

**1. CUSTOM CALLING SERVICES – BUSINESS****A. DESCRIPTION**

Custom Calling Service is an optional service arrangement of central office services furnished to individual line business customers. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit.

**B. DESCRIPTION OF FEATURES****1. Call Forwarding Features**

- a. Call Forwarding (USOC: ESM) permits the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion.
- b. Busy Call Forwarding (USOC: EVB) permits the forwarding of incoming calls when the customer's line is busy. The forwarded number is fixed by the customer service order. Calls may be forwarded outside the customer's local central office (C.O.).
- c. Delayed Call Forwarding (USOC: EVD) permits the forwarding of incoming calls when the customer's line remains unanswered after customer-designated number of rings. The number of rings and the forwarded number are fixed by the customer service order. Calls may be forwarded outside the customer's local central office (C.O.).
- d. Busy Call Forwarding-Extended (USOC: EVC) forwards calls to a number outside the customer's local C.O.
- e. Select Call Forwarding (USOC: CSF) permits the customer to automatically forward (transfer) calls from up to ten customer preselected numbers to another telephone number and to restore it to normal operation at their discretion. Select Call Forwarding can be used in conjunction with Call Forwarding.
- f. Remote Access to Call Forwarding (USOC: RAF) allows the customer to activate and deactivate their Call Forwarding feature and to change their forwarded to number from a location other than where their is service located.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**B. DESCRIPTION OF FEATURES (cont'd)**

2. Call Waiting

Call Waiting (CW) permits the customer engaged in a call to receive a tone signal indicating a second call is waiting; and, by operation of the switchhook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

a. Cancel Call Waiting (CCW) allows a customer to dial an activation code prior to making a call, and cancel the CW feature. CCW must be activated each time the customer wants CW canceled. Exception: customers subscribing to a Custom Calling Service that provides "flash privileges" such as Three-Way Calling, can activate the CCW feature while an incoming or outgoing call is in progress.

CCW is available to customers who subscribe to CW, preceding or in California Guidebook Part 8, Section 4. The rates and charges for CW following include the CCW arrangement.

3. Three-Way Calling

Three-Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

4. Speed Calling 30 <sup>/1/</sup> <sup>/2/</sup>

(C)

Speed Calling permits the customer to place calls to other telephone numbers by dialing a two digit code rather than the complete telephone number. The feature is available as a thirty code list. The code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials a two digit code plus the telephone number.

(C)

(C)

/1/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customer as defined in California Guidebook Part 8, Section 9.

/2/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

(C)

(D)

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****B. DESCRIPTION OF FEATURES (cont'd)**

## 5. Intercom

Intercom permits intercommunication between two or more customer provided telephone stations answering the same telephone number. The customer activates an intercom call by picking up his receiver and dialing his own telephone number from that telephone. When the customer hears a busy tone signal, he returns his receiver to its "on-hook" position within fifteen seconds. The central office then applies distinctive ringing to the customer's telephone station and all extension stations of that line. The customer must go "on-hook" within the fifteen second time allowance, or the intercom activation is canceled. The intercom feature is deactivated when all connected parties terminate their intercom call.

the offering of Intercom will only be furnished to the same customer, on the same premises and supercedures. Additions, deletions or changes to the existing Intercom system are prohibited.

## 6. Intercom Plus

Intercom Plus permits intercommunication between two or more customer provided telephone extensions answering the same telephone number. Intercom Plus features are:

- a. Intercom Dialing - permits the customer to pick up the receiver, dial an access code and hang up. The central office then applies distinctive ringing to the customer's telephone line and all stations of that line. The intercom feature is deactivated when all connected parties terminate their intercom call.
- b. Call Transfer - allows the customer to transfer an incoming call between extensions. Anyone picking up an extension will be connected to the incoming call automatically.
- c. Extension Hold - allows the customer to put a non-intercom call on hold. The call will remain on hold until any extension is taken off hook or the calling party disconnects.
- d. Three-way Calling - allows the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may used on both outgoing and incoming calls.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****B. DESCRIPTION OF FEATURES (cont'd)**

## 7. Priority Ringing

Priority Ringing (USOC: CLP) differentiates incoming calls from up to ten customer preselected telephone numbers by signaling the customer with a distinctive ringing pattern. If the customer subscribes to Call Waiting, a distinctive tone is heard for the selected set of numbers. The last incoming call can automatically be added to the list of preselected numbers.

