

## AT&T ILLINOIS GUIDEBOOK

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet 1

### EXCHANGE LINES AND USAGE

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Business and Residential Basic Local Exchange Service and all calling plans and services described in this section that can be purchased with a Business or Residence Network Access Lines or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (C)

#### A. General

1. Exchange Access Service is the furnishing of facilities necessary for communicating within and between specified exchange areas. The service is classified as both Local Exchange and Interexchange Telecommunications Service. Service is comprised of two components - Network Access and Usage.
  - a. Network Access is described in paragraph B.
  - b. Network Access Business services are classified as competitive for all business customers.
  - c. Network Access Residence services are classified as competitive telecommunications services for all residence customers.
  - d. Usage services are described in paragraphs C and D, and in Part 11, Section 1.
  - e. Interdistrict Band Designations for Usage services are in Part 4, Section 7.
2. Service is furnished only for use by the customer; the customer's family, guest, household, employees and business associates; persons temporarily subleasing a customer's residential premises; joint users of the customer's service; end-users of service resold or shared in accordance with Part 2, Section 2; patrons of a composite data service vendor when the service is used for composite data service and by International Record Companies for overseas data message service.
3. There are two classes of service: Business and Residence. The classification of a customer's service as Business or Residence is determined by these conditions, which define the character of use for rate purposes.
  - a. Service will be classified as business if:
    1. the service is used primarily or substantially for a paid commercial, professional or institutional activity, or
    2. the service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay, or
    3. the service number is listed as the principal or only number for a business in any Company Listing Information System, or
    4. the service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of service, without compensation or reimbursement, for a charitable or civic purpose shall not constitute business use of a service.

**FOREIGN DISTRICT SERVICE<sup>/1/</sup>**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Foreign District Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(C)**A. Description**

Foreign District Service is *telephone exchange service* furnished from a district other than the one in which the customer is located. Foreign District Service is provided in MSA's 1, 2, 3, 6, 7, 9 and 15. Service is furnished on a two-point basis only and exchange service is provided only at one of these points (except as specified in C. following).

Foreign District Service is a local exchange or an interexchange telecommunications service.

P.B.X. trunks furnished to a customer from the same foreign district must be of the same class of service.

Foreign District Service can be terminated in switching equipment requiring a four-wire termination. The charges for a Four-Wire Service Terminating Arrangement are as specified under *Foreign Exchange Service* following.

Refer to Part 8, Section 4 for an exception to Foreign District Service rate treatment.

**B. Terms and Conditions****Mileage Measurement**

- Interdistrict Mileage
- The airline mileage is measured between the districts at which service is furnished as determined by their latitude and longitude. When service is furnished by means of the combined facilities of the Company and an OTC, the applicable airline mileage is the Company's portion of the airline mileage as measured between districts. The billing percentage, which represents the Company's portion of the service, is determined as set forth in the National Exchange Carrier Association Tariff F.C.C. No. 4 (NECA No. 4) and is listed in that tariff.
- District points are determined in accordance with Serving Areas referred to in Part 15, Section 2. Measurement to S.A. 105 is made to the individual Chicago district requested by the customer. Foreign District Service from the O'Hare District is not permitted.
- The prefixes which serve each district are referred to in Part 4, Section 2.

<sup>/1/</sup> Effective 10/1/2012, Foreign District Service will no longer be offered to new residence customers. Current subscribers may continue the service until they move or make any changes to their service.

**FOREIGN EXCHANGE SERVICE<sup>/1/</sup>**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Foreign Exchange Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(C)**A. General**

1. Foreign Exchange Service is *telephone exchange service* furnished from an exchange other than the one in which the customer is located. Foreign Exchange Service is available in MSA's 4, 5, 10, 12, 13 and 16. Service is generally furnished on a two-point basis only and exchange service is provided only at one of these points.

Foreign Exchange Service is an interexchange telecommunications service.

2. The service is furnished in connection with any 1-party service available in the exchange, as shown in Part 4, Section 2. Foreign Exchange Service is also provided in connection with Hotel Service.
3. Where more than one P.B.X. trunk is furnished to a customer from the same foreign exchange, all trunks must be of the same type and class of service.
4. Foreign Exchange Service can be terminated in switching equipment requiring a four-wire termination. The charges for a Four-Wire Service Terminating Arrangement are listed following:

- a. Four-Wire Service Terminating Arrangement

- General

The Four-Wire Service Terminating Arrangement permits switching equipment that is designed to use four-wire terminations to be connected to Foreign Exchange Service, Foreign District Service, or Wide Area Telecommunications Service.

Rates and Charges	<u>I.N.C.</u>	<u>Per Mo.</u>
Four-Wire Service Terminating Arrangement, each /4WF/		
When installed coincident with the trunk or WATS access line with which it is associated	\$48.46	\$12.12
When installed subsequent to the trunk or WATS access line with which it is associated	72.69	12.12

The preceding rates and charges are for the Four-Wire Service Terminating Arrangement only and are in addition to the applicable rates and charges for the Foreign Exchange Service, Foreign District Service, or the Wide Area Telecommunications Service with which it is associated.

