

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: KY-18-0021

DATE: March 1, 2018

STATE: KENTUCKY

EFFECTIVE DATE: 03/01/2018

TYPE OF DISTRIBUTION: Approved

PURPOSE: Grandfather Residential Privacy Manager in the SE Region.

<b><u>TARIFF SECTION</u></b>	<b><u>PAGE NUMBER</u></b>	<b><u>PAGE REVISION</u></b>
G004	2	0003
G004	3	0003
G004	4	0007
G013	56	0002
G103	1.0.2	0014
G113	5.3	0007
G113	16	0002
G113 Cont. (pg)	4	0003
G13 Cont. (pg)	6	0005
G Subj. Indx (pg)	17	0008

## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.3 Line Change Charge Application

- A. The First Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line if changes are being made on multiple lines.
- B. On each multiple line request, the Line Change Charge Additional Line applies for each additional line requested changed after the first line.
- C. If the First Line Connection Charge applies on a customer request, any additional Line Change Charges applicable to the same customer request will be billed at the Additional Line Change Charge rate.
- D. The Line Change Charge applies:
  1. For each number changed when requested by the customer.
  2. Per NAR for ESSX-1 service.
  3. For each line, trunk, or per NAR for ESSX-1 service being restored after service is temporarily denied for nonpayment.
  4. For each line, trunk, or per NAR for ESSX-1 service being temporarily suspended at the request of a customer.
  5. For changing from loop start to ground start and vice versa and for changing from a line to a trunk and vice versa, for changes in direction, or other operational charges.
  6. For changing from Foreign Central Office Service to home wire center and vice versa.
  7. For changing from business individual line service to Back-Up Line Service.

#### A4.2.4 Secondary Service Charge Application

- A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- B. The Secondary Service Charge applies for adding or rearranging:
  1. Custom Calling Service
  2. Prestige Communications service or Prestige Communications Package
  3. Grouping Service
  4. RingMaster service
  5. TouchStar service
  6. Customized Code Restriction
  7. Customer requested listing changes, except where excluded in this Guidebook.
  8. Remote Call Forwarding
  9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable.
- C. The Secondary Service Charge applies for:
  1. Transfers of responsibility.
  2. Changing from residence to business service and vice versa. If the number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business and the residence charge applies when changing to residence.
  3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
  4. Installing a Network Interface jack at the customer's request on existing service. Additionally, Premises Work Charges, the charge for a Network Interface in Section A14 may apply.
- D. The Secondary Service Charge is applicable:
  1. On ESSX-1 service when installing a station line or changing a station number. (M)
  2. On other Centrex Type Services when adding or changing the operation of a NAR. (M)

## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

(M1)

#### A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Line Change Charge, or Secondary Service Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of fifteen minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee requested.
- C. Premises Work Charges apply for, but are not limited to:
  1. Rearrangement of drop wire, protector and/or network interface.
  2. Trouble Determination.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a customer requested Network Interface on existing working or non-working service.
- E. The customer may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual billable time necessary to complete the request.

#### A4.2.6 Service Charge Exceptions

- A. Service Charges do not apply for:
  1. Changing from Touch-Tone Service to Rotary-Dial Service.
  2. Changing from a private or semiprivate listing to a listed number.
  3. Changing the primary listing of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
  4. Changes in grade of service, e.g., from two-party to one-party.
  5. Changing from one flat, measured or message rate basic local service (including Area Plus service and Complete Choice options) to another.
  6. Converting existing service to Lifeline
  7. The establishment of a customer's equivalent service at a new/temporary location when the original premises is made uninhabitable due to a disaster such as a tornado, fire, flood, etc. In lieu of a waiver at the new/temporary location, the customer may choose to receive the waiver for the return to the original premises.
  8. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
  9. (DELETED)
  10. Requests for full or partial disconnection. (M2)
  11. Upgrades from Back-Up Line service to business individual line service or ISDN service. (M2)
  12. The connection, move or change of telephone service previously provided over a Government System where there is no break in the continuity of service. (M2)

## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.6 Service Charge Exceptions (Cont'd)

