

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: KY-17-0055

DATE: August 1, 2017

STATE: KENTUCKY

EFFECTIVE DATE: 08/01/2017

TYPE OF DISTRIBUTION: Approved

PURPOSE: GB - Withdraw Caller ID - Basic for residence customers

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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.2 Statewide Rate Schedules (Cont'd)

##### A3.2.14 Complete Choice Enhanced Service

**A. General**

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:

A13.9 Custom Calling Services excluding Customer Control<sup>1</sup> and Multipath<sup>1</sup> versions of the Call Forwarding features

A13.19 TouchStar services excluding Personalized Ring 6<sup>1</sup> and Calling Number Delivery Blocking-Permanent<sup>1</sup>

A13.34 RingMaster service

A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

**B. Rates and Charges**

1. Individual line service

(a) Per plan package

Suspend Rate	Monthly Rate	USOC
<b>\$7.50</b>	<b>\$38.00</b>	<b>PAMA8</b>

**C. Complete Choice Enhanced Retention Offer**

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply:

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location.
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14 day notice or less.

**Note 1:** These features are available separately as specified in A13.9 or A13.19.

(C)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.9.1 General (Cont'd)

**J.** Call Forwarding Multipath

This feature provides Business customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer, Customer Control of Call Forwarding Busy Line<sup>1</sup>, Customer Control of Call Forwarding Don't Answer<sup>1</sup>, Call Forwarding Variable, or Remote Access to Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded to another telephone number.

Where facilities permit for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks, 10 calling paths will be provided at no charge. For a hunting arrangement greater than 10 lines/trunks, additional paths (in excess of the 10 provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature, each call will be forwarded at the completion of each ring cycle. A Secondary Service Charge will apply to requests to increase or decrease the number of calling paths.

**K.** Remote Access - Call Forwarding Variable

This feature provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forwarded-to telephone number.

**L.** Call Waiting ID - This service allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides several additional call disposition options.

The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic<sup>2</sup> or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone. (C)

The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting ID include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation and maintenance of the ADSI-compatible CPE and its technical capability to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Guidebook. Such features must be ordered separate from Call Waiting ID.

**M** Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is an intra-switch call. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

**N.** Star 98 Access – This feature allows a subscriber to dial \*98 to access a service such as their voice mail service.

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

**Note 2:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers. (N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

**E. Call Block**

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Selective Call Forwarding and/or Personalized Ring 6 and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multiline hunt group unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified. Additionally, this feature will not block calls from coin or cellular telephones or operator assisted calls.

**F. Call Tracing**

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the trace was activated, and in some locations, the time the offending call was received. The customer using this feature would be required to contact the Annoyance Call Bureau for further action.

Only calls from within TouchStar service equipped offices are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multiline hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

In some locations, if the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

**G. Caller ID – Basic<sup>1</sup> (Number Delivery)**

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

When Caller ID - Basic is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

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

If the incoming call is from a caller who subscribes to RingMaster service, the telephone number transmitted will always be the main number rather than any dependent RingMaster service number.

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

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

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

(C)

**Note 1:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.19.3 Terms, Conditions and Limitations of Service

**A.** The Following Limitations Apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service equipped offices.
2. The TouchStar service basic features are available to single line and multi-line residence and business customers, unless otherwise specified following, who have rotary dial or Touch-Tone service, except that BusyConnect service will not work with rotary dial in most offices. Caller ID – Basic<sup>2</sup> and Caller ID are available to single and multi-line<sup>1</sup> residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. Caller ID-Basic<sup>2</sup> and Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Neither Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management nor Call Tracking (BCLID), can be provisioned for customers with the following service arrangements; Basic 911, FX, FCO, DPA or Dual Service. (C)
3. TouchStar service basic features cannot be provisioned on toll terminals, trunks or some remote switching locations.
4. Appropriate Service Charges apply except during Company selected periods of special promotion. Applicable service charges will be waived for the following situations: Upgrades from Caller ID-Basic<sup>2</sup> to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management, upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management or Enhanced Caller ID to Enhanced Caller ID with Call Management. (C)
5. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-published Listing Service as described in Section A6, unless the caller subscribes to and/or has activated Calling Number Delivery Blocking. 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.

