

**ADVANCED CUSTOM CALLING FEATURES****A. Description of Services**

Advanced Custom Calling features are designed to give customers improved means for managing incoming calls, returning calls, and reaching busy parties. These features are offered with individual line residence and business service except semi-public telephone service. Where technically capable switching equipment is available and where compatible equipment configurations exist at the customer premises, these features may also be provided with multi-line Business Lines. The following Advanced Custom Calling Features are only available from Telephone Company Central Offices equipped for the features and necessary signaling facilities subject to technical limitations and availability of such equipment and facilities.

**B. Feature Descriptions**

Automatic Callback - Automatically returns the last incoming call whether or not it was answered. To activate Automatic Callback, the customer dials a code. The network will then either attempt a callback, or in offices so equipped, the customer will hear an announcement of the telephone number of the last party that called. If the customer wishes to return the call immediately, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes.

If the caller uses per call or per line blocking, a called party who activates Automatic Callback will not receive the voiceback of the calling party's telephone number information but will be able to return the call. Additionally, where mandated, customers who activate call blocking on a per call or per line basis, will be able to block the automatic return of calls that originate in prescribed Local Access Transport Areas (LATAs).

This feature cannot be activated for all telephone numbers.

Caller ID<sup>/1/</sup> - Provides for the display of the incoming telephone number on a customer-provided device attached to the customer's access line or on a telephone or answering machine equipped with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The company will forward all telephone numbers subject to technical limitations. (C)

The Caller ID feature is available to single line residential and business exchange access lines and on exchange access lines arranged in multi-line hunting groups, where facilities permit.

Calling Party Number Blocking (per-call or per-line) automatically prevents the display of the calling telephone number on calls dialed from an exchange service equipped with this option, except for calls made to 911 or to a party that subscribes to an ANI or charge number based service and the call is paid for by the called party.

/1/ Effective July 1, 2015, for new and existing residence customers who subscribe to Caller ID, (N)  
Caller ID with Name functionality may be added at no additional charge. (N)

**ADVANCED CUSTOM CALLING FEATURES (cont'd)****B. Feature Descriptions (cont'd)**Caller ID<sup>/1/</sup> (cont'd)

(C)

Unless blocking is activated, the telephone numbers associated with all calls originating from appropriately equipped switches will be displayed, including private listing numbers.

Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

All customer-provided equipment used to interface with Caller ID is required to conform with the Technical Reference Specifications as used by the Company.

The technical reference documents are available from:

APEX Support Team  
(734) 523-7348

Caller ID with Name (CNAM) - This feature allows a subscriber to identify the point of origin, based on the associated name, from which the call is being made. The listed name associated with the calling number is sent to the CNAM subscriber to be displayed on a customer-provided display device. Blocking availability and activation are the same as those for Caller ID Service. This feature requires Caller ID Service at applicable charges. 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.

Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

Calling Party Number Blocking (per-call or per-line) automatically prevents the display of the calling telephone number on calls dialed from an exchange service equipped with this option, except for calls made to 911 or to a party that subscribes to an ANI or charge number based service and the call is paid for by the called party.

/1/ Effective July 1, 2015, for new and existing residence customers who subscribe to Caller ID, Caller ID with Name functionality may be added at no additional charge.

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**ADVANCED CUSTOM CALLING FEATURES (cont'd)****B. Feature Descriptions (cont'd)**Caller ID with Name (CNAM) (cont'd)

All customer-provided equipment used to interface with CNAM is required to conform with the Technical Reference Specifications as used by the Company.

The technical reference documents are available from:

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(734) 523-7348

Call Screening - This service gives the customer the ability to prevent repeated calls from a caller whose number may or may not be known. Immediately after having received a nuisance call, the called customer may hang up and dial a service access code which causes the network to deny the nuisance caller the ability to ring the customer's telephone. Further calls to the customer are screened by originating number, and rejected calls terminate in an appropriate announcement. In addition, the customer may optionally input a list of numbers from which he does not wish to receive any calls. (C)  
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Call Waiting ID - Where facilities permit, when a person is already speaking on the telephone and receives another phone call, Call Waiting ID service will allow for the display of the name and/or number of the new caller on the customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call. Call Waiting ID is offered subject to the following limitations:

- Customers must also subscribe to Call Waiting, Caller ID, and Caller ID with Name.
- Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
- Available only where central office facilities permit.

**ADVANCED CUSTOM CALLING FEATURES (cont'd)**

**B. Feature Descriptions (cont'd)**

Repeat Dialing - This service enables customer to automatically redial a call to the last number dialed by activating the Repeat Dialing activation code which requests the network to periodically retry the call. Intended primarily to help a customer reach someone whose line is busy, the service is activated independent of the disposition of the prior call. The network periodically test the status of the called line. When it is found idle and the calling line is also idle, the calling line rings in a distinctive pattern indication a callback. If the calling customer answers, the network attempts to set up the call. If the calling party fails to answer, distinctive ringing is terminated by the time out, and the retry interval is increased. Repeat Dialing remains in effect for at most 30 minutes. A customer may have several calls being Repeat Dialed to different parties at the same time.

