

AT&T MICHIGAN GUIDEBOOK

PART 4 - Exchange Access Services
SECTION 2 - Exchange Lines and Usage

4th Revised Sheet 1

APPLICATION OF BUSINESS AND RESIDENCE RATES

Except as otherwise indicated for Wire Centers in Section 2.2.5 effective October 15, 2025, Business and Residential Basic Local Exchange Service and calling plans described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (N)

(N)

1. The determination as to whether telephone service should be classified as Business or Residence is based on the character of the use to be made of the service. Service is classified as business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a social or domestic nature, service is classified as residence service if installed in a residence.
2. Business rates apply at the following locations, among others:
 - a. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals and other business establishments.
 - b. In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes; and in residence locations where an extension is located at a place where business rates would apply.
 - c. In the residence of a practicing physician, dentist, veterinary, surgeon or other medical practitioner who has no service at business rates at another location.
 - d. In any residence location where there is substantial business use of the service and the customer has no service elsewhere at business rates.

FOREIGN TELEPHONE SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Foreign Exchange Service and Foreign Central Office Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

FOREIGN CENTRAL OFFICE SERVICE (Interoffice Facilities)

(N)

A. DEFINITIONS

1. Wire Center Service Area - an area within an Exchange, Zone or Zone Rate Area served from one building which houses one or more central office units.
2. Normal Serving Central Office - a central office in the Wire Center Service Area which would normally serve the customer.
3. Foreign Central Office - a central office in Wire Center Service Area adjacent to and in the same Exchange (Zone) (or Zone-Rate Area) as the Wire Center Service Area normally serving the customer.
4. Foreign Central Office Service - telephone exchange service furnished from a Foreign Central Office.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025 all Calling Plans and services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

TOLL TERMINAL LINES**1. General**

- a. Toll Terminal Lines (special access lines for outward toll service) are provided to customers having exchange service at the Toll Terminal location.
- b. Toll Terminal Lines originate in the customer's serving central office switching equipment. The termination at a customer's premises may be in instruments or PBX Systems.
- c. Connections are not established between Toll Terminal Lines.
- d. When a Toll Terminal customer is located in a different rate center than the toll office, the message toll charges applying on messages passed over the Toll Terminal Lines are the charges applying in the toll rate center in which the customer is located.
- e. Directory Assistance Service - The conditions and charge for Directory Assistance Service are specified by the company providing the Toll Terminal Service.

2. Charges

- a. For Toll Terminal Lines located within the base rate area as specified for the exchange or zone and including the associated circuit:
 - (1) Monthly Rates each:
 - a. If a customer's exchange provides one-party measured rate service for business (1MB), Toll Terminal Lines are considered as 1MB service using the 1MB rate.
 - b. If a customer's exchange provides one-party flat rate service for business (1FB), Toll Terminal Lines are considered as 1FB service using the 1FB rate for that exchange.
 - c. The rates for 1MB and 1FB are specified in Part 4, Section 2.
 - (2) Nonrecurring Charges, establishment of service and subsequent additions or moves replaced by Service Charges specified in Part 3, Section 1, of this Guidebook.
 - a. For Toll Terminal Lines located outside the Base Rate Area and outside a Locality Rate Area - Rural Zone charges for one-party service, as applicable to the customer's location, apply in addition to the charges in a. preceding.
 - b. For Toll Terminal Lines located in a Locality Rate Area - the difference between the individual business line rate in the locality rate area and the individual business line rate in the base rate area applies in addition to the charges in a. preceding.
3. When, at the initiative of the Company, Toll Terminal Lines are connected to a toll office in a central office other than that which serves the customer, no special charge is made for the circuit between the toll office and the customer's serving central office. However, when a customer requests that a Toll Terminal Line be connected to a toll office other than that to which it ordinarily would be connected, Foreign Exchange/Zone Service applies as specified in M.P.S.C. No. 20R, Part 21 and/or Part 4, Section 3 of this Guidebook, in addition to the specified charge for the Toll Terminal.

