

CUSTOM CALLING SERVICES^{/1/} (C)**A. General Regulations**

1. Custom Calling Services are optional telephone services individually described in Sections 1 through 5, which allow customers to manage efficiently the call flow generated over their Exchange Access Line(s). (C)
2. Custom Calling Services are subject to availability of facilities and compatibility with customer access line and premises equipment. (C)
3. Custom Calling Services are available to residence and small business customers. (C)
4. Custom Calling Services are not available on Centrex, PBX trunks, PLEXAR and Payphone Exchange Access Service. Individual services may have limitations on availability with hunting arrangements.
5. When multiple services are activated on the same line, certain services may take precedence over others.
6. Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to any service of the Company will be furnished in accordance with regulations and at the rates specified in the applicable sections.
7. The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures or malfunctions of Custom Calling Services. Damages arising out of such interruptions, defects, failures, or malfunctions of the services, after the Company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.
8. There can only be one Custom Calling Service package discount per customer line. If the customer qualifies for more than one package, the larger package discount will be applied to the customer's bill. (C)

(D)

AT&T ARKANSAS GUIDEBOOK

PART 7 - Central Office Optional Features
SECTION 1 - Custom Calling Features

21st Revised Sheet 2
Replacing 20th Revised Sheet 2

CUSTOM CALLING SERVICES^{/4/} (cont'd)

B. Descriptions

Call Waiting

Alerts customers who are using their telephone that another caller is trying to reach them. 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.

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 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.

Speed Calling

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 for residential and/or 30 code capacity for business 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.

C. Prices^{/2/}

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Call Waiting ^{/1/}	ESX	\$13.99(l)	\$27.83
Call Forwarding	ESM	13.99(l)	27.83
Three-Way Calling	ESC	13.99(l)	26.44
Speed Calling 8 (Residential) ^{/3/}	ESL	13.99(l)	----
Speed Calling 30 (Business) ^{/3/}	ESF		8.75

/1/ The rate is inclusive of the Cancel Call Waiting Option where available.

/2/ See Part 3, Section 1, for application of Service Connection Charges.

/3/ A Service and Equipment Charge will apply per line when the Speed Calling codes are changed by the Company at the customer's request.

/4/ Custom Calling Services are also known as Custom Calling Features.