation charges are waived for customers meeting eligibility requirements described in 3.1.1(B) (Tel-Assistance Service Program) of the Local Exchange Tariff (Section 1). The monthly charge is reduced to $1.95 ($6.55 reduction) and installation charges are waived for customers meeting eligibility requirements described in 3.1.1(C) (Lifeline Discount Telephone Service Program) of the Local Exchange Tariff (Section 1).

2. Package discounts will apply if purchased in conjunction with a Toll Saver with 1+ Saver Package as set forth in Section 5 of the Long Distance Message Telecommunications Tariff, or a Toll Saver with Local Plus Package as set forth in Section 38 of the General Exchange Tariff.

3. The difference between the price for OCC Service-Business and the price when OCC Service-Business is purchased in conjunction with an eligible package will be applied as a monthly credit to the customer's bill. Installation charges will not be applied when Outgoing Call Control is purchased as a package with Business Essentials, Business Preferred, any BizSaver or any variation of THE WORKS.

4. Outgoing Call Control is grandfathered for residence customers as of March 1, 2014, except for existing residence customers at existing locations who subscribed to the service prior to March 1, 2014.

5. This rate is effective coincident with the bill period date for customer bills dated April 3, 2014 through May 1, 2014.
23. Essential Office

23.1 General Regulations

23.1.1 Essential Office provides business customers subscribing to BizSaver B, BizSaver E, or The WORKS with a savings on the package of services. This package includes a combination of BizSaver B, BizSaver E or The WORKS and a 1+ Saver Optional Calling Plan or Local Plus. These credits are only available to customers who commit to a 12-month term agreement.

23.1.2 Essential Office is obsolete for business customers as of December 16, 2002, except for existing business customers at existing locations who subscribed to Essential Office prior to December 16, 2002.

23.2 Limitations

23.2.1 Customers must subscribe to either BizSaver B, BizSaver E, OR The WORKS, AND either 1+ Saver Optional Calling Plan Option (D) or Local Plus.

23.2.2 Customers must agree to a 12-month term agreement in order to receive the Essential Office discount. Termination liability will be incurred if the agreement is discontinued by the customer prior to the expiration date, or according to other terms identified in the contract. If the customer disconnects service prior to the expiration of the Initial or Renewal Service Term, the customer shall pay a termination charge equal to the lesser of the following:

The difference between the total rates and charges actually paid for the service before termination and the total rates and charges that would have been paid had the customer purchased the service at current tariffed rates based on the discount rate in effect at the time of termination; or the monthly payments remaining on the service term.

23.2.3 Any existing discounted or waived installation charges available with BizSaver B, BizSaver E or The WORKS will continue to apply with the Essential Office package.

23.2.4 There will be no additional discounts or waived charges on installation with this package.

23.2.5 This package is available to business customers only and is not limited to any specific line size.

23.2.6 Available only where central office facilities permit.
## 23. Essential Office (cont'd)

### 23.3 Rates and Charges

<table>
<thead>
<tr>
<th>Essential Office Package</th>
<th>USOC</th>
<th>Monthly Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>- BizSaver B or E with 1+ Saver</td>
<td>RCRN1</td>
<td>(6.00){1}</td>
</tr>
<tr>
<td>- BizSaver B or E with Local Plus</td>
<td>RCRN2</td>
<td>(11.00){1}</td>
</tr>
<tr>
<td>- The WORKS with 1+ Saver</td>
<td>RCRN3</td>
<td>(3.00){1}</td>
</tr>
<tr>
<td>- The WORKS with Local Plus</td>
<td>RCRN4</td>
<td>(9.00){1}</td>
</tr>
</tbody>
</table>

---

{1} Essential Office is obsolete for business customers as of December 16, 2002. Only existing business customers who subscribed to Essential Office prior to December 16, 2002 may retain it at existing locations.
CALL MANAGEMENT SERVICES

24.  Privacy Manager

24.1  General Regulations

24.1.1  **Description:** Enables a customer to appropriately handle incoming calls that have been identified as either "anonymous", "out-of-area", "unavailable", or "private" before their telephone rings. Incoming calls are intercepted and a recording is played informing the caller that the number they have dialed does not accept calls from unidentified telephone numbers. At the tone, the caller will be asked to record their name or the company they represent. If the caller elects to record their name the call will be completed. If the caller chooses not to record their name, the call is disconnected.

24.1.2  After the caller identifies who they are, the customer's telephone will ring and their Caller ID equipment will register a "Privacy Manager" message to indicate they are receiving a screened call. The customer will then hear a recording of the caller's name (or the name of the company they represent). After the caller is identified, the customer may elect one of the following options:

1. Accept the call
2. Decline the call by playing a pre-recorded announcement
3. Send the caller to CallNotes, Voice Mail, or an Answering Machine
4. Decline a sales/telemarketing call by playing a pre-recorded announcement which requests that the solicitors remove the customer's name from their lists and not call again.

If no action is taken, the call will be directly forwarded to the customer's voice mail or answering service. If the customer does not have an answering service or Call Forwarding-BusyLine/Don't Answer, then Privacy Manager will intercept the call after the 6th ring and advise the caller that the customer is unavailable.

24.2  Limitations

This service is offered subject to the following conditions:

1. The customer must also subscribe to Calling Name Delivery and Calling Number Delivery service.
2. The customer's line must be equipped with Touch-Tone.
3. In addition to the limitations listed in paragraph 2. of this section, this service is not available with Payphone Access Service, Private Branch Exchange, Hotel-Motel, ISDN PRI, Multiline Hunting, Series Completion, Reserve Line (VAL), and certain other Advanced Intelligent Network services (e.g., Intellinumber (INS), Positive ID (CAR), Remote Access to Facilities (RAF) and AreaWide Networking Service Option II.
4. Privacy Manager service and Anonymous Call Rejection are mutually exclusive services and cannot be provisioned together on the same line.
5. When multiple services are activated on the line, certain services may take precedence over others.
CALL MANAGEMENT SERVICES

24. Privacy Manager (cont'd)

24.3 Rates and Charges

<table>
<thead>
<tr>
<th>Residence Services</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privacy Manager CPU</td>
<td>$9.00{3}(I)</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

{1} This discounted rate applies only when purchased in addition to The WORKS or The BASICS.
{2} The installation charge is $5.00 per service with a maximum of $10.00 for two or more Call Management services per request, per line for residence and a maximum of $10.75 for business customers per request, per line, except when Simultaneous Call Forwarding is established. If the service is ordered in conjunction with The WORKS, BizSaver, or The BASICS then the Installation Charges are waived.
{3} For residence customers, the footnoted monthly rate is effective coincident with the bill period date for customer bills dates April 3, 2014, through May 1, 2014.
CALL MANAGEMENT SERVICES