## 8. Repeat Dialing

Repeat Dialing (USOC: CRD) permits the customer to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the customer with a distinctive ringing pattern when the busy number and the customer's line are free. The customer can continue to make and receive calls while the feature is activated.

## 9. Call Screen

Call Screen (USOC: CCB) allows the customer to automatically block incoming calls from up to ten customer preselected telephone numbers (including numbers from which a customer has just received a call). The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

## 10. Call Return

Call Return (USOC: CCR) allows the customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The customer is alerted with a distinctive ringing pattern when the busy number is free. When the customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****B. DESCRIPTION OF FEATURES (cont'd)**

## 11. Call Trace

Call Trace (USOC: CALTR) allows the customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the customer initiated trace. The information is stored by the Company and disclosed only to a law enforcement agency for investigation purposes. The customer does not receive any information regarding the origination of the calls.

12. Caller Identification (Caller ID) (USOC: CAL1D) displays the telephone number of an incoming call on a specially designed telephone or a device that the customer attaches to their existing telephone.

Call Identification (Caller ID) (USOC: CNM) displays the name and telephone number of an incoming call on a specially designed telephone or a device that the customer attaches to their existing telephone.

13. Anonymous Call Rejection<sup>/1/</sup> (ACR) (USOC: CRE) allows a customer to reject calls from callers who are using a blocking option to prevent display of their telephone number. The customer activates or deactivates ACR by dialing a preassigned code. When ACR is activated, callers who have blocked their number will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to block display of their telephone number. The caller will not be charged for the call. (C)
14. Call Waiting ID (CWID) (USOC: NWL) allows a customer who subscribes to both Caller ID and Call Waiting to see the name and number of an incoming caller while engaged in a call. The customer must have a specially designed telephone or Caller ID device attached to their existing telephone.
15. Call Transfer Disconnect (CTD) (USOC: FG3) allows a customer to initiate a three-way call with either an incoming or originating call and then disconnect from the call leaving the two remaining parties connected.

/1/ Frozen/Grandfathered Anonymous Call Rejection for business customers, effective October 31, 2012. (N)  
See Frozen/Grandfathered Services in AT&T California Guidebook Part 2, Section 2. (N)

**1. CUSTOM CALLING SERVICES – BUSINESS (cont'd)**

B. DESCRIPTION OF FEATURES (cont'd)

(D)

(D)

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)**

**C. Regulations**

1. The Company may furnish Custom Calling Services where there is available central office equipment with the proper program updates as determined by the Company.
2. Custom Calling Services - Residence will not be provided in connection with Semipublic Service or Centrex Service.
3. The Call Forwarding, Busy and Delayed Call Forwarding and Select Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge for local, message unit, zone calling units or dial station toll, applies to all forwarded calls that are answered at the number to which the calls are forwarded.<sup>/1/</sup> (C)
4. Charges between the originating location and the call forwarding equipped line are applicable in accordance with regularly filed tariffs, local message units, zone calling units, dial station or operator station toll. (C)
5. Custom Calling Services may be provided to customers with either rotary dial telephones or Touch-Tone Calling Service. (C)
6. The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
7. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another customer.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)  
(N)

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

C. REGULATIONS (cont'd)

9. Speed Calling Thirty Code Capacity (USOC: ESF)<sup>/2/</sup> is offered on an individual feature basis only. Service can be ordered on the same line with other Custom Calling Services at Service Charges shown in California Guidebook Part 3, Section 1.
  
10. The Intercom feature is offered to individual single line business customers only, provided central office facilities and operating conditions permit.<sup>/1/</sup>

Limitations:

- a. Intercom will work only with a Company provided dialable line where dial tone is normally served.
- b. Intercom is not provided on lines arranged for multiline or series completion hunting.
- c. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- d. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- e. Intercom calls may not be initiated or included as any part of a three-way call.

/1/ See Regulation C.1. preceding.