- (M2)
- B.** When a customer's request is provided:
1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work will apply, if applicable, for additional service.
  2. In accordance with the Service Charge Exceptions listed in A4.2.6, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- C.** The Secondary Service Charge is not applicable:
1. Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below.
    - a. Custom Calling Service
    - b. (DELETED)
    - c. Grouping Service
    - d. RingMaster Service
    - e. TouchStar Service
    - f. Designer Listings
    - g. Message Waiting Indication
    - h. Customized Code Restriction
    - i. Voice Mail Calling Features Package
    - j. Privacy Manager Service<sup>1</sup>
- (C)
- D.** Residential Online Service Connection Charge Waiver  
Service Connection Charges (such as the Line Connection Charge – First Line or Additional Line) may be waived for residential customers who order new local service (N Order) or transfer service (T Order) on att.com and who are in AT&T Southeast territory for local service. This waiver of charges is available on up to three (3) lines. The subscriber must purchase a minimum of AT&T local service and at least two (2) non-zero rated features or a package of local service containing in its price at least two (2) qualifying features.
- E.** Residential Service Connection Charge Waiver  
Service Connection Charges (such as the Line Connection Charge – First Line or Additional Line) may be waived for residential customers. This waiver is valid for only one (1) service line at the intended local service address. The customer must place the order through an AT&T business office or outbound telemarketing vendor. This waiver is not valid for existing AT&T customers or out of region customers who are new to AT&T. Residential customers who are currently not subscribing to AT&T for local service may be eligible for this waiver. The customer must have at least one (1) wireline local service or equivalent (wireless in lieu of wireline) with a provider other than AT&T at a local service address within AT&T territory. The customer must request the qualifying service at the same address and in the same name as the existing service, unless the customer is planning an imminent move from an address in AT&T territory to another address within thirty (30) days of responding to this offer. In the case of an imminent move, AT&T may offer the customer the waiver of charges and place the order at the new address. The customer must not have had local service with AT&T within ten (10) days prior to the new service connection date.
- F.** Residential Mobility-National Retail Service Connection Charge Waiver  
The Line Connection Charge may be waived for residential customers who order new local service (N Order) or move existing service (T Order) in a mobility store or national retail partner and also order a minimum of two (2) non-zero rated vertical features. To be eligible, customers must place their order in person at the retail location and select the Company as their local service provider. This offer may be combined with promotional offers for which the customer qualifies, unless specifically excluded. The Company reserves the right to prohibit the combination of this offer with any other offer at the Company's sole discretion and/or discontinue or modify this offer at any time without notice. Company employees are not eligible for this offer.

**Note 1:** Effective March 1, 2018, Privacy Manager is no longer available for new residence subscribers.

(N)

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

CONTENTS

<b>A13.56</b>	<b>Hot Line Service</b>	51	
A13.56.1	General	51	
A13.56.2	Rates and Charges	51	
<b>A13.57</b>	<b>Warm Line Service (Obsoleted, See Section A113)</b>	51	
<b>A13.58</b>	<b>Uniform Access Number (UAN) (Obsoleted, See Section A113)</b>	51	
<b>A13.59</b>	<b>Reserved for Future Use</b>	55	
<b>A13.60</b>	<b>Custom Service Area (CSA)</b>	55	
A13.60.1	Description of Service	55	
A13.60.2	Terms and Conditions	55	
A13.60.3	Rates and Charges	55	
<b>A13.61</b>	<b>Answer Supervision</b>	55	
A13.61.1	Description of Service	55	
A13.61.2	Rates and Charges	55	
<b>A13.62</b>	<b>Call Detail Information</b>	55	
A13.62.1	Description of Service	55	
A13.62.2	Regulations	56	
A13.62.3	Rates and Charges	56	
<b>A13.63</b>	<b>Reserved for Future Use</b>	56	
<b>A13.64</b>	<b>Reserved for Future Use</b>	56	
<b>A13.65</b>	<b>Reserved for Future Use</b>	56	
<b>A13.66</b>	<b>Reserved for Future Use</b>	56	
<b>A13.67</b>	<b>Reserved for Future Use</b>	56	
<b>A13.68</b>	<b>Reserved for Future Use</b>	56	
<b>A13.69</b>	<b>Reserved for Future Use</b>	56	
<b>A13.70</b>	<b>Privacy Manager Service (Obsoleted, See Section A113)</b>	56	(T)
<b>A13.71</b>	<b>Reserved for Future Use</b>	56	(T)

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.62 Call Detail Information**

**A13.62.1 Description of Service**

- A. Call Detail Information is an arrangement to provide a monthly record, by UAN per Revenue Accounting Office, of terminating traffic to the customer.
- B. Call Detail Information may be provided on any UANs subscribed for by the customer and will include toll call detail. The call detail information will include the calling telephone number, the UAN, date, time of day, and call duration.
- C. Call Detail Information will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed to serve the Company's purposes and the customer will be responsible for making the tape compatible with the data processing equipment.
- D. A magnetic tape will be provided by the Company on each occasion Call Detail Information is furnished to the customer. The tape becomes the property of the customer on a "no exchange" basis and it may not be returned to the Company for reuse.

**A13.62.2 Terms and Conditions**

- A. Call Detail Information may be offered where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
- B. Call Detail Information is not represented to be a provision of billing detail.