24. Privacy Manager (cont'd)

24.3 Rates and Charges (cont’d)

<table>
<thead>
<tr>
<th>Business Services</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>USOC</td>
<td>With Select Call Indiv. Management Package(s){1}</td>
</tr>
<tr>
<td>Privacy Manager</td>
<td>CPU</td>
<td>$31.75(I)</td>
</tr>
<tr>
<td>{3}</td>
<td>CPUPX</td>
<td>---</td>
</tr>
</tbody>
</table>

{1} This discounted rate applies only when purchased in addition to The WORKS or The BASICS.
{2} The installation charge is $5.00 per service with a maximum of $10.00 for two or more Call Management services per request, per line for residence and a maximum of $10.75 for business customers per request, per line, except when Simultaneous Call Forwarding is established. If the service is ordered in conjunction with The WORKS, BizSaver, or The BASICS then the Installation Charges are waived.
{3} Privacy Manager is grandfathered for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.
CALL MANAGEMENT SERVICES

25. **Essentials Plan** {1}

25.1 **General Regulations**

25.1.1 The Essentials Plan enables residence customers to subscribe to a predetermined package of service and receive a credit on their monthly bill.

25.1.2 The Essentials Plan contains the following services:

<table>
<thead>
<tr>
<th>RESIDENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID (Name and Number)</td>
</tr>
<tr>
<td>Three-Way Calling (monthly rate basis only)</td>
</tr>
<tr>
<td>Call Waiting</td>
</tr>
</tbody>
</table>

25.1.3 Any of these services can still be purchased on an individual basis under the terms specified in the appropriate tariff sections.

25.1.4 The applicable installation charge applies for this package and for residence customers is $5.00 per feature added with a maximum of $10.00.

25.2 **Rates**

**RESIDENCE**

The following discount is applicable as a credit to the residence customer's monthly bill.

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCR4Z</td>
<td>$19.49{CR}</td>
</tr>
</tbody>
</table>

{1} Essential Plan is obsolete except for existing customers at existing locations who subscribed to the package prior to January 4, 2005.

{2} For residence customers, the footnoted rate is effective coincident with the bill period date for customer bills dated April 3, 2014, through May 1, 2014.
CALL MANAGEMENT SERVICES

26. **SBC Advantage Plan℠** (1)

26.1 **General Regulations**

26.1.1 The SBC Advantage Plan enables residence customers to subscribe to a predetermined package of services and receive a discount (or credit) on their monthly bill.

26.1.2 The SBC Advantage Plan contains the following services:

**RESIDENCE**

- Caller ID (Name and Number)
- Three-Way Calling (monthly rate basis only)
- Call Waiting
- Call Blocker
- Call Forwarding
- Call Waiting ID
- Privacy Manager (optional)

26.1.3 Any of these services can still be purchased on an individual basis under the terms specified in the appropriate tariff sections.

26.1.4 The applicable installation charge applies for this package and for residence customers; it is $5.00 per feature added with a maximum of $10.00.

26.2 **Rates**

**RESIDENCE**

The following discount is applicable as a credit to the residence customer's monthly bill.

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Credit{2}</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCR4X</td>
<td>$50.49 (I)</td>
</tr>
<tr>
<td>RCR4Y</td>
<td>41.49 (I)</td>
</tr>
</tbody>
</table>

{1} SBC Advantage Plan is obsolete except for existing customers at existing locations who subscribed to the package prior to January 4, 2005.

{2} The footnoted monthly credit is effective coincident with the bill period date for customer bills dated April 3, 2014, through May 1, 2014.
CALL MANAGEMENT SERVICES

27. Business Essentials

27.1 Description

27.1.1 Business customers only may subscribe to this predefined group of EasyOptions® services and receive a discount on their total monthly recurring bill for these services. The package is composed of the following EasyOptions® services, purchased as a monthly subscription only:

- Call Forwarding,
- Remote Access to Call Forwarding,
- 3-Way Calling, and
- A fourth EasyOptions® service, selected by the customer from one of the following choices:
  - Anonymous Call Rejection,
  - Auto Redial,
  - Call Blocker,
  - Call Return,
  - Call Waiting,
  - Personalized Ring-1st Ring,
  - Priority Call,
  - Selective Call Forwarding, or
  - Speed Calling 30.

27.1.2 Remote Access to Call Forwarding (RACF) may be removed or eliminated from Business Essentials at the customer's option. The package price will be adjusted if the customer de-selects RACF.

27.1.3 In addition to the discount that applies to this package, eligible customers who subscribe to this package will receive a discount on other eligible EasyOptions® services on the same line, ordered in conjunction with or ordered subsequent to purchasing this package. Such eligible EasyOptions® services, purchased as monthly subscriptions only, include:

- Anonymous Call Rejection,  
- Auto Redial,  
- Call Blocker,  
- Call Return,  
- Call Waiting,  
- Call Waiting ID,  
- Call Waiting ID Options,  
- Caller ID  
- Personalized Ring  
- Priority Call,  
- Privacy Manager,  
- Internet Caller ID,  
- Selective Call Forwarding, and  
- Speed Call 30.

Business Essentials is obsolete for business customers, except for existing business lines at existing locations that were subscribed to the plan prior to August 1, 2005.
CALL MANAGEMENT SERVICES

27. **Business Essentials**{1} (cont'd)

27.1 **Description** (cont'd)

27.1.4 Any of these services can be purchased on an individual basis under the terms specified in the appropriate tariff.

27.2 **Periphery Discounts**

Business Essentials subscribers will be eligible for the following periphery discounts:

27.2.1 A waiver of the Monthly Rate and the Installation Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer.

27.2.2 The Call Transfer Disconnect rate for eligible packages. (USOC: RCR2W). See Sheet 12 of this Tariff section.

27.2.3 The Outgoing Call Control rate for eligible packages. (USOC: RCR2W). See Sheet 58 of this Tariff section.

27.3 Any of the services can still be ordered on an individual basis as provided in the appropriate Tariff section.

27.4 The applicable Installation Charge for one or more individual EasyOptions® services will apply when individual EasyOptions® services are added to the same line containing Business Essentials subsequent to the package order.

27.5 **Limitations**

27.5.1 The discount on the additional Call Management services will be one dollar ($1.00) per feature, per line, limited to a total credit of five dollars ($5.00) per line.

27.6 **Rates and Charges**{2}

27.6.1 **Monthly Subscription, Per Line Package Rates and Discounts**

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>PGOBS</td>
<td>$18.95</td>
<td>$0.00</td>
</tr>
<tr>
<td>PGOBQ</td>
<td>17.25</td>
<td>0.00</td>
</tr>
</tbody>
</table>

{1} Business Essentials is obsolete for business customers, except for existing business lines at existing locations that were subscribed to the plan prior to August 1, 2005.