Feature Discount

A discount will apply on a per feature basis for a combination of two or more different Custom and/or Advanced Custom Calling features on a line.

**ADVANCED CUSTOM CALLING FEATURES (cont'd)****C. Prices**

The following prices are for the features only and are in addition to applicable charges for service and equipment with which they are used.

## 1. Service Elements

Description /Billing Code/	Nonrecurring Charge	Monthly Price, per line	
		Residence	Business
Automatic Callback /NSQ/	-	\$12.49 (l)	\$6.00
Caller ID /NSD/ <sup>/3/</sup>	-	12.49 (l)	38.04
Caller ID with Name /NMP/N8D/ <sup>/1, 3/</sup>	-	.00	4.50
Call Waiting ID /NWT/ <sup>/2/</sup>	-	1.99	2.00
Call Waiting ID with uSelect <sup>SM</sup> 3, 2-Line uSelect <sup>SM</sup> 3, uSelect <sup>SM</sup> 6, 2-Line uSelect <sup>SM</sup> 6 or The WORKS	-	.00	-
Call Screening /NSY/	-	12.49 (l)	6.00
Repeat Dialing /NSS/	-	12.49 (l)	7.00
Feature Discount Per Feature /ESY+F/	-	.00	.00

/1/ This feature requires Caller ID Service at applicable charges.

/2/ This feature requires Call Waiting, Caller ID, and Caller ID with Name Service at applicable charges.

/3/ Effective July 1, 2015, for new and existing residence customers who subscribe to Caller ID, Caller ID with Name functionality may be added at no additional charge.

**ADVANCED CUSTOM CALLING FEATURES (cont'd)**

**C. Prices (cont'd)**

Pay Per Use Prices

Certain Advanced Custom Calling features (described preceding) and Custom Calling features are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features, as specified following, are available on a Pay Per Use (per attempt) basis.

An Automatic Callback activation is considered complete and billable after the feature is activated by dialing the first code, regardless of whether or not the call is returned, except in those cases where the calling number is not available from the network.

These features will be available on a Pay Per Use basis only from equipped central offices to residence and business customers. However, these features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on a Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

**ADVANCED CUSTOM CALLING FEATURES (cont'd)**

**C. Prices (cont'd)**

Pay Per Use Prices (cont'd)

The following prices apply on a per attempt basis:

Description	Per Attempt Price	
	Residence	Business
Automatic Callback	\$3.00 (l)	\$3.00 (l)
Repeat Dialing	.75	.75
Three-Way Calling	3.00 (l)	3.00 (l)

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/1/ Material now appears on Original Sheet 50.1, Part 20, Section 7 of this Guidebook.

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/1/ Material now appears on Original Sheet 50.2 in Part 20, Section 7 of this Guidebook.

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**HOME OFFICE TO GO PACKAGE**

**A. Description**

The Home Office to Go Package offers a combination of optional service features to residence customers at a reduced package rate.

**B. Definitions**

The Home Office to Go Package includes the following optional service features:

- Call Waiting
- Call Forwarding
- Caller ID
- Caller ID with Name
- Paging
- Voice Mail

**C. Terms and Conditions**

1. The Home Office to Go Package is offered from November 11, 1996, through December 31, 1996.
2. This package is available to new residence customers who order and or install service and existing residence customers who upgrade their service.
3. Customers are required to purchase or own a pager that is compatible with the frequency and BAUD rates of the coverage area.
4. All new customers subscribing to this package who currently do not subscribe to Voice Mail service will be eligible for any promotion associated with this service during the period from November 11, 1996, through December 31, 1996. (T)

**HOME OFFICE TO GO PACKAGE (cont'd)**

**D. Prices**

Customers subscribing to this package will benefit from the package rate until they either change or disconnect their service.

Customers who currently subscribe to all features of this package will be able to request billing at the package price during the period from November 11, 1996, through December 31, 1996.

The reduction in monthly rates for subscribing to multiple service features, as specified elsewhere in this Guidebook, do not apply to this package.

The rate specified for the Home Office to Go Package is in addition to applicable charges for service and equipment with which it is used.

Unless a customer already subscribes to Paging service, the nonrecurring charge for installing Paging service applies. (T)

**HOME OFFICE TO GO PACKAGE (cont'd)**

**D. Prices (cont'd)**

1. Service Elements

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
Home Office to Go Package /PKB4Q/	
Call Waiting, Call Forwarding, Caller ID and Caller ID with Name features	\$10.62 <sup>/1/</sup>
Each package requires the purchase of one customer selected Voice Mail Service Option and Paging Service at the existing rates.	

/1/ Individual rates for Custom Calling Service features are listed in Part 7, Section 1.

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/1/ Material now appears in Part 20, Section 7, Sheet 51.

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/1/ Material now appears in Part 20, Section 7, Sheet 51.

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/1/ Distinctive Ring is withdrawn effective June 15, 2013.

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/1/ Distinctive Ring is withdrawn effective June 15, 2013.

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