

**TARIFF DISTRIBUTION**

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PURPOSE: Withdraw Caller ID-Deluxe (without ACB) and Customer Control of Call Forwarding (Busy Line and Don't Answer) for Residence customers.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.1 Description of Service (Cont'd)

- F.** Call Forwarding Don't Answer  
Provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number.
- G.** Call Forwarding Don't Answer with Ring Control (CFDA-RC)  
Provides for calls incoming to a subscriber's idle directory number to be forwarded to another telephone number after a customer-controlled interval expressed in either ring cycles or seconds, depending on specific technology involved. CFDA-RC provides the customer with the capability to change the interval after which forwarding occurs at the convenience of the customer.
- H.** Remote Access Call Forwarding Variable  
Provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forward-to telephone number.
- I.** Customer Control Call Forwarding Busy Line<sup>1</sup> (C)  
Provides a customer the Call Forwarding Busy Line feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes.
- J.** Customer Control Call Forwarding Don't Answer<sup>1</sup> (C)  
Provides a customer the Call Forwarding Don't Answer feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes.
- K.** Call Forwarding Busy Line Multipath (C)  
Provides a customer who has Call Forwarding Busy Line or Customer Control of Call Forwarding Busy Line<sup>1</sup> the capability to specify the number of calling paths that will be forwarded to another telephone number.
- L.** Call Forwarding Don't Answer Multipath (C)  
Provides a customer who has Call Forwarding Don't Answer or Customer Control of Call Forwarding Don't Answer<sup>1</sup> the capability to specify the number of calling paths that will be forwarded to another telephone number.
- M.** Call Forwarding Variable Multipath or Remote Access Call Forwarding Variable Multipath  
Provides a customer who has Call Forwarding Variable or Remote Access Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded simultaneously to another telephone number.
- N.** Call Waiting ID  
Allows a residence customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides several additional call disposition options.  
Call disposition options provided with Call Waiting ID include:  
- Answer the waiting call placing the first party on hold  
- Answer the waiting call dropping the first party  
- Direct the waiting caller to hold via a recording  
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)  
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.  
Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

**Note 1:** Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.2 Terms, Conditions and Limitations

- A.** All Custom Calling Services
1. The services are available subject to network capability and facility availability.
  2. The services are furnished in connection with individual line service. The services are not available in connection with Prestige Communications Service, Prestige Communications Package, Prestige Deluxe, Centrex-type services or Coin telephone services.
  3. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
  4. Except as specified in this Guidebook, Custom Calling Services are offered for use with PBX Trunk Service or Outward WATS Service subject to the following limitations:
    - a. May be provided when compatible with the equipment configuration at the customer's premises.
    - b. Available only in certain types of central offices.
    - c. Not available with Direct Inward Dial type trunks.
    - d. Available only with two types of hunting arrangements, multiline and series completion, and subject to the limitations of these hunting arrangements.
- B.** Call Forwarding – all varieties
1. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.
- C.** Three-Way Calling  
Two toll points may be connected by Three-Way Calling.
- D.** (DELETED)
- E.** Call Forwarding Busy Line<sup>f</sup> (C)  
The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order.
- F.** Call Forwarding Don't Answer<sup>f</sup> (C)  
The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order. No service charge is applicable if the customer requests a ring count change within 30 days from the establishment of this feature on the subscriber's line.
- G.** Call Forwarding Don't Answer with Ring Control (CFDA-RC)  
The forwarded-to telephone number is specified at the time service is established and can only be changed via service order. Such change is subject to the Secondary Service Charge. After establishment of service, the interval can only be changed by the customer and cannot be changed via service order. A change made by the customer is not subject to service charges.
- H.** Customer Control Call Forwarding Busy Line  
The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order.
- I.** Customer Control Call Forwarding Don't Answer  
The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. No service charge is applicable if the customer requests a ring count change within 30 days from the establishment of this feature on the subscriber's line.

