

**DIRECT CONNECT FEATURE**

**General**

The Direct Connect Feature provides for automatic dialing of a single fixed telephone number. It may be furnished with either Centrex Service, or with individual Central Office Lines, except semi public service. The feature is available only in properly equipped ESS Central Offices.

**DIRECT CONNECT FEATURE (cont'd)**

The following price is for the Direct Connect Feature only, and is in addition to the applicable charges for the service and equipment with which it is used, including any local or toll message charges.

	<u>Monthly Price, Per Line</u>	
Direct Connect Feature /ODC/	\$306.00	(1)

Service Charges, as provided in Part 3 apply to establish the Direct Connect Feature. A Service Request Charge - Subsequent applies when changing to a different automatically dialed number.

**ANSWER SUPERVISION WITH LINE SIDE INTERFACE**

**General**

Answer Supervision with Line Side Interface offers a Business Exchange Line or a Customer - Owned Pay Telephone Service (COPT) line, the capability of determining when positive answer supervision has been returned by the terminating station. This feature is only available from appropriately equipped telephone company offices and may be incompatible with other optional central office features. This feature is further described in technical reference AM-TR-MKT-000071 which can be obtained from:

APEX Support Team  
(734) 523-7348

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**ANSWER SUPERVISION WITH LINE SIDE INTERFACE (cont'd)**

<u>Description</u>	<u>USOC</u>	<u>Monthly Price</u>	(C)
Answer Supervision equipped with Line Side Interface - Per line equipped	USW1X	\$1.08(R)	

In addition, a nonrecurring charge of \$2.50 is applicable per line when this feature is added, except when a Line Connection Charge is otherwise applicable.

**ELECTRONIC SWITCHING SYSTEM (ESS) OPTIONAL FEATURES****Common Systems Recorded Announcement Frame (CSRAF)**

## General

Use of the Common Systems Recorded Announcement Frame (CSRAF) provides variable length delay announcements of 16, 32, or 48 seconds and allows the customer to remotely access the announcement for prerecording. After an incoming call as been in queue for an interval specified by the customer (6-42 seconds in 6 second increments), the call will be switched to a delay announcement. After another specified interval from the end of the first announcement, the call, if still unanswered, can be connected back to the same announcement or to discrete second, third, or fourth announcements, if provided. There can be a maximum of four unique announcements per split. A split is a customer's grouping of stations that perform a particular function. Content and timing between announcements are specified by the customer.

Once subscribing to a 16, 32, or 48 second announcement, customers may then select the load dependent first delay announcement option. It supplies the ability to provide a separate load dependent first delay announcement to the calling party when the state of unanswered calls in the split exceeds a customer specified threshold. This feature is dynamic and appropriate only for the first announcement the calling party hears. The ESS automatically directs the call either to the primary first delay announcement or this unique first delay announcement. Announcement content and threshold for activation can be specified by the customer.

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**ELECTRONIC SWITCHING SYSTEM (ESS) OPTIONAL FEATURES (cont'd)****Common Systems Recorded Announcement Frame (CSRAF) (cont'd)**

	<u>Nonrecurring Price</u>	
	<u>Nonrecurring Price</u>	<u>Monthly Price</u>
Initial Service Establishment		\$5,700.00
CRSAF Common Equipment /A4GCE/	-	\$ 55.50
Per 16 Second Announcement /A4G16/	\$48.00	37.00
Per 32 Second Announcement /A4G32/	48.00	387.00
Per 48 Second Announcement /A4G48/	48.00	460.00
Load Dependent First Delay Announcement		
- 16 second announcement /A4H16/	48.00	317.00
- 32 second announcement /A4H32/	48.00	387.00
- 48 second announcement /A4H48/	48.00	460.00
Per Access Trunk /A30AT/	56.00	18.20
Per primary station equipped /A8GTT/	-	3.35
Remote Recording Capability /A4F/ (In addition to the above, when used in conjunction with Centrex CO Service, a Centrex Primary Station is required to access the announcement machine.)	-	13.40

Charges based upon estimated cost will apply to any changes or additions to an existing CSRAF.

**ELECTRONIC SWITCHING SYSTEM (ESS) OPTIONAL FEATURES (cont'd)**

**Outward Calling Features**

General

The Electronic Switching System Outward Calling Features (ESS-OCF) permits CENTREX and customers with compatible terminal equipment the ability to obtain certain optional features from No. 1 ESS Central Offices which have been arranged to provide these features. This arrangement is available only to customers whose service is located on premises that are in the same exchange as the No. 1 ESS Central Office providing these features.