/1/ Effective 10/1/2012, Foreign Exchange Service will no longer be offered to new residence customers. Current subscribers may continue the service until they move or make any changes to their service.

**FOREIGN CENTRAL OFFICE SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Foreign Central Office Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(C)**A. General**

1. Foreign Central Office Service is *telephone exchange service* furnished through any central office serving the same exchange, other than the central office which regularly serves the area in which the customer is located.

Foreign Central Office Service is a local exchange and interexchange telecommunications service.

2. The service is provided in connection with any service available in the exchange, as shown in Part 4, Section 2.

Foreign Central Office Service is not required with a change in connecting carrier, where the customer's telephone number is designated to a foreign central office within the same rate center.

3. Foreign Central Office Service will not be provided as new service in MSA's 2, 3, 6, 7, 9 and 15, on and after the first day of billing periods beginning on and after July 1, 1990. However, such services activated prior to the customer's billing date beginning July 1, 1990, may continue to be furnished for a period of three years until the customer's billing date in July, 1993. At any time during this three-year period, the customer may elect to convert this service to *Foreign District Service*<sup>/1/</sup>, without incurring Service Charges. Effective with billing period dates beginning July, 1993, such services, for which the Company has not yet received appropriate conversion instructions from the customer, will be billed as Foreign District Service on the basis of the existing service arrangement. Service Charges will not apply for this billing conversion.
4. Foreign Central Office Service is not available in MSA 1.
5. Foreign Central Office Service is available in MSA's 4, 5, 10, 12, 13 and 16.
6. See Part 8, Section 3 for an exception to Foreign Central Office Service rate treatment.

/1/ Effective 10/1/2012, Foreign District Service will no longer be offered to new residence customers. Current subscribers may continue the service until they move or make any changes to their service.

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, all Other Exchange Access Services described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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**\$5 RESIDENCE ACCESS LINE RETENTION OFFER**

- Eligible residence customers who call to disconnect their access line(s) and decide to retain the line(s) between the offer period of August 8, 2008 through March 18, 2009, will receive a \$5.00 bill credit per line for up to two access lines, for as long as they retain the line(s) and required features.
- Effective March 19, 2009 and through October 31, 2010 eligible customers will receive a \$5 bill credit for a maximum of 24 months, provided the access line(s) and required features are retained.
- Eligible customers are those residence customers who call to disconnect up to two access line(s), and then decide to retain the line(s) and have, or newly purchase, Caller ID, Caller ID with Name and one additional feature per line when they call to disconnect. The additional feature with monthly billing must be selected from the following: Call Waiting, Automatic Callback, Three-Way Calling, Call Forwarding, Call Screening, Distinctive Ringing, Repeat Dialing, Speed Calling 8 and Speed Calling 30. The nonrecurring charges associated with adding the required features will also be waived.
- This offer is not available to subscribers of Consumer's Choice Plus or Complete Choice Enhanced. Eligible customers may only receive this offer once during the offer period. This offer may not be combined with other retention offers that provide a monthly discount. Customers must keep the required services for 30 days to receive the benefit of this offer. Customer bills will be credited \$5.00 each month per line that the access line(s) and required features are retained. If the customer disconnects the line(s) or required features or moves to a new location, the remaining benefits will cease.

**\$6 FOR 12 ACCESS LINE RETENTION OFFER**

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.

- Eligible residence customers who call to disconnect their access line(s) and then decide to retain the line(s) and have, or newly subscribe to a Custom Calling feature per line, will receive a \$6.00 bill credit per month, per line.
- Eligible customers will receive a \$6.00 bill credit per month, per line for up to two access lines, for a maximum of 12 months. Eligible customers may receive this offer only once during the offer period and must keep the required services for 30 days to receive the benefit of the offer.
- The customer's bill will be credited \$6.00 each month per line that both the access line(s) and the Custom Calling feature(s) are retained. If the customer disconnects the line(s) or the required feature(s) or moves from their current location, the remaining benefits will cease.
- This offer may not be combined with any other Company residence retention offers that provide a monthly discount. Customers subscribing to Complete Choice Enhanced must have the access line in service for a minimum of 60 days, before becoming eligible for this offer. Customers subscribing to Consumers Choice Plus are not eligible for this offer.

**CENTREX SERVICE****A. Description**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Centrex Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 30, 2024, AT&T will renew Centrex payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

Centrex Service is a local exchange telecommunications service, provided by a telecommunications system located in a Company central office, which controls the switching of:

- Calls from the exchange network to the Centrex lines,
- Calls from the Centrex lines to the exchange network,
- Intercommunicating calls between Centrex lines.

Direct Inward Dialing is provided to the Centrex by line selection in the central office.

Identification of outward dialing is provided for Centrex lines by individual line identification in the central office for those inter-exchange carriers for which the Company renders billing services.