**Note 1:** Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.3 Rates

##### A. Residence

##### 1. Individual Features

	<b>Monthly</b>		
	<b>Rate</b>	<b>USOC</b>	
(a) Call Forwarding Variable <sup>1</sup>	<b>\$9.00</b>	<b>ESM</b>	
(b) Three-Way Calling <sup>1</sup>	<b>9.00</b>	<b>ESC</b>	
(c) Call Waiting <sup>1</sup>	<b>10.99</b>	<b>ESX</b>	
(d) Speed Calling (8-Code) <sup>1</sup>	<b>9.00</b>	<b>ESL</b>	
(e) Speed Calling (30-Code) <sup>1</sup>	<b>9.00</b>	<b>ESF</b>	
(f) Call Forwarding Busy Line <sup>1</sup>	<b>2.00</b>	<b>GCE</b>	
(g) Call Forwarding Don't Answer <sup>1</sup>	<b>2.00</b>	<b>GCJ</b>	
(h) Remote Access Call Forwarding Variable <sup>1</sup>	<b>7.00</b>	<b>GCZ</b>	
(i) <b>(DELETED)</b>			(D)
(j) <b>(DELETED)</b>			(D)
(k) Call Waiting ID for Call Forwarding Don't Answer <sup>1,2,3</sup>	<b>10.99</b>	<b>ESXD9</b>	(T)
(l) Call Waiting ID for Conferencing <sup>1,3</sup>	<b>10.99</b>	<b>ESXDC</b>	(T)
(m) Call Forwarding Don't Answer with Ring Control <sup>1</sup>	<b>2.00</b>	<b>GCJRC</b>	(T)
(n) Three-Way Calling with Transfer <sup>4</sup>	<b>9.00</b>	<b>ESCWT</b>	(T)
(o) Star 98 Access <sup>1</sup>	<b>1.00</b>	<b>S98AF</b>	(T)

**Note 1:** Monthly rate per central office line equipped.

**Note 2:** Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, terms and conditions for CFDA apply as specified herein.

**Note 3:** Caller ID must be ordered separate from this offering. Rates, terms and conditions for Caller ID apply as specified in section A13.19.

**Note 4:** Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions of Feature Offerings (Cont'd)

**G.** Caller ID - Basic (Number Delivery) (Cont'd)

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted will always be the main number of the hunt group unless, facilities permitting, the lines are TN (Telephone Number) identified within the group.

Calling party number information via Caller ID - Basic is not available on operator handled calls.

**H.** Caller ID a.k.a. Caller ID Deluxe (Name and Number Delivery)<sup>1</sup>

(C)

This feature enables the customer to view on a display unit the Directory Name and Directory Number (DN) on incoming telephone calls.

A maximum of 15 characters is allowed for transmission of the calling party name.

When Caller ID is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID customer.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller who subscribes to RingMaster service, the name and number transmitted will always be the main directory listing information rather than the RingMaster service listed name and number.

If the incoming call originates from a Multi-Line Hunt Group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.

If the incoming call is from a caller served by a PBX, generally only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

Where facilities permit, Caller ID also includes Anonymous Call Blocking. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Blocking regardless of the current state of the Anonymous Call Blocking customer's line (e.g., off hook or idle).

Subsequent to establishment of Caller ID, Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Calling Party name and/or telephone number information via Caller ID is not available on operator handled calls.

**I.** Calling Number Delivery Blocking - Permanent

This feature enables customers to prevent the transmission of their Directory Number and/or Directory Name, on outgoing calls, to subscribers of TouchStar service features as described herein. Calling Number Delivery Blocking is in operation on a continuous basis. The feature is applicable on all outgoing calls placed from the customer's line.

**Note 1:** Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers.

(N)

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.19 TouchStar Service (Cont'd)**

**A13.19.4 Rates and Charges<sup>1</sup> (Cont'd)**

**C. Other - (Individual Features)**

	Monthly Rate		USOC	
	Per C.O. Residence	Line Equipped Business		
(1) Caller ID - Basic				
(a) Per line	\$9.99	\$11.00	NSD	
(2) Caller ID - Deluxe (with ACB)				(T)
(a) Per line	9.99	15.00	NXMCR	
(3) <b>(DELETED)</b>				(D)
(4) Enhanced Caller ID (with ACB)				(T)
(a) Per line	NA	17.00	NXECR	
(5) Enhanced Caller ID with Call Management (with ACB)				(T)
(a) Per line	NA	17.00	NIACR	
(6) Enhanced Caller ID with Call Management (with ACB and Call Forwarding Don't Answer) <sup>1</sup>				(T)
(a) Per line	NA	17.00	NCACR	

**D. Per Subscription**

1. Business PBX or MLHG

a. Call Tracking-Bulk Calling Line Identification (BCLID)