CENTREX SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective October 15, 2025, Centrex Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 30, 2024, AT&T will renew Centrex payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

A. DESCRIPTION

- a. Centrex service is provided from central office switching equipment located on a premises owned or leased by the Company and connected by local loops to the premises of the customer or an authorized user.
- b. Centrex service is provided from analog electronic central office switching equipment such as No. 1, No. 1A or No. 2 ESS or from digital electronic central office switching equipment such as DMS 100 or No. 5 ESS.
- c. Centrex enables station users to dial intra-system and outgoing calls directly. Incoming calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated answering point and then may be transferred to the desired party.
- d. The Centrex station line includes a local loop (which includes dial tone and a telephone number) and the unregulated basic features package. Unregulated Optional features and services are available.
- e. Centrex is offered only where the customer's location is served by central office switching equipment which has available the equipment and the capacity to provide the service.
- f. Centrex is offered only as a complete service. The local loop is not provided without unregulated basic features or vice versa.
- g. Centrex is offered for a minimum period of one month. Centrex is also available under optional Term Payment Plans of up to and including 84 months.

1. Classes of Service

- a. Business Measured Service - those station lines that serve the premises of business customers including college or university administrative functions, such as office and classroom buildings, faculty clubs, student unions, or administrative quarters of dormitories. Where service in dormitories or other residence locations is provided for instructional purposes as part of the educational process (e.g., for communications with computer assisted education systems) and is not normally used for social or domestic purposes, business service is provided. Business Measured Rate message charge as specified in Part 4, Section 2 apply for local usage.
- b. Residence Flat Rate (Dormitory) - those station lines that serve the living quarters of a college, university or hospital (dormitories, apartments, etc.) and where the major use is of a social or domestic nature by students, faculty members or employees.

2. Intercept of Calls to Unassigned Station Line Numbers

Incoming and Intragroup calls to unassigned numbers are intercepted by a standard recorded announcement.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services (N)
described in this section will no longer be available for purchase by new customers or new accounts (N)
for existing customers. In addition, requests to move, add, or physically change service arrangements (N)
will not be accepted. (N)

DORMITORY LINES**A. TERMS AND CONDITIONS**

1. Listings

For Residence (Dormitory) Service, individual names are listed alphabetically only in the Company's Listing Information System at the charge specified for Extra Listings for residence service as specified in Part 12, Section 1, in this Guidebook.

2. General

Individual Centrex dormitory station lines are normally not equipped with Toll Diversion. Under certain circumstances, however, this feature may be used to control MTS or zone calling.

3. Suspension of Service

Suspension of service, except for Dormitory Service station lines, is not offered for Centrex Systems.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, all Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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DIRECT INWARD DIALING (DID) SERVICE**A. GENERAL**

1. DID service permits calls incoming to a PBX or other customer premises equipment to reach a specific station line without the assistance of an attendant.
2. The service includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment.
3. DID service is provided only from electronic central offices or from electromechanical offices that are equipped to provide this service.
4. Where DID service or telephone number capacity is not available in the normal serving central office, service may be provided under the regulations applicable for Foreign Exchange (FX), Foreign Zone (FZ), or Foreign Central Office (FCO) services described in Part 4, Section 3.
5. The assignment of telephone numbers for DID service and the sequence of numbers assigned to a customer are made at the discretion of the Company.
6. The customer is responsible for providing intercept of assigned but unused telephone numbers associated with DID service.
7. If DID service is provided from more than one central office, service from each central office is considered separately for the application of rates and charges.
8. If a customer uses sets of DID service telephone numbers on different systems, on the same or different premises, each set of numbers is considered a separate service for the application of rates and charges.
9. One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified elsewhere in this Guidebook.

10. Limitations of Service

- a. DID is furnished upon condition that the customer contract for adequate facilities to permit the use of the service without injurious effect upon the general telephone service. Adequate facilities include but are not limited to the following:
 - (1) Central Office trunks - if subscriber line overflows on all of the DID trunks combined exceed the monthly limit specified as follows for two months, and in the opinion of the Company additional trunk lines are needed, the customer will be required to subscribe for such additional trunk line facilities or terminate the existing service: first trunk line in a group - 200 subscriber line overflows per month; each additional trunk line in the same group - 100 additional subscriber line overflows per month.
 - (2) A minimum of two working DID trunks excluding attendant trunks are required per system.
 - (3) For completion of DID calls including call attempts (where the line is busy or no answer) suitable equipment associated with the Company or customer provided system is required, e.g. sufficient quantities of incoming registers or equivalent.
- b. The Company may refuse to furnish or to continue to furnish service for failure to comply with 11.a. above and as covered in General Regulations - Cancellation for Cause in Part 2.

1. AMERITECH AREA WIDE NETWORKING (AWN) SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Ameritech Area Wide Networking (AWN) Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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A. DESCRIPTION

Ameritech Area Wide Networking (AWN) Service allows subscribers to originate calls within geographically different locations using abbreviated dialing where Ameritech is the intraLATA usage provider. The called party and the calling party may be in different Central Office switches and different telecommunication systems.

