ADVANCED CUSTOM CALLING FEATURES

A. General Regulations

1. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding, Caller ID-Calling Number Delivery and Calling Name Delivery are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the calling name and number and are linked by appropriate facilities.

2. A monthly rate will apply, as appropriate, to all Custom Calling Services, which are subscribed to on a monthly subscription basis, including Call Trace, which will also bill a successful activation charge. Auto Redial and Call Return, when subscribed to on a usage-sensitive basis, will only be subject to the appropriate activation charge, per occurrence. (C)

B. Feature Descriptions

Anonymous Call Rejection/1/ (ACR)
Allows customers to automatically reject calls that have been marked anonymous (refer to call blocking information in paragraphs, following) by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Auto Redial
Enables the customer to redial automatically the last outgoing telephone number. If that telephone number is busy, the Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Call Blocker
Enables the customer to block calls from preselected telephone numbers (quantity varies by technology) and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Return
Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, the Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

/1/ This service is obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

ADVANCED CUSTOM CALLING FEATURES

A. Feature Descriptions

Call Trace
Enables the customer to initiate a trace of the last incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call tail (not the conversation). The call detail may be provided only to law enforcement authorities upon proper request. The results of the trace will not be provided to the customer directly. For further action to be taken, the customer must contact their local law enforcement agency. (C)

At its sole option, the Company will set up a tracing arrangement at no charge to the customer when in the judgment of the Company, the unwanted call(s) present a serious threat of bodily harm or destruction of property and Call Trace is not available or is not otherwise a suitable solution. In such situations, the Company, not the customer, will perform the entire call trace function.

Priority Call
Provides the customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers (quantity varies by technology). The customer can construct or modify a telephone number screening list. The Company equipment will screen incoming calls (MT) against the customer's list and provide the distinctive ring for telephone numbers on the list.

Remote Access to Call Forwarding
Provides the customer that also subscribes to Call Forwarding (described in Section 1) with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a touch-tone telephone. All charges incurred to access the remote number will be billed appropriately.

Selective Call Forwarding
Provides the customer with the ability to forward incoming calls from preselected telephone numbers (quantity varies by technology) to another telephone number. The customer can construct or modify a telephone number screening list. The Company equipment will screen incoming calls against the customer's list and forward only those from telephone numbers on the list. Customers subscribing to Call Forwarding and Selective Call Forwarding may have only one feature activated at a time (depending on serving technology). The Selective Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion.

Simultaneous Call Forwarding
Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding customer must subscribe to sufficient facilities to adequately handle calls without impairing any services offered by the Company. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

B. Feature Descriptions (cont'd)

C. Prices[/6/]

Service	USOC	Monthly Rate Residence	Business
Anonymous Call Rejection[/1/]	AYK	$13.49 (I)	$26.44
Anonymous Call Rejection in Conjunction with Caller ID Name and/or Number Delivery	AYK	13.49 (I)	---
Auto Redial	NSQ	13.49 (I)	5.50
Call Blocker	NSY	13.49 (I)	5.50
Call Return	NSS	13.49 (I)	23.66
Priority Call	NSK	13.49 (I)	5.50
Remote Access to Call Forwarding	RC3	1.00	3.00
Selective Call Forwarding	NCE	13.49 (I)	5.35
Simultaneous Call Forwarding[/5/]	ESD	5.00[/4/]	6.00[/4/]
Usage-Sensitive Service		Per Successful Activation	
Call Trace[/2/]	NST	$8.00	$8.00
Auto Redial[/2,3/]	NV8	.75	.75
Call Return[/2,3/]	NV9	3.00	3.00
Three-way Calling[/2,3/]	3UY	3.00	3.00

/1/ This service is obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.
/2/ Blocking of this service will be provided, at no charge to the customer, upon request.
/3/ This service is offered on a usage sensitive, per activation basis. It is available only where facilities permit.
/4/ An installation/move charge of $15 applies in addition to the service connection charge.
/5/ Simultaneous Call Forwarding is used in conjunction with Call Forwarding. Call Forwarding rates and charges apply.
/6/ See Part 3, Section 1, for application of Service Connection Charges.

