

**TARIFF DISTRIBUTION**

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PURPOSE: Withdraw Caller ID Multi-Line for residence customers

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Service (Cont'd)

#### A13.9.1 General (Cont'd)

##### K. Call Forwarding Multipath

This feature provides *business* customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer, Customer Control of Call Forwarding Busy Line<sup>1</sup>, Customer Control of Call Forwarding Don't Answer<sup>1</sup>, Call Forwarding Variable, or Remote Access to Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded to another telephone number. (C)

Where facilities permit for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks, 10 calling paths will be provided at no charge. For a hunting arrangement greater than 10 lines/trunks, additional paths (in excess of the 10 provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature, each call will be forwarded at the completion of each ring cycle. A service charge will apply to requests to increase or decrease the number of calling paths.

##### L. Call Waiting ID - This feature allows a residence customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides several additional call disposition options.

The customer must have a Calling Identification Delivery feature such as Caller ID-Basic or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting ID include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call (where facilities permit).

Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI)-compatible telephone at the customer's premises. The installation and repair of that equipment, and its technical capability to function in conjunction with the features specified herein, will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility between this equipment and the network features described herein.

All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this guidebook. Such features must be ordered separate from Call Waiting ID.

##### M. Remote Access - Call Forwarding Variable

This feature provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forward-to-telephone number.

##### N. Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is an intra-switch call. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

##### O. Star 98 Access - This feature allows a subscriber to dial \*98 to access a service such as their voice mail service.

**Note 1:** Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.6 Terms, Conditions And Limitations

- A. All Limitations listed in A13.19.3 are applicable to the Caller ID, Caller ID - Multi-Line<sup>1</sup>, and Enhanced Caller ID features in addition to the following: (C)
1. Caller ID - Basic and Caller ID on a flat rate basis are available to single- and multi-line residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. Caller ID - Basic, Caller ID, and Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX multi-line business customers. Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking (BCLID) cannot be provisioned for customers with the following service arrangements; Basic 911, FX, FCO, DPA, or Dual Service.
  2. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-published Listing Service as described in Section A6. 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. Calling Number Delivery Blocking - Permanent is available upon request to domestic violence intervention agencies, state and county departments of human resource shelters, the Attorney General Crime Victim Assistance office, and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking.
  4. Calling Number Delivery Blocking - Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein.
  5. Telephone numbers/names transmitted via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited by this Guidebook, except the caller's number/name may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.
  6. Calling party information via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking is not available on operator handled calls.
  7. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
  8. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

**Note 1:** Effective July 1, 2017, Caller ID – Multi-Line is no longer available for residence subscribers. (N)

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**A113. OBSOLETE SERVICE OFFERINGS – MISCELLANEOUS SERVICE ARRANGEMENTS****A113.19 TouchStar Service**

(Obsoleted May 8, 1995, Type D) Existing Caller ID - Multi-Line<sup>2</sup> customers may retain their existing service as specified in this section of the Guidebook if they so choose. However, if these customers want to change or add to their existing service, they will have to convert to Caller ID - Basic or Caller ID – Deluxe<sup>1</sup> as specified in A13.19. Service charges from Section A4 shall not apply for such conversions. All new customers desiring a TouchStar service calling information delivery feature will have to use A13.19. (C)

**A113.19.1 Definitions of Feature Offerings****A. Caller ID - Multi-Line<sup>2</sup>** (C)

This feature allows residence and business customers with Rotary (Grouping) arrangements to receive and view on a display unit, call related information on certain incoming telephone calls.

The following information is transmitted to the Caller ID - Multi-Line customer and displayed on the called CPE during the first long silent interval of the ringing cycle: calling Directory Number, time of day (hours and minutes) the call was received, and date (month and day) the call was received.

A service order is required to establish or discontinue Caller ID - Multi-Line. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of pre-assigned feature access codes.

