DEFINITIONS

Access
The provision of access to a local exchange network for the purpose of enabling a provider to originate or terminate telecommunications service within the exchange.

Access Line
The medium over which a telecommunication user connects into the local exchange.

Anchor and Down Guy
An Anchor is a device placed in the ground to which the Down Guy is attached for support of the pole, strand and cable being placed. A Down Guy is the strand placed between the pole and the anchor.

Assisted Calls
-All calls - except those defined as sent paid dial type communications
-Calls for which time and charges are requested

Billed to Third Party
Where upon request of a customer the charges for a call are charged to a subscriber other than the subscriber originating the call or the subscriber where the call is terminated.

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(D)

Collect
The procedure by which the charges for a call, upon request, may be reversed, that is, charged to the called station, provided the charges are accepted at the called station.

Credit Card
A card authorizing purchases on credit issued by a financial institution.

Person-to-Person - All Types (Sent-Paid, Collect, Billed to Third Party, etc.)
The term "person-to-Person" denotes that service where the person originating the call specifies to the Telephone Company Operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier Attendant, or a particular station, department, or office to be reached through a PBX Attendant.

When, after the station, Miscellaneous Common Carrier mobile radio system, or PBX called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station, department or office to be reached through a PBX Attendant, the classification of the call remains person-to-person.

The Telephone Company does not undertake in connection with person-to-person service to bring to a station a called person who cannot be reached at a station connected to the Telecommunications System. However, at the request of the calling party, the Telephone Company, when possible, will arrange on behalf of the calling party, for messenger service; that is, a messenger or other means to notify the called party of the call. The Telephone Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the charges for the message.

SERVICE CHARGES (Cont'd)

3. Application of Service Charges:
- Service Charges apply to install, change or move service and equipment. Unless otherwise specified, Service Charges are in addition to Installation Charges and Nonrecurring Charges,
- Service Charges are not applicable for Company initiated work.

A. Miscellaneous Services Charge

l. One charge covers all miscellaneous services performed at the same time for which a separate monthly bill is rendered.

2. Miscellaneous Services include but are not limited to the following:

a. Change from published to non-published listing, addition or change in unregulated directory listings or establishment of Joint User Service.
b. Change in responsibility for payment for service not involving a listing change except for the following cases:

i. When a receivership is established or terminated.
ii. Addition to, or withdrawal from membership in a partnership or corporation

c. Changes in customer records necessary to reflect service provided or changed at customer request except for the following cases.

i. Discontinuance of a unregulated listing or change of unregulated listing because of a legal change of name.

(D)

ii. Changes in customer billing address. (C)

3. Miscellaneous Services Charge is applicable to establish a Special Billing Arrangement for dormitory service.

B. Line Connection or Rearrangement Charges

1. Line Connection Charges for Residence or Business Exchange Lines or Trunks, or Business Centrex Station Lines are applicable as follows: One line connection charge applies for each central office line or Centrex station line connected.

2. A Line Connection Charge is applicable for each central office line that is:

a. Transferred from one building to another building.
b. Moved with a customer's portable structure containing telephone service.
c. Transferred from one premises to another premises in the same building, e.g., one apartment to another apartment, one office or suite of offices to another office or suite of offices.
d. Moved when the telephone equipment at a new location is established prior to disconnection of the old location, or discontinued at the old location prior to establishment at the new location.
e. Connected from the serving central office. (Includes provision of a Network Interface (NI) for Simple Service as determined by the Company); the charge for the Network Interface for Complex Service is determined by the type provided.
f. Connected between the general distribution cable terminals serving different premises in the same building or serving different buildings on the customer's same continuous property.
g. Changed from a coin line to a business line or changed from a business line to a coin line.
h. Moved when a building cable terminal is moved to a different location in the same building.
i. Installed for Remote Call Forwarding Service.

ADVANCED CUSTOM CALLING SERVICE (ACCS) (cont'd)

B. Description Of Features (cont'd)

3. Caller ID (cont'd)

c. Limitations of the Service

1) Caller ID is offered only where facilities permit. This service will only function where the calling and called parties are served by central office switches that have CCS/SS7 architecture and software.

2) Caller ID is not available for use with semi-public or two party line service, Wide Area Telephone service, PBX trunks, Off Premise Extensions, or Automatic Call Distribution systems equipped with DID trunks.

3) An incoming call may reflect a call type indicator on the Caller ID display unit for each of the following:

- Assisted calls such as Collect, Bill to Third Number, etc. (C)
- Call originated from a cellular telephone
- InterLATA calls
- Call originated from a service area which is not located in an appropriately equipped Caller ID office.
- Blocked calls as discussed in subsection (b) of this section

4) The call type indicator, if any, reflected on the Caller ID display unit is a function of the CPE equipment and is determined by the vendor of the display unit.