The features are Automatic Route Selection (ARS), Message Detail Recording (MDR) and Customer Dialed Account Recording (CDAR).

Interstate private lines and interstate Foreign Exchange lines are not permitted to be accessed by features of ESS-OCF.

ARS overflow to the Message Telecommunication System (MTS) Network may be provided over separate lines. If overflow to the MTS Network is provided, the customer must subscribe to a sufficient number of lines which, in the judgment of the Telephone Company, are adequate to accommodate the overflow without injurious effect upon general telephone service.

**ELECTRONIC SWITCHING SYSTEM (ESS) OPTIONAL FEATURES (cont'd)**

**Outward Calling Features (cont'd)**

	<u>Nonrecurring Price</u>	<u>Monthly Price</u>
Common Equipment, each (per access arrangement group) /RAC/	\$550.00	\$19.90
Access Arrangement, each /RAF/	150.00	83.00
Access Circuit, each	Apply same charges as specified in Part 15, Type 2001 Private Line Channel for Intra- Exchange Service.	
Access Line Termination (Centrex system) per circuit	Apply same charges as specified elsewhere in this Guidebook for Private Line Dial Terminations. (T)	



**ELECTRONIC SWITCHING SYSTEM (ESS) OPTIONAL FEATURES (cont'd)**

**Outward Calling Features (cont'd)**

	<u>Nonrecurring Price</u>	<u>Monthly Price</u>	
Automatic Route Selection	Apply same charges as specified elsewhere in this Guidebook for Centrex Service Automatic Route Selection - Basic.		(T)
Message Detail Recording and Customer Dialed Account Recording	Apply same charges as specified elsewhere in this Guidebook for Centrex Station Message Detail Recording and Customer Dialed Account Recording.		(T)
Terminating Arrangements			
- Foreign Exchange Trunk Lines, each /ESQ/	-	\$25.00	
- Message Telecommunication System Trunk Lines, each /EET/	\$48.00*	1.75	

\* Applicable only for the first Trunk Line

**ELECTRONIC SWITCHING SYSTEM (ESS) OPTIONAL FEATURES (cont'd)****Call Transfer**

## General

Call Transfer is furnished, subject to the availability of facilities, in ESS Central Offices which have been equipped to provide this feature.

Call Transfer permits designated Central Office Lines to be used to transfer an exchange network call to another exchange network telephone number. The calls may be transferred to either local exchange telephone numbers or to long distance telephone numbers over the Message Toll Telephone Service network. The Call Transfer customer is responsible for any local or toll charges between the transferring location and the terminating location.

Each line from which calls are to be transferred must be equipped with the feature and must terminate in customer premises equipment which is capable of generating a 300-1000 millisecond switchhook disconnect signal to the Central Office. Lines which terminate in equipment outside the serving Central Office shall be provided at rates and charges specified for Foreign Central Office Service or Foreign Exchange Service in Part 4.

The Custom Calling Features of Speed Calling and Call Forwarding may be provided in connection with the Call Transfer feature, at rates specified in the Guidebook. The Call Transfer feature reduces the Speed Calling-8<sup>/1/</sup> Number Repertory from eight to six codes.

(C)

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

(N)

**ELECTRONIC SWITCHING SYSTEM (ESS) OPTIONAL FEATURES (cont'd)**

**Call Transfer (cont'd)**

	<u>Nonrecurring Price</u>	<u>Monthly Price</u>
Common Equipment /NKFPS/	\$150.00	\$13.60
Per Line equipped /NKFPL/	10.00	10.90

Service Charges, as provided in Part 3, apply to establish or change the Call Transfer feature.

**FEATURELINK<sup>SM</sup> SERVICE**

**A. Description**

FeatureLink Service is a service arrangement offered from a Company central office which provides an enhanced feature capability to individual business exchange access customers requiring 1 to 30 lines.

FeatureLink Service provides a set of standard features on each line. Optional features are also available at additional charge.

**B. Definitions**

Term Payment Plan

A period of time selected by the customer from among those currently offered by the Company, over which the customer agrees to pay a specified price for a product/service.

**C. Terms and Conditions**

1. Provision of Service

FeatureLink Service is provided on individual business exchange access lines and is offered for only 1 to 30 lines subject to the availability of facilities. Variations in the switching and control equipment used may cause differences in the operations or availability of certain features. FeatureLink Service is furnished subject to central office switching capacity and the availability of outside plant facilities.

FeatureLink Service is not available on FX Service, Remote Switching Service, WATS access lines, PBX, Centrex, Public or Semi-Public Coin Service.