**Note 1:** Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers.

**Note 2:** Effective July 1, 2017, Caller ID – Multi-Line is no longer available for residence subscribers. (N)

## A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

### A113.19 TouchStar Service (Cont'd)

#### A113.19.1 Definitions of Feature Offerings (Cont'd)

##### A. Caller ID - Multi-Line<sup>2</sup> (Cont'd)

Any customer subscribing to Caller ID - Multi-Line will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the features described herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network feature described herein.

If the incoming call is from a line equipped with RingMaster service, the telephone number transmitted will always be the main number rather than any dependent RingMaster service number.

If the incoming call is from a caller served by a Private Branch Exchange (PBX), only the main number will be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group unless the telephone number is Telephone Number (TN) identified.

Caller ID - Multi-Line is not available on operator handled calls.

(C)

#### A113.19.2 Terms, Conditions And Limitations Of Service

##### A. The Following Limitations Apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service equipped offices.
2. TouchStar service is available to single line and multi-line residence and business customers who have rotary or Touch-Tone Service.
3. TouchStar service basic features will not work on an originating basis with toll terminals, trunks or some remote switching locations.
4. Appropriate service charges apply except during Company selected periods of special promotion.
5. Caller ID - Basic and Caller ID - Deluxe<sup>1</sup> on a flat rate basis are available to single line and multi-line residence and business customers. Effective May 8, 1995, Caller ID - Multi-Line which was available only for line side terminations equipped with hunting (grouping) arrangements will no longer be available to new customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Caller ID - Basic, Caller ID - Deluxe<sup>1</sup>, Call Tracking, and Caller ID - Multi-Line cannot be provisioned for Basic 911 customers.
6. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-published Listing Service as described in Section A6.
7. Calling Number Delivery Blocking - Permanent is available upon request to domestic violence intervention agencies, state and county departments of human resource shelters, the Attorney General Crime Victim Assistance office, and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking.
8. Calling Number Delivery Blocking - Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein.
9. Telephone numbers transmitted via Caller ID - Multi-Line are intended solely for the use of the subscribers of this feature. Resale of this information is prohibited by this Guidebook, except the caller's number may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.
10. Calling party information via Caller ID - Multi-Line is not available on operator handled calls.
11. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.

**Note 1:** Effective August 1, 2016, Caller ID - Deluxe (without ACB) is no longer available for residence subscribers.

**Note 2:** Effective July 1, 2017, Caller ID - Multi-Line is no longer available for residence subscribers.

(N)

**A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS**

**A113.19 TouchStar Service (Cont'd)**

**A113.19.3 Rates**

**A. Rotary (Grouping) Arrangements**

- 1. Caller ID - Multi-Line<sup>1,3</sup> (Per Line) (C)  
 Per Calling Number Delivered Usage Charge  
 Quantity of Calls

	(DELETED)	Business	USOC	(D)
(a) First 50,000		\$.02	NSDUS	
(b) 50,001 - 400,000		.015	NSDUS	
(c) Over 400,000		.01	NSDUS	

**A113.20 Reserved For Future Use**

**A113.21 Reserved For Future use**

- Note 1:** Effective May 8, 1995, all existing Caller ID - Multi-Line customers may retain this service as specified in this section of the Guidebook or change to the service provided under Caller ID - Basic or Caller ID - Deluxe<sup>2</sup> as specified in A13.19. If existing Caller ID - Multi-Line customers change or add to their existing service, then they will have to convert to Caller ID - Basic or Caller ID - Deluxe<sup>2</sup>. All new single and multi-line residence and business customers desiring a TouchStar service calling information delivery feature will have to use Caller ID - Basic or Caller ID - Deluxe<sup>2</sup>. Call Tracking (BCLID) in A13.19 is available for PBX customers as well as business multi-line customers.
- Note 2:** Effective August 1, 2016, Caller ID - Deluxe (without ACB) is no longer available for residence subscribers.
- Note 3:** Effective July 1, 2017, Caller ID - Multi-Line is no longer available for residence subscribers. (N)