CALLER ID

A. Description

Caller ID assists customers in the management of incoming calls.

Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access line. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer premises equipment to process the CPN transmission.

Calling Name Delivery - Enables the terminating customer to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. Calling Name Delivery subscribers must provide and connect their own compatible customer premises equipment to process the Calling Name Delivery transmission. 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.

Any Company calling party, whether they subscribe to Caller ID services or not, may prevent the delivery of calling party name and/or number to the called party by dialing an access code immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the calling party name and/or number will not be transmitted across the line to the display equipment of the Caller ID subscriber. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block calling party name and/or number delivery.

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.

The blocking of calling party name and/or number will not be provided on calls originating from payphones.

Per line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted, including those at the residence of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax exempt, domestic violence intervention agencies, and (b) federal, state and local law enforcement agencies. The calling name and/or number will not be transmitted from a line equipped with this capability.

Per line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code immediately prior to placing a call.

CALLER ID (cont'd)

A. Description (cont'd)

In addition to the provisions of this Guidebook, the Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party has requested to be omitted from the Company's Listing Information System or by the disclosing of such name and/or telephone number to any person. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. The Company shall not be liable for any claims for damages caused by a telecommunications utility's failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Company. (C)

Calling Number Delivery and Calling Name Delivery are obsolete except for existing business customers at existing locations who subscribed to either service individually prior to April 15, 2002. Calling Number Delivery and Calling Name Delivery will be provided together only as Caller ID Service as of April 15, 2002.

B. Service Interactions

1. Calling name and/or number will not be displayed if the called party is off-hook.

2. Calling name and/or number will not be displayed if the called party answers during the first ring interval.

3. Calling name and/or number are not available with distinctive ringing services having a silent interval length insufficient for name and/or number transmission.

4. Identification of specific stations or extensions served by a PBX is not possible. The main directory number of the PBX will be displayed.

5. Calling name and/or number cannot be identified or transmitted for calls made on a multi-party line. The called party will receive an "unavailable" indicator.

6. Calling name and/or number will be displayed for calls made from another central office only if it is linked by appropriate facilities.

7. Calling name and/or number will not be displayed if the calling party has activated name and/or number blocking. Calling Party Number blocking (per-call or per-line) automatically prevents the display of the calling telephone number on all calls dialed from an exchange service equipped with this option, except for calls made to 911 and calls made to a party that subscribes to an ANI or charge number based service and the call is paid for by the called party.

8. Caller ID service is required for the provision of Call Waiting ID and Call Waiting ID Options.

CALLER ID (cont'd)

C. Prices[/4/]

Service	USOC	Monthly Rate Residence	Business
Caller ID Calling Number Delivery[/1/]	NSD	$13.49 (I)	$30.43
Caller ID Calling Name Delivery[/1,2/]	NMP	13.49 (I)	30.43
Per line Package Discount		Monthly Credit	
Caller ID Credit[/1,3/]	NNK	13.49 (I)	5.00

/1/ When the customer subscribes to both Caller ID Calling Number Delivery and Caller ID Calling Name Delivery, apply the Caller ID Credit.
/2/ The Service Connection charge for Caller ID Calling Name Delivery or for any package offer containing Calling Name Delivery will be waived for 60 days after Calling Name Delivery is deployed in central offices where it was previously unavailable.
/3/ The monthly rate and service connection charge for each service apply as appropriate. In addition, the package monthly discount is applied as a credit to the total monthly bill. If the customer qualifies for more than one package, the larger package discount will be applied to the customer's bill.
/4/ See Part 3, Section 1, for application of Service Connection Charges.

CALL WAITING ID

A. Description

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.

B. Terms and Conditions

1. Customers must also subscribe to Call Waiting and Caller ID Name and Number.
2. 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.
3. Available only where central office facilities permit.