FEATURELINK<sup>SM</sup> is a service mark of AT&T Intellectual Property.

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**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

**C. Terms and Conditions (cont'd)**

2. Transmission Requirements

Loop Start Signaling

All lines are provided on a single two-wire facility with loop start signaling. Ground Start is available as an option.

3. Cancellation of Service

In the event of a customer initiated cancellation of service, equipment and/or facilities before completion, or after installation is completed, but prior to service being established, the loss of equipment and facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses will apply. In addition, *Service Connection Charges* may also be applicable.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

**D. Features**

1. Features Availability

The following features are available on all FeatureLink Service lines as either standard or optional (provided at an additional charge):

Std. - Standard

Opt. – Optional

FeatureLink Service

Call Forwarding - Busy Line	Std.
Call Forwarding - Don't Answer	Std.
Call Forwarding - Variable	Std.
Call Transfer Deluxe	Std.
Caller ID	Opt.
Caller ID with Name	Opt.
Conference Calling - 3 Way	Std.
Consultation Hold	Std.
Message Waiting Indicator - Audible	Std.
Simultaneous Ring One Number	Opt.
Speed Calling – Thirty	Opt.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

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

2. Standard Features (cont'd)

Call Forwarding - Busy Line

Allows incoming calls to a busy line to be routed to a preselected line.

*Station Activation* allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

Call Forwarding - Don't Answer

Allows incoming calls to automatically route to a preselected line when the called station is not answered after a preset number of rings.

*Ring Cycles* defines a predetermined number of rings before the Call Forwarding - Don't Answer feature is invoked on a per line or per system basis.

*Station Activation* allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

Call Forwarding - Variable

Allows a customer to activate routing of incoming calls to another line in their key system or to an external number.

*Reminder Ring* provides a ring splash when a call is forwarded and the called number is idle.

*Station Activation* allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

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

2. Standard Features (cont'd)

Call Transfer Deluxe

Allows incoming and outgoing calls to be transferred to another line in the key system or to an external number.

Conference Calling - 3 Way

Allows a customer to add a third party to an existing call.

Consultation Hold

Allows a customer to place a call in progress on hold and originate another call from the same line with privacy.



**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

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

2. Standard Features (cont'd)

Message Waiting Indicator - Audible

Provides an audible tone signal, e.g. stutter dial tone, on a line to indicate a message waiting condition.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

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

3. Optional Features

Caller ID

Allows incoming numbers from outside the system to be displayed, where facilities permit, on compatible Customer Provided Equipment. In addition, the date and time of the call is displayed.

Blocked Calling Party Number Identification 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. (T)

Caller ID with Name

Provides the name associated with the calling party number, or an indication of anonymity or unavailability in lieu of the name, to the called party where facilities permit. Caller ID with Name is an optional feature to Caller ID and is not provided without Caller ID.

Simultaneous Ring One Number (SR-ON)

Causes one additional telephone number of the customer to ring simultaneously whenever the FeatureLink station number is dialed. The customer's FeatureLink station and the SR-ON telephone number must be served from the same central office switch.

SR-ON is only available in suitably equipped central offices. Other restrictions and limitations may apply.

Speed Calling - Thirty

Allows a customer to place calls to a customer programmed list of 30 numbers by dialing an access code.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

**E. Technical References**

All Customer Provided Equipment used to interface with FeatureLink Service is required to conform with the Technical Reference Specifications as used by the Company.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

**F. Prices**

The following prices are applicable to standard installations of FeatureLink Service and are in addition to all other charges for exchange access lines or other associated services and equipment necessary to provide telecommunications service.

Refer to the *Other Applicable Charges* section for additional charges associated with the provision of FeatureLink Service.

1. Service Elements

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly</u>	<u>Monthly Payment Term Payment Plans</u>	
			<u>36 Months</u>	<u>60<sup>/2/</sup> Months</u>
Service Establishment Charge /E2P/	\$50.00	-	-	-
Rate Area 3 Per Package, Per Line /PGOEA/				
1+ pkg category	-	\$15.00 (I)	/1/	/1/
2+ pkg category	-	15.00 (I)	\$7.00	\$6.00
5+ pkg category	-	15.00 (I)	5.50	5.00
12+ pkg category	-	15.00 (I)	4.25	4.00
20+ pkg category	-	15.00 (I)	3.50	3.25
Rate Area L Per Package, Per Line /PGOED/				
1+ pkg category	-	15.00 (I)	/1/	/1/
2+ pkg category	-	15.00 (I)	7.00	6.00
5+ pkg category	-	15.00 (I)	5.50	5.00
12+ pkg category	-	15.00 (I)	4.25	4.00
20+ pkg category	-	15.00 (I)	3.50	3.25

/1/ Not Available.