Integrated voice/data communication capability is provided for the transmission of circuit switched voice and circuit switched data signals on an incoming, outgoing and intercom basis utilizing Integrated Services Digital Network (ISDN) architecture.

Centrex Service offers five types of lines:

- Basic Lines
- Electronic Key Lines
- ISDN Lines (Custom and National)
- OPTI-Centrex Basic Lines
- OPTI-Centrex National ISDN Lines

Centrex Service is offered only as a complete service. The network access and intercommunication portions of the Centrex station line are not provided separately.

Centrex Service is usage sensitive as well as subject to PBX trunk equivalents.

Centrex Service will utilize a PBX trunk equivalent schedule in determining various components of the service. (See Reference Section.)

**CENTRAL OFFICE TO PREMISES FACILITIES (SERVICE TRANSPORT FACILITIES)**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Central Office to Premises Facilities (Service Transport Facilities described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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**A. Regulations**

1. Customer premises are connected to the Company's central office by means of Service Transport Facilities.<sup>/1/</sup>

The use of these facilities is limited to those services provided for in this guidebook whose regulations permit their use. As such, STF is only offered in accordance with those services.

The part of the Service Transport Facilities (STF) rate that is attributable to Network Access is determined by the average rate per pair for all STF serving a customer multiplied by the equivalent trunks required for all services using those facilities.

Equivalent trunk values for Centrex are shown in Part 4, Section 2, *Trunk Equivalency*.

2. Service Transport Facilities are provided on a one facility pair-at-a-time basis, or in the following complements:<sup>/2/</sup>

100 pair	1500 pair
200 pair	1800 pair
300 pair	2100 pair
400 pair	2400 pair
600 pair	2700 pair
900 pair	3000 pair
1200 pair	3600 pair

3. Service Transport Facilities leased on a complement basis are available on a contract basis only. The contract periods are 3 years, 5 years and 7 years.

The monthly rate for Service Transport Facilities provided under contract will not be subject to Company initiated increases.

/1/ At the option of the customer, channelized local channels as provided in Part 20, Section 15, may be used in place of Service Transport Facilities.

/2/ Effective September 15, 2000, Service Transport Facilities (STF) provided in Pair Complements are no longer available to new customers. Existing customers under contract may retain or add to the STF pair complements under contract.

**CENTREX MESSAGE SIGNAL INTERFACE-EXPANDED (CMSI-E)**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Centrex Message Signal Interface-Expanded Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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**A. Description**

Centrex Messaging Signaling Interface-Expanded (CMSI-E) is a Centrex System Feature designed to link a Centrex customer's premises equipment (CPE) to the Company's central office in order to pass signaling and message detail information. This service will allow a customer with operations located in multiple Central Office locations, multiple Central Office locations and an alternative carrier's service, or a single Central Office and an alternative carrier's service in the same LATA to use a single data (CMSI-E) link.

This service is available at both a low speed (1200 baud) and a high speed (9600 baud).

This service consists of three features: Call History Package Delivery, Remote Activation of Message Waiting Indicator and Message Waiting Indication.

**B. Definitions**Call History Package

This feature provides detailed information of calls forwarded from Centrex Lines via a Centrex multiline hunt group and associated data link from the Company's Central Office to the customer-provided Message System Interface.

Remote Activation of Message Waiting Indicator

This feature has two options:

*Remote Activation of Message Waiting Indicator:*

- allows the Centrex customer to activate/deactivate an audible message waiting tone (stutter dial tone) on Centrex Lines or a visual LED indication on electronic business sets.

*Remote Activation of Message Waiting Indicator-Alternate Network Delivery:*

- allows the Centrex customer to activate/deactivate an audible message waiting tone (stutter dial tone) on Centrex Lines or a visual LED indication on electronic business sets, and
- send MWI messages to one pre-defined SS7 Point Code of its suitably equipped alternate network provider. The alternate network telephone numbers must be in the same LATA as the customer's CMSI-E link.

The *Remote Activation of Message Waiting Indicator-Alternate Network Delivery* option is limited to customers with operations in five or less Central Office locations in the LATA.

Message Waiting Indicator

This feature provides an audible tone signal, e.g., stutter dial tone, on a Centrex Line or, where technology permits, a visual LED indication on an electronic business set.



**DIRECT INWARD DIALING (DID) TO PBX SYSTEMS**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Direct Inward Dialing (DID) to PBX Systems described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(C)**A. Description**

DID is a service which permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the central office. The central office will outpulse digits to the customer premises equipment which can further process the calls as desired. This service is classified as a competitive telecommunications service for all business customers in Access Area A, Access Area B, and Access Area C.

**B. Terms and Conditions**

DID Service is provided subject to the availability of facilities and may only be furnished from properly equipped central offices. A Wire Spring No. 5 Crossbar central office which is not presently equipped for DID Service will only be so equipped at rates and charges under special construction charges, Part 2, Section 5.