AWN operates across the public network or private facilities and can be provided to customers via Private Branch Exchange (PBX), ISDN-Direct or Basic Exchange Service.

Customers may utilize AWN with In Network Numbers or Out of Network Numbers. In Network Numbers are the telephone numbers that participate in the AWN dialing plan. Out of Network Numbers are telephone numbers of locations that may be dialed on an abbreviated basis but cannot dial back on the abbreviated basis. Out of Network Numbers may include telephone numbers that are not part of the customer's telecommunications system or that are served from areas where the service is not available.

B. TERMS AND CONDITIONS

1. Appropriate usage charges will apply to all calls routed across the public network.
2. When a PBX is included in the dialing plan, designated outgoing trunks are provisioned for the service and are dedicated to the AWN dialing plan.
3. AWN Service is furnished subject to the availability of Central Offices equipped and programmed to provide such service.
4. Some Central Office features will require dialing of the complete telephone number when the AWN feature is utilized. AWN dialing will also impact some line restrictions provided by certain Central Office features.
5. This service is not available to Resellers or Shared Tenant Providers.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

CONCENTRATOR-IDENTIFIER SERVICE - SIX TRUNK CAPACITY

1. Concentrator-Identifier Service is available for telephone answering bureaus to enable incoming calls to (N) bureau's clients to be answered at the bureau's location without the necessity of having separate lines from each of the bureau's clients to the bureau.
2. Concentrator-Identifier Service will be furnished only in connection with cord switchboards and key equipped consoles.
3. The service consists of a concentrator unit located in the Company's central office and an identifier unit located at the telephone answering bureau with a minimum of two and a maximum of six interconnecting concentrator-identifier channels. A maximum of 100 clients' lines can be served from each concentrator-identifier unit.
4. Additional termination or direct termination of exchange service lines of the bureau's clients are terminated on the concentrator unit and incoming calls on such lines are routed via the interconnecting channels to the identifier unit for answering at the bureau. A spurt of tone is transmitted to the attendant to indicate that a talking connection has been established.
5. The service is available only for use with individual central office lines or trunks, excluding Combination Main Station Service lines.
6. The charges specified below apply where all of the bureau's clients' lines associated with the arrangement are served from the same exchange or zone. Where transmission and facility conditions permit, lines from different exchanges or zones may be associated with the service and any additional charges applicable will be determined on the basis of the facilities required.
7. Subject to standard transmission and operating limitations the service may be provided to extend incoming calls between central offices within the same exchange or zone, or in different exchanges or zones.

8. Charges		Nonrecurring	Monthly	Termination
a. Concentrator-Identifier	<u>USOC</u>	<u>Charges</u>	<u>Rates</u>	<u>Charge Base</u>
(1) 6 Trunk Capacity				
Concentrator	SNU	\$234.04	\$157.27	\$2,526.51
Identifier	SNV	93.74	63.00	1,263.31
(2) Initial Contract Period and Termination Charges				

The initial contract period is five years at same location. If service is discontinued prior to the expiration of that period, the termination charges apply which reduce 1/60 for each month of service.

SWITCHED DIGITAL SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Switched Digital Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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A. SERVICE DESCRIPTION

1. Switched Digital Service (SDS) is a switched telecommunications service that provides full duplex synchronous 56 kilobits per second (Kbps) end to end digital transport service over a single two wire non-loaded subscriber loop.
2. SDS allows customers to originate or receive switched digital 56 Kbps calls. Customers originate intraLATA SDS calls by dialing the telephone numbers of another SDS access line or Centrex DS station equipped with the Datapath access optional feature.
3. SDS allows customers to originate and receive interLATA calls to and from an Interexchange Carrier's Public Switched Digital service as set fourth in Ameritech Operating Companies Tariff F.C.C. No. 2 and Michigan Bell Tariff M.P.S.C. No. 20R, Part 21.
4. SDS is available to customers subject to operational limitations of the local serving central office equipment and the outside plant facilities. The normal distance limitation from the switching equipment to the customer's Data Termination Equipment is 2.0 cable miles. The service may be extended to 3.0 cable miles at Special Construction charges specified elsewhere in this Tariff.
5. Digital transmission speeds less than 56 Kbps may be accomplished via customer provided SDS compatible Data Terminating Equipment.