{2} The obsolete Business Essentials package is discontinued (e.g., sunset) as of April 14, 2007. Customers are being notified of the discontinuation of this obsolete package and are being encouraged to switch to another package product. If any line still has this obsolete package on their account on June 14, 2007, the obsolete package rate will be removed from the account and the standard Call Management Services month-to-month rates will be applied to the line as shown in this tariff. Also, any additional credits/discounts associated with the package will be removed.
27. **Business Essentials** (cont'd)

27.6 **Rates and Charges** (cont'd)

27.6.2 The following credits will apply when eligible Call Management services are added to a customer's line in addition to Business Essentials.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>USOC</th>
<th>Monthly Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>One additional service</td>
<td>RCRB3</td>
<td>($1.00)</td>
</tr>
<tr>
<td>Two additional services</td>
<td>RCRB4</td>
<td>(2.00)</td>
</tr>
<tr>
<td>Three additional services</td>
<td>RCRB5</td>
<td>(3.00)</td>
</tr>
<tr>
<td>Four additional services</td>
<td>RCRB6</td>
<td>(4.00)</td>
</tr>
<tr>
<td>Five or more additional services</td>
<td>RCRB7</td>
<td>(5.00)</td>
</tr>
</tbody>
</table>

Business Essentials is obsolete for business customers, except for existing business lines at existing locations that were subscribed to the plan prior to August 1, 2005.
CALL MANAGEMENT SERVICES

28. Business Preferred

28.1 Description

28.1.1 Business customers only may subscribe to this predefined group of EasyOptions® services and receive a discount on their total monthly recurring bill for these services. The package is composed of the following EasyOptions® services, purchased as a monthly subscription only:

- Call Forwarding,
- Remote Access to Call Forwarding,
- 3-Way Calling,
- Call Waiting,
- Call Return,
- Auto Redial,
- Priority Call,
- Calling Name and Number Delivery

28.1.2 Call Waiting may be removed or eliminated from Business Preferred, at the customer's option.

28.1.3 Remote Access to Call Forwarding (RACF) may be removed or eliminated from Business Preferred at the customer's option.

28.1.4 In addition to the discount that applies to this package, eligible customers who subscribe to this package will receive a discount on other eligible Call Management Services on the same line, ordered in conjunction with or ordered subsequent to the purchase of this package when the feature is ordered prior to June 1, 2006. Such eligible Call Management services, purchased as monthly subscriptions only, include:

- Anonymous Call Rejection,
- Auto Redial,
- Call Blocker,
- Call Return,
- Call Waiting,
- Call Waiting ID,
- Call Waiting ID Options,
- Caller ID,
- Personalized Ring,
- Priority Call,
- Privacy Manager,
- Internet Caller ID,
- Selective Call Forwarding,
- and
- Speed Call 30.

Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.
CALL MANAGEMENT SERVICES

28. **Business Preferred** (cont'd)

28.2 **Periphery Discounts**

Business Preferred subscribers will be eligible for the following periphery discounts when features are ordered prior to June 1, 2006:

1. A waiver of the Monthly Rate and the Installation Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer.

2. The Call Transfer Disconnect discount for eligible packages. (USOC RCR3W). See Sheet 12 of this tariff section.

3. The Outgoing Call Control discount for eligible packages. (USOC RCROC). See Sheet 58 of this tariff section.

28.3 **Limitations**

28.3.1 The discount on the additional Call Management services will be one dollar ($1.00) per feature, per line, limited to a total credit of five dollars ($5.00) per line when features are ordered prior to June 1, 2006.

28.4 Any of these services can still be purchased on an individual basis under the terms specified in the appropriate tariff sections.

28.5 The applicable Installation Charge for one or more individual EasyOptions® services will apply when individual EasyOptions® services are added to the same line containing Business Preferred subsequent to the package order.

Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.
CALL MANAGEMENT SERVICES

28. Business Preferred (cont'd)

28.6 Rates and Charges

28.6.1 Monthly Subscription, Per Line Package Discounts and Additional Service Discounts

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Discount</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>PGOBT</td>
<td>($34.65)</td>
<td>$0.00</td>
</tr>
<tr>
<td>PGOBU</td>
<td>( 26.65)</td>
<td>0.00</td>
</tr>
<tr>
<td>PGOBV</td>
<td>( 31.65)</td>
<td>0.00</td>
</tr>
<tr>
<td>PGOBW</td>
<td>( 23.65)</td>
<td>0.00</td>
</tr>
</tbody>
</table>

28.6.2 The monthly rates and charges as specified in this tariff for each EasyOptions® service in Business Preferred will be charged to Business Preferred subscribers, and a monthly discount will be applied to the customer's bill as specified in Paragraph 28.6.1.

28.6.3 The following credits will apply when eligible Call Management services are added to a customer's line in addition to Business Preferred when features are ordered prior to June 1, 2006.

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCRB3</td>
<td>($1.00)</td>
</tr>
<tr>
<td>RCRB4</td>
<td>( 2.00)</td>
</tr>
<tr>
<td>RCRB5</td>
<td>( 3.00)</td>
</tr>
<tr>
<td>RCRB6</td>
<td>( 4.00)</td>
</tr>
<tr>
<td>RCRB7</td>
<td>( 5.00)</td>
</tr>
</tbody>
</table>

Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.
CALL MANAGEMENT SERVICES

29. **Star Code Access to Voice Mail**

29.1 **Description**

Star Code Access to Voice Mail Service is abbreviated dialing access to Voice Mail from the customers' premises via an abbreviated code (* and a two-digit code).

The customer, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (* and a two-digit code). This action will forward the call to the customer’s voice mailbox.

Customers with Call Forwarding Busy Line/Don’t Answer (described in paragraph 3.6.1 of this section) can opt to subscribe to Star Code Access to Voice Mail Service.

29.2 **Rules and Regulations**

1. Star Code Access To Voice Mail Service requires Call Forwarding Busy Line/Don’t Answer on the customer’s exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Call Forwarding Busy Line/Don't Answer.

2. Star Code Access To Voice Mail Service is provided subject to the availability of Central Office capacity and facilities.

3. Star Code Access To Voice Mail Service is offered only in association with residence and business exchange services unless specified otherwise.

4. Star Code Access To Voice Mail Service is not available with Centrex / Plexar, PBX, Coin, and other non POTS classes of services (e.g. Inmate or hotel-motel lines). This service will not be available to customers with Telebranch, Preferred Number Service, Outgoing Call Control or Multi-Line Hunt Groups.

5. Star Code Access to Voice Mail is available with Primary Rate ISDN only if the lines are not built as a part of a Plexar common block. This service is not available with ISDN BRI.


29.3 **Rates and Charges**

The following rate and charge apply to each line equipped with Star Code Access to Voice Mail.