DID Service will be provided at the rates and charges specified in the Price Section. These rates and charges are in addition to those for P.B.X. trunks as specified in Part 4, Section 2.

The customer shall be responsible for providing interception of calls to assigned, but unused, DID numbers by means of attendant intercept or recorded announcement service.

Resale and sharing of DID service may be provided subject to the following conditions:

- The resale/sharing provision of DID service will be limited to service furnished on a measured rate basis only.

The Customer of Record must be responsible for intercepting calls to assigned but unused numbers.

Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Company only from the Customer of Record.

The Customer of Record shall be liable for all charges, and the Company shall not be responsible for the allocation of usage, or charges for resold/shared service. In the event of the failure of the Customer of Record to pay all charges by the due date, all users shall be jointly and severally liable for such charges.

In the event of discontinuance or reduction of DID service, the Customer of Record disconnected numbers will be intercepted with the standard central office recorded announcement that tells the caller the number has been disconnected. Only those DID numbers which have an alphabetical listing as specified in Part 12, Section 1 will be intercepted.

The temporary suspension of service provisions as specified in Part 2, Section 4, do not apply to DID Service.

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Automatic Call Distribution Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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## **AUTOMATIC CALL DISTRIBUTION SERVICE**

### **A. General**

Automatic Call Distribution (ACD) Service is an optional service arrangement for Centrex Service (Part 5) and Integrated Information Network (IIN) Service (Part 20, Section 5). ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions. Incoming calls are served on a first-in, first-out basis and if all agent positions are busy, calls may be held in an incoming queue until an agent position becomes available or the caller disconnects.

The ACD Service switching function is performed in the Company central office and is available only from digital central offices where facilities have been provisioned for the service.

All customer-provided equipment used to interface with ACD Service is required to conform with the Technical Reference Specifications as used by the Company and found in Technical References AM-TR-NPL-000004 and AM-TR-PSS-000032, respectively.

ACD Service can be provided as Basic ACD service or Deluxe ACD service. The customer may have more than one ACD group, but within an ACD group, all positions must be either Basic or Deluxe. Deluxe ACD service provides for the capability for the optional feature Management Information System Data Stream (MIS).

An ACD Basic or Deluxe position may be configured as an agent position, a supervisor position or an agent position with supervisor capabilities.

### **B. System Requirements**

Agent positions may be served by standard (2500) or Electronic Key Telephones; supervisor positions must be served by Electronic Key Telephones. When served by Electronic Key telephones, the rates and charges for the Electronic Key Line feature for agent and supervisor positions are as stated in Part 5, Section 1, and apply on a per ACD line basis.

**SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI)**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Switch to Computer Applications Interface Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(C)**A. General**

Provides Centrex customers with the capability of the simultaneous exchange of data between telecommunications and data processing environments. This service is available in appropriately equipped offices. The end user must have Centrex service equipped with the Automatic Call Distribution (ACD) capability. All lines in the ACD Group must be equipped with the same SCAI features. This service also requires a Dedicated Network Access Link (DNAL) with the SCAI interface which can be ordered out of the interstate access tariff, F.C.C. No. 2 or out of the intrastate access tariff, I.C.C. No. 21. The DNAL will terminate in the Centrex and connect to the host computer, either on the end users' premises or at an enhanced service provider's location.

**B. Available Features**

There are four features available with the SCAI service. These are:

1. Coordinated Voice and Data Acceptance - allows for the simultaneous delivery of voice and data for incoming calls. This feature is required for the SCAI service. Calling party number information may be provided with this feature. Additional caller information may be requested to provide information to the agent line, however, this is determined by the customer's application.
2. Call Redirection Acceptance - allows the customers' host computer to notify the switch to allow the call to complete as dialed or redirect the call to an alternate number prior to the call being accepted by an agent. This feature also requires Coordinated Voice and Data Acceptance.
3. Computer Assisted Call Transfer Acceptance - allows the customer's host computer to notify the switch to transfer/conference the call from the agent that originally received the call to another agent. This feature also requires the Coordinated Voice and Data Acceptance.
4. Computer Assisted Dialing Acceptance - allows the customer's host computer to notify the switch to place a call to a selected number on behalf of the particular agent. This is an outgoing feature that allows the computer to dial a predetermined list of numbers and connects the call when a person answers. This feature requires Coordinated Voice and Data Acceptance.

**AREA WIDE NETWORKING (AWN) SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Area Wide Networking Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (C)

**A. Description**

Area Wide Networking (AWN) Service allows subscribers to originate calls within geographically different locations using abbreviated dialing where the Company is the intraLATA usage provider. The called party and the calling party may be in different Central Office switches and different telecommunication systems. (C)

AWN operates across the public network or private facilities and can be provided to customers via Private Branch Exchange (PBX), ISDN-Direct or Basic Exchange Service.