5) All customer provided equipment used to interface with Caller ID is required to conform with the Technical Reference Specifications as used by the Company.

The technical reference documents are available from:

APEx Support Team
(734) 523-7348

ADVANCED CUSTOM CALLING SERVICE (ACCS) (cont'd)

B. Description Of Features (cont'd)

4. Caller ID with Name (cont'd)

c. Limitations of the Service

1. Caller ID with Name is offered only where facilities permit. This service will only function where the calling and called parties are served by central office switches that have CCS/SS7 architecture and software. 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.

2. Caller ID with Name is not available for use with semi-public or two party line service, Wide Area Telephone service, PBX trunks, Off Premise Extensions, or Automatic Call Distribution systems equipped with DID trunks.

3. An incoming call may reflect a call type indicator on the Caller ID with Name display unit for each of the following:

- Assisted calls such as Collect, Bill to Third Number, etc. (C)
- Call originated from a cellular telephone
- InterLATA calls
- Call originated from a service area which is not located in an appropriately equipped Caller ID with Name office.
- Private or Anonymous calls if the is being blocked by the calling party
- Calls originating from a public phone
- "Out of Area" calls from areas that are not equipped with the necessary technology.

MESSAGE TOLL SERVICES (cont'd)

Message Toll Service – Residence Offer

This offer is available to residence customers who are not using Ameritech for their intraLATA message toll service, are now returning to AT&T, and would not have subscribed to an AT&T Message Toll Service without this incentive. Eligible customers that participate in this offer will receive a gift the value of which will not exceed $20.00.

Customers that meet the eligibility criteria may participate in this offer by enrolling during a marketing solicitation by an Ameritech telemarketing representative.

Message Toll Service - Business Special Rate II Offer

This special rate offer is only available to business customers. As an incentive to remain with AT&T, business customers that have been presented with an intraLATA toll offer from another Carrier will be offered a special intraLATA toll rate of $0.08 per minute.

The special $0.08(R) per minute rate is only available on a 12-month term basis.

If the customer terminates the plan prior to the expiration of the 12-month commitment, the customer will be billed a lump sum termination liability of $200.00.

At the expiration of the 12-month term, the customer will have the opportunity to select another optional calling plan or the rates will revert to the "standard" intraLATA toll rate schedule.

The $0.08(R) per minute rate is only applicable to customer dialed station-to-station calls. Operator handled calls are not included. (C)

This special rate offer is available statewide, however, it is applicable only to intraLATA toll calls within the customer's home LATA.

This special rate offer is not available on coin telephone service.

This offering may not be combined with other intraLATA toll promotions. (C)

Service Establishment Charges are not associated with this offering.

This special rate offer is billed in increments of 18 seconds and additional increments of 6 seconds or fraction thereof.

MESSAGE TOLL SERVICES (cont'd)

Message Toll Service – AT&T Special Rate Offering IV

Business customers that qualify for this offer will receive a special rate for intrastate intraLATA Message Toll Service. A fixed rate per minute of use will apply to intraLATA toll usage beginning with the first minute of use.

This offering is available to business customers currently subscribed to a carrier other than AT&T for their intraLATA toll service, who now wish to have Ameritech provide their intraLATA toll service, and who have refused a previous offer from AT&T.

This offer is subject to the following conditions, where applicable:

- Eligible customers will receive a $0.065 per minute of use rate.
- The $0.065 per minute of use rate is only applicable to customer dialed, station-to-station calls. Operator handled calls are not included. (C)
- Customers must agree to a twelve (12) month term for the service.
- At the expiration of the twelve (12) month term, the customer will have the opportunity to select another optional calling plan or the rates will revert to the "standard" intraLATA toll rate schedule.
- If the customer terminates the plan prior to the expiration of the twelve (12) month commitment, the customer will be billed a lump sum termination liability of $200.00.
- This rate offer cannot be combined with any other optional calling plan on the same line.
- This rate offer is available statewide; however, it is applicable only to intraLATA toll calls within the customer's home LATA.
- This rate offer is not available on coin telephone service.
- Service Establishment and monthly Recurring Charges are not associated with this offering.
- The per minute rates are billed in increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

WINBACK TERM PLAN (cont'd)

B. Terms and Conditions (cont'd)

6. The Winback Term Plan per minute rate is only applicable to customer dialed station-to-station calls. Operator handled calls are not included. (C)

7. The Winback Term Plan is available statewide, however it is applicable only to intraLATA toll calls within the customer's home LATA.

