

**ADVANCED CUSTOM CALLING SERVICES**

(C)

**A. General Regulations**

1. 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. A monthly rate will apply to all Custom Calling Services. Call Trace will also bill a per successful activation charge in addition to a monthly rate. Auto Redial and Call Return are available for a monthly rate or on a usage sensitive, per activation basis. (C)

**B. Descriptions**Anonymous Call Rejection (ACR)<sup>/1/</sup>

Allows customers to automatically reject calls that have been marked anonymous (see paragraph 22.15) by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that is routed to a denial announcement and subsequently terminated.

Auto Redial

Enables the customer to redial automatically the last outgoing telephone number. If that number is busy, the Telephone Company'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.

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 a Company recorded announcement.

Call Return

Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, the Company'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.

/1/ Anonymous Call Rejection service is obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31,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.

**ADVANCED CUSTOM CALLING SERVICES (cont'd)****B. Descriptions (cont'd)**Call Trace

Enables the customer to initiate a trace of the last incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The results of the trace will not be provided to the customer directly. For further action to be taken, the customer must contact their local law enforcement agency. (C)

ComCall<sup>/1/</sup>

Provides the customer that also subscribes to Three-Way Calling (described in Part 7, Section 1) with the ability to:

- Put a call on hold and pick up from the same or another extension.
- Use extensions as an internal intercom system by signaling with a distinctive ring.
- Put a call on hold and initiate an intercom call by utilizing a distinctive ring to advise someone else to answer.

Priority Call

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

Remote Access to Call Forwarding

Provides the customer that also subscribes to Call Forwarding (described in Part 7, Section 1) 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 as a full set of characters including "\*" and "#". All charges incurred to access the remote number will be billed appropriately.

Selective Call Forwarding

Provides the customer with the ability to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list. The Company equipment will screen incoming calls against the customer's list and forward only those from telephone numbers on the list. 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.

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 subscribe to sufficient facilities to adequately handle calls without impairing any services offered by the Company. 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 and the line to which the call is being forwarded.

/1/ This service is no longer available for residence customers as of January 25, 2013.

**ADVANCED CUSTOM CALLING SERVICES (cont'd)**

**C. Prices<sup>/1/</sup>**

Service	USOC	Monthly Rate	
		Residence	Business
Anonymous Call Rejection <sup>/3/</sup> .....	AYK	\$12.49(l)	\$26.44
ComCall .....	E1N		2.50
Call Return .....	NSS	12.49(l)	23.66
Call Blocker .....	NSY	12.49(l)	5.50
Remote Access to Call Forwarding .....	RC3	1.00	3.00
Auto Redial.....	NSQ	12.49(l)	5.50
Priority Call.....	NSK	12.49(l)	5.50
Selective Call Forwarding .....	NCE	12.49(l)	5.75
Simultaneous Call Forwarding, per Path Rate.....		3.50 <sup>/2/</sup>	3.50 <sup>/2/</sup>
Usage-Sensitive Service		Per Successful Activation	
Call Trace .....	NST	\$10.00	\$10.00
Auto Redial <sup>/4,5/</sup> .....	NV8	0.75	0.75
Call Return <sup>/4,5/</sup> .....	NV9	3.00	3.00
Three-Way Calling <sup>/4,5,6/</sup> .....	3UY	3.00	3.00

/1/ See Part 3, Section 1, for application of Service Connection Charges.  
 /2/ An installation/move charge of \$20.00 applies in addition to the Service and Equipment Charge.  
 /3/ This service is obsolete 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.  
 /4/ Blocking of this service will be provided, at no charge to the customer, upon request.  
 /5/ This service is available only where facilities permit.  
 /6/ 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/PlexarI/PlexarII/Plexar Custom will be restricted from activating Usage Sensitive Three-Way Calling.

**ADVANCED CUSTOM CALLING SERVICES (cont'd)**

(C)

**Caller ID****A. Description**

Allows the transmission of Calling Party Number (CPN) to the subscriber's (called party's) access line. CPN is transmitted across the line during the silent interval between the first and second ring while the called party phone is still on the hook. Calling Name Delivery enables the terminating customer to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. Caller ID subscribers must provide and connect their own compatible premises equipment to process the CPN transmission.

Any Company calling party may prevent the delivery of CPN and/or Calling Name to the called party by dialing an access code immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the CPN and/or Calling Name will not be transmitted across the line to the display equipment of the Caller ID subscriber. Instead, the Caller ID subscriber will receive an "anonymous" or "private" indicator depending on what type of display equipment is being used. This indicator notifies the Caller ID subscriber that the calling party chose to block CPN and/or Calling Name delivery. The blocking of CPN and/or Calling Name will not be provided on calls originating from pay telephones.

Blocked Caller ID 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 the Company compliance with the waiver order's eligibility requirements.