Customers may utilize AWN with In Network Numbers or Out of Network Numbers. In Network Numbers are the telephone numbers that participate in the AWN dialing plan. Out of Network Numbers are telephone numbers of locations that may be dialed on an abbreviated basis but cannot dial back on the abbreviated basis. Out of Network Numbers may include telephone numbers that are not part of the customer's telecommunications system or that are served from areas where the service is not available.

**B. Terms and Conditions**

1. Appropriate usage charges will apply to all calls routed across the public network.
2. When a PBX is included in the dialing plan, designated outgoing trunks are provisioned for the service and are dedicated to the AWN dialing plan.
3. AWN Service is furnished subject to the availability of Central Offices equipped and programmed to provide such service.
4. Some Central Office features will require dialing of the complete telephone number when the AWN feature is utilized. AWN dialing will also impact some line restrictions provided by certain Central Office features.

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Telephone Answering Services described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (C)

## TELEPHONE ANSWERING SERVICE

### A. General

1. Telephone Answering Service is a supplementary feature of telephone service whereby incoming calls on central office, Centrex Service, Inward Wide Area Telecommunications Service, Airport Telephone Service, and Administrative Terminal lines may be answered at a common point through the use of answering lines and equipment. The service is available only where selective ringing is used. Various Telephone Answering Services are provided by type based on equipment and line configuration, and types of equipment used.
2. An answering line connects the answering bureau with its client's line for the purpose of allowing the answering bureau attendant to answer incoming calls on that line.
3. Telephone Answering Service does not provide for the placing of outgoing calls over answering lines or intercommunication between clients' lines through the answering equipment.
4. Regular main line service lines may be terminated at an answering bureau for answering only, subject to the rates and charges applicable to such lines. A single main line service line of an answering bureau client may be terminated in a concentrator for answering only on the same basis. In such cases the address in the Company's Listing Information System may be that of the location of the associated answering service switchboard position or console, or it may be the address of the client, provided that the listed address is in the Company's service area and is the same as the billed address of the main line service line.
5. Telephone Answering Service lines are subject to Series 2000, Type 2001E Channel Service rates and charges.
6. In accordance with the provisions in Part 4, Section 5, Joint User Service is not furnished where the customer is primarily engaged in furnishing service of a secretarial nature. However, requests for listings for clients which such an answering bureau is authorized to represent may be accepted upon receipt of written authority from the clients to be listed.

### B. Types and Description

Type 6 - Furnished where the answering bureau uses an individual telephone for each client line, and where the answering bureau and its client are not located in the same building.

### C. Rates

1. The initial contract period for Type 7 concentrator-identifiers installed prior to May 16, 1978, or ordered before May 16, 1978, and installed by November 13, 1978, is five years. The contract period for this equipment ordered after May 15, 1978, or ordered before May 16, 1978, and installed after November 13, 1978, is in accordance with the payment plan selected under the Contract Charging Plan. See Part 2, Section 3, for Contract Charging Plan regulations.

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, all Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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## NUMBER RETENTION SERVICE

### A. Description

Number Retention Service (NRS) is classified as a competitive telecommunications service for all business customers in Access Area A, Access Area B, and Access Area C. NRS is an optional service which allows calls placed to telephone numbers equipped with NRS to be automatically forwarded to a dialable telephone number served by the same central office switch or by a different central office switch located in the same central office area building serving the same exchange. The calling party pays only the applicable charges to call the number equipped with an NRS feature.

NRS is offered only where facilities permit.

Each NRS feature allows simultaneous forwarding of up to a maximum of twelve (12) calls or an unlimited call path threshold with a 1,000 message cap per NRS line. Messages exceeding the cap per line will be billed at the local usage rate.

The customer of record must subscribe to sufficient facilities at the terminating station to adequately handle calls without impairing, disrupting, or deteriorating services offered by the Company.

NRS is provided by adding the telephone numbers to the Centrex Common Block. In the event of a number conflict with the Centrex dialing plan, the company will provide NRS through special software arrangements.

### B. Terms and Conditions

1. NRS is not offered where the terminating station is a coin telephone.
2. The company will not provide identification of the calling telephone number or call detail associated with calls to the NRS equipped number.
3. The company cannot guarantee satisfactory transmission on forwarded calls since the grade of transmission may vary depending on location of the calling party in relation to the terminating station.
4. NRS is not represented as suitable for the transmission of data.
5. NRS is not offered in conjunction with Remote Call Forwarding.
6. Call Forwarding is not offered as a feature on the line to which the NRS call is being forwarded.
7. Only one NRS feature is allowed per number retained.
8. NRS is limited to Business or Centrex lines converting to Centrex service only.
9. The Company reserves the right to limit the numbers retained due to facility availability.

**COMPLETE CHOICE® ENHANCED**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Complete Choice Enhanced will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(C)**A. Description**

Complete Choice Enhanced offers residence customers a combination of Custom Calling and Advanced Custom Calling features with a network access line and unlimited local calling at a package rate.