<table>
<thead>
<tr>
<th>Description</th>
<th>USOC</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
<th>Business Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Star Code Access to Voice Mail</td>
<td>SQAVX</td>
<td>$5.00(1)</td>
<td>$10.75 (1)</td>
<td>(I)</td>
</tr>
</tbody>
</table>

(1) Only one Nonrecurring Charge applies if ordered with two or more Call Management services.
CALL MANAGEMENT SERVICES

(D)
CALL MANAGEMENT SERVICES

31. uSelect℠3

31.1 Description

uSelect℠3 and 2-Line uSelect℠3 are obsolete except for existing customers at existing locations as of January 1, 2008.

uSelect3 is a package of three EasyOptions® services that consists of Caller ID Name and Number Service as a required component and two more component services that the customer may choose from the following Selection List:
- Three-Way Calling
- Call Forwarding
- Call Return
- Call Blocker
- Call Waiting
- Call Waiting ID
- Privacy Manager
- Auto Redial
- Speed Calling 8

31.2 Service Interactions

1. The service interactions of the individual EasyOptions services in the package apply.

31.3 Regulations

1. uSelect3 is available to any residence customer where Caller ID and at least two component services are available.

2. The component services may be purchased individually at their standard tariff rates.

3. Residence customers currently subscribing to all uSelect3 component services may request billing at the uSelect3 price.

4. uSelect3 may be included in other packages and bundles that are marketed under other names.
CALL MANAGEMENT SERVICES

31. uSelectSM3 (cont’d)

31.3 Regulations (cont’d)

5. A nonrecurring charge will apply to the installation of a uSelectSM package the first time a new or existing customer subscribes to the package. Payment of the uSelect Installation charge ensures that no subsequent nonrecurring charges will apply if the customer changes or adds features within the Selection List as long as the customer maintains the uSelect package on that line. If a customer disconnects their uSelect package from a line, the uSelect Installation charge would apply again to re-establish a uSelect package on that line. The uSelect Installation charge will not apply if the customer upgrades from uSelect3 to uSelect6.

The uSelect Installation charge is a line-level charge and if the customer subscribes to uSelect3 on any additional access line, the nonrecurring charge will be charged on each such line.

6. uSelect3 may be ordered on the customer’s primary/main line or any additional line.

7. uSelect3 is offered in association with residence exchange services unless specified otherwise.

8. If applicable, EasyOptions® services nonrecurring Installation Charges will apply when the customer initially subscribes to the uSelect3 package.

31.4 Limitations

1. uSelect3 is available to residence customers only.

2. Discounted monthly rates for any other combinations of the services provided in uSelect3 on the same access line, as specified elsewhere in this tariff, do not apply to the component services selected by the customer within uSelect3.

3. In order to receive the 2-Line uSelect3 price, a customer must have two or more lines and have the uSelect3 package on the main line. Only one 2-Line uSelect3 discount is allowed on a customer’s account. If the customer disconnects their additional access lines, the customer will be charged the uSelect3 price.

4. The uSelect3 component services may only be purchased as a monthly subscription. Usage sensitive per activation services and per activation charges are not included in the uSelect3 package price.

5. The uSelect3 component services are provided on a per line basis. All services must be purchased on the same line in order for the customer to be eligible for the uSelect3 or 2-Line uSelect3 price.

6. uSelect3 subscribers will benefit from the uSelect3 price until they disconnect one or more of the uSelect3 component services.

(M)

(M)
CALL MANAGEMENT SERVICES

31. **uSelectSM3 (cont’d)**

31.4 **Limitations (cont’d)**

7. Subscribers will continue to benefit from the uSelect3 price if they disconnect one or both component services from the Selection List and simultaneously replace those disconnected services with other services from the Selection List.

8. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each EasyOptions service in the customer’s serving Central Office.

9. If the customer subscribes to more than two EasyOptions services on the uSelectSM Selection List, the two most expensive services will be placed within the uSelect package. Services purchased in excess of those purchased as component services of uSelect3 will be charged at their standard tariff rates.

31.5 **Rates and Charges**

<table>
<thead>
<tr>
<th>Monthly Subscription, Per Line {4}</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Monthly Rate{1}</strong></td>
</tr>
<tr>
<td><strong>Noncompetitive</strong></td>
</tr>
<tr>
<td><strong>Competitive</strong></td>
</tr>
<tr>
<td><strong>Installation</strong></td>
</tr>
<tr>
<td><strong>USOC</strong></td>
</tr>
<tr>
<td><strong>Exchanges</strong></td>
</tr>
<tr>
<td><strong>Exchanges{2}</strong></td>
</tr>
<tr>
<td><strong>Charge</strong></td>
</tr>
<tr>
<td><strong>Rate Group 1</strong></td>
</tr>
<tr>
<td><strong>Rate Group 2</strong></td>
</tr>
<tr>
<td><strong>Rate Group 3</strong></td>
</tr>
<tr>
<td><strong>Rate Group 4</strong></td>
</tr>
<tr>
<td><strong>Rate Group 5</strong></td>
</tr>
<tr>
<td><strong>Rate Group 6</strong></td>
</tr>
<tr>
<td><strong>Rate Group 7</strong></td>
</tr>
<tr>
<td><strong>Rate Group 8</strong></td>
</tr>
<tr>
<td><strong>PGO4K</strong></td>
</tr>
<tr>
<td>$16.67{3}$$12.82$$5.00{5}</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>16.67  12.82</td>
</tr>
<tr>
<td>2-Line <strong>uSelect3</strong></td>
</tr>
<tr>
<td>2-Line <strong>PGO5</strong></td>
</tr>
<tr>
<td><strong>Rate Group 1</strong></td>
</tr>
<tr>
<td><strong>Rate Group 2</strong></td>
</tr>
<tr>
<td><strong>Rate Group 3</strong></td>
</tr>
<tr>
<td><strong>Rate Group 4</strong></td>
</tr>
<tr>
<td><strong>Rate Group 5</strong></td>
</tr>
<tr>
<td><strong>Rate Group 6</strong></td>
</tr>
<tr>
<td><strong>Rate Group 7</strong></td>
</tr>
<tr>
<td><strong>Rate Group 8</strong></td>
</tr>
<tr>
<td><strong>PGO5</strong></td>
</tr>
<tr>
<td>$20.34$$12.64$$5.00{5}</td>
</tr>
<tr>
<td>20.34  12.64</td>
</tr>
<tr>
<td>20.34  12.64</td>
</tr>
<tr>
<td>20.34  12.64</td>
</tr>
<tr>
<td>20.34  12.64</td>
</tr>
<tr>
<td>20.34  12.64</td>
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<tr>
<td>20.34  12.64</td>
</tr>
<tr>
<td>20.34  12.64</td>
</tr>
<tr>
<td>20.34  12.64</td>
</tr>
</tbody>
</table>

1. Customers who subscribe to Optional Extended Metropolitan Service (Tier I and Tier II) will pay the Rate Group 8 monthly rate.

2. Refer to 3.1.1 (A)(3)b.i., of the Local Exchange Tariff for competitive exchanges.

3. These rates are effective coincident with the bill period date for customer bills dated January 8, 2013 through February 6, 2013.