B. DEFINITION OF TERMS

1. SDS Access Line - A billable component associated with the transport facilities between a customer premises and the customer's normal serving Central office that provides data access to the switched network.
2. SDS Usage - A billable component associated with the holding time between the connection and termination of a call measured in minutes and remaining fractions of minutes.

C. REGULATIONS

1. SDS is only available in exchanges which have been converted to Business Measured Service under M.P.S.C. No. 20R Business Measured Rate Message charges apply to local calls from SDS lines.
2. SDS is offered only from Central Offices where facilities permit. In Central Offices not equipped to provide SDS, facilities may be constructed at the Company's discretion and Special Construction charges specified elsewhere in this tariff may apply.
3. The SDS access line does not include a listing.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Custom Calling Features described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

1. CUSTOM CALLING SERVICE FEATURES

A. DESCRIPTION

Custom Calling Service Features are optional telecommunication services offered as additions to regular telephone exchange service.

B. DEFINITIONS

Call Forwarding

Allows the customer to activate and deactivate a transfer of incoming calls to another dialable telephone number.

Call Waiting

Provides a tone to alert a customer with a call in progress that a second party is calling them, and allows the customer to answer the incoming call while holding the original connection.

Speed Calling^{/1//2/}

Allows the customer to place local and long distance calls to a preselected group of telephone numbers by dialing abbreviated codes rather than the complete telephone number. Speed Calling is available with an eight- or thirty-code capacity.

(C)

Three-Way Calling

Allows the customer to add a third party to an established call without operator assistance.

C. TERMS AND CONDITIONS

Custom Calling Service Features are offered only where facilities are available and properly provisioned.

Custom Calling Service Features will be provided in connection with all grades, types and classes of service, except for Coin or DID services and as indicated below for specific Custom Calling Service Features.

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

/2/ Speed Calling 30 will no longer be provided to residence customers effective June 15, 2013.

ADVANCED CUSTOM CALLING SERVICE (ACCS)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Advanced Custom Calling Service (ACCS) described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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A. General

1. Advanced Custom Calling Service (ACCS) is subject to the availability of facilities and the capacity to provide service. Additionally, Automatic Callback, Call Screening, Repeat Dialing, and Caller ID are offered only where the customer's location is served by a switch equipped with Common Channel Signaling/Signaling System 7 (CCS/SS7) architecture and software, and these services will work only when the other party to the call is served by a similarly equipped switch.
2. Except as specified following ACCS is available on individual residence lines, individual business lines and Centrex stations. ACCS is not available on semi-public service, party line exchange services, WATS lines and PBX trunks. Voice Calling is not available with Centrex Service, WATS Lines or PBX Trunks.
3. A Customer Satisfaction Guarantee for a period of sixty days after installation is applicable for individual line business and residence customers for the following features:
 - Automatic Callback
 - Caller ID
 - Caller ID with Name
 - Call Screening
 - Repeat Dialing
 - Voice Calling

If during the 60 day period, the customer is dissatisfied with the features, and requests that all the features be discontinued, neither the monthly rate nor any applicable nonrecurring charge would apply. If the customer retains any of the features beyond the sixty day period, the monthly rate for the features retained would apply from the date the features were initially established. Also, any applicable nonrecurring charges would apply. One customer Satisfaction Guarantee applies per feature, per customer. The Customer Satisfaction Guarantee is not allowed in Foreign Central Office Service.

4. ACCS features are not available for use with PBX or ACD systems equipped with DID trunks.

/1/

/1/ Material now appears on Original Sheet No. 1.1 of this Section.

COMPLEMENTARY NETWORK SERVICES (CNS)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Complementary Network Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(N)

A. GENERAL

1. Complementary Network Services (CNS) have been developed and are to be implemented as an integral part of information type services. They are optional features that may access or work in conjunction with an enhanced service.
2. CNS are available to individual line business and residence exchange services, WATS line, and PBX trunks as specified herein excluding semi-public service, party line exchange services, or Centrex system stations.
3. CNS may be ordered by the user or an authorized agent of the end user.
4. CNS are provided only where facilities permit.