CALL WAITING ID OPTIONS

A. Description

Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Where facilities permit, Call Waiting ID Options service will display the name and/or number of the person calling on the customers' Customer Premises Equipment (CPE). Using this information, customers may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The disposition codes appear on the customers' CPE as menu options. The available options for the disposition of the second caller include:

- Talk to the second caller
- Provide the caller with a busy announcement
- Forward the call to a "wait a minute" or call me back" message
- Route the new call to a voice mailbox
- Allow the caller to join the conversation in progress

B. Terms and Conditions

1. Customers must also subscribe to Call Waiting and Caller ID Name and Number and Call Waiting ID.
2. Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
3. Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID Options.
4. Available only where central office facilities permit.

C. Prices[/3/]

Service	USOC	Monthly Rate Residence	Business
Call Waiting ID[/1/]	NWT	$3.50	$5.40
Call Waiting ID Options[/2/]	NWL	.50	1.10

/1/ Call Waiting ID requires the customer to also subscribe to Call Waiting and Caller ID Name and Number Delivery.
/2/ Call Waiting ID Options requires the customer to also subscribe to Call Waiting ID, Call Waiting and Caller ID Name and Number Delivery.
/3/ See Part 3, Section 1 for application of Service Connection Charges.

PERSONALIZED RING

A. Description

Allows a customer to establish up to three telephone numbers on the same access line and distinguish calls to each number by a distinctive ring. The billing telephone number is called the Primary number and the dependent telephone numbers are called the Personalized Ring numbers. A standard ringing pattern is provided for the Primary number and distinctive ring patterns are provided for a maximum of two Personalized Ring numbers.

B. Terms and Conditions

A listing is provided for each Personalized Ring number. If a customer requests the Personalized Ring number to be non-published or non-listed, the Company will furnish either without charge. However, if the Primary number is non-published and/or non-listed, the appropriate rates and charges in the Directory Services section apply to the Primary number.

Regular Extra Listing and Special Types of Extra Listing rates, as shown in Part 12, Section 1 of this guidebook, apply to the Primary or Personalized Ring numbers.

If a customer requests a change in the listing associated with the Personalized Ring number(s), the listing service connection charge specified in Part 12, Section 1 of this guidebook is applicable.

If a customer requests a Personalized Ring number to be changed, the service connection charge applies.

Other than allowances for calls to Directory Assistance service which are furnished with the Primary number in accordance with Part 12, no additional allowances for Directory Assistance service are provided with Personalized Ring service.

C. Service Interactions

1. When a Personalized Ring customer subscribes to Call Forwarding, the Personalized Ring numbers can either be forwarded to the same number or receive no forwarding treatment at all. When a customer subsequently requests a change in the forwarding pattern of his Personalized Ring numbers, the Service Connection charge will apply.

2. If a Personalized Ring line also has Call Waiting, incoming calls to the Primary number will activate the standard Call Waiting tone. Incoming calls to the Personalized Ring numbers will activate a distinctive Call Waiting tone with a pattern analogous to the distinctive ring pattern, but at a more rapid cadence.

D. Prices/2/

Service	USOC	Residence	Business
One Personalized Ring Number	DRS	$13.49 (I)	$ 7.00
Two Personalized Ring Numbers			
Personalized Ring 1/1/	DRS1X	13.49 (I)	7.00
Personalized Ring 2/1/	DRS2	13.49 (I)	3.00

/1/ Only one service connection charge applies when more than one Personalized Ring number is ordered or changed simultaneously.
/2/ See Part 3, Section 1, for application of Service Connection Charges.

CALL TRANSFER DISCONNECT

A. Description

Enables business customers to add on another line to an established call creating a three-way call. The Call Transfer Disconnect subscriber may disconnect from the three-way call and allow the other two parties to continue talking, thereby freeing their line for the purpose of originating another call.

B. Terms and Conditions

Call Transfer Disconnect availability will be restricted in Section 1. Additionally, it will not be available to residence customers, Foreign Serving Office and Foreign Exchange Service.