**B. Definitions**

Complete Choice Enhanced is offered to residence customers and consists of the following services:

Residence Network Access Line  
Residence Saver Pack Unlimited  
Caller ID  
Caller ID with Name  
Call Waiting  
Three-Way Calling  
Call Forwarding  
Speed Calling 8  
Automatic Callback  
Call Screening  
Busy Line Transfer (optional)  
Alternate Answering (optional)  
Message Waiting Tone (optional)  
Star Code Access to Voice Mail (optional)

**C. Terms and Conditions**

1. Call Waiting, Caller ID and Caller ID with Name may be de-selected from the Complete Choice Enhanced, or re-selected at any time, with no adjustment to the package price. The Service Order Add/Change charge as specified in Part 3, Section 1 does not apply to these changes.
2. Caller ID, Caller ID with Name and Call Screening are not included in Complete Choice Enhanced where facilities preclude the provisioning of these features. A credit will apply to Complete Choice Enhanced when Caller ID is not included. No credit is given if the customer deselects Caller ID.
3. Reserved
4. Busy Line Transfer, Alternate Answering, Message Waiting Tone and Star Code Access to Voice Mail may be added to Complete Choice Enhanced, at any time, with no adjustment to the package price. The Service Order Add/Change charge as specified in Part 3, Section 1 does not apply to these changes.
5. Pay per use features and their associated charges are not included in the Complete Choice Enhanced price.

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Services described in this Section will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted.

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**TOLL RESTRICTION SERVICE****A. General**

Toll Restriction is a central office service that restricts access to the network as defined herein. Restricted calls are directed to a central office announcement.

**B. Regulations**

1. Toll Restriction will be offered to Residence customers only.
2. Toll Restriction will be provided, where facilities permit, subject to the following:
  - Toll Restriction will not allow interMSA 1+, 0+, 0-; 10-xxx; 976, 900, or 700 calls to be completed.<sup>/1/</sup> In addition, Toll Restriction will not allow Band C Usage or Message Toll calls.
  - Toll billing exception, which prevents collect calls and calls billed to a third party, is a customer option.<sup>/1/</sup>
  - Toll Restriction does not restrict local (Band A or B) calls, calls to intraMSA Directory Assistance, Telephone Repair Service, Emergency Services such as 9-1-1, or calls to 800 or 950 numbers.
  - Toll Restriction will not be offered in areas where 9-1-1 is not available.
3. Toll Restriction does not relieve customers of responsibility for calls charged to their telephone number(s).
4. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll-free number for any purpose.

**C. Rates and Charges**

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
Toll Restriction Per line equipped /RTVX5/	\$5.95

In addition to the charges above, one I.N.C. of \$2.50 is applicable per line for all features added or changed at the same time, except when a Line Connection Charge is otherwise applicable.

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



Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Services described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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## **CALL CENTER MANAGEMENT FOR COMMONWEALTH EDISON**

### **A. Description**

Call Center Management (CCM) is an Advanced Intelligent Network (AIN) based service developed specifically for Commonwealth Edison (ComEd). CCM allows ComEd flexibility in routing a portion of incoming traffic on their trouble reporting lines to another designated site thereby maintaining customer service during peak periods.

CCM allows ComEd to design and activate a plan that will redirect incoming calls to a forward-to number.

CCM provides ComEd with a specific announcement message. Depending upon the responses provided by the calling party, the incoming call will be redirected to a predetermined customer site or be allowed to continue on to the originally called site.

CCM provides ComEd with the ability to develop and test solutions to potential problems before they occur.

CCM provides ComEd with the ability to exercise their call management plan at their discretion during normal conditions.

CCM supports up to 10 call management plans with a maximum of 500 telephone numbers per plan.

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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**CHARTER NUMBER SERVICE****A. Description**

Charter Number Service allows customers to retain and port their current telephone number to another wire center within the same Rate Center when the customer is faced with either changing locations and/or changing types of service. Charter Number will allow customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers. As indicated above, this service will only provide for the porting of telephone numbers within the same Rate Center.

**B. Regulations**

1. Charter Number Service will be available to Basic Exchange Service, DID/PBX, Centrex, ISDN BRI and ISDN PRIME service customers.
2. Charter Number Service will only provide porting of a working in service telephone number within the same Rate Center.
3. InterLATA porting will not be allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries. Porting between 9-1-1 service boundaries is also not allowed.
4. No porting is allowed outside of Local Number Portability MSA's as defined in FCC Tariff No. 2.
5. Once a telephone number is ported using Charter Number Service, subsequent telephone numbers (i.e. Additional Line) will be issued from the switch in which the main telephone number resides not from the original switch.
6. Charter Number Service is available where facilities and operating conditions permit.
7. The ported number will only function from one location.

**C. Rates and Charges**

	<u>USOC</u>	<u>Nonrecurring Charge</u>
Charter Number Service		
Per access line	PTLCN	\$20.00

**MESSAGE TELECOMMUNICATIONS SERVICES AND RATE SCHEDULES**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Message Telecommunications Services and Rate Schedules described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (C)  
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**A. General**

Long Distance Message Telecommunications Service is the furnishing of facilities other than and in addition to local facilities for telephone communication between local service (calling) areas in accordance with the regulations and system of charges specified in this Part.