4. This package is obsolete as of January 1, 2008. Customers who subscribed to the package prior to January 1, 2008 may retain the package at their current location only.

5. These rates are effective coincident with the bill period date for customer bills dated January 3, 2014 through February 1, 2014.
CALL MANAGEMENT SERVICES

32. uSelect<sup>SM</sup>6

32.1 Description

uSelect<sup>SM</sup>6 and 2-Line uSelect<sup>SM</sup>6 are obsolete except for existing customers at existing locations as of January 1, 2008.

uSelect6 is a package of six EasyOptions<sup>®</sup> services that consists of Caller ID Name and Number Service as a required component and five more component services that the customer may choose from the following Selection List:
- Three-Way Calling
- Call Forwarding
- Call Return
- Call Blocker
- Call Waiting
- Call Waiting ID
- Privacy Manager
- Auto Redial
- Speed Calling 8

32.2 Service Interactions

1. The service interactions of the individual EasyOptions services in the package apply.

32.3 Regulations

1. uSelect6 is available to any residence customer where Caller ID and at least five component services are available.

2. The component services may be purchased individually at their standard tariff rates.

3. Residence customers currently subscribing to all uSelect6 component services may request billing at the uSelect6 price.

4. uSelect6 may be included in other packages and bundles that are marketed under other names.

5. A nonrecurring service charge will apply to the installation of a uSelect<sup>SM</sup> package the first time a new or existing customer subscribes to the package. Payment of the uSelect Installation charge ensures that no subsequent nonrecurring charges will apply if the customer changes or adds features within the Selection List for as long as the customer maintains a uSelect package on that line. If a customer disconnects their uSelect package, the uSelect Installation charge will apply again to re-establish a uSelect package. The uSelect Installation charge will not apply if the customer downgrades from uSelect6 to uSelect3.
CALL MANAGEMENT SERVICES

32. uSelect℠6 (cont’d)

32.3 Regulations (cont’d)

The uSelect Installation charge is a line-level charge and if the customer subscribes to uSelect6 on any additional access lines, the uSelect Installation charge will be charged on each such line.

6. uSelect6 may be ordered on the customer’s primary/main line or any additional line.

7. uSelect6 is offered in association with residence exchange services unless specified otherwise.

8. If applicable, EasyOptions® services nonrecurring Installation Charges will apply when the customer initially subscribes to the uSelect6 package.

32.4 Limitations

1. uSelect6 is available to residence customers only.

2. Discounted monthly rates for any other combinations of the services provided in uSelect6 on the same access line, as specified elsewhere in this tariff, do not apply to the component services selected by the customer within uSelect6.

3. In order to receive the 2-Line uSelect6 price, a customer must have two or more lines and have the uSelect6 package on the main line. Only one 2-Line uSelect6 discount is allowed on a customer’s account. If the customer disconnects their additional access lines, the customer will be charged the uSelect6 price.

4. The uSelect6 component services may only be purchased as a monthly subscription. Usage sensitive per activation services and per activation charges are not included in the uSelect6 package price.

5. The uSelect6 component services are provided on a per line basis. All services must be purchased on the same line in order for the customer to be eligible for the uSelect6 or 2-Line uSelect6 price.

6. uSelect6 subscribers will benefit from the uSelect6 price until they disconnect one or more of the uSelect6 component services.

7. Subscribers will continue to benefit from the uSelect6 price if they disconnect one or more component services from the Selection List and simultaneously replace those disconnected services with other services from the Selection List.
CALL MANAGEMENT SERVICES

32. uSelectSM6 (cont’d)

32.4 Limitations (cont’d)

8. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each EasyOptions service in the customer’s serving Central Office.

9. If the customer subscribes to more than five EasyOptions services on the uSelectSM Selection List, the five most expensive services will be placed within the uSelect package. Services purchased in excess of those purchased as component services of uSelect6 will be charged at their standard tariff rates.

32.5 Rates and Charges

Monthly Subscription, Per Line {4} (T)

<table>
<thead>
<tr>
<th>Monthly Rate{1}</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>USOC</td>
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<td>Rate Group 7</td>
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<tr>
<td>Rate Group 8</td>
<td>16.67{3}</td>
</tr>
</tbody>
</table>

2-Line uSelect6 PGO6 5.00 |

| Rate Group 1 | 20.34 | 12.64 |
| Rate Group 2 | 20.34 | 12.64 |
| Rate Group 3 | 20.34 | 12.64 |
| Rate Group 4 | 20.34 | 12.64 |
| Rate Group 5 | 20.34 | 12.64 |
| Rate Group 6 | 20.34 | 12.64 |
| Rate Group 7 | 20.34 | 12.64 |
| Rate Group 8 | 20.34 | 12.64 |

{1} Customers who subscribe to Optional Extended Metropolitan Service (Tier I and Tier II) will pay the Rate Group 8 monthly rate.

{2} Refer to 3.1.1(A)(3)b.i., of the Local Exchange Tariff for competitive exchanges.

{3} These rates are effective coincident with the bill period date for customer bills dated April 3, 2014 through May 1, 2014.

{4} This package is obsolete as of January 1, 2008. Customers who subscribed to the package prior to January 1, 2008 may retain the package at their current location only.
CALL MANAGEMENT SERVICES

33. Feature Select

Feature Select is grandfathered as of September 28, 2012 and no longer available for new subscriptions.

33.1 Description

Feature Select is a package of five EasyOptions® services that a business customer may choose from the following Selection List:
- Call Waiting
- Call Forwarding
- Remote Access to Call Forwarding
- Three-Way Calling
- Caller ID Name and Number
- Call Waiting ID
- Auto Redial
- Call Return
- Speed Calling 30
- Call Blocker

33.2 Service Interactions

1. The service interactions of the individual EasyOptions services in the package apply.

33.3 Regulations

1. Feature Select is available to any business customer where at least five component services are available. The component services may be purchased individually at their standard tariff rates.

2. Feature Select may be ordered on the customer’s primary/main line or any additional line. To be eligible for the Feature Select price, all component services must be purchased on the same line.

3. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.

4. EasyOptions services nonrecurring charges are not applicable when the customer subscribes to Feature select. Customers will not be charged EasyOptions services nonrecurring charges if they subsequently request a change to the service chosen within the package.
CALL MANAGEMENT SERVICES

33. Feature Select (cont’d)

33.4 Limitations

1. Feature Select is available to business customers only.

2. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each EasyOptions® service in the customer’s serving Central Office.

3. This package is not available with ISDN, PBX, Coin, PRI, Centrex, PLEXAR and other non-POTS classes of services (e.g. Inmate or hotel-motel lines), 800/900, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Payphone Exchange Access Service, Hot Line and Warm Line, Telebranch, and Location Routing Service.

