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

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/1/ Material now appears in Part 20, Section 7, Sheet 35.

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COMPLETE CHOICE® ENHANCED

A. Description

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

Residential customers who subscribe to Complete Choice Enhanced will receive a discounted rate on their total monthly recurring bill for Complete Choice Enhanced where the following Custom Calling 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
- Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail

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.

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.

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Call Forwarding-Busy Line/Don't Answer 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 after the original package subscription.

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COMPLETE CHOICE® ENHANCED (cont'd)

B. Regulations

1. The component services may be purchased individually at their guidebook rates.

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 guidebook, do not apply under Complete Choice Enhanced.

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

4. The Custom Calling nonrecurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more Custom Calling 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. (C) (C)

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

6. Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the non-de-selectable component features.

7. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office. (C)

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.

9. The applicable Custom Calling non-recurring Service and Equipment Charge for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Complete Choice Enhanced subsequent to the package order. (C) (C)

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

COMPLETE CHOICE® ENHANCED (cont'd)

B. Regulations (cont'd)

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 Enhanced price.

12. Complete Choice Enhanced may be ordered on the customer's primary/main line or any additional line.

13. Complete Choice Enhanced is only available with Flat Rate Single Line exchange access line service.

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 Select Feature Package℠ or the Complete Choice® Basic package. 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.

15. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

C. Rates and Charges

	USOC	Monthly Rate/1/	Service and Establishment Charge	
Complete Choice Enhanced				
With basic access line	SM7FF		$5.00	
Rate Groups 1-4	PGOC4	$62.00		(I)
When Caller ID unavailable	PGOC4	61.00		(I)

/1/ Residence customers with Lifeline Service will pay a package rate that reflects the difference between their monthly recurring Lifeline rates and the monthly recurring line rate for a basic access line.

COMPLETE CHOICE® ENHANCED (cont'd)

D. Complete Choice Enhanced Retention Offer (D)

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N) (N)

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of $8.00 per month for 12 months on a maximum of two access lines.

The following rules apply:

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) flat rate lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package with flat rate service, the nonrecurring charge(s) and/or package fee will be waived.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

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HOTLINE[/1,3/]

A. Description of Service

Hotline 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. Hotline is available only where facilities permit.

B. Rates and Charges

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

	Monthly Rate	Installation Charge	Service Charge[/2/]
Hotline	$693.00 (I)	$50.00	$5.00

/1/ Coin and multi-line hunt lines are excluded from employing the Hotline and Warmline features.
/2/ The Service Charge of $5.00 will be applied for any subsequent change in the preassigned called number.
/3/ Effective December 1, 2015, Hot Line and Warm Line are no longer available to residence customers.

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EXCHANGE INTERCONNECTION SERVICE

A. General

This section provides for the availability and use of specific Company provided facilities in the provisioning of discretionary business services.

These regulations and rates are in addition to the regulations and rates specified in other Company guidebooks where referenced. Failure to observe these rules and regulations gives the Company the right to discontinue the service.

The services in this section cannot be used by the customer to provide MTS, WATS, MTS-like or WATS-like services to its patrons.

B. Service Description

Exchange Interconnection Service is provided to customers in the form of the Local Serving Arrangement (LSA) and Optional Service Features (OSFs).

The LSA forms the local access arrangement that provides the customer access to the exchange network. It is a prerequisite to ordering any of the OSFs which are provided in this guidebook. Each LSA consists of three (3) components: Access Link, Features/Functions and Transport.

The OSFs offer the customer basic options that facilitate the customer's opportunity to offer enhanced services to its patrons in a flexible manner.

C. Explanation of Terms

Access Link
The local loop facilities from the customer's premises to the first point of termination at the customer's serving central office.

Channel Interconnection
Central office equipment that connects an individual multiplexed channel to a switch termination.

Demarcation Point
An identifiable point at a customer’s premises where operation and maintenance responsibilities end for the local exchange telephone carrier as defined in Part 68 of the Rules of the Federal Communications Commission.

Dial Tone Office
The central office providing the Local Serving Arrangement.

Features/Functions
The interface/interconnect between the Access Link and the rest of the Company exchange network.

Local Serving Arrangement (LSA)
The basic arrangement which provides the customer access to the Company exchange network.

Multiplexed Arrangement
Central office equipment that combines individual channels together for transport over a single communications facility.

EXCHANGE INTERCONNECTION SERVICE (cont'd)

C. Explanation of Terms (cont'd)

Optional Service Feature
Basic options associated with a LSA.

Originating
Calls incoming to the customer from the Company exchange network.

Patron
A user of services provided by the customer of Exchange Interconnection Service.

Switch Termination
Central office equipment and wiring that connects an access link or channel interconnection to the central office switch.

Terminating
Calls outgoing from the customer to the Company exchange network.

Transport
Switched call processing and delivery.