/2/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

**F. Prices**

1. Service Elements (cont'd)

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly</u>	<u>Monthly Payment Term Payment Plans</u>	
			<u>36 Months</u>	<u>60<sup>/2/</sup> Months</u>
Rate Area 2				
Per Package, Per Line /PGOEB/				
1+ pkg category	-	\$15.00 (I)	/1/	/1/
2+ pkg category	-	15.00 (I)	\$7.00	\$6.00
5+ pkg category	-	15.00 (I)	5.50	5.00
12+ pkg category	-	15.00 (I)	4.25	4.00
20+ pkg category	-	15.00 (I)	3.50	3.25
Rate Area 1				
Per Package, Per Line /PGOEC/				
1+ pkg category	-	15.00 (I)	/1/	/1/
2+ pkg category	-	15.00 (I)	7.00	6.00
5+ pkg category	-	15.00 (I)	5.50	5.00
12+ pkg category	-	15.00 (I)	4.25	4.00
20+ pkg category	-	15.00 (I)	3.50	3.25
<u>Optional Features</u>				
Speed Calling - Thirty				
- including initial access to list, per list /ZSCC3/				
Caller ID (use current retail price)	\$10.75	6.80	3.00	2.75
Caller ID with Name (see <i>Other Applicable Charges</i> )				
Simultaneous Ring One Number (see <i>Other Applicable Charges</i> )				

/1/ Not Available.

/2/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

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

2. Other Applicable Charges and Payments

Subsequent Activity

Charges apply for subsequent moves and changes as specified for exchange access lines.

References:

<u>Service</u>	<u>Reference</u>
Exchange Access	Part 4, Section 2
Caller ID with Name	Part 7, Section 2
Simultaneous Ring One Number	Part 5, Section 3

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

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

3. Payment Plans

- Month to Month

The minimum period is one month, unless otherwise specified.

- Term Payment Plan

The Term Payment Plan (TPP) is a plan which allows customers to pay a fixed price for equipment and service over optional payment periods. A different monthly price applies for the duration of each payment period. The monthly price varies inversely with the length of the payment period, e.g. the monthly price for a shorter period is greater than for a longer period. The same payment plan must apply to all lines and features.

Term Payment Plans are available for periods of 36 and 60<sup>/1/</sup> months. (C)

During the effective term period, the monthly price is not subject to Company-initiated changes for payment periods longer than one month.

- Contract Options

Prior to the completion of a contract, a customer may enter into a new contract for a period equal to, or greater than, the life of the original contract at the prices currently in effect at the time of the new contract. The customer will begin paying the new contract prices on the day of signing the new contract.

Upon expiration of a contract, if the customer does not elect to subscribe to a new contract and does not request discontinuance of the service, service will be continued on a month-to-month basis. The month-to-month prices currently in effect at the time of expiration of the contract will apply. Once on a month-to-month basis the customer will not have an additional service commitment and will no longer be subject to termination charges. The month-to-month payment plan will be subject to Company initiated price changes.

/1/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply. (N)

**FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

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

4. Termination Charges

Full Termination

Discontinuance of the entire service within the initial service contract period will result in termination charges.

The termination liability for the 36- and 60-month<sup>/1/</sup> Term Payment Plan is calculated as follows: (C)

$$\text{Termination Liability} = 50\% * [\text{number of packages contracted for}] * [\text{remaining number of months under contract}] * [\text{monthly price}]$$

Partial Termination

Partial Termination applies when the actual number of packages drops below the contracted amount in any given month. The customer will be liable for the billing shortfall.

/1/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply. (N)



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/1/ Material now appears in Part 20 Section 7.

**COMPLETE CHOICE® ENHANCED****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:

- A network access line
- Flat Rate Service
- Caller ID
- Caller ID with Name
- Call Waiting
- Call Waiting ID
- 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 (including Caller ID with Name) and Call Waiting ID may be deselected from the Complete Choice Enhanced at the customer's option and reselected in the future, with no adjustment to the package price. Nonrecurring charges specified in Part 3, Section 1 of this Guidebook will not apply to these changes.
2. Caller ID and Caller ID with Name and Call Screening will not be included in the Complete Choice Enhanced where facilities preclude the provisioning of these features. A credit will apply to Complete Choice Enhanced when Caller ID cannot be included. No credit is given if the customer deselects Caller ID and/or Caller ID with Name.
3. Busy Line Transfer, Alternate Answering, Message Waiting Tone and Star Code Access to Voice Mail may be added to Complete Choice Enhanced package, at any time, with no adjustment to the package price. The Service Order Add/Change charge specified in Part 3, Section 1 will not apply to these changes.