Per line blocking for the delivery of the CPN and/or Calling Name is available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: (a) private, nonprofit, tax exempt, domestic violence intervention agencies and (b) federal, state, and local law enforcement agencies. The CPN and/or Calling Name will not be transmitted from a line equipped with this capability. Per line blocking customers can unblock their CPN and/or Calling Name information on a per call basis, at no charge, by dialing an access code (\*82 on a touch-tone pad or 1182 on a rotary telephone) immediately prior to placing a call.

**B. Service Interactions**

1. CPN and/or Calling Name will not be displayed if the called party is off-hook.
2. CPN and/or Calling Name will not be displayed if the called party answers during the first ring interval.
3. Caller ID is not available with distinctive ringing services having a silent interval length insufficient for CPN and/or Calling Name transmission.
4. Identification of specific stations or extensions served by a PBX is not possible. The main directory number of the PBX will be displayed.
5. CPN and/or Calling Name cannot be identified or transmitted for calls made on a multi-party line. The called party will receive an "unavailable" indicator.

**ADVANCED CUSTOM CALLING SERVICES (cont'd)**

**Caller ID (cont'd)**

**B. Service Interactions (cont'd)**

- 6. CPN and/or Calling Name will be displayed for calls made from another central office only if it is linked by appropriate facilities. 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.
- 7. CPN and/or Calling Name will not be displayed if the calling party has activated CPN and/or Calling Name blocking. 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 911 or to a party that subscribes to an ANI or charge number based service and the call is paid for by the called party.
- 8. Caller ID service is required for the provision of Call Waiting ID Options and Call Waiting ID features described in Section 2.

**C. Prices<sup>1,4/</sup>**

Monthly Subscription, Per Line

Discounts may apply when multiple services are ordered.

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Caller Number <sup>2/</sup> .....	NSD	\$12.49(l)	\$30.43
Calling Name <sup>2/</sup> .....	NMP	12.49(l)	30.43
	<u>USOC</u>	<u>Monthly Credit</u>	
Caller ID Credit <sup>3/</sup> .....	NNK	\$12.49(l)	(\$5.00) <sup>5/</sup>

/1/ See Part 3, Section 1, for application of Service and Equipment Charges.  
 /2/ Calling Number and Calling Name by themselves are obsolete except for existing customers at existing locations. Effective May 19, 1997, Calling Number and Calling Name will only be provided together as Caller ID Service.  
 /3/ When Calling Number and Calling Name are purchased together, the customer receives the Caller ID Credit.  
 /4/ Customers who order qualifying Easy Options Service(s) when establishing new service or moving existing service will not incur a Service and Equipment charge on subsequent orders for additional qualifying Easy Options service(s) placed within 90 days.  
 /5/ This is an existing credit which had previously not been shown in the Guidebook, but is now being added for clarification purposes. No change to Rate, Terms or Conditions.

**ADVANCED CUSTOM CALLING SERVICES<sup>/1/</sup> (cont'd)** (C)

**Call Waiting ID Options**

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 Premise 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 Disposition Codes appear on the customer's CPE as menu options. 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 mailbox
- Allow the caller to join the conversation in progress

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

- Customers must also subscribe to Call Waiting, Caller ID Name and Number, and Call Waiting ID.
- Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
- Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID Options.
- Available only where central office facilities permit.

**Call Waiting ID**

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. (C)

Call Waiting ID is offered subject to the following limitations:

- Customers must also subscribe to Call Waiting and Caller ID Name and Number.
- 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.
- Available only where central office facilities permit.

**A. Prices<sup>/3/</sup>**

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Call Waiting ID <sup>/1/</sup> .....	NWT	\$4.00	\$5.40
Call Waiting ID Options <sup>/2/</sup> .....	NWL	.50	1.10

/1/ Call Waiting ID requires the customer to also subscribe to Call Waiting and Caller ID Name and Number Delivery.

/2/ Call Waiting ID Options requires the customer to also subscribe to Call Waiting ID, Call Waiting and Caller ID Name and Number Delivery.

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

**PERSONALIZED RING**

**A. Description**

Allows a customer to establish up to three telephone numbers on the same access line and distinguish calls to each number by a distinctive ring. The billing telephone number is called the "master" directory number (DN) and the other telephone numbers are called "dependent" directory numbers. A standard ringing pattern is provided for the "master DN" and distinctive ring patterns are provided for a maximum of two "dependent" DNs.

**B. Service Interactions**

1. When a Personalized Ring customer subscribes to Call Forwarding, the dependent DNs can either be forwarded to the same number as the Master DN or receive no forwarding treatment at all. When a customer subsequently requests the Company to change the treatment of his dependent DNs regarding forwarding of calls, the Call Forwarding Service and Equipment charge will apply.
2. When provided with Selective Call Forwarding, Priority Call or Call Blocker, the master and dependent DNs share the same screen editing list.
3. If a Personalized Ring line also has Call Waiting, incoming calls to the Master DN will activate the standard Call Waiting tone. Incoming calls to the dependent DNs will activate a distinctive Call Waiting tone with pattern analogous to the distinctive ring pattern, but at a more rapid cadence.