**A13.62.3 Rates and Charges**

- A. Call Detail Information
  - (1) Monthly Record
    - (a) Per occasion 1,125.00 60.00 CDU
    - (2) Per message
  - (a) Each Rate USOC  
\$.005 NA

**A13.63 Reserved for Future Use**

**A13.64 Reserved for Future Use**

**A13.65 Reserved for Future Use**

**A13.66 Reserved for Future Use**

**A13.67 Reserved for Future Use**

**A13.68 Reserved for Future Use**

**A13.69 Reserved for Future Use**

**A13.70 Privacy Manager Service (Obsoleted, See Section A113)**

(O)(M)

**A13.71 Reserved for Future Use**

(M)

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.2 Statewide Rate Schedules (Cont'd)**

**A103.2.10 Reserved for Future Use**

**A103.2.11 Reserved for Future Use**

**A103.2.12 PreferredPack Plan**

(Obsoleted January 27, 2009, Type D. Not available for new installations, additions or on transfers of service to new location. Customers may add or remove features within the plan.)

**A. Description of Service**

1. The PreferredPack plan 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 features/services specified following from the listed sections:
  - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
  - A13.19 Caller ID, Call Return
  - A13.47 Message Waiting Indication
  - A13.70 Privacy Manager service<sup>1</sup>

(C)

**B. Terms, Conditions and Limitations of Service**

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.2.12.A.3.
2. All Terms, Conditions and Limitations specified in the sections listed in A103.2.12.A.3 apply to the respective features/services requested as part of this package.
3. 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.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the PreferredPack plan can not take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A103.2.12.A.3, unless specifically allowed by the terms of the special promotion.
6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies

**C. Rates and Charges**

1. The following monthly rates apply for the PreferredPack plan.

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC</b>
(a) Per plan package	<b>\$9.00</b>	<b>\$52.00</b>	<b>PAMA5</b>

**Note 1:** Effective March 1, 2018, Privacy Manager is no longer available for new residence subscribers.

(N)

---

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

## CONTENTS

<b>A113.59</b>	<b>Reserved For Future Use</b>	16
<b>A113.60</b>	<b>Reserved For Future Use</b>	16
<b>A113.61</b>	<b>Reserved For Future Use</b>	16
<b>A113.62</b>	<b>Reserved For Future Use</b>	16
<b>A113.63</b>	<b>Reserved For Future Use</b>	16
<b>A113.64</b>	<b>Reserved For Future Use</b>	16
<b>A113.65</b>	<b>Reserved For Future Use</b>	16
<b>A113.66</b>	<b>Reserved For Future Use</b>	16
<b>A113.67</b>	<b>Reserved For Future Use</b>	16
<b>A113.68</b>	<b>Reserved For Future Use</b>	16
<b>A113.69</b>	<b>Reserved For Future Use</b>	16
<b>A113.70</b>	<b><i>Privacy Manager Service</i></b>	16
<b>A113.71</b>	<b>Reserved For Future Use</b>	16
<b>A113.72</b>	<b>Reserved For Future Use</b>	16
<b>A113.73</b>	<b>Reserved For Future Use</b>	16
<b>A113.74</b>	<b>Reserved For Future Use</b>	16
<b>A113.75</b>	<b>Reserved For Future Use</b>	16
<b>A113.76</b>	<b>(DELETED)</b>	16

(T)



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

**A113.17 Feature Packages**

**A113.17.1 The Feature Package**

(Obsoleted January 9, 2004, Type B. Not available for new installations, additions or on transfers of service to a new location.)

**A. Description of Service**

1. This feature package provides a package of network features/services for residence customers.
2. The rate specified herein entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line<sup>1</sup>, Call Forwarding Don't Answer<sup>1</sup> (with or without Ring Control), Star 98 Access<sup>1</sup>

A13.19 Caller ID, Call Return

A13.47 Message Waiting Indication<sup>1</sup>

A13.70 Privacy Manager service<sup>2</sup>

(C)

**B. Terms, Conditions and Limitations of Service**

1. This feature package is only available to individual line residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A113.17.1.A.2.
2. All Terms, Conditions and Limitations specified in the sections listed in A113.17.1.A.2 apply to the respective features/services requested as part of this package. Nonrecurring programming fees do not apply for features/services requested as part of this package.
3. 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.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing unit of this feature package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of this feature package can not take advantage of special promotions for this feature package or any of the features/services specified in A113.17.1.A.2, unless specifically allowed by the terms of the special promotion.
6. This feature package is not available with a line provided as part of any Complete Choice service or plan, a line specified in this Guidebook as Message Rate or Measured Service.
7. This feature package can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies

**C. Rates and Charges**

1. The following monthly rate applies for this feature package.

		<b>Monthly</b>	
		<b>Rate</b>	<b>USOC</b>
(a) Per feature package		<b>\$22.00</b>	<b>PAMA1<sup>1</sup></b> <b>PAMA2</b>

**Note 1:** The PAMA1 USOC must be used to provision the plan when one or more of the features/services that refer to this footnote are included in this feature package.