D. Undertaking of the Company

1. The Company will provide all of the service components necessary for the provisioning of Exchange Interconnection Service up to and including the Demarcation Point at the customer's premises.

2. The calling scope for Local Serving Arrangements is the geographic area which includes all wire centers comprising the local calling scope of a specified metropolitan exchange area or local exchange area.

3. Optional extended area services may not be used in conjunction with services offered in this guidebook.

4. Local Serving Arrangements and related Optional Service Features, offered in this guidebook, are available where facilities permit.

5. Miscellaneous services, which are technically compatible to the services offered in this guidebook, may be provided at the rates and charges specified in the applicable sections of this guidebook or other guidebooks of the Company.

EXCHANGE INTERCONNECTION SERVICE (cont'd)

E. Limitations

1. Components of a Local Serving Arrangement (Access Link, Features/Functions and Transport) are not offered separately. In addition, only switch terminations offered from this guidebook may be associated with a Multiplexed Arrangement.

2. Directory Listings will not be provided as a part of Exchange Interconnection Service. Directory listings will be provided for customers at rates specified in Part 12, Section 1.

3. Rates for local directory assistance calls, which are provided by the Company, will apply as specified in Part 11, Section 2, except that no call allowances, offset or exemptions will be allowed.

4. Optional Service Features are available only when provided in conjunction with a Local Serving Arrangement.

F. Obligations of the Customer

1. Customers will provide terminal equipment, derivation equipment or communications systems as required, for use with the services offered in this guidebook.

2. Synchronization of the digital network will be provided in accordance with TA-NPL-000436 DIGITAL SYNCHRONIZATION NETWORK PLAN, ANSI T1.101 - 1987 SYNCHRONIZATION INTERFACE STANDARDS FOR DIGITAL NETWORKS AND TR-NPL-000275 SYNCHRONIZATION OF THE INTRA-LATA DIGITAL NETWORK.

EXCHANGE INTERCONNECTION SERVICE (cont'd)

G. Application of Charges

1. Local Serving Arrangement

   Rates and Charges for the provision of the Local Serving Arrangement consist of three service charges:

   a. The Access Link Charge relates to local loop facilities between the customer and the first point of termination in the customer's serving central office. Foreign Serving Office Service rates and charges do not apply to the Local Serving Arrangement.

   b. Features/Function Charges relate to the interface/interconnect between the Access Link and the Transport facility.

   c. The Transport Charge relates to the provision of switching and transmission facilities that are necessary to facilitate end to end connectivity between the customer and his patrons.

   Originating Transport applies to the inward delivery of calls to the customer's premises.

   Terminating Transport applies to the outward delivery of calls from the customer's premises to locations within the local calling scope of the dial tone office.

2. Installation Charges

   The application of Installation Charges as found in H.1 and H.2 are as follows:

   Installation Charges

First	Applies to the first unit per customer request, per due date, per account, at each central office from which service is provided.
Additional	Applies to each additional unit(s) on the same request as the initial unit, same due date, same account, same location.

   Subsequent Installation Charges apply only to Local Serving Arrangements as follows:

First	Applies to the first unit per customer request, per due date, per account, at each central office served, when a Channel Interconnection is added to an existing multiplexed arrangement.
Additional	Applies to each additional unit(s) on the same request as the initial unit, same due date, same account, same location.

EXCHANGE INTERCONNECTION SERVICE (cont'd)

H. Rates and Charges

1. Local Serving Arrangement - Circuit Switched - Voice Grade Connection[/1,2/]

A voice grade serving arrangement that provides a customer network access, one and two-way communications capability and access to available OSFs via a connection to the circuit switched network. All calls are set up and taken down on a call by call basis.

	USOC	Monthly Charge	Installation Charge First Unit	Installation Charge Add'l Unit
a. Access Link				
2-wire, per facility	1RSV2	$33.00	$160.00	$95.00
DS1, per facility	1RSD4	165.00	725.00	445.00
b. Features/Functions[/1/]				
1. Switch Terminations[/3/]				
Analog Voice Grade Line Side *(select one)*				
Inward	B1N1X	3.30	1.00	1.00
Outward		3.30	1.00	1.00
2-way	B1NCX	3.30	1.00	1.00
2. Multiplexed Arrangements				
Multiplexed DS1 to Voice, per DS1 Access Link	MU74X	195.00		
Analog Voice Grade Channel Interconnection, per Activated Channel[/4/]	N2X2X	3.60	70.00	50.00
Subsequent Order per Activated Channel[/4/]	N2X2X	3.60	85.00	50.00

/1/ When a customer requests a LSA from a serving office in an exchange outside the exchange area in which the customer's premises is located Foreign Exchange Service Charges apply.
/2/ Refer to *Hunting* in Part 4, Section 2 for rates and charges.
/3/ End User Common Line (EUCL) charges apply per Switch Termination.
/4/ A technically compatible switch termination is required per activated channel for circuit switched voice grade type service.