4. The Feature Select components are only available as a monthly subscription services. Pay-per Use services are not available with Feature Select.

5. Feature Select subscribers will benefit from the Feature Select price until they disconnect one or more of the Feature Select components. If any of the components are removed the remaining services will be billed at the prevailing individual feature tariff rate.

6. Subscribers will continue to benefit from the Feature Select price if they disconnect one or more component services and replace those disconnected services with other services from the Selection List.

7. If the customer subscribes to more than five EasyOptions services on the Feature Select Selection List, the five features to be included in the Feature Select package will be the five highest priced features based on current, stand alone feature rates. Services purchased in excess of those purchased as components of Feature Select will be charged at their standard tariff rates and may include any applicable discounts.

8. Discounted monthly rates for any other combinations of the services provided in Feature Select on the same access line, as specified elsewhere in this tariff, do not apply to Feature Select services.
### CALL MANAGEMENT SERVICES

#### 33. Feature Select (cont’d)

##### 33.5 Rates and Charges

**Monthly Subscription, Per Line**

<table>
<thead>
<tr>
<th>Feature Select</th>
<th>USOC</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>-with Caller ID</td>
<td>C5PCX</td>
<td>$19.00</td>
<td>-</td>
</tr>
<tr>
<td>-without Caller ID</td>
<td>C5PBX</td>
<td>$19.00</td>
<td>-</td>
</tr>
</tbody>
</table>
CALL MANAGEMENT SERVICES

34. **uSelect℠ Standard**

34.1 **Description**

uSelect℠ Standard is obsolete except for existing customers at existing locations as of January 1, 2008.

uSelect℠ Standard is a package of four EasyOptions® component services that the customer may choose from the following Selection List:
- Three-Way Calling
- Call Forwarding
- Call Return
- Call Blocker
- Call Waiting
- Auto Redial
- Speed Calling

34.2 **Service Interactions**

The service interactions of the individual EasyOptions® services in the package apply.

34.3 **Regulations**

1. uSelect℠ Standard is available to any residence customer where Caller ID is not available, and at least four component services are available.

2. The component services may be purchased individually at their standard tariff rates.

3. uSelect℠ Standard may be included in other packages and bundles that are marketed under other names.
CALL MANAGEMENT SERVICES

34. **uSelect℠ Standard** (cont’d)

34.3 **Regulations** (cont’d)

4. A nonrecurring charge will apply to the installation of a uSelect℠ package the first time a new or existing customer subscribes to the package. Payment of the uSelect℠ Installation charge ensures that no subsequent nonrecurring charges will apply if the customer changes or adds features within the Selection List as long as the customer maintains the uSelect℠ package on that line. If a customer disconnects their uSelect℠ package from a line, the uSelect℠ Installation charge would apply again to re-establish a uSelect℠ package on that line. If Caller ID becomes available to the customer, the uSelect℠ Installation charge will not apply again if the customer changes or upgrades to any other uSelect℠ package on the same line.

5. The uSelect℠ Installation charge is a line-level charge and if the customer subscribes to uSelect℠ Standard on any additional access line, the nonrecurring charge will be charged on each such line.

6. uSelect℠ Standard may be ordered on the customer’s primary/main line or any additional line.

7. uSelect℠ Standard is offered in association with residence exchange services unless specified otherwise.

8. If applicable, EasyOptions® services nonrecurring Installation Charges will apply when the customer initially subscribes to the uSelect℠ Standard package.

34.4 **Limitations**

1. uSelect℠ Standard is available to residence customers only.

2. Discounted monthly rates for any other combinations of the services provided in uSelect℠ Standard on the same access line, as specified elsewhere in this tariff, do not apply to the component services selected by the customer within uSelect℠ Standard.

3. The uSelect℠ Standard component services may only be purchased as a monthly subscription. Usage sensitive per activation services and per activation charges are not included in the uSelect℠ Standard package price.
34. **uSelectSM Standard** (cont’d)

34.4 **Limitations** (cont’d)

4. The uSelectSM Standard component services are provided on a per line basis. All services must be purchased on the same line in order for the customer to be eligible for the uSelectSM Standard price.

5. uSelectSM Standard subscribers will benefit from the uSelectSM Standard price until they disconnect one or more of the uSelectSM Standard component services.

6. Subscribers will continue to benefit from the uSelectSM Standard price if they disconnect one or more of the component services from the Selection List and simultaneously replace those disconnected services with other services from the Selection List.

7. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each EasyOptions® service in the customer’s serving Central Office.

8. If the customer subscribes to more than four EasyOptions® services on the uSelectSM Selection List, the four most expensive services will be placed within the uSelectSM package. Services purchased in excess of those purchased as component services of uSelectSM Standard will be charged at their standard tariff rates.

34.5 **Rates and Charges**

<table>
<thead>
<tr>
<th>Monthly Subscription, Per Line (4)</th>
<th>Monthly Rate(1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Noncompetitive</td>
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<tr>
<td>uSelectSM Standard</td>
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<td>PG031</td>
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</table>

(1) Customers who subscribe to Optional Extended Metropolitan Service (Tier I and Tier II) will pay the Rate Group 8 monthly rate.

(2) Refer to 3.1.1(A)(3)b.i., of the Local Exchange Tariff for competitive exchanges.

(3) These rates are effective coincident with the bill period date for customer bills dated January 7, 2010 through February 5, 2010.

(4) This package is obsolete as of January 1, 2008. Customers who subscribed to the package prior to January 1, 2008 may retain the package at their current location only.

(5) These rates are effective coincident with the bill period date for customer bills dated January 8, 2013 through February 6, 2013.

(6) These rates are effective coincident with the bill period date for customer bills dated January 3, 2014 through February 1, 2014.
CALL MANAGEMENT SERVICES

35. Select Feature Package

Select Feature Package is obsolete except for existing customers at existing locations as of November 14, 2008.

Beginning September 1, 2013, Select Feature Package will also be available to existing residence customers with other grandfathered packages during the Company’s consolidation of grandfathered packages.

35.1 Description

35.1.1 Select Feature Package is a collection of services that includes an exchange access line and the Call Management Services listed below. It is available to residence customers only. Residence subscribers will receive a discounted rate for Select Feature Package. The following Call Management services are included as a monthly subscription only:

- Calling Name and Number Delivery (Caller ID)
- Three-Way Calling,
- Call Waiting,
- Call Waiting ID
- Call Forwarding,
- Call Blocker
- Speed Calling 8
- Auto Redial
- Call Return
- Priority Ring
- Selective Call Forwarding

The Call Management Service Installation Charges will apply when the customer initially subscribes to the package and must add one or more of the above Call Management services to create the package on the line. The charges will not apply if the customer is adding services in order to change from another feature package to Select Feature Package on the same order.

