TARIFF DISTRIBUTION

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TYPE OF DISTRIBUTION: Approved

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

residence customers.

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.14 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 Control¹ and Multipath¹ versions of the Call Forwarding features
 - A13.19 TouchStar services excluding Personalized Ring 6¹ and Calling Number Delivery Blocking-Permanent¹
 - 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	Monthly	
		Rate	Rate	USOC
(a)	Per plan package	\$7.50	\$38.00	PAMA8

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.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.2 Terms, Conditions and Limitations (Cont'd)

F. Call Forwarding Don't Answer

The customer-selected forward-to telephone number and specified interval are programmed at the time service is established and can only be changed via service order. No service charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

G. Call Forwarding Don't Answer with Ring Control (CFDA-RC)

The forwarded-to telephone number is specified at the time service is established and can only be changed via service order. Such change is subject to normal service charges. After establishment of service, the interval after which forwarding occurs must be changed by the customer and cannot be changed via service order. A change made by the customer to the interval is not subject to service charges.

H. Customer Control Call Forwarding Busy Line

The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order.

I. Customer Control Call Forwarding Don't Answer

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 charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on subscriber's line.

J. Call Forwarding Multipath

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 service order charge will apply to requests to increase or decrease the number of calling paths.

K. Call Waiting ID

- 1. Call Waiting ID is furnished only to single line residence customers.
- 2. Subscribers to Call Waiting ID must have Touch-Tone service.
- 3. 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.
- 4. The customer must subscribe to the Call Forwarding Don't Answer feature to forward a waiting call to another location.
- 5. 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.
- 6. The service charge for establishment of Call Waiting ID on a customer's line will be waived for the first sixty (60) days of availability in each area.

L. Three-Way Calling with Transfer

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.

M. Star 98 Access

- Star 98 Access is only available to subscribers on lines which are equipped with a version of Call Forwarding Don't Answer.
- 2. Star 98 Access is provisioned on a per line basis and functions only from a line provisioned with this feature and the appropriate auxiliary calling features.
- 3. Star 98 Access is not available on ISDN, Prestige, Foreign Central Office (FCO), Foreign Exchange (FX) lines or any Centrex type service.
- 4. Star 98 Access may not be compatible with all auxiliary calling features.

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Page 6.3 is hereby deleted in its entirety and removed from this Guidebook.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

D. Selective Call Forwarding a.k.a. Preferred Call Forwarding

Selective Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number that represents all the lines in a collection of lines such as multiline hunt groups.

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 coming from a telephone number in a multiline hunt group unless the number is the main number of the hunt group. 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 intitiate 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.

Call Tracing is available to residence and business customers as follows: (a) monthly subscription, or (b) per activation/occasion. If the customer elects to subscribe to Call Tracing on a monthly basis, unlimited access to the feature is provided with no additional charge for each activation. Optionally, where facilities permit, any customer may utilize Call Tracing on a non-subscription basis with a per occasion charge for each successful activation of the feature.

Based on availability of facilities, access to Call Tracing - Per Activation can be restricted at the customer's request at no charge.

G. Caller ID - Basic (Number Delivery) I

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.

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

G. Caller ID - Basic (Number Delivery)² (Cont'd)

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 the 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 lines are TN (Telephone Number) identified within the group.

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

H. Caller ID a.k.a. Caller ID Deluxe (Name and Number Delivery)¹

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/or telephone number information via Caller ID is not available on operator handled calls.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number and name information transmitted will be associated with the main number in the hunt group, unless, facilities permitting, the lines within the group are TN (Telephone Number) identified.

If the incoming call is from a caller served by a PBX, generally only the main listed name 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 caller who subscribes to RingMaster service the telephone number and name transmitted will always be the main number, rather than the RingMaster service number.

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

subscribers.