/2/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customer as defined in California Guidebook Part 8, Section 9



**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

C. REGULATIONS (cont'd)

- 11. Call Trace is billed on a per activation basis. (C)  
(D)  
(D)
  
- 12. Remote Access to Call Forwarding requires a pre-assigned ten digit telephone number per switch capable of provisioning the service. The customer is also required to have a Personal Identification Number (PIN) which must be a minimum of four digits. The PIN is fixed by the customer service order.
  
- 13. Customers must subscribe to Call Forwarding in order to subscribe to Remote Access to Call Forwarding. Remote Access to Call Forwarding is not available on Busy Call Forwarding, Delayed Call Forwarding or Select Call Forwarding.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

C. REGULATIONS (cont'd)

- 14. Intercom Plus is offered to individual single line business customers within the exchange areas of all exchanges and central offices where facilities and operating conditions permit.<sup>/1/</sup>

Limitations:

- a. Intercom Plus will work only with a Company provided dialable line where dial tone is normally served.
  - b. Intercom Plus is not provided on lines arranged for multiline hunting.
15. Priority Ringing, Repeat Dialing, Select Call Forwarding, Call Return Call Screen, Call Trace, Caller ID, Anonymous Call Rejection and Call Waiting ID are not available to customers with the following types of lines: Centrex, Farmer Lines, Coin and Coinless Pay Phones, Hotel/Motel and Hospital Lines, Manual and Direct Connections, Private Branch Exchange (PBX) Service, lines served from some Remote Switching Systems, 900<sup>/2/</sup>, 976<sup>/2/</sup>, and 800 lines and data access lines. These features with the exception of Select Call Forwarding, will only operate when both the caller and the call recipient are served from capable switches. 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.

(N)  
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(N)

- 16. The features shown in O. above may not be provided with cellular service.

/1/ See C.1., preceding.

/2/ California 900 and California 976 services withdrawn effective November 1, 2010.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****C. REGULATIONS (cont'd)**

17. An Enhanced Service Provider (ESP) may order and pay for the provisioning and monthly recurring charges of the following features provided a written agreement exists between the ESP and the end user to order and pay for end user services: Priority Ringing and Select Call Forwarding.

Limitations:

- a. The ESP is responsible for all provisioning and monthly recurring charges for billed-to-ESP services as set forth in 17.2.5.B.4 following including those situations in which the end user and/or the Company has temporarily suspended or disconnected the end user's service.
- b. The Company recommends that the end user contact their ESP to disconnect billed-to-ESP services. It is the responsibility of the end user to contact the Company for service activity for those Company provided services billed directly to the end user.
- c. The limitation of the Company's liability is set forth in California Guidebook Part 2, Section 2.
- d. The ESP shall be liable for and shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks or copyright, or resulting from any claim of libel or slander.
- e. The ESP has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the ESP's equipment. The Company assumes no liability for the, quality defects in, or content of those services. The ESP shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****C. REGULATIONS (cont'd)**17. Limitations: (cont'd)

- f. The ESP's services may be disconnected pursuant to the procedures set forth in California Guidebook Part 2, Section 2 and Part 2, Section 4 for the ESP's failure to make full payment for the Company's services provided under this Guidebook.
- g. The ESP is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the ESP premise equipment, program development, advertising, and promotional expenses. The ESP is financially responsible for all facilities required to connect the ESP's equipment to the Company's serving wire center, in accordance with California Guidebook Part 2, Section 2 and with all applicable rates and charges under the Company's Guidebooks.
- h. The ESP's premise equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in California Guidebook Part 8, Section 8, Connection of Customer Provided Equipment and Systems. If the ESP violates this requirement, the Company shall disconnect the ESP's services.
- i. Billed to ESP orders can only be accepted if the end user line is specified and available for provisioning.
- j. The ESP shall submit to the Company all advertising, sales promotion and other publicity relating to the subject matter of Select Call Forwarding and Priority Ringing wherein the Company's name, signs, markings or symbols are used from which the connection of the Company's name therewith may be in the Company's judgment, reasonably inferred or implied, and further, the ESP shall not publish or use such advertising, sales promotion matter without the prior written approval of the Company.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

C. REGULATIONS (cont'd)

17. Limitations: (cont'd)

- k. The ESP is required to subscribe to access facilities capable of supporting the enhanced service being offered. The ESP is required to subscribe to as many additional access facilities as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****C. REGULATIONS (cont'd)**

18. The customer of the Caller ID feature must have a Customer Premises Equipment (CPE) device to be able to display the caller's name and number. The price of this equipment is determined by the manufacturers of the device and is in addition to the rates and charges for the Caller ID feature.