8. The Winback Term Plan cannot be combined with any other optional calling plan on the same line.

9. Service Establishment and monthly Recurring Charges are not associated with this offering.

10. The Winback Term Plan is billed in increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

C. Prices

1. ***Service Elements***

Description	12-Month Term	18-Month Term
Rate Per Minute	$0.080	$0.070

LOYALTY TERM PLAN (cont'd)

B. TERMS AND CONDITIONS (cont'd)

6. The Loyalty Term Plan per minute rate is only applicable to customer dialed station-to-station calls. Operator handled calls are not included. (C)

7. The Loyalty Term Plan is available statewide, however it is applicable only to intraLATA toll calls within the customer's home LATA.

8. The Loyalty Term Plan cannot be combined with any other optional calling plan on the same line.

9. Service Establishment and monthly Recurring Charges are not associated with this offering.

10. The Loyalty Term Plan is billed in increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

C. PRICES

1. Service Elements

Description	24-Month Term	36-Month Term
Rate per minute	$0 80	$0 70

ASSISTED CALL SERVICE

A. DEFINITIONS

Assisted Calls

- All calls except those defined as sent paid dial type communications
- Calls from public and semipublic telephones to points beyond 20 rate miles
- Calls for which time and charges are requested

Billed to Third Party

When the customer requests that the cost of a call be charged to a station other than the calling or called station.

Calls Involving Connection with Customer-Provided Facilities

Where Message Toll Service is available for use with customer-provided facilities, the rates and charges for station-to-station, person-to-person and conference calls will apply in accordance with the type connection established.

Collect Calls

Where the charge for a call is reversed provided the charge is accepted at the called station. A collect call may be billed to a third party number. Where the called station is a public or semipublic coin telephone the charges must be billed to a third party. (C) (C)

(D)

ASSISTED CALL SERVICE (cont'd)

A. Definitions (cont'd)

(D)

Payphone Set Use Charge
The Payphone Set Use Charge applies to completed non-sent paid calls originated from a payphone. Its applied in accordance with FCC Docket 96-128 in order to recover the costs of per call compensation to Payphone Service Providers. Non-sent paid is defined as a call which is placed without advance deposit of currency at the payphone. The Payphone Use Charge will apply in addition to applicable Operator Assisted Call Charges specified in paragraph 4, following.

Person-to-Person Calls
All Types - Sent Paid, Collect, Billed to Third Party, etc.

Where the person originating the call asks the Company operator to be connected to a specific station, person, mobile station, or a department, office, etc. to be reached through a PBX attendant.

When, after the specific station, person, mobile station, department, office, etc. called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, the classification of the call remains person-to-person.

The Company does not undertake to bring to a station a called person who cannot be reached at a station connected to Ameritech or interconnected carriers.

1. On person-to-person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
2. Chargeable time ends when the connection is terminated at any point.
3. Chargeable time does not include time lost because of faults or defects in the service.

ASSISTED CALL SERVICE (cont'd)

A. Definitions (cont'd)

PrePaid Calling Card
A payment option which allows customers to prepay for their outbound intraLATA calling usage carried by the Company. PrePaid Calling Cards are available to end-users in varying dollar and unit denominations.

Station-to-Station Calls
The service where the person originating the call
- dials the telephone number desired, or
- gives to the Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit or PBX is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX attendant.

Value Plus Contract Service
Value Plus Contract Service is furnished as an adjunct to all classes of business and residence telephone service and provides for telephone communications to all toll points within the LATA in which the customer is located within the State of Michigan. Value Plus Contract Service is in effect at all times including holidays. Value Plus Contract Service charges set forth herein are in payment for toll service and Wide Area Telephone Service furnished between the calling and called station. Value Plus Contract Service does not include any calls to toll points outside the customer's home LATA. Value Plus Contract Service does not include interzone calls or calls within the local service area except those placed on the Wide Area Telephone Services access lines.

Wide Area Telephone Services are encompassed in Part 10 in this Guidebook.

ASSISTED CALL SERVICE CHARGES (cont'd)

4. Assisted Call Charges

Description	Charge Per Call	
a. Station-to-Station Calls		
1. From a public or semi-public telephone, sent paid at the coin set	$ .65	(D)
2. Third Number Billing	4.95	
3. Other, including requests for time and charges	2.95	
4. Collect, Inmate	3.95	
5. Collect, Non-inmate	3.95	
b. Person-to-Person Calls		
1. From a public or semi-public telephone, sent paid at the coin set	8.95	
2. All others, including Inmate	8.95	
c. Payphone Set Use Charge	.30	

DIRECTORY ASSISTANCE SERVICE (cont'd)

D. CHARGES