

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: LA-17-0058

DATE: August 1, 2017

STATE: LOUISIANA

EFFECTIVE DATE: 08/01/2017

TYPE OF DISTRIBUTION: Approved

PURPOSE: With this project, we will withdrawing Caller ID - Basic for residence customers

<b><u>TARIFF SECTION</u></b>	<b><u>PAGE NUMBER</u></b>	<b><u>PAGE REVISION</u></b>
G003	7.4.2	0010
G013	5.1	0004
G013	19.2	0003
G013	19.2.2	0004
G013	19.2.3	0003
G013	19.3	0013
G113	4.0.7	0004
G113	4.0.8	0003
G113	4.0.9	0004

### A3. BASIC LOCAL EXCHANGE SERVICE

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

##### A3.2.15 Complete Choice Enhanced Service

**A.** Description of Service

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

	Suspend Rate	Monthly Rate	USOC PAMA8
(a) Per plan package	\$7.50	\$38.00	

**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.

## 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 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. 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.

## 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)<sup>1</sup>

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.

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

(C)

(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 capable offices.
2. The TouchStar service basic features are available to all single- and multi-line residence and business customers unless otherwise specified following. TouchStar services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect service will not work with rotary dial in most offices.
3. TouchStar service cannot be provisioned on party line service, toll terminals, trunks or some remote switching locations except as specifically noted following.
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>1</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, and Enhanced Caller ID to Enhanced Caller ID with Call Management. The service charge waiver will apply to situations in which the upgrade is the only service order activity. (C)
5. Caller ID - Basic and Caller ID are available for single- and multi-line residence and business customers. Enhanced Caller ID is available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID is not available for Centrex Type Services customers. Caller ID - Basic, 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. Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking cannot be provisioned for customers with the following service arrangements; Basic 911, FX, FCO, DPA or Dual Service.
6. 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. 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.
7. Calling party information is not available on operator handled calls via Caller ID - Basic, Caller ID, Enhanced Caller ID or Call Tracking.
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/names, is limited as set forth in A2.5.1.
9. Telephone numbers/names transmitted via Caller ID - Basic, Caller ID, Enhanced Caller ID or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited, except the callers' numbers/names 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.
10. Calling Number Delivery Blocking - Permanent is available upon request to domestic violence intervention agencies, state and county departments of human resource shelters and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking.
11. Calling Number Delivery Blocking - Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein.
12. Per Activation Call Return, Per Activation 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, multiline residence, single line business, multiline business, and PBX trunks.
13. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

**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 (Cont'd)

**B.** The following Terms and Conditions Apply:

1. During selected promotional periods, first-time subscribers to Caller ID – Basic<sup>f</sup> and Caller ID will receive a \$24.00 nonrecurring credit on their telephone bill. Customers may elect at the time of the service order to apply the credit toward purchase of selected telephone equipment. Caller ID-Basic customers who upgrade to Caller ID are eligible for the promotion. (C)
2. During selected promotional periods, first time residence and/or business subscribers to Caller ID will receive up to a \$25.00 nonrecurring credit on their telephone bill. Customers may elect at the time of the service order to apply the credit toward purchase of selected telephone equipment, where offered. Caller ID-Basic customers who upgrade to Caller ID are eligible for the promotion.
3. During selected promotional periods, first time residence and/or business subscribers to Caller ID will receive up to two months' service at no charge. In addition, Service Charges may be refunded to business subscribers who disconnect within thirty days where the Service Charge was for adding Caller ID only. Caller ID-Basic customers who upgrade to Caller ID are eligible for this promotion.
4. During selected promotional periods, first time business subscribers to Enhanced Caller ID may receive monthly service at no charge and/or credit for applicable Service Charges under certain conditions.

**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)**

**A13.19.4 Rates**

**A. Individual Service Features**

**1. Residence**

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Call Return <sup>1</sup> (per line)	-	<b>\$9.50</b>	NSS	
(b) Call Return <sup>2</sup> (per activation)	<b>\$2.00</b>	-	NA	
(c) Call Return <sup>2</sup> (denial of per activation)	-	-	BCR	
(d) Repeat Dialing <sup>1</sup> (per line)	-	<b>8.00</b>	NSQ	
(e) Repeat Dialing <sup>2</sup> (per activation)	<b>2.00</b>	-	NA	
(f) Repeat Dialing <sup>2</sup> (denial of per activation)	-	-	BRD	
(g) BusyConnect <sup>2,3</sup> (per activation)	<b>2.00</b>	-	NA	
(h) Personalized Ring 6 (per line)		<b>7.00</b>	NSK	
(i) Selective Call Forwarding (per line)		<b>7.00</b>	NCE	
(j) Call Block (per line)		<b>9.50</b>	NSY	
(k) Call Tracing (per line)		<b>7.00</b>	NST	
(l) <b>(DELETED)</b>				(D)
(m) <b>(DELETED)</b>				(D)
(n) <b>(DELETED)</b>				(D)
(o) Caller ID (with Anonymous Call Blocking) (per line)		<b>9.99</b>	NXMCR	
(p) Calling Number Delivery Blocking - Permanent (per line) <sup>4</sup>		-	NOB	
(q) Calling Number Delivery Blocking - Per Call (per activation)		-	NA	

**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<sup>2</sup> 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 Reserved For Future Use

#### A113.19.2 Definitions Of Feature Offerings

##### A. 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 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.

**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 telephone numbers of subscribers served out of TouchStar service capable offices.
3. TouchStar service basic features are available to single line and multi-line residence and business customers who have rotary dial or Touch-Tone service.
3. TouchStar service cannot be provisioned on party line service, toll terminals, trunks or some remote switching locations except as specifically noted in 5. following.
4. Appropriate service order charges apply except during Company selected periods of special promotion.
5. Caller ID – Basic<sup>1</sup> and Caller ID are available to single and multi-line residence and business customers. Caller ID and Caller ID - Basic are not available to PBX customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Effective April 1, 1995, Caller ID-Multi-Line which was available for line side terminations equipped with hunting (grouping) arrangements will not longer be available to new customers. Caller ID - Basic, Caller ID, Call Tracking, and Caller ID-Multi-Line cannot be provisioned for Basic 911 customers. (C)
6. 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.
7. Calling party information is not available on operator handled calls via Caller ID - Multi-Line.
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/names, is limited as set forth in A2.5.1.
9. Telephone numbers transmitted via Caller ID - Multi-Line are intended solely for the use of the Caller ID - Multi-Line subscriber. Resale of this information is prohibited by this Guidebook, except the callers' 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.
10. (DELETED)

**Note 1:** 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)**

**A113.19.4 Rates**

**A. Per Subscription**

- 1. Rotary (Grouping) Arrangements
  - a. Caller ID - Multi-Line (per line)<sup>1,2</sup>

*(1)* Business

(T)

**Quantity of Calls**

	<b>Charge Per Call</b>	<b>USOC</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>

**A113.20 Reserved For Future Use**

**Note 1:** Caller ID - Multi-Line should not be included in the determination of appropriate rates when purchased in combination with other TouchStar service features.

**Note 2:** Effective April 1, 1995, all existing Caller ID - Multi-Line customers may retain this service as specified in this section of the Guidebook or change to the service provided under Caller ID 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. Service charges from 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. Call Tracking (BCLID) is available for PBX customers as well as business multi-line customers.

(C)