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19TouchStar 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. TouchStar service is available to 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. Caller ID-Basic¹ and Caller ID are available to single- and multi-line 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, Caller ID and 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 (BCLID) cannot be provisioned for customers with the following service arrangements; Basic 911, FX, FCO, DPA or Dual Service.
 - 3. TouchStar service basic features cannot be provisioned on customer provided pay telephone service, party line service, 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 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.
 - 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. 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.
 - 6. Calling party information is not available on operator handled calls via Call Tracking, Caller ID Basic, Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management.
 - 7. 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 and/or names, is limited as set forth in A2.5.1.
 - 8. TouchStar service features are not available on trunks except as specifically noted in 2. preceding.
 - 9. Telephone numbers and/or names transmitted via Caller ID-Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited, 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. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
 - 11. 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
 - 12. 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.
 - 13. Per use Call Return, per use Repeat Dialing, denial of per use Call Return and denial of per use 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.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

- **A.** Individual Features (Cont'd)
 - 1. Residence (Cont'd)

(- -,	Nonrecurring N	Ionthly	
		Charge	Rate	USOC
(e)	Call Block (per line)	-	\$9.50	NSY
(f)	Call Tracing (per line)	-	7.00	NST
(g)	Call Tracing (per successful trace) (non-subscription)	\$4.50	-	NA
(h)	Call Tracing (denial of per use) ¹	-	-	HBG
(i)	(DELETED)			
(j)	Caller ID (with Anonymous Call Blocking) (per line)	-	9.99	NXMCR
(k)	Calling Number Delivery Blocking – Permanent (per line) ^{1,2}	-	-	NOB
(1)	Calling Number Delivery Blocking - Per Call (per use)	-	-	NA
(m)	BusyConnect (per use) ³	2.00	-	NA

- Note 1: Denial of per use Call Tracing, denial of Call Return per use, denial of Repeat Dialing per use and Calling Number Delivery Blocking Permanent, should not be considered in the determination of applicable rates when ordered in combination with other TouchStar service features.
- **Note 2:** This feature is only offered to certain customers as per A13.19.3.A.13.
- Note 3: Denial of per use BusyConnect can be obtained using the Repeat Dialing Denial of Per Use USOC BRD.

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A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS A113.18 Reserved For Future Use

A113.19 TouchStar Service

(Obsoleted 03-13-95, Type D) Existing Caller ID - Multi-Line² 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 – Basic³ 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.

A113.19.1 Reserved For Future Use

A113.19.2 Definitions Of Feature Offerings

A. Caller ID - Multi-Line²

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.

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.

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A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS A113.19 TouchStar Service (Cont'd)

A113.19.2 Definitions Of Feature Offerings (Cont'd)

A. Caller ID - Multi-Line¹ (Cont'd)

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.

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 equipped offices.
 - 2. TouchStar service is available to single line and multi-line residence and business customers who have rotary dial or Touch-Tone service. Caller ID Basic² and Caller ID are available to single and multi-line residence and business customers. Effective March 13, 1995, Caller ID Multi-Line 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 multi-line business customers. Caller ID-Basic, Caller ID, Call Tracking, and Caller ID-Multi-Line cannot be provisioned for Basic 911 customers.
 - 3. TouchStar service basic features cannot be provisioned on party line service, toll terminals, trunks or some remote switching locations.
 - 4. Appropriate service order charges apply except during Company selected periods of special promotion.
 - 5. The Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-published Listing Service as described in Section A6.
 - **6.** Calling party information is not available on operator handled calls via Caller ID Multi-Line.
 - 7. 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 A2.5.1.
 - 8. TouchStar service features are not available on trunks except as specifically noted in 2. preceding.
 - 9. Telephone numbers transmitted via Caller-ID-Multi-Line are intended solely for the use of these subscribers. Resale of this information is prohibited, 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.

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.

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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)¹

Per Calling Number Delivered Usage Charge

(1) Business

Quantity of Calls

(a)	First 50,000	.02	NSDUS
(b)	50,001 - 400,000	.015	NSDUS
(c)	Over 400,000	.01	NSDUS

A113.20 Reserved For Future Use

A113.21 Reserved For Future Use

A113.22 Reserved For Future Use

A113.23 Reserved For Future Use

A113.24 Reserved For Future Use

Note 1: Effective 03-13-95, 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 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 number 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.

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