**Note 1:** Effective July 1, 2017, Caller ID – Multi-Line is no longer available for residence subscribers.

**Note 2:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers. (N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.19.3 Terms, Conditions And Limitations Of Service (Cont'd)

- A. The Following Limitations Apply (Cont'd)
6. Reserved for Future Use
  7. Reserved for Future Use
  8. Optional Calling Number Delivery Blocking - Permanent is available upon request, at no charge to residential subscribers of Non-Published Listing Service as described in A6, and to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted. This includes lines at the residences of employees/volunteers where the head of the agency certifies to local Company management a need for blocking based upon health and safety concerns: (a) established shelters of domestic intervention and agencies which deal with domestic violence, (b) federal, state and local law enforcement agencies.
  9. Calling party information via Caller ID – Basic<sup>2</sup>, Caller ID – Deluxe<sup>1</sup>, Enhanced Caller ID, Enhanced Caller ID with Call Management, or Call Tracking is not available on operator handled calls. (C)
  10. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.
  11. TouchStar service features are not available on trunks except as specifically noted in A13.19.3.A.2 and 15.
  12. Telephone numbers/names transmitted via Caller ID Basic<sup>2</sup>, Caller ID - Deluxe, Enhanced Caller ID, Enhanced Caller ID with Call Management, or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited by this Guidebook, except the caller's numbers may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others. (C)
  13. (DELETED)
  14. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
  15. Per Activation Call Return, Repeat Dialing, Denial of Per Activation Call Return and Denial of Per Activation Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

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

**Note 2:** Effective August 1, 2017, Call ID - Basic is no longer available for residence subscribers. (N)

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

**A13.19.4 Rates**

	Nonrecurring Charge	Monthly Rate	USOC
<b>A. Individual Features</b>			
1. Residence			
(a) Call Return (per line)	-	\$9.50	NSS
(b) Call Return (per activation)	\$2.00	-	NA
(c) Call Return (denial of per activation) <sup>1</sup>	-	-	BCR
(d) Repeat Dialing (per line)	-	8.00	NSQ
(e) Repeat Dialing (per activation)	2.00	-	NA
(f) Repeat Dialing (denial of per activation) <sup>1</sup>	-	-	BRD
(g) BusyConnect (per activation) <sup>2</sup>	2.00	-	NA
(h) Personalized Ring 6 (per line)		6.00	NSK
(i) Selective Call Forwarding (per line)		6.00	NCE
(j) Call Block (per line)		9.50	NSY
(k) Call Tracing (per line)		6.00	NST
(l) <b>(DELETED)</b>			
(m) Caller ID Deluxe (with Anonymous Call Blocking) (per line)		9.99	NXMCR
(n) <b>(DELETED)</b>			
(o) Anonymous Call Blocking (per line)		7.00	HBY
(p) Calling Number Delivery Blocking - Permanent <sup>1,3</sup> (Per Line) (Agency)		-	NOB
(q) Calling Number Delivery Blocking - Per Call		-	NA
(r) Calling Number Delivery Blocking - Permanent Per Line (Non-Published Listing Customers) <sup>1,3</sup>		-	NOBNN

(D)

**B. Individual Features**

1. Business

(a) Call Return (per line)	-	8.00	NSS
(b) Call Return (per activation)	2.00	-	NA
(c) Call Return (denial of per activation) <sup>1</sup>	-	-	BCR
(d) Repeat Dialing (per line)	-	7.00	NSQ
(e) Repeat Dialing (per activation)	2.00	-	NA
(f) Repeat Dialing (denial of per activation)	-	-	BRD
(g) BusyConnect (per activation) <sup>2</sup>	2.00	-	NA

**Note 1:** Neither denial of Call Return per activation, denial of Repeat Dialing per activation or Calling Number Delivery Blocking - Permanent should be included in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

**Note 2:** Denial of per activation BusyConnect can be obtained using the Repeat Dialing Denial of Per Activation USOC BRD.

**Note 3:** Calling Number Delivery Blocking - Permanent is only available to subscribers of Non-Published Listing Service as described in A6.4.1 or special agencies as defined in A13.19.3.A.8.

## A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

### A113.18 Reserved For Future Use

### A113.19 TouchStar Service

(Obsolated March 15, 1995, Type D) Existing Caller ID - Multi-Line customers may retain their existing service as specified in this section of the Guidebook if they so choose. However, if these customers want to change or add to their existing service, they will have to convert to Caller ID – Basic<sup>3</sup> or Caller ID – Deluxe<sup>1</sup> as specified in A13.19. Service charges from Section A4 shall not apply for such conversions. All new customers desiring a TouchStar service calling information delivery feature will have to use A13.19. (C)

#### A113.19.1 Applications

See A13.9.1 for Applications of TouchStar Service.