The called party will not receive the name and telephone number when a caller chooses to block the delivery of their name and telephone number. The called party will receive a message on their display unit which will indicate that the caller does not want their name and telephone number delivered.

19. Blocking Options for Caller ID:

Selective Blocking (\*67) allows customers to block the delivery of their name and telephone number on a per call basis. Customers may control the display of their name and telephone number by dialing \*67 (1167 on rotary dial phones) before dialing the telephone number they are calling.

Complete Blocking (\*82) allows customers to have the Company block the delivery of their name and telephone number on all calls except those on which they elect to have their name and number delivered. Complete Blocking will have the capability of allowing customers to unblock their name and telephone number on a call by call basis by dialing (\*82) (1182 on rotary phones) before dialing the telephone number of the called party. By dialing \*82, the presentation status is changed to public for that specific call.

20. The Selective and Complete blocking options are provided to the customer at no charge.

21. When either blocking option is used, both the name and telephone number of the calling party will not be identified when using Caller ID or any feature with a pre-selected list capability. Name and number blocking do not operate separately. Blocking does not affect the operation of Call Trace, 9-1-1, 800, or 900 service.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

C. REGULATIONS (cont'd)

22. Customers with Caller ID (USOC: CAL1D) for Centrex, PBX, and CUSTOM 8 services will only receive display of incoming telephone numbers. The name associated with an incoming call will not be displayed.

D. TERRITORY

Within the exchange areas of all exchanges where service is furnished from an Electronic Switching System (ESS) or Digital Multiplex Switch (DMS) type central office where facilities and operating conditions permit.<sup>/1/</sup>

E. RATES AND CHARGES

1. RESERVED

/1/ See Regulation C.1 preceding.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**E. RATES AND CHARGES (cont'd)**

2. MONTHLY RATES

The following monthly rates are added to the rates and charges for associated service.

For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/1/</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15 preceding.

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Custom Calling Services – Individual Features			
(1). Call Forwarding, each line <sup>/2/</sup>			
- Call Forwarding <sup>/3/</sup>	RR	\$27.83 (I)	ESM
- Busy Call Forwarding	RR	12.52 (I)	EVB
- Delayed Call Forwarding	RR	12.52 (I)	EVD
- Busy Call Forwarding Extended <sup>/4/</sup>	RR	3.99	EVC
- Select Call Forwarding	RR	4.65	CSF
- Remote Access to Call Forwarding	RR	2.00	RAF

/1/ See C.8 preceding.

/2/ See C.3 preceding.

/3/ Refer to California Guidebook Part 3, Section 1 for Service Charge application.

/4/ See B.1.d preceding.



**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**E. RATES AND CHARGES (cont'd)**

2. MONTHLY RATES (cont'd)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
a. Custom Calling Services – Individual Features <sup>/1/</sup> (Cont'd)			
(2). Call Waiting <sup>/4/</sup> - each line <sup>/2/</sup>	RR	\$27.83 (I)	ESX
(3). Three-Way Calling - each line <sup>/2/</sup>	RR	26.44 (I)	ESC
(4). Speed Calling - 8 code capacity <sup>/5/</sup>	NA	NA	NA
(5). Speed Calling - 30 code capacity <sup>/3/</sup> - each line <sup>/2/</sup>	RR	22.26 (I)	ESF

/1/ See E.1. preceding.

/2/ Refer to California Guidebook Part 3, Section 1 for Service Charge application.

/3/ See C.10 preceding.

/4/ See B.2.a preceding.

