

TARIFF DISTRIBUTION

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PURPOSE: Withdraw Caller ID-Deluxe (without ACB) and Customer Control of Call Forwarding (Busy Line and Don't Answer) for Residence customers

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.1 General (Cont'd)

- H.** Customer Control of Call Forwarding Busy Line^f (C)
- This feature provides a customer the Call Forwarding Busy Line feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes. The destination telephone number, which must be on a premises other than the provisioned premises, is specified by the customer at the time this feature is ordered and can only be changed via service order.
- I.** Customer Control of Call Forwarding Don't Answer^f (C)
- This feature provides a customer the Call Forwarding Don't Answer feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes. The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. No service order charge is applicable if the customer requests a ring count change within thirty days from the establishment of the subscribers line.
- J.** Call Forwarding Busy Line Multiple Simultaneous Calls (C)
- This feature provides a customer who has Call Forwarding Busy Line or Customer Control of Call Forwarding Busy Line^f the capability to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. Only one Intra/Interoffice calling path is provided for a single (non-rotary) exchange line/trunk. The number of Intra/Interoffice calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) can only be equal to or less than the number of lines/trunks in rotary.
- K.** Call Forwarding Don't Answer Multiple Simultaneous Calls (C)
- This feature provides a customer who has Call Forwarding Don't Answer or Customer Control of Call Forwarding Don't Answer^f the capability to specify the number of calls that will be forwarded to the forward-to telephone number. Only one Intra/Interoffice calling path is provided for a single (non-rotary) exchange line/trunk. The number of Intra/Interoffice calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) can only be equal to or less than the number of lines/trunks in rotary.
- L.** Call Forwarding Variable Multiple Simultaneous Calls
- This feature provides a customer who has Call Forwarding Variable, the capability to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. Only one Intra/Interoffice calling path is provided for a single (non-rotary) exchange line/trunk. The number of Intra/Interoffice calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) can only be equal to or less than the number lines/trunks in rotary.
- M.** 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 forward-to-telephone number.

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. (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.1 General (Cont'd)

- N. 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 or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.

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. Such features must be ordered separate from Call Waiting ID.

- O. 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.
- P. Star 98 Access - This feature allows a subscriber to dial *98 to access a service such as their voice mail service.

A13.9.2 Provision Of Service

- A. The services are limited to those areas served by central offices arranged for Custom Calling Services. Call Forwarding Busy Line, Call Forwarding Don't Answer, Per Use Three Way Calling and the cancel feature for Call Waiting are available only in central offices where the capability exists and has been implemented.
- B. The services are furnished only in connection with individual line service unless otherwise stated elsewhere in other sections. The service is not available in connection with Prestige Communications Service, Prestige Communications Package, Prestige Deluxe Service, Centrex Type Services or Coin Telephone Service.
- C. In addition to the rate in this section for the Call Forwarding feature, the following charges apply for the call being forwarded:
1. Between the calling station line location and the call forwarding station line location.
The charge for this portion of a forwarded call shall be the charge specified in this Guidebook, or any other applicable guidebook, for the type of call involved, either local or toll, for the entire duration of the call, but rated based upon the distance to the call forwarding station line location only.
 2. Between the call forwarding station line location and the terminating station line location.
For calls forwarded outside the Local Calling Area, the Call Forwarding customer is responsible for the applicable customer-dialed station-to-station charges specified in this Guidebook or any other applicable guidebook.
For calls forwarded inside the Local Calling Area, a measured or message Call Forwarding customer is responsible for the applicable customer-dialed Measured Rate or Message Service charges specified in this Guidebook, as appropriate for each call answered at the answering location.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.2 Provision Of Service (Cont'd)

D. Call Forwarding - Variable On PBX Trunks

Call Forwarding - Variable is offered for use with PBX trunks subject to the following limitations:

1. It may be provided only when compatible with the equipment configuration at the customer's premises.
2. It is available only on two-way trunks.
3. It is not available with Direct Inward Dialing trunks.
4. If the feature is proposed on a facility on which hunting is also to be provided, this service is available only with Multi-Line and Series Completion hunting arrangements and is subject to the limitations of these arrangements.
5. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding Variable feature.
6. When calls are being forwarded inter-office, only one call can be forwarded at a time.
7. Call Forwarding - Variable can be sequentially forwarded in a chain across lines within a central office a maximum of five times.

E. Speed Calling On PBX Trunks

This feature is available on a per trunk equipped basis.

F. Speed Calling On OUTWATS Lines.

This feature is available on a per line equipped basis and is limited to one Speed Calling list per OUTWATS facility group.

G. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

H. Subscribers to Call Waiting ID must have Touch-Tone service.

I. During selected promotional periods, first time subscribers to Call Waiting ID may receive up to two months' service at no recurring charge. Call Waiting customers who upgrade to Call Waiting ID are eligible for such promotions.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.3 Rates

A. Residence

1. Non-Packages

	Monthly		
	Rate	USOC	
(a) Call Waiting ¹	\$10.99	ESX	(M)
(b) Call Forwarding Variable ¹	9.00	ESM	(M)
(c) Three-way Calling ¹	9.00	ESC	(M)
(d) Speed Calling (8-code) ¹	9.00	ESL	(M)
(e) Speed Calling (30-code) ¹	9.00	ESF	
(f) Call Forwarding Busy Line ¹	2.00	GCE	
(g) Call Forwarding Don't Answer ¹	1.50	GCJ	
(h) (DELETED)			(D)
(i) (DELETED)			(D)
(j) Remote Access - Call Forwarding Variable ¹	7.00	GCZ	(T)
(k) Call Forwarding Don't Answer - Ring Control ¹	2.00	GCJRC	(T)
(l) Call Waiting ID	10.99	ESXD+	(T)
(m) Three-Way Calling with Transfer ²	9.00	ESCWT	(T)

Note 1: Monthly rate per central office line equipped.

Note 2: Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

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 (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.

This feature also includes Anonymous Call Blocking where facilities are available. Anonymous Call Blocking allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Blocking regardless of the current state of the Anonymous Call Blocking customer's line (e.g., off hook or idle).

Subsequent to establishment, Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

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 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 facilities permitting, the line is Telephone Number (TN) identified.

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

H. Caller ID a.k.a. Caller ID – Deluxe (Name and Number Delivery)^f

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This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls.

A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

When Caller ID is activated on a customer's line, the calling party Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID customer.

Caller ID also includes Anonymous Call Blocking where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Blocking regardless of the current state of the Anonymous Call Blocking customer's line (e.g., off hook or idle).

Subsequent to establishment of Caller ID, Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID 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.

Calling party name and number information via Caller ID is not available on operator handled calls.

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

If the incoming call originates from a multi-line hunt group the telephone number and name transmitted - will be the main listed name/number of the hunt group, unless, facilities permitting, the lines within the group are Telephone Number (TN) identified.

If the incoming call is from a caller who subscribes to RingMaster service, the telephone number and name information transmitted will always be associated with the main listing rather than the RingMaster service number.

If the incoming call originates from a customer provided pay telephone, the information transmitted will always be "Pay Phone."

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates

A. Individual Service Features

1. Residence

	Nonrecurring Charge	Monthly Rate	USOC
(a) Call Return ¹ (per line)	-	\$9.00	NSS
(b) Call Return ² (per activation)	\$2.00	-	NA
(c) Call Return ² (denial of per activation)	-	-	BCR
(d) Repeat Dialing ¹ (per line)	-	7.50	NSQ
(e) Repeat Dialing ² (per activation)	2.00	-	NA
(f) Repeat Dialing ² (denial of per activation)	-	-	BRD
(g) BusyConnect ^{2,3} (per activation)	2.00	-	NA
(h) Personalized Ring 6 (per line)		7.00	NSK
(i) Selective Call Forwarding (per line)		7.00	NCE
(j) Call Block (per line)		9.00	NSY
(k) Call Tracing (per line)		7.00	NST
(l) Caller ID-Basic (without Anonymous Call Blocking) (per line)		9.99	NSD
(m) Caller ID-Basic (without Anonymous Call Blocking) (per line for Multi-Line Hunt Group Arrangements)		9.99	NSDMN
(n) Caller ID-Basic (with Anonymous Call Blocking) (per line)		9.99	NSDCR
(o) (DELETED)			
(p) Caller ID (with Anonymous Call Blocking) (per line)		9.99	NXMCR
(q) Calling Number Delivery Blocking - Permanent (per line) ⁴		-	NOB
(r) Calling Number Delivery Blocking - Per Call (per activation)		-	NA

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- Note 1:** Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.
- Note 2:** This feature is available to the following customers: single and multiline residence and PBX trunks, where facilities permit.
- Note 3:** Denial of per activation of BusyConnect can be obtained using the Repeat Dialing (Denial of Per Activation) USOC: BRD.
- Note 4:** This feature is only offered to certain customers as per A13.19.3.A.10.

A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.19 TouchStar Service

(Obsoleted April 1, 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 or Caller ID – Deluxe¹ 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 Reserved For Future Use

A113.19.2 Definitions Of Feature Offerings

A. Caller ID - Multi-Line

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 telephone 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 preassigned 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 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 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 telephone number is Telephone Number (TN) identified.

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

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