	Nonrecurring Charge	USOC
	(1) Per Line/Trunk Arrangement <sup>2</sup>	
(a) Per DID arrangement	\$500.00	NXB
(b) Per Non-DID arrangement	500.00	NXK
	<b>Charge Per Call</b>	<b>USOC</b>
(2) Per Calling Number Delivered Usage Charge		
(a) First 50,000 calls	\$.03	NA
(b) 50,001 - 400,000 calls	.02	NA
(c) Over 400,000 calls	.01	NA

**E. (Obsoleted, See Section A113.)**

**Note 1:** Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, terms and conditions for CFDA are in A13.9.

**Note 2:** The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line Guidebook, Section B3.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.70 Privacy Manager Service

#### A13.70.1 Definition of Feature Offering

- A. Privacy Manager service will provide Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy Manager service will intercept all unidentified calls before the subscribers telephone rings. If the call is marked private, the caller will be asked to press 1 to deliver his/her calling information. On unavailable or unknown numbers, the caller will be asked to state their name. Once the calling party is identified, the service will ring the subscriber and announce the calling party's information. The subscriber has the option to accept the call, reject the call, or send a "Do Not Solicit" message to a telemarketer. Privacy Manager service allows the subscriber to assign a special passcode giving callers of his/her choice the ability to bypass Privacy Manager service. Subscribers may also switch Privacy Manager service on or off from his/her own phone.

#### A13.70.2 Terms, Conditions and Limitations of Service

- A. The following terms, conditions and limitations apply:
1. Privacy Manager service is provided subject to the availability of facilities.
  2. Privacy Manager service is available to single and multi-line residence customers.
  3. Privacy Manager service is not compatible with Calling Number Delivery Blocking-Permanent, FX, FCO, ISDN or ADSL. Privacy Manager service may not be compatible with RingMaster service in all switch types.
  4. Caller ID-Deluxe<sup>1</sup> and Touch-Tone service are required in order to subscribe to Privacy Manager service. (C)

**Note 1:** Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers. (N)

## **A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A113.18 (DELETED)**

### **A113.19 TouchStar Service**

(Obsolated May 22, 1995, Type 4) Existing Caller ID - Multi-Line customers may retain their existing service as specified in this section of the Guidebook if they so choose. However, if these customers want to change or add to their existing service, they will have to convert to Caller ID - Basic or Caller ID – Deluxe<sup>1</sup> as specified in A13.19. These conversions shall not be subject to service charges specified in Section A4. All new customers desiring a TouchStar service calling information delivery feature will have to use A13.19. (C)

#### **A113.19.1 Applications**

Refer to A13.19.1 for applications of TouchStar Service.

#### **A113.19.2 Definitions of Feature Offerings**

- A.** Reserved for future use
- B.** Reserved for future use
- C.** Reserved for future use
- D.** Reserved for future use
- E.** Reserved for future use
- F.** Reserved for future use
- G.** Reserved for future use
- H.** Reserved for future use
- I.** Reserved for future use
- J.** Reserved for future use
- K.** Reserved for future use
- L.** Reserved for future use
- M.** Caller ID - Multi-Line

This feature allows residence and business customers with Rotary (Grouping) arrangements to receive and view on a display unit call related information on certain incoming telephone calls.

The following information is transmitted to the Caller ID - Multi-Line customer and displayed on the called CPE during the first long silent interval of the ringing cycle: calling Directory Number, time of day (hours and minutes) the call was received, and date (month and day) the call was received.

A service order is required to establish or discontinue Caller ID - Multi-Line. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID - Multi-Line will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the features described herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network feature described herein.

If the incoming call is from a line equipped with RingMaster service, the telephone number transmitted will always be the main number rather than any dependent RingMaster service number.

If the incoming call is from a caller served by a Private Branch Exchange (PBX), only the main number will be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group unless the telephone number is Telephone Number (TN) identified.

Caller ID - Multi-Line is not available on operator handled calls.