EXCHANGE INTERCONNECTION SERVICE (cont'd)

H. Rates and Charges (cont'd)

1. Local Serving Arrangement - Circuit Switched - Voice Grade Connection (cont'd)

   c. Transport[/1/]

	Rate Per Minute
Originating, per minute of use	$0.009
Terminating, per minute of use within the Local Calling Scope[/2/]	
Call Miles	
0 to 1	0.0257
Over 1 to 25	0.0274
Over 25	0.0399

2. Rearrangement Charges

   a. Change type of Supervisory Signaling..... $40.00

   b. Change Directionality $25.00

/1/ The timing of messages begins when connection is established between the calling and the called telephone and ends when the connection is terminated at any point. Minutes of use will be summed and rounded to the next higher 1/10 of a minute by billing period by telephone number or in the case of hunting lines by lead telephone number. Fractional charges will be rounded to the next higher penny.

/2/ Usage charges in H.1.c (Terminating) apply to all outgoing calls, except those that are placed to the Company (i.e., directory assistance, repair service, business office), toll and authorized 911 emergency number service.

EXCHANGE INTERCONNECTION SERVICE (cont'd)

H. Rates and Charges (cont'd)

3. Optional Service Features

a. Subscriber Information Interface

Subscriber Information Interface (SII) provides originating call information and the capability to activate and deactivate an alerting tone on patron lines. The service is provided utilizing special central office facilities and dedicated channels.

The alerting tone is provided in the form of an intermittent dial tone (Message Waiting Indication) and/or a signal which activates a light on a patron's CPE, and notifies the patron that some type of action is warranted, i.e. a message is waiting for retrieval. Alerting tone capabilities are limited to customer patrons whose local exchange telephone service is served from the same switching system as that of the Subscriber Information Interface.

Originating call information includes the Local Serving Arrangement line and/or terminal identification, call reason (call forward type or direct call) and the patron's directory number. Directory numbers are delivered only when the patron is served from the same switching system as the Subscriber Information Interface.

	USOC	Monthly Rate	Installation Charge
Subscriber Information Interface, each[/1/]	MN1	$250.00	$800.00
		Rate	
Originating Call Information, per call delivered[/2/]		$0.006	

/1/ In addition, a 420 type data channel is required. Charges apply as specified in Part 15, Section 2. For rate application purposes the SII Serving Office is considered to be a customer premises location.
/2/ Charges are summed and rounded to the next higher penny by billing period by telephone number or in the case of hunting lines by lead telephone number.

EXCHANGE INTERCONNECTION SERVICE (cont'd)

H. Rates and Charges (cont'd)

3. Optional Service Features (cont'd)

b. Network Subscriber Information Interface (NSII)

Where available, NSII provides:

- originating call information/1/,
- the ability to activate and deactivate an intermittent dial tone or a visible light signal (Message Waiting Indication) on patrons' lines in multiple Company offices/1/ throughout the LATA, and/or
- the ability to direct Message Waiting Indicator (MWI) messages to one pre-defined SS7 Point Code of the customer's suitably equipped Alternate Network service provider within the LATA/2/

It allows the customer (Voice Messaging Service Provider) to perform these functions in multiple offices through a connection to a single Message Node office.

The customer may request a specific central office to serve as the Message Node office, but the Company retains final authority in choosing the Message Node office for each NSII arrangement. The delivery of Originating Call Information from Company offices is included in the monthly rate for this feature. NSII is subject to capacity limitations of the voice messaging platform, the NSII link, and the Local Serving Arrangement.

A Local Serving Arrangement is required in conjunction with NSII. The same Local Serving Arrangement can not be used in conjunction with both NSII and Subscriber Information Interface. If both of these Optional Service Features are used by a customer in the same location, separate Local Serving Arrangements are required and will be distinguished from one another by the use of different USOC codes.

	USOC	Monthly Rate	Nonrecurring Charge
NSII, per Message Node Service Area/3/	M2N	$6,000.00	$4,000.00

/1/ Originating Call Information and Message Waiting Indication activation/deactivation capabilities are limited to Voice Messaging Service Providers' patrons whose local exchange telephone service is served by equipped switching systems within the Message Node Service Area.
/2/ The Alternate Network telephone numbers must be in the same LATA as the customer's Local Serving Arrangement.
/3/ A voice grade circuit is required for transport. The circuit must meet VG6 technical standards. The necessary rate elements for this connection are two local channels, two interoffice and/or two interexchange channel terminals, interoffice and/or interexchange mileage. A dial-up emergency back up feature is provided for this circuit as a standard function of this service. In order to take advantage of this feature, the customer must subscribe to one additional Local Serving Arrangement with a direction (inward) switch termination and one additional separate Switch Termination. The customer is responsible for providing compatible premises equipment in order to utilize the dial-up emergency back up feature.