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**COMPLETE CHOICE® ENHANCED (cont'd)****C. Terms and Conditions (cont'd)**

4. Pay per use features and their associated charges are not included in the Complete Choice Enhanced price. (C)
5. All services must be purchased on the same access line in order for the customer to be eligible for the Complete Choice Enhanced price. The package may be ordered on the customer's primary and/or additional line. (C)
6. Existing residence customers who currently subscribe to all component services in Complete Choice Enhanced may request billing at the package price. (C)
7. Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the required component services. If the customer disconnects any required component service of the package, the remaining services will be billed at their individual standard rates. (C)
8. Discounted monthly rates for any other combinations of the services provided in the Complete Choice Enhanced on the same access line, as specified elsewhere in this Guidebook, do not apply under the Complete Choice Enhanced. (C)
9. Complete Choice Enhanced is available to any residence customer where all the package components are available, except as noted in C.2. above. (C)
10. Complete Choice Enhanced component services may be purchased individually at their standard rates. (C)
11. Complete Choice Enhanced may be included in other packages or bundles that are marketed under other names. Complete Choice Enhanced Package may also be bundled with the other additional services at a combined price that exceeds the Complete Choice Enhanced tariff price. (C)
12. Features and services purchased in excess of those allowed in the package will be charged at their individual standard rates. (C)
13. A nonrecurring charge as shown in D. below will apply to the installation of the Complete Choice Enhanced at the time a new or existing customer subscribes to the package. The Complete Choice Enhanced nonrecurring charge will not apply if the customer changes or adds features as long as the customer maintains the Complete Choice Enhanced on the same line. The Complete Choice Enhanced nonrecurring charge is a line-level charge. If the customer subscribes to Complete Choice Enhanced on an additional line, the nonrecurring package charge will be applied to that line. (C)
14. Nonrecurring charges, except as shown in D. below will not apply when existing customers add the package to existing lines. Nonrecurring installation charges may apply to the installation of new Access Lines. (C)

**COMPLETE CHOICE® ENHANCED (cont'd)****D. Prices**

The per line rates specified for Complete Choice Enhanced are as follows:

<u>Description</u>	<u>Monthly Price</u>	<u>Nonrecurring Charge</u>
Complete Choice Enhanced, Access Area 1	\$55.00 (I)	\$5.00
Complete Choice Enhanced, Access Area 2	55.00 (I)	5.00
Complete Choice Enhanced, Access Area L	55.00 (I)	5.00
Complete Choice Enhanced, Access Area 3	55.00 (I)	5.00
Complete Choice Enhanced, Access Area 1 where Caller ID cannot be provisioned <sup>/1/</sup>	54.00 (I)	5.00
Complete Choice Enhanced, Access Area 2 where Caller ID cannot be provisioned <sup>/1/</sup>	54.00 (I)	5.00
Complete Choice Enhanced, Access Area L where Caller ID cannot be provisioned <sup>/1/</sup>	54.00 (I)	5.00
Complete Choice Enhanced, Access Area 3 where Caller ID cannot be provisioned <sup>/1/</sup>	54.00 (I)	5.00

**E. References**

Complete Choice Enhanced components are provided in accordance to the terms and conditions of their applicable offerings except as noted in Paragraphs C. and E. of this Guidebook.

<u>Service</u>	<u>Reference</u>
Residence Access Line	Part 4, Section 2
Flat Rate Service	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2
Complementary Central Office Services	Part 7, Section 3
Star Code Access to Voice Mail	Part 7, Section 3

/1/ The rate reflects a \$1.00 monthly credit as described in Terms and Conditions, C.2. No credit will be given if the customer deselects Caller ID and/or Caller ID with Name.

**COMPLETE CHOICE® ENHANCED (cont'd)**

**F. Complete Choice Enhanced 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. (N)  
 (N)

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

The following rules apply:

- This offer is for retention purposes only.
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) flat rate lines, to receive the monthly credit.
  - If the customer adds features to qualify for the Complete Choice Enhanced package with flat rate service, the nonrecurring charge(s) and/or package fee will be waived.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location.
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 day notice or less.

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/1/ Material now appears on Original Sheet 66 in Part 20, Section 7 of this Guidebook.



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/1/ Material now appears in Part 20, Section 7, Sheet 73.

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/1/ Material now appears on Original Sheet 72 in Part 20, Section 7 of this Guidebook.

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