**Note 1:** Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers. (N)



## A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

### A113.19 TouchStar Service (Cont'd)

#### A113.19.3 Terms, Conditions and Limitations of Service

A. The following limitations apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service capable areas. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. TouchStar service is available to single line and multi-line residence and business customers who have rotary or Touch-Tone service. Caller ID - Basic and Caller ID - Deluxe<sup>l</sup> are available to single and multi-line residence and business customers but are not available to PBX customers. Effective May 1, 1995, Caller ID - Multi-Line which was available only for line side terminations equipped with hunting (grouping) arrangements will no longer be available to new customers. Call Tracking (BCLID) is not available for single line arrangements, but is available for PBX and multi-line business customers. Caller ID - Basic, Caller ID - Deluxe<sup>l</sup>, Call Tracking and Caller ID - Multi-Line can not be provisioned for Basic 911 customers. (C)
3. TouchStar service features cannot be provisioned on party-line service, Toll Terminals, Trunks, or some Remote Switching Locations.
4. With the exception of Calling Number Delivery Blocking - Permanent, Secondary Service Charges apply for connection of TouchStar service features except during Company designated periods of special promotion.
5. Except numbers/names subject to Calling Number Delivery Blocking, the Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-published Listing Service as described in Section A6.
6. Calling Number Delivery Blocking - Permanent is provided subject to availability of facilities where technically feasible. The Company assumes no liability and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein.  
 Calling Number Delivery Blocking - Permanent (NOB) is available upon request, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers where the head of the agency certifies to local Company management a need for blocking based upon health and safety concerns: (a) Non-profit, tax exempt, private and public social welfare agencies such as domestic violence intervention agencies, (b) federal, state and local law enforcement agencies. Other anonymity options may be made available to federal, state and local law enforcement agencies upon request at no charge.
7. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, or the provision of other anonymity options to law enforcement agencies, is limited as set forth in A2.5.1.
8. Telephone numbers transmitted via Caller ID - Multi-Line are intended solely for the use of the subscriber of this feature. Resale of this information is prohibited, except the callers' numbers may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.
9. Calling party number information is not available via Caller ID - Multi-Line on operator handled calls.

**Note 1:** Effective August 1, 2016, Caller ID - Deluxe (without ACB) is no longer available for residence subscribers. (N)

**A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS**

**A113.19 TouchStar Service (Cont'd)**

**A113.19.4 Rates and Charges**

- A. Reserved for future use
- B. Business - Individual Features
  - (1) Reserved for future use
  - (2) Reserved for future use
  - (3) Reserved for future use
  - (4) Reserved for future use
  - (5) Reserved for future use
  - (6) Reserved for future use
  - (7) Reserved for future use
  - (8) Reserved for future use
  - (9) Reserved for future use
  - (10) Reserved for future use

- (11) Anonymous Call Rejection<sup>1</sup>
  - (a) Per line

Nonrecurring Charge	Monthly Rate	USOC
	<b>\$4.00</b>	<b>HBY</b>

- C. Reserved for future use
- D. Reserved for future use
- E. Caller ID - Multi-Line
  - 1. Rotary (Grouping) Arrangements
    - a. Caller ID - Multi-Line<sup>2</sup>
      - (1) Charge Per Call

	Residence	Business	USOC
(a) First 50,000 calls	<b>\$.02</b>	<b>\$.02</b>	<b>NSDUS</b>
(b) 50,001-400,000 calls	<b>.015</b>	<b>.015</b>	<b>NSDUS</b>
(c) Over 400,000 calls	<b>.01</b>	<b>.01</b>	<b>NSDUS</b>

**Note 1:** Obsoleted 10-31-12. Anonymous Call Rejection (ACR) is not available for new installations, additions to existing service or transfers of existing service to a new location on or after October 31, 2012 for business subscribers.

**Note 2:** Effective May 1, 1995, all existing Caller ID - Multi-Line customers may retain this service as specified in this section of the Guidebook or change to the service provided under Caller ID - Basic or Caller ID - Deluxe<sup>3</sup> as specified in A13.19. Such conversions shall not be subject to service charges specified in Section A4. If existing Caller ID-Multi-Line customers change or add to their existing service, then they will have to convert to Caller ID-Basic or Caller ID-Deluxe<sup>3</sup>. All new single and multi-line residence and business customers desiring a TouchStar service calling information delivery feature will have to use Caller ID-Basic or Caller ID-Deluxe<sup>3</sup>. Call Tracking (BCLID) is available for PBX customers as well as multi-line business customers. (C)

**Note 3:** Effective August 1, 2016, Caller ID - Deluxe (without ACB) is no longer available for residence subscribers. (N)