/5/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

E. RATES AND CHARGES+ (cont'd)

2. MONTHLY RATES (cont'd)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
a. Custom Calling Services – Individual Features (Cont'd)			
(6). Message Waiting Indicator associated with Forwarded Call Information Service			
- Each line <sup>/2//5/</sup>	RR	RR	EMW
(7). Intercom <sup>/3//5/</sup>			
- Each line <sub>1/</sub>	RR	\$2.85	HM1
(8). Intercom <sub>2,1/</sub> Plus <sup>/4/</sup>			
- Each line	RR	\$4.27	HMP

/1/ Refer to California Guidebook Part 3, Section 1 for Service Charge application.

/2/ Rates, charges and regulations apply as shown in California Guidebook Part 7, Section 3

/3/ See C.10 preceding.

/4/ See C.14 preceding.

/5/ Not offered with flexible pricing.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**E. RATES AND CHARGES (cont'd)**

2. MONTHLY RATES (cont'd)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
a. Custom Calling Services – Individual Features(Cont'd)			
(9). Priority Ringing <sup>/2/,/3/</sup> - each line <sup>/1/</sup>	RR	\$4.65	CLP
(10). Repeat Dialing <sup>/2/,/3/</sup> - each line <sup>/1/</sup>	RR	7.00	CRP
(11). Call Return <sup>/2/,/3/</sup> - each line <sup>/1/</sup>	RR	23.66 (I)	CCR

/1/ Refer to California Guidebook Part 3, Section 1 for Service Charge application.  
/2/ See C.15 preceding.  
/3/ See C.16 preceding.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**E. RATES AND CHARGES (cont'd)**

2. MONTHLY RATES (cont'd)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
a. Custom Calling Services - Individual Features(Cont'd)			
(12) Call Screen - each line <sup>/1/</sup>	RR	\$4.65	CCB
(13) Call Trace - each activation <sup>/4/</sup>	RR	4.65	CALTR
(14) Caller ID <sup>/2/,/3/</sup>	RR	38.04 (I)	CNM
(15) Selective Blocking	NO	NO	NONE
(16) Complete Blocking	NO	NO	CNMBK
(17) Caller ID on Analog Centrex Lines - each line	\$5.70	7.12	CAL1D
(18) Anonymous Call Rejection <sup>/5/</sup>	RR	20.18 (I)	CRE

/1/ Refer to California Guidebook Part 3, Section 1 for Service Charge application.

/2/ See C.18. preceding.

/3/ See C.19 preceding.

/4/ See C.11 preceding.

/5/ Frozen/Grandfathered Anonymous Call Rejection for business customers, effective October 31, 2012. See Frozen/Grandfathered Services in AT&T California Guidebook Part 2, Section 2.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**E. RATES AND CHARGES (cont'd)**

2. MONTHLY RATES (cont'd)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
a. Custom Calling Services - Individual Features (Cont'd)			
(19) Caller ID on PBX lines - each line	\$5.70	\$7.12	CAL1D
(20) Caller ID on Dedicated CUSTOM 8 Service - each line	5.70	7.12	CAL1D
(21) Anonymous Call Rejection <sup>/2/</sup> with Caller ID <sup>/1/</sup>			
- Caller ID	RR	38.04	CNM
- Anonymous Call Rejection <sup>/2/</sup>	NO	NO	CRE
(22) Call Waiting ID - each line	5.70	3.00	NWL
(23) Call Transfer Disconnect			
- Restricted			
- each line	5.70	12.00	FG3RE
- Unrestricted			
- each line	5.70	12.00	FG3UN

(D)  
(D)

/1/ There is no charge for Anonymous Call Rejection when the customer also subscribes to Caller ID service.

/2/ Frozen/Grandfathered Anonymous Call Rejection effective October 31, 2012. See Frozen/Grandfathered Services in AT&T California Guidebook Part 2, Section 2.