#### A113.19.2 Definitions of Feature Offerings

**A. through J.** Reserved for Future Use

**K.** Caller ID - Multi-Line<sup>2</sup>

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

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

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

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

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

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

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

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

**L.** Reserved for Future Use

**M.** Anonymous Call Rejection

See A13.9.2 for Definition of Anonymous Call Rejection

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

**Note 2:** Effective July 1, 2017, Caller ID – Multi-Line is no longer available for residence subscribers.

**Note 3:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers. (N)



## A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A113.19.3 Terms, Conditions And Limitations Of Service

A. The Following Limitations Apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain numbers of subscribers served out of TouchStar service equipped offices.
2. The TouchStar service basic features are available to single line and multi-line residence and business customers who have rotary dial or Touch-Tone service. Caller ID – Basic<sup>3</sup> and Caller ID – Deluxe<sup>1</sup> are available to single and multi-line residence and business customers. Effective March 15, 1995, Caller ID - Multi-Line<sup>2</sup> which was available only for line side terminations equipped with hunting (grouping) arrangements will no longer be available to new customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and business multi-line customers. Neither Caller ID – Basic<sup>3</sup>, Caller ID - Deluxe, Call Tracking (BCLID), nor Caller ID - Multi-Line<sup>2</sup> can be provisioned for Basic 911 customers.
3. TouchStar service basic features cannot be provisioned on toll terminals, trunks or some remote switching locations.
4. Appropriate Service Charges apply except during Company selected periods of special promotion.
5. The Company will deliver all numbers, subject to technical limitations, including numbers associated with Non-published Listing Service as described in Section A6, unless the caller subscribes to and/or has activated Calling Number Delivery Blocking.
6. Optional Calling Number Delivery Blocking - Permanent is available upon request, at no charge to residential subscribers of Non-Published Listing Service as described in Section A6 and to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted. This includes lines at the residences of employees/volunteers where the head of the agency certifies to local Company management a need for blocking based upon health and safety concerns: (a) Non-profit, tax exempt, private and public social welfare agencies such as domestic violence intervention agencies, (b) federal, state and local law enforcement agencies.
7. Calling party information via Caller ID - Multi-Line<sup>2</sup> is not available on operator handled calls.
8. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers, is limited as set forth in A2.5.
9. TouchStar service features are not available on trunks except as specifically noted in 2.
10. Numbers transmitted via Caller ID - Multi-Line<sup>2</sup> are intended solely for the use of these subscribers. Resale of this information is prohibited by this Guidebook, except the caller's numbers may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.

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

**Note 2:** Effective July 1, 2017, Caller ID – Multi-Line is no longer available for residence subscribers.

**Note 3:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers.

(C)

(N)

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

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

**A113.19.4 Rates**

- A. Reserved for Future Use
- B. Individual Features
  - 1. Business

	<b>Monthly Rate</b>	<b>USOC</b>
(a) through (o) Reserved for Future Use		
(p) Anonymous Call Rejection (Per line) <sup>1</sup>	<b>\$4.00</b>	<b>HBV</b>

- C. Reserved for Future Use

**D. Per Subscription**

- 1. Rotary (Grouping) Arrangements
  - a. Caller ID - Multi-Line (per line)<sup>2,4</sup>  
Per Calling Number Delivered Usage Charge

	<b>Rate</b>	
(1) <b>(DELETED)</b>		(D)
(2) Business		
<b>Quantity of Calls</b>		
(a) First 50,000	<b>.02</b>	<b>NSDUS</b>
(b) 50,001 - 400,000	<b>.015</b>	<b>NSDUS</b>
(c) Over 400,000	<b>.01</b>	<b>NSDUS</b>

**Note 1:** Obsoleted October 31, 2012. Not available for new installations, additions to existing service or transfers of existing service to a new location on or after October 31, 2012 for business subscribers.

**Note 2:** Effective March 15, 1995, all existing Caller ID - Multi-Line customers may retain this service as specified in this Section or change to the service provided under Caller ID - Basic or Caller ID - Deluxe<sup>3</sup> as specified in A13.19. If existing Caller ID - Multi-Line customers change or add to their existing service, then they will have to convert to Caller ID - Basic or Caller ID - Deluxe. Service charges from Section A4 shall not apply for such conversions. All new single and multi-line business customers desiring a TouchStar service calling information delivery feature will have to use Caller ID - Basic or Caller ID - Deluxe. Call Tracking (BCLID) is available for PBX customers as well as business multi-line customers. (C)

**(DELETED)** (D)

**(DELETED)** (D)