35.1.2 Caller ID, Call Waiting and/or Call Waiting ID may be excluded at the customer's option. Any or all of these features may be subsequently added back to the package at the customer's request. No adjustment is made to the package price whether any of these features are included or not.

35.1.3 Caller ID will not be included in Select Feature Package if Caller ID is not available to the customer due to service availability in the customer’s serving Central Office. Such customers will pay a reduced charge for the package, which may be reflected as a credit on the customer’s bill.

35.1.4 The customer may subscribe to Privacy Manager and no adjustment will be made to the package price. Nonrecurring call management installation charges do not apply if Privacy Manager is subscribed to with the package or later removed.
CALL MANAGEMENT SERVICES

35. Select Feature Package (cont'd)

35.1 Description (cont'd)

35.1.5 The customer may subscribe to Call Forwarding-Busy Line, Call Forwarding-Don’t Answer or Call Forwarding-Busy Line/Don’t Answer and no adjustment will be made to the package price. Nonrecurring call management installation charges do not apply if these any or all of these services are subscribed to with the package or later removed.

35.2 Regulations

35.2.1 The component services may be purchased individually at their standard tariff rates.

35.2.2 Discounted monthly rates for any other combinations of the services provided in Select Feature Package on the same access line, as specified elsewhere in this tariff, do not apply under Select Feature Package.

35.2.3 All features must be purchased on the same line in order for the customer to be eligible for Select Feature Package pricing.

35.2.4 Usage-sensitive, per-activation features and per-activation charges are not included in Select Feature Package.

35.2.5 Select Feature Package subscribers will benefit from the package price until they disconnect any of component feature that cannot be otherwise excluded at the customer’s option.

35.2.6 The package is provided subject to the availability of Central Office capacity and facilities and the availability of each EasyOptions® service in the customer’s serving Central Office.

35.2.7 The applicable Installation Charge for one or more individual EasyOptions® services will apply when individual EasyOptions® services are added to the same line containing Select Feature Package subsequent to the package order.

35.2.8 Customers currently subscribing to all Select Feature Package component services may request billing at the Select Feature Package price.

35.2.9 Select Feature Package may be included in other packages and bundles that are marketed under other names. Select Feature Package may also be bundled with other additional services at a combined price.
CALL MANAGEMENT SERVICES

35. Select Feature Package (cont’d)

35.2 Regulations (cont’d)

35.2.10 Select Feature Package may be ordered on the customer’s primary/main line or any additional line.

35.2.11 Select Feature Package is only available with a flat rate access line service.

35.2.12 A nonrecurring charge will apply to the installation of Select Feature Package the first time a new or existing customer subscribes to the package, except that the nonrecurring Select Feature Package installation charge will not apply to customers who convert to Select Feature Package from uSelectSM3, 2-line uSelectSM3, uSelectSM6, 2-line uSelectSM6 or uSelectSM Standard. Payment of the Select Feature Package Installation charge ensures that no subsequent nonrecurring charges will apply if the customer includes or excludes call Waiting and/or Call Waiting ID for as long as the customer maintains Select Feature Package on that line. If a customer disconnects Select Feature Package from a line, the Select Feature Package Installation charge would apply again to re-establish Select Feature Package on that line. The Select Feature Package Installation charge is a line-level charge. If the customer subscribes to Select Feature Package on any additional access line, the nonrecurring feature and package installation charges will be applied to each such line.

35.2.13 Standard non-recurring charges associated with ordering and/or installing the access line may apply.
CALL MANAGEMENT SERVICES

35. Select Feature Package (cont'd)

35.2 Rates and Charges {1}{3}{4}

Monthly Subscription, Per Line Discounted Rates for Select Feature Package.

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<tr>
<th>USOC:</th>
<th>Recurring Monthly Rate</th>
<th>Nonrecurring Installation Charge</th>
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</thead>
<tbody>
<tr>
<td>PGO36</td>
<td></td>
<td>SM7FF</td>
</tr>
</tbody>
</table>

Select Feature Package
- with Standard Plus line $37.00(I) $5.00
- without Caller ID Service {2} $36.00(I) 5.00

{1} This package is obsolete as of November 14, 2008. Customers who subscribed to the package prior to November 14, 2008 may retain the package at their current location only.

{2} The difference between this recurring monthly rate and the recurring monthly rate for Select Feature Package with Caller ID may be reflected on the customer’s bill as a credit. No credit will be given if Caller ID Service is available and the customer deselects it from the package.

{3} Tribal Lands Lifeline customers will pay a package rate that reflects the Tribal Lands Lifeline Discount rate in lieu of the monthly recurring line rate for a Standard/Standard Plus exchange access line.

{4} Residence customers with Lifeline Service and/or Optical EMS Service will pay a package rate that reflects the difference between their monthly recurring Lifeline and/or EMS rates and the monthly recurring line rate for a basic Standard or Standard Plus access line.
36. Complete Choice® Basic

36.1 Description

36.1.1 Complete Choice Basic is a collection of services that includes an exchange access line and the Call Management Services listed below. It is available to residence customers only.

36.1.2 Residential customers who subscribe to Complete Choice Basic will receive a discounted rate on their total monthly recurring bill for Complete Choice Basic where the following Call Management services are purchased as a monthly subscription only:

- Calling Name and Number Delivery (Caller ID)
- Call Waiting
- Touch-Tone Calling Service
- Call Forwarding-Busy Line/Don’t Answer & Star Code Access to Voice Mail

36.1.3 Call Forwarding-Busy Line/Don’t Answer (with Star Code Access to Voice Mail) may be de-selected from the package and no adjustment will be made to the package price. Nonrecurring charges do not apply if these services are de-selected or re-selected after the package is first ordered.

36.2 Regulations

36.2.1 The component services may be purchased individually at their tariff rates.

36.2.2 Discounted monthly rates for any other combinations of the services provided in Complete Choice Basic on the same access line, as specified elsewhere in this tariff, do not apply under Complete Choice Basic.

36.2.3 All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Basic pricing.

36.2.4 The Call Management non-recurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more Call Management services to create the package on the line. The charges will not apply if the customer is changing from another feature package to Complete Choice Basic on the same order.

36.2.5 The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Call Management service in the customer’s serving Central Office.

36.2.6 The applicable Installation Charge for one or more individual Call Management services will apply when individual Call Management services are added to the same line containing Complete Choice Basic subsequent to the package order.
36. Complete Choice® Basic (con’t)

36.2 Regulations (cont’d)

36.2.7 Customers currently subscribing to all Complete Choice Basic component services may request billing at the Complete Choice Basic price.

36.2.8 Complete Choice Basic may be included in other packages and bundles that are marketed under other names. Complete Choice Basic may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic tariff price.