The rates and regulations set forth in this Part apply to Long Distance Telecommunications Service, furnished or made available by the Company over facilities wholly within or partly within and partly without the State of Illinois, for wire telephones between two or more points within the State of Illinois where the respective rate centers of such points are also located within the same Market Service Area in said State. Long Distance Telecommunications Service is classified as Interexchange Telecommunications Service.

**B. Two-Point Service****1. Calls Between Wire Telephones****a. General**

1. Two-Point long distance message service between wire telephones within the same Market Service Area (as provided in Part 9, Section 1) in Illinois is furnished as set forth in B.1.b.
2. Two Point long distance message service is applicable to customer dialed station-to-station calls placed from Business and Residence lines. Rates applicable to Ameritech Payphone customer dialed station-to-station calls are shown in Part 13 of this guidebook. Operator Assisted Two-Point long distance Company call rates (usage and surcharges) are shown in Part 11, Section 1, of this guidebook.

**b. Airline Distance**

1. Rates for service between points within the same Market Service Area in Illinois are based on the airline distance between rate centers, except that for Semipublic and Public Coin Service rates between points in the Inner Metropolitan Area and between points in the Inner Metropolitan Area and areas in the Chicago Exchange are as provided in Part 9, Section B.1.h.5.
2. In general, each point is designated as an exchange rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes by community of interest.
3. Airline mileage between rate centers are determined as provided in Part 9, Section B.
4. Rates applicable for the distance obtained in (3) above are provided in Part 9, Section B.1.h.

**ISDN PRIME SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, ISDN Prime Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(C)**A. Description**

ISDN (Integrated Services Digital Network) Prime is a competitive digital Business service in Access Areas A, B, and C that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include Circuit Switched Voice (local calling, Message Toll Service, Wide Area Telephone Service (WATS), and Custom 800<sup>/1/</sup>), and Circuit Switched Data. Each ISDN Prime will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line-by-line or service-by-service basis.

Each ISDN Prime connection provides access from a customer premises to the Company's Circuit Switched Voice, and Circuit Switched Data services via a 1.544 Mbps Central Office Termination and a 1.544 Mbps Local Distribution Channel to the customer's premises. The Local Distribution Channel must be an AT&T Illinois provided facility. It may be a DS1 Local Distribution Channel, ProtectPath 1.5, or part of a DS3, ProtectPath 45, OC-3, OC-12, or other suitable Company facility with Clear Channel Capability. The rates and charges for the channel are in addition to those for the ISDN Prime connection. The Central Office Connection is provided in base capacities of twenty-three 64 Kbps B Channels and one 64 Kbps D Channel (23B+D). The D Channel is used for out-of-band signaling and control of the B Channels. Where technology permits, D Channels can be shared by multiple ISDN Primes for the same customer. B Channels can be dedicated to each Circuit Switched Voice and Circuit Switched Data service by type or they can be shared among service types by using the call-by-call feature.

**B. Definitions**B Channel

B Channel (Bearer Channel) is a 64 Kbps digital channel capable of transporting Circuit Switched Voice and Circuit Switched Data.

D Channel

D Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.

Out of Band Signaling

Out of Band Signaling is signaling that is separated from the channel carrying the Circuit Switched Voice and Data services.

Unlimited Local Usage

An optional local calling plan that provides a flat monthly rate for Unlimited Local Circuit Switched Voice and Circuit Switched Data usage.

/1/ Effective December 31, 2021, 800 Service is withdrawn for residence customers.

**EXCHANGE LINES AND USAGE****MILEAGE****AT&T BUSINESS LOCAL CALLING****BUSINESS LOCAL CALLING ASSURANCE****COMPLETELINK 2.0****EASY RATE****\$5 RESIDENCE ACCESS LINE RETENTION OFFER****\$6 FOR 12 ACCESS LINE RETENTION OFFER****BUSINESS LOCAL CALLING ASSURANCE SAVE OFFER****MULTI-OFFICE PREFIX SERVICE****AT&T BUSINESS CALLING COMPLETE VALUE PLAN****JOINT USER SERVICE****BUSINESS ACCESS LINE WINBACK PLAN****BUSINESS FEATURE II OFFER****AT&T BUSINESS LOCAL CALLING TRIO MONTH REWARD OFFER****AT&T BUSINESS LOCAL CALLING ONLINE BONUS OFFER****AT&T BUSINESS LOCAL CALLING ADDITIONAL LINE OFFER**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 4, Section 2.

**FOREIGN DISTRICT SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Foreign District Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 4, Section 3.

**FOREIGN EXCHANGE SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Foreign Exchange Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 4, Section 3.

**FOREIGN CENTRAL OFFICE SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Foreign Central Office Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 4, Section 3.