**C. General Regulations**

1. A directory listing is provided to each dependent DN. When a customer desires his dependent number to be non-published or non-listed, the Company will provide either without charge. However, if the master number is non-published or non-listed, the appropriate monthly rate, as shown in Part 12, Section 1 of this Guidebook, is applicable on the master DN.
2. *Regular Extra Listing* and *Special Types of Extra Listing* rates, as shown in Part 12, Section 1, apply to the master number or dependent numbers, if they are requested by the customer.
3. If a customer requests the listed name to be changed on a dependent DN, the *Regular Extra Listings Service* and Equipment Charge in Part 12, Section 1 is applicable.
4. For a customer-requested dependent number change, the Service and Equipment Charge, as found in Part 3, Section 1 applies.
5. The assigned Personalized Ring number must have the same class of service as the main telephone number to which the Personalized Ring is assigned.

**D. Prices<sup>2/</sup>**

	<u>USOC</u>	<u>Residence</u>	<u>Business</u>
One Personalized Ring Number <sup>3/</sup> .....	DRS	\$12.49 (I)	\$ 7.00
Two Personalized Ring Numbers <sup>3/</sup> .....			
Personalized Ring 1 <sup>1/</sup> .....	DRS1X	12.49 (I)	7.00
Personalized Ring 2 <sup>1/</sup> .....	DRS2	12.49 (I)	3.00

<sup>1/</sup> Only one Service and Equipment (S&E) charge applies when more than one Personalized Ring number is ordered or changed simultaneously.

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

<sup>3/</sup> Personalized Ring has an \$8.00 residential and \$15.00 business S&E charge, however if it is ordered at the same time as another Custom Calling service the higher S&E charge applies.

**CALL TRANSFER DISCONNECT**

**A. Description**

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 and allow the other two parties to continue talking. With this service, business subscribers will be able to route incoming calls from their customers to correct destinations and leave their listed number open for new customers.

**B. Service Interactions**

Call Transfer Disconnect will not be available to residence customers, Foreign Exchange, Payphone, Centrex or Plexar customers.

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 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
- Have good payment habits

Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate and may not resell service.

**C. Price<sup>/3/</sup>**

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>
Call Transfer Disconnect .....	FG3	\$15.00
		<u>Monthly Credit</u>
Per business line package discount, Call Transfer Disconnect with eligible packages <sup>/2,4/</sup> .....	RCR3W	\$7.50 <sup>/1/</sup>

/1/ A monthly credit is applied to the customer's bill when Call Transfer Disconnect is subscribed to in conjunction with Business Essentials, Business Preferred, THE WORKS or The BASICS.  
/2/ If the service is purchased in conjunction with Business Essentials, Business Preferred, THE WORKS or The Basics package, the Service and Equipment Charge is waived.  
/3/ See Part 3, Section 1, for application of Service Connection Charges.  
/4/ This business package is obsolete. Refer to the description of this package for any exceptions and the effective date on which these packages were made obsolete.



**AT&T ARKANSAS GUIDEBOOK**

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

5th Revised Sheet 9  
Replacing 4th Revised Sheet 9

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(D)

**AT&T ARKANSAS GUIDEBOOK**

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

9th Revised Sheet 10  
Replacing 8th Revised Sheet 10

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/1/ Material now appears in Part 20, Section 7, Sheet 34.

**PREFERRED NUMBER SERVICE (PNS)****A. General Regulations**

1. Preferred Number Service (PNS) is a residential service whereby incoming calls to the subscriber's PNS number are automatically forwarded by the Company central office equipment to the subscriber's current Company residence number. The terminating number must have incoming call capability.
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 the Company's service area.
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).
4. PNS and the Unique Ring capability is offered subject to the availability of Company central office facilities.
5. PNS is not offered where the terminating station is a business or Customer-Owned Pay Telephone class of service.
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.
7. PNS is available when used in connection with local exchange service or Long Distance Telecommunications Service (LDMTS) or Inward WATS lines (800 Service).
8. Incoming calls to the PNS number can be forwarded within the local calling scope of the exchange in which the customer is located and cannot be used to expand the local calling scope beyond that available to the PNS subscriber. PNS may result in a toll call if the incoming call is forwarded outside of the local calling scope.
9. 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.

10. A residential directory listing, either the current residence local exchange number or the subscriber's PNS number in the same local exchange, is provided to the PNS subscriber 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 Part 12, Section 1. If the customer wants a non-published or non-listed telephone number, the appropriate charges as outlined in Part 12, Section 1 are applicable on the "forwarded-to" local residence exchange number.
11. 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' in Part 2, Section 2.

**PREFERRED NUMBER SERVICE (PNS) (cont'd)**

**B. Rates and Charges**

The following rates and charges are applicable to Preferred Number Service only:

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u> <small>/1,2,3,4,5/</small>
Preferred Number Service			
Without Unique Ring .....	P6N	\$4.99	\$9.95(R)
With Unique Ring .....	PWN	4.99	9.95(R)

- /1/ The PNS installation charge will not apply on outside moves of a customer's 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 number to which calls are forwarded, 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.