(C)

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

E. RATES AND CHARGES (cont'd)

2. MONTHLY RATES (cont'd)

b. Feature Packages

- (1). Feature Packages<sup>/1//2/</sup> consisting of two, three, four, five or more features selected from Call Waiting<sup>/4/</sup>, Call Forwarding<sup>/5/</sup>, Three-Way Calling, Priority Ringing, Repeat Dialing, Select Call Forwarding<sup>/5/</sup>, Busy Call Forwarding<sup>/5/</sup>, Delayed Call Forwarding<sup>/5/</sup>, Busy Call Forwarding Extended, Call Return and Call Screen.<sup>/2/</sup> (C)

Monthly Rate Business - each line

Three Feature Package	10% less than *
Four Feature Package	10% less than *
Five or more Feature Package	10% less than *

\* The total of the monthly rates as specified for the individual Custom Calling Services, per line equipped.

Non-Recurring Charge	
- each line	RR <sup>/3/</sup>

/1/ See C.1 preceding.

/2/ See C.15 and C.16 preceding.

/3/ Refer to California Guidebook Part 3, Section 1 for Service Charge Application.

/4/ See B.1.a. preceding.

/5/ See C.3. preceding.

**1. CUSTOM CALLING SERVICES - BUSINESS (Cont'd)**

E. RATES AND CHARGES (cont'd)

2. MONTHLY RATES (cont'd)

b. Feature Packages (cont'd)

(2). Pacific Bell Saver Packs<sup>SM/1/</sup>

Pacific Bell Saver Packs<sup>1</sup> is a discounted pricing plan offering that is based on the combination of Custom Calling Services with Caller ID. Customers automatically qualify for Saver Pack pricing and receive the associated discounted rates if their account contains the correct combination of products and services listed as of their billing date.

The Power Pack Saver Pack (Power Pack)<sup>1</sup> consists of Caller ID plus any 5-9 Custom Calling Services selected from the following qualifying features:

- Busy Call Forwarding
  - Call Forwarding
  - Call Return
  - Call Screen
  - Call Waiting
  - Call Waiting ID
  - Delayed Call Forwarding
  - Priority Ringing
  - Repeat Dial
  - Select Call Forwarding
  - Speed Calling-30
  - Three-Way Calling
- (C)

The Works Saver Pack (The Works)<sup>1</sup> consists of Caller ID plus 10 or more of the following qualifying features:

- Busy Call Forwarding
  - Call Forwarding
  - Call Return
  - Call Screen
  - Call Waiting
  - Call Waiting ID
  - Delayed Call Forwarding
  - Priority Ringing
  - Remote Access to Call Forwarding
  - Repeat Dial
  - Select Call Forwarding
  - Speed Calling-30
  - Three-Way Calling
- (C)

/1/ Frozen/Grandfathered One-Line Solution Discount, Two-Line Solution Discount, Power Pack, Works, Business Preferred<sup>SM</sup> (Saver Packs) and all associated discounts, effective July 7, 2006. See California Out Of Territory Guidebook Part 2, Section 2.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

E. RATES AND CHARGES (cont'd)

2. MONTHLY RATES (cont'd)

b. Feature Packages (cont'd)

(2). Pacific Bell Saver Packs<sup>SM,1/</sup> (cont'd)

Business Preferred<sup>SM,1</sup> consists of the following four features:

- Call Forwarding
- Call Waiting
- Remote Access to Call Forwarding
- Three-Way Calling

/1/ Frozen/Grandfathered One-Line Solution Discount, Two-Line Solution Discount, Power Pack, Works, Business Preferred<sup>SM</sup> (Saver Packs) and all associated discounts, effective July 7, 2006. See California Out Of Territory Guidebook Part 2, Section 2.



**1. CUSTOM CALLING SERVICES - BUSINESS (Cont'd)**

E. RATES AND CHARGES (cont'd)

2. MONTHLY RATES (cont'd)

b. Feature Packages (cont'd)

(2). Pacific Bell Saver Packs<sup>SM,3/</sup> (cont'd)

Monthly Rate for each Saver Pack

	Monthly Rate	Non-Recurring Charge
Power Pack <sup>3/</sup> - Rate per feature package <sup>1//2/</sup> - Additional Discount	RR 5.50	RR
The Works <sup>3/</sup> - Rate per feature package <sup>1//2/</sup> - Additional Discount	RR 19.75	RR
Business Preferred <sup>SM,3/</sup> - Rate per feature package <sup>1//2/</sup> - Additional Discount	12.95 NO	RR

This discount rate is applied only when all of the components of the Saver Pack are in place at the time of billing for each individual line or trunk line. The Saver Pack discount will be prorated for the time period between the order complete date and the customer's bill round date.