The Call Transfer Disconnect feature cannot be used to expand a calling scope and is, therefore, not available to customers subscribing to an optional flat-rate local, toll or expanded calling plan.

Call Transfer Disconnect customers will be restricted from making international calls due to toll fraud concerns. Customers who contact the business office with a request to make international calls will be allowed to unblock their line for international calls provided they meet the following guidelines:

- Service established on that line for at least three months, ***and***
- Telephone bill paid in full by the due date for the previous three months

Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate and may not resell service.

C. Price/3/

Service	USOC	Monthly Rate
Call Transfer Disconnect	FG3	$15.00
Per business line package discount, Call Transfer Disconnect With Business Preferred/2/	RCR3W	Monthly Credit $7.50/1/

/1/ A monthly credit is applied to the customer's bill when Call Transfer Disconnect is subscribed to in conjunction with Business preferred.
/2/ Service Connection charges will not be applied when Call Transfer Disconnect is subscribed as a package with Business Preferred.
/3/ See Part 3, Section 1, for application of Service Connection Charges.

(D)

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 6. (N)

PREFERRED NUMBER SERVICE (PNS)

A. Description

Offers residence customers a service whereby incoming calls to the subscriber's PNS number are automatically forwarded by Company central office equipment to the subscriber's current Company residence number. The terminating number must have incoming call capability.

B. Terms and Conditions

1. PNS is not offered where the terminating number is a business.

2. A unique ringing signal is available as an option to PNS. A unique ringing signal will allow the PNS subscriber to distinguish if the incoming call was placed by dialing the subscriber's PNS number or the subscriber's current residence local exchange telephone number. The termination with unique ringing must be in the Company's service area. (C)

3. The Unique Ring option cannot be provided on PNS if more than one unique ringing pattern is already on the customer's local exchange number (e.g., two Personalized Ring numbers).

4. Transmission quality may vary depending on the distance and routing necessary to complete the forwarded call. PNS is not suitable for transmission of data.

5. PNS is available when used in connection with local exchange services, long distance telecommunications services, or inward wide area telecommunications services. Appropriate charges for these services are in addition to the charges for PNS.

6. Incoming calls to the PNS number can be forwarded within the local exchange calling scope or the exchange in which the customer is located and cannot be used to expand the local calling scope beyond that available to the PNS subscriber. PNS may result in a toll call if the incoming call is forwarded outside of the local calling scope.

7. The originating caller is responsible for any charges incurred from the point of origination to the PNS number.

   The PNS subscriber is responsible for all charges incurred between the PNS number and the terminating number. If calls between the PNS number and the terminating number are within the same local calling scope, only the monthly rate applies. If such calls go outside the calling scope, toll charges apply in addition to the monthly rate.

8. A residential listing, either the subscriber's current residence local exchange number or the subscriber's PNS number in the same local exchange, is provided to the PNS subscriber at no additional charge. If the customer wants both numbers to be listed, an additional listing may be obtained at the appropriate rates outlined in the Listing section. If the customer wants a non-published or non-listed telephone number, the appropriate charges as outlined in the Listing section of this guidebook are applicable to the subscriber's current Company residence exchange number. (C) (C) (C)

9. Rules and regulations pertaining to the application of residence service are the same in conjunction with PNS as with other exchange services. See ‘Rules and Regulations Applying to All Customers' Contracts’ in Part 2, Section 2.

PREFERRED NUMBER SERVICE (cont'd)

C. Prices[/4/]

Service	USOC	Monthly Rate
Preferred Number Service Without Unique Ring[/1,2/]	P6NLX, P6NRG P6NRN, P6N8X	$6.00
With Unique Ring[/1,2,3/]	PWNLX, PWNRG PWNRN, PWN8X	6.00

/1/ If the customer requests to change the PNS telephone number, a service connection charge applies.
/2/ If the customer requests to change the telephone number to which PNS calls are forwarded, a service connection charge applies.
/3/ The subsequent addition of Unique Ring will require a service connection charge.
/4/ See Part 3, Section 1, for application of Service Connection Charges.