**Note 2:** Effective March 1, 2018, Privacy Manager is no longer available for new residence subscribers.

(N)

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

- A113.59 Reserved For Future Use**
- A113.60 Reserved For Future Use**
- A113.61 Reserved For Future Use**
- A113.62 Reserved For Future Use**
- A113.63 Reserved For Future Use**
- A113.64 Reserved For Future Use**
- A113.65 Reserved For Future Use**
- A113.66 Reserved For Future Use**
- A113.67 Reserved For Future Use**
- A113.68 Reserved For Future Use**
- A113.69 Reserved For Future Use**
- A113.70 *Privacy Manager Service***

(T)(O)

Effective March 1, 2018, Privacy Manager is no longer available to new residence subscribers. Current subscribers may continue the service until they move or make any changes to their service, or until November 1, 2018 at which time the service will be discontinued.

(O)

**A113.70.1 Definition of Feature Offering**

- A. Privacy Manager Service will provide Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy Manager Service will intercept all unidentified calls before the subscriber's telephone rings. If the call is marked private, the caller will be asked to press 1 to deliver his/her calling information. On unavailable or unknown numbers, the caller will be asked to state their name. Once the calling party is identified, the service will ring the subscriber and announce the calling party's information. The subscriber has the option to accept the call, reject the call, or send a "Do Not Solicit" message to a telemarketer. Privacy Manager Service allows the subscriber to assign a special pass code giving callers of his/her choice the ability to bypass Privacy Manager Service. Subscribers may also switch Privacy Manager Service on or off from his/her own phone.

**A113.70.2 Terms, Conditions and Limitations of Service**

- A. The following Terms, Conditions and Limitations apply:
  - 1. Privacy Manager Service is provided subject to the availability of facilities.
  - 2. Privacy Manager Service is available to single and multi-line residence customers.
  - 3. Privacy Manager Service is not compatible with Calling Number Delivery Blocking-Permanent, FX, FCO or ISDN. Privacy Manager Service may not be compatible with RingMaster Service in all switch types.
  - 4. Caller ID and Touch-Tone Service are required in order to subscribe to Privacy Manager Service.
  - 5. Privacy Manager Service can be suspended as specified in A2.3. During the period of suspension, no recurring charge applies.

(O)

(O)

(O)

(O)

(O)

(O)

(O)

**A113.70.3 Rates and Charges**

- A. The following rates and charges are for Privacy Manager Service only and are in addition to the applicable service charges and monthly rates for exchange access lines and other services with which this service is associated.

(O)

- 1. Residence

(O)

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Per line except Complete Choice plan lines	<b>\$10.99</b>	<b>PMX1R</b>
(b) Per Complete Choice plan line	<b>10.99</b>	<b>PMX1R</b>

(O)

(O)

- A113.71 Reserved For Future Use**
- A113.72 Reserved For Future Use**
- A113.73 Reserved For Future Use**
- A113.74 Reserved For Future Use**
- A113.75 Reserved For Future Use**
- A113.76 (DELETED)**

**SUBJECT INDEX**

SUBJECT	Section
<b>P</b>	
Paging Service Listing.....	A6
Party Line Service (Obsoleted, See Section A103) .....	A103
Payphone Service Provider Inmate Calling Service .....	A7
Payment Arrangements and Credit Allowances .....	A2
Payment for Service .....	A2
PBX, CTX and ESSX-1 Tie Line Terminations .....	A113
Performance of Telecommunications Network .....	A2
Period for the Presentation of Claims .....	A2
Point-to-Point Calling (OCP) .....	A20
Pole Line Construction	
On Private Property .....	A5
On Public Highways .....	A5
Power, Pipe Line and Railroad Companies .....	A15
PreferredPack Plan .....	A103
Pre-installation of Residential Dwelling Units .....	A5
Premises Work Charge .....	A4
Presentation of Claims, Period of use .....	A2
Prestige Communications Package (PCP) .....	A112
Prestige Communications Service (PCS).....	A12
Prestige Deluxe Service.....	A112
Prestige Single Line Service (PSLS) .....	A112
Primary Rate ISDN.....	A42
Privacy Manager Service ( <i>Obsoleted, See Section A113</i> ).....	<b>A113</b>
Promotions, Special.....	A2
Provision and Ownership	
of Directories .....	A2
of Equipment and Facilities .....	A2
of Telephone Numbers .....	A2
Private Right-of-Way Required to Provide Service.....	A5
Private (Non-Published) Listing - See Non-Published (Private) Listing .....	A6
Provision for Certain Local Taxes and Fees .....	A2

(T)

**Subject Index Page 17.1 is hereby deleted in its entirety and removed from this Guidebook.**