Saver Pack discounts will not be prorated if the customer cancels the service prior to their bill round date. However, the customer will receive prorated credit for each discontinued feature based on the full tariff rate.

/1/ Rate as set forth in E.2.b.(1) preceding.

/2/ The non-recurring charge as set forth in California Guidebook Part 3, Section 1 will be waived for customers who retain a Saver Pack for a minimum of 6 months.

/3/ Frozen/Grandfathered One-Line Solution Discount, Two-Line Solution Discount(Business Solutions), Power Pack, Works, Business Preferred<sup>SM</sup> (Saver Packs) and all associated discounts, effective July 7, 2006. See California Out Of Territory Guidebook Part 2, Section 2.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

E. RATES AND CHARGES (cont'd)

2. MONTHLY RATES (cont'd)

c. Individual Features - Billed to Enhanced Service Providers <sup>/1/</sup>

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1). Priority Ringing <sup>/3//4/</sup> - each business line <sup>/2/</sup>	RR	\$4.75	CLPBR
(2). Select Call Forwarding <sup>/3//4/</sup> - each business line <sup>/2/</sup>	RR	4.75	CSFBR
(3). Call Screen <sup>/3//4/</sup> - each business line <sup>/2/</sup>	RR	4.75	CCBRR

/1/ See E.1. preceding.

/2/ Refer to California Guidebook Part 3, Section 1 for Service Charge application.

/3/ See C.15 preceding.

/4/ See C.16 preceding.

**1. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

E. RATES AND CHARGES (cont'd)

2. MONTHLY RATES (cont'd)

	<u>Nonrecurring Charge</u>	<u>USOC</u>
d. Rearrangements of existing Busy and Delayed Call Forwarding features require the following Miscellaneous Change Charge:		
(1). Change designated number of delayed rings - Per line	RR	NWCCF
(2). Change forwarded to number - Per line	RR	NWCCF
(3). Change designated number of delayed rings and forwarded to number on same line - Per line	RR	NWCCF
e. Changes to the Personal Identification Number (PIN) for Remote Access to Call Forwarding require the following Miscellaneous Change Charge:		
(1). Change the designated PIN - Per line	RR	NWCCF
f. Changes to the blocking options for Caller ID		
(1). Change to blocking option - Per line	NO	

/1/ Refer to California Guidebook Part 3, Section 1 for Service Charge application.

**2. CUSTOM CALLING SERVICE DIRECT CONNECTION - BUSINESS****A. DESCRIPTION**

Custom Calling Service Direct Connection is a Utility provided central office service arrangement permitting automatic connection to another telephone number without dialing that telephone number. The service is activated when the customer lifts the receiver off-hook.

Upon activation, no dial tone is heard and no dialing capability for other outgoing calls is permitted. However, incoming calls can be received when ever the service is not in use.

Custom Calling Service Direct Connection utilizes a reserved Speed Calling-8 list as defined in California Guidebook Part 7, Section 4 in the Utility's exchange areas of all exchanges where service is furnished from an Electronic Switching System (ESS) or Digital Multiplex Switch (DMS) type central office where facilities and operating conditions permit.

**B. DESCRIPTION OF FEATURES****1. Custom Calling Service Direct Connection-Unshared**

Custom Calling Service Direct Connection-Unshared permits the customer to have one or more exchange access lines, each one connecting to a customer designated telephone number. No two exchange access lines share the same Speed Calling list.

**2. Custom Calling Service Direct Connection-Shared<sup>/1/</sup>**

Custom Calling Service Direct Connection-Shared permits the customer to have multiple exchange access lines, each one connecting to the same customer designated telephone number via one line which is designated as the owner of the Speed Calling-8 list.

**3. Custom Calling Service Direct Connection-Controlled<sup>/2/</sup>**

Custom Calling Service Direct Connection-Controlled is also "Shared" as described above. This offering also permits the owner of the Speed Calling-8 list to change terminating telephone number at will with the use of Speed Calling-8 service.