**OTHER EXCHANGE ACCESS SERVICE****Business Local Calling Assurance Save Plan****AT&T Business Calling Complete Value Plan****Business Access Line Winback Offer****Multioffice Prefix Service****Joint User Service****AT&T business Local Calling Trio Month Reward Offer****AT&T Business Local Calling Online Bonus Offer****AT&T Business Local Calling Additional Line Offer****AT&T Business Local Calling Essentials****AT&T Business Local Calling Assurance Save Offer****AT&T Business Local Calling Essentials 2.0****AT&T Business Local Calling Assurance****AT&T Business Local Calling****CompleteLink 2.0****EasyRate**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, all Other Exchange Access Services described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 4, Section 5.

**CENTREX SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Centrex Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 5, Section 1.

**CENTRAL OFFICE TO PREMISES FACILITIES (SERVICE TRANSPORT FACILITIES)  
Centrex Message Signal Interface Expanded (CMSI-E)  
Custom Business Services**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Central Office to Premises Facilities (Service Transport Facilities) will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 5, Section 2.

**DIRECT INWARD DIALING (DID) TO PBX SYSTEMS**  
**Business Direct Inward Dialing (DID) Winback Plan**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Direct Inward Dialing (DID) to PBX Systems Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 6, Section 1.

**AUTOMATIC CALL DISTRIBUTION SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Automatic Call Distribution Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 6, Section 3.

**SWITCH TO COMPUTER APPLICATIONS INTERFACE (SCAI)**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Switch to Computer Applications Interface (SCAI) Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 6, Section 3.

**AREA WIDE NETWORKING (AWN) SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Area Wide Networking Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 6, Section 5.

**TELEPHONE ANSWERING SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Services in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 6, Section 8.



**OTHER CENTRAL OFFICE OPTIONAL FEATURES****Number Retention Service****Touch Tone Calling****Service Number Portability****Answer Supervision with Line Side Interface****FeatureLink Service**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, all Other Central Office Option Features described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 7, Section 5.

**COMPLETE CHOICE® ENHANCED**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Complete Choice® Enhanced Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 7, Section 5, Sheet 14.

**CALL RESTRICTION SERVICES****900/976 Call Block****Toll Restriction-Residence****PBX Trunk Optional Feature**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Services described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued. (C)

For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 8, Section 2.

**DIVERSE ROUTING SERVICE****Call Center Management for Commonwealth Edison****Customer Research Service****Diverse Parity Arrangement**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Call Center Management for Commonwealth Edison will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (C)

For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 8, Section 4.

**OTHER MISCELLANEOUS SERVICES****Night/Sunday/Holiday Arrangement Service****Transfer Arrangements to Provide Attendant Transfer of Calls****Charter Number Service**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Services described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (C)

For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 8, Section 8.

**MESSAGE TELECOMMUNICATIONS SERVICES AND RATE SCHEDULES**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, Services described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 9, Section 1.

**ANYTIME RATE CALLING PLAN<sup>/1/</sup>****A. Description**

The Anytime Rate Calling Plan is an optional plan that provides residence customers with a simplified intraMSA message toll pricing option. This is an extension of the Anytime Rate Calling Plan for Band C usage, as described in Part 20, Section 4.

**B. Terms and Conditions**

The terms and conditions contained herein are specific to the service and are in addition to the regulations set forth in other portions of this guidebook.

1. The Anytime Rate Calling Plan for intraMSA toll is only available to residence customers in Market Service Areas 1, 2, 3, 6, 7, 9 and 15 that subscribe to the Anytime Rate Calling Plan for Band C.
2. The Anytime Rate Calling Plan is not available on ISDN lines.
3. The Anytime Rate Calling Plan is applicable to customer dialed station-to-station calls only. Operator handled calls are not included.
4. The Anytime Rate Calling Plan is applicable only to intraMSA toll calls within the customer's home MSA.
5. The Anytime Rate Calling Plan cannot be combined with any other optional calling plan on the same line.
6. The Anytime Rate Calling Plan is available on a per account basis.
7. No Service Charges are applicable to establish or change to the Anytime Rate Calling Plan.

**C. Prices**

<u>Description / Billing Code</u>	<u>Monthly Rate</u>	<u>Price Per Minute or Fraction Thereof</u>
Anytime Rate Calling Plan /OFRA1 <sup>/3/</sup>	/2/	\$0.05

<sup>/1/</sup> Effective November 17, 2003, no further installation of the Anytime Rate Calling Plan will be made. Anytime Rate Calling Plans in service as of November 16, 2003 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date.

<sup>/2/</sup> See *Terms and Conditions* above.

<sup>/3/</sup> Anytime Rate Calling Plan is also referenced in Part 20 Section 4 on Sheet 12.

**ISDN PRIME SERVICE**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective November 24, 2025, ISDN PRIME SERVICE will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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For Service Descriptions and service types, see AT&T Illinois Guidebook, Part 17, Section 2.