36.2.9 Complete Choice Basic may be ordered on one or more access lines.

36.2.10 Complete Choice Basic is only available with flat rate 1-Party exchange access line service.

36.2.11 A nonrecurring charge will apply to the installation of Complete Choice Basic the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Basic installation charge will not apply to existing customers who convert to Complete Choice Basic from uSelect℠3, 2-line uSelect℠3, uSelect℠6, 2-line uSelect℠6, uSelect℠ Standard or Select Feature Package or the Complete Choice® Enhanced package. Payment of the Complete Choice Basic Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Basic on that line. If a customer disconnects Complete Choice Basic from a line, the Complete Choice Basic Installation charge would apply again to re-establish Complete Choice Basic on that line. The Complete Choice Basic Installation charge is a line-level charge. If the customer subscribes to Complete Choice Basic on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.

36.2.12 Standard non-recurring charges associated with ordering and/or installing the access line may apply.
36. Complete Choice® Basic (con’t)

36.3 Rates and Charges

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Complete Choice Basic. Additional Service Connection Charges associated with local exchange service may apply.

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<thead>
<tr>
<th>USOC</th>
<th>Monthly Rate {1}</th>
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<tr>
<td>PGOC3</td>
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<td></td>
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</table>

{1} Residence customers with Lifeline Service and/or Optional EMS Service will pay a package rate that reflects the difference between their monthly recurring Lifeline and/or EMS rates and the monthly recurring line rate for a Standard or Standard Plus exchange access line.
37. Complete Choice® Enhanced

37.1 Description

37.1.1 Complete Choice Enhanced is a collection of services that includes an exchange access line and the Call Management Services listed below. It is available to residence customers only.

37.1.2 Residence customers who subscribe to Complete Choice Enhanced will receive a discounted rate on their total monthly recurring bill where the following Call Management services are purchased as a monthly subscription only:

- Calling Name and Number Delivery (Caller ID)
- 3-Way Calling
- Call Waiting
- Call Waiting ID
- Call Forwarding
- Call Screening
- Speed Dial 8
- Call Return
- Priority Ringing
- Selective Call forwarding
- Touch-Tone Calling Service
- Call Forwarding-Busy Line/Don’t Answer & Star Code Access to Voice Mail

37.1.3 Caller ID, Call Waiting and/or Call Waiting ID may be de-selected from Complete Choice Enhanced at the customer's option. Any or all of these features may be added back to the package at the customer’s request. No adjustment is made to the package price whether any of these features are included or not.

37.1.4 Caller ID will not be included in Complete Choice Enhanced if Caller ID is not available to the customer due to service availability in the customer’s serving Central Office. Such customers will pay a reduced monthly rate for the package, which may be reflected as a credit on the customer’s bill.

37.1.5 The customer may subscribe to Privacy Manager and no adjustment is made to the package price. Nonrecurring installation charges do not apply if Privacy Manager is subscribed to with the package or later cancelled.

37.1.6 Call Forwarding-Busy Line/Don’t Answer (and Star Code Access to Voice Mail) may be de-selected and no adjustment will be made to the package price. Nonrecurring installation charges do not apply these services are de-selected or re-selected after the original package subscription.
37. Complete Choice® Enhanced (cont’d)

37.2 Regulations

37.2.1 The component services may be purchased individually at their tariff rates.

37.2.2 Discounted monthly rates for any other combinations of the services provided in Complete Choice Enhanced on the same access line, as specified elsewhere in this tariff, do not apply under Complete Choice Enhanced.

37.2.3 All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Enhanced pricing.

37.2.4 The Call Management non-recurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more Call Management services to create the package on the line. The charges will not apply if the customer is changing from another feature package to Complete Choice Enhanced on the same order.

37.2.5 Usage-sensitive, per-activation features and per-activation charges are not included in Complete Choice Enhanced.

37.2.6 Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the required component features.

37.2.7 The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Call Management service in the customer’s serving Central Office.

37.2.8 Complete Choice Enhanced subscribers will continue to benefit from the Complete Choice Enhanced price if, on the same order, they de-select a service and/or re-select a previously de-selected service.

37.2.9 The applicable Installation Charge for one or more individual Call Management services will apply when individual Call Management services are added to the same line containing Complete Choice Enhanced subsequent to the package order.

37.2.10 Customers currently subscribing to all Complete Choice Enhanced component services may request billing at the Complete Choice Enhanced price.
37. Complete Choice® Enhanced (cont’d)

37.2 Regulations (cont’d)

37.2.11 Complete Choice Enhanced may be included in other packages and bundles that are marketed under other names. Complete Choice Enhanced may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic tariff price.

37.2.12 Complete Choice Enhanced may be ordered on one or more access lines.

37.2.13 Complete Choice Enhanced is only available with flat rate 1-Party exchange access line service.

37.2.14 A nonrecurring charge will apply to the installation of Complete Choice Enhanced the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Enhanced installation charge will not apply to existing customers who convert to Complete Choice Enhanced from uSelectSM3, 2-line uSelectSM3, uSelectSM6, 2-line uSelectSM6 or uSelectSM Standard or Select Feature Package or Complete Choice® Basic. Payment of the Complete Choice Enhanced Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Enhanced on that line. If a customer disconnects Complete Choice Enhanced from a line, the Complete Choice Enhanced Installation charge would apply again to re-establish Complete Choice Enhanced on that line. The Complete Choice Enhanced Installation charge is a line-level charge. If the customer subscribes to Complete Choice Enhanced on any additional access line, the nonrecurring feature and package installation charges will be assessed to each such line.

37.2.15 Standard non-recurring charges associated with ordering and/or installing the access line may apply.
37. Complete Choice® Enhanced (cont’d)

37.3 Rates and Charges

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Complete Choice® Enhanced. Additional Service Connection Charges associated with local exchange service may apply.

<table>
<thead>
<tr>
<th>USOC</th>
<th>Monthly Rate(1)(3)(4)</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Choice ® Enhanced - with basic access line</td>
<td>SM7FF</td>
<td>$5.00</td>
</tr>
<tr>
<td>- without Caller ID</td>
<td>PGOC4</td>
<td>$32.00 (I)</td>
</tr>
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</table>

(1) Residence customers with Lifeline Service and/or Optional EMS Service will pay a package rate that reflects the difference between their monthly recurring Lifeline and/or EMS rates and the monthly recurring line rate for a basic Standard or Standard Plus exchange access line.

(2) The difference between this price and the Complete Choice® Enhanced with Caller ID price may be reflected on the customer’s bill as a credit. No credit will be given if Caller ID Service is available and the customer deselects it from the package.

(3) Residence customers who subscribe to Complete Choice® Enhanced and one of the following services will receive a credit for Optional EMS service rates reflected in footnote (1) above: AT&T Unlimited Nationwide Calling Advantage 1, 2, 3, or 4.

(4) Residence customers who subscribe to Complete Choice® Enhanced and one of the following services will receive a credit for their Optional and/or Mandatory Two-way EACS service rates: AT&T Unlimited Nationwide Calling Advantage 1, 2, 3, or 4.