/1/ See Regulations C.5. following.

/2/ See Regulations C.4 following.

**2. CUSTOM CALLING SERVICE DIRECT CONNECTION - BUSINESS (cont'd)**

**C. REGULATIONS**

1. The Company may furnish Custom Calling Service Direct Connection only where there is available central office equipment with proper program updates.
2. Custom Calling Service Direct Connection is not available on Semipublic, Foreign Exchange, Centrex and Farmer Line Services or PBX Trunks.
3. The limitation of the Company's liability is set forth in California Guidebook Part 2, Section 2.
4. Customers of Custom Calling Service Direct Connection-Controlled Service must have a non-Custom Calling Service Direct Connection line equipped with Speed Calling-8 service, as set forth in California Guidebook Part 7, Section 2; all specified rates and regulations apply.
5. All shared exchange access lines with Custom Calling Service Direct Connection must be served by the same central office.
6. Applicable calling charges for connection to the terminating telephone number will be applied under the rates specified in California Guidebook Part 4, Section 2 and Part 9, Section 1.

**2. CUSTOM CALLING SERVICE DIRECT CONNECTION - BUSINESS (cont'd)**

C. REGULATIONS (cont'd)

7. With Custom Calling Service Direct Connection, each access line must be equipped with one of the following classes of service to be associated with the USOCs DCN++ and DCX++.

Business:

MB, ML, MS

**2. CUSTOM CALLING SERVICE DIRECT CONNECTION - BUSINESS (cont'd)**

D. CHARGES AND RATES

1. The following charges and rates are for Custom Calling Service Direct Connection only and are in addition to any applicable service charges, monthly rates, nonrecurring or equipment charges with which they are associated, as set forth in California Guidebook Part 4, Section 2 and Part 3, Section 1.

2. Reserved

3. Establishment of Custom Calling Service Direct Connection:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Custom Calling Service Direct Connection-Unshared - per line	\$9.50	\$267.00 (I)	DCN++
Custom Calling Service Direct Connection-Shared, - per line	9.50	267.00 (I)	DCX++

4. Addition of Custom Calling Service Direct Connection to existing service<sup>/1/</sup>:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Custom Calling Service Direct Connection-Unshared,  - per line <sup>/1/</sup>	RR	\$267.00 (I)	DCN++
Custom Calling Service Direct Connection-Shared, - per line <sup>/1/</sup>	RR	267.00 (I)	DCX++

/1/ Reference to service charges is specified in California Guidebook Part 3, Section 1.

**2. CUSTOM CALLING SERVICE DIRECT CONNECTION - BUSINESS (cont'd)**

D. CHARGES AND RATES (cont'd)

/1/  
|  
/1/

5. Miscellaneous change charges will apply, other than service charges specified in 3. and 4. preceding, in the following situations:

	NONRECURRING <u>CHARGE</u>	<u>USOC</u>
Terminating telephone number change, - per number	\$11.40	NWCDT
System Reconfiguration, - per line	11.40	NWCDT

6. Service charges associated with Custom Calling Service Direct Connection because of telephone number changes as set forth in California Guidebook Part 3, Section 1 are not applicable.

Service Charge Labor

7. Direct Connection Service each line Charges to Direct Connection Service - All Services	\$21.37
Remove from Direct Connection Service - All Services	NO

/1/ Material now appears on Sheet 31.

(C)



**3. USAGE SENSITIVE CUSTOM CALLING SERVICES**

**A. TERMS AND CONDITIONS**

1. All terms and conditions relating to the individual service offerings found in this Guidebook schedule as specified on the list of services (G3. preceding) can be found in the Guidebook schedule indicated next to that service. All of these terms and conditions are applicable to the provisions of the service from this Guidebook.
2. All rates and charges may be adjusted at a later date.

**B. RATES AND CHARGES**

	<u>Activation Charge</u>	
1. Call Return - each activation, business	\$3.00	(l)
2. Repeat Dialing - each activation, business	1.99	
3. Three-Way Calling - each activation, business	3.00	(l)
	<u>Nonrecurring Charge</u>	<u>USOC</u>
4. Removal of blocking option - each business line	\$5.70	UNBLK