B. DESCRIPTION OF FEATURES

1. Busy Line Transfer (previously known as Call Forwarding-Busy Line)
 - a. Busy Line Transfer, formerly Call Forwarding-Busy Line, provides for the forwarding of an incoming call to another predetermined telephone when the dialed number is busy. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls.
 - b. The grade of transmission on transferred calls may vary depending on the distance and routing necessary to complete such a call, therefore, the Company makes no representation as to the quality of transmission on any transferred call.
2. Alternate Answering (previously known as Call Forwarding-Don't Answer)
 - a. Alternate Answering, formerly Call Forwarding-Don't Answer, provides for the forwarding of an incoming call to a predetermined telephone number, when the called number is not answered within a set numbers of rings. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls.
 - b. The grade of transmission on transferred calls may vary depending on the distance and routing necessary to complete such a call, therefore, the Company makes no representation as to the quality of transmission on any transferred call.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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MULTI-RING SERVICE^{/1/}**A. Description**

1. Multi-Ring Service (MRS) will allow customers to have a maximum of three telephone numbers on the same exchange line. The customer will continue to have only one access line or talking path.
2. Calls to each number will result in a distinctive ringing that will identify the number being called.
3. The customer's billed telephone number will be the billing number for all of the telephone numbers provided with MRS.
4. Customers who subscribe to Call Waiting service, which is described in Part 7, Section 1, in this Guidebook, will receive a different call waiting tone corresponding to the ringing pattern for the MRS telephone number called. The distinctive Call Waiting tone capability is provided at no additional charge.
5. Customers who subscribe to Call Forwarding service, described in Part 7, Section 1, in this Guidebook, will be able to either forward all of their MRS telephone numbers, or just forward their billed number for no additional charge. ^{/2/}

B. Regulations

1. MRS is available to individual line business and residence one-party exchange customers Subject to the availability of facilities.
2. Business and Residence one-party exchange line rates and charges specified in Part 4, Section 2 apply in addition to the rates and charges for MRS.
3. The quality of transmission for calls using MRS may vary depending on the distance and routing involved. The Company makes no representation as to the quality of transmission on RS calls.
4. One listing is provided without charge for each telephone number associated with MRS. The listing regulations specified in Part 12, Section 1 are applicable to listings for MRS.

^{/1/} Effective on or after November 1, 2012, Second Additional Multi Ring Number will no longer be available to residence customers. Effective September 2, 2014, Multi Ring 1st Number will no longer be available for new residence subscriptions.

^{/2/} If changed subsequent to establishment of service, a Line Rearrangement charge is applicable as specified in Part 3, Section 1.

TOLL RESTRICTION

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Toll Restriction and Toll Diversion Arrangements described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

A. Description of the Service

Toll Restriction is an optical central office service that restricts access to the network as defined herein. Restricted calls are directed to a central office announcement.

B. Limitations of the Service

1. Toll Restriction will be offered to Residence One-Party customers only.
2. Toll Restriction will be provided, where facilities permit, subject to the following:
 - a. Toll Restriction will not allow 1+, 0+, 0-, 10-xxx, 900, or interzone calls to be completed. ^{/1/}
 - b. Toll Restriction does not restrict local calls, calls to intraNPA Directory Assistance, Telephone Repair Service, Emergency Services such as 9-1-1, or calls to 800 or 950 numbers.
 - c. Toll Restrictions will not be offered in areas where 9-1-1 is not available.
 - d. Toll billing exception may apply to prevent collect calls and calls billed to a third party. ^{/1/}
 - e. Blocking of 976 or other intraLATA CIS Services will be offered free of charge.
3. Toll Restriction does not relieve customers of responsibility for calls charged to their telephone number(s).
4. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll free number for any purpose.

^{/1/} Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(N)

AMERITECH 911 LOCATOR ID**A. DESCRIPTION**

Ameritech 911 Locator ID is a software-based service which allows Centrex, private switch service providers and PBX users to provide site or station location information to the 911 database in an electronic format. This information is used by the 911 network to selectively route 911 calls to the appropriate Public Safety Answering Point (PSAP). In addition, the data is used to provide specific station location information to the 911 answering point.

The Centrex, private switch or PBX must forward Automatic Number Identification (ANI) information associated with each station to the 911 network. This is accomplished as a function of the Centrex, private switch or through an outboard ANI device. Ameritech 911 Locator ID is available with Primary Rate ISDN (PRI).

Service availability is dependent upon the type and configuration of the 911 system in place for the service area. Rates and charges for channel facilities, where required, are provided in the tariff references located under Section E following. Channels are not required with PRI or Centrex.

B. DEFINITIONS**911 Control Office**

A 911 office providing tandem switching capability for 911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function, Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

Ameritech 911 Locator ID Customer

The Ameritech 911 Locator ID customer may be any Centrex, private switch or PBX owner/operator who desires to provide station location information to the 911 system.

GOVERNMENT AGENCIES SERVICES

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Government