

**BUSINESS AND RESIDENTIAL SERVICES
PRICING AND SERVICE GUIDE**

SECTION 3 – GENERAL INFORMATION

3.1 Interstate Service Descriptions (continued)

3.1.5 Inbound Long Distance Services

The Company's inbound long distance services are toll-free number (*e.g.*, 800, 888) services. Calls may originate from any valid exchange and terminate to the Customer's location at no charge to the calling party. With inbound long distance services, the Customer is billed for the call rather than the calling party.

Inbound long distance services may terminate to Customer local exchange access lines using Switched Access termination. Customers with larger call volumes may have inbound calls routed to Special Access facilities connecting the Customer's premises directly with the Company network.

The following standard features are available at no additional charge to Business Customers who subscribe to AT&T Long Distance Toll FreeSM Service.

- (A) On Demand Reroute - Allows the Customer to designate, upon demand, alternate routing of incoming toll-free calls to another location.
- (B) Vanity Numbers - Personalized toll-free number requested by the Customer, subject to the availability of the requested number.

The following optional features and services are available for an additional charge to Business Customers who subscribe to AT&T Long Distance Toll FreeSM Service.

- (A) Authorization Codes - Allows the Customer to limit unintentional or unauthorized calls placed on a toll-free number by requiring the caller to enter a specific code before the toll-free call can be completed.
- (B) Call Blocking - Allows the Customer to define specific geographic areas where calls cannot originate or allows blocking of calls that originate from a payphone.
- (C) National Toll-Free Directory Assistance Listing Service^{/1/} - Beginning September 1, 2003, this service will allow up to one (1) listing per each toll-free number in the National Toll- Free Directory Assistance Listing Service, except that Customer who previously have been allowed up to three (3) listings per each toll-free number in the National Toll-Free Directory Assistance Listing Service will be permitted to retain these listings in accordance with other terms and conditions contained in this pricing and service guide. (C)

Rates, billing increments, discounts and qualifications, if applicable, vary by service plan and are provided in later sections of this pricing and service guide.

^{/1/} Effective on or after July 31, 2020 National Toll-Free Directory Assistance Listing Service will be discontinued, (N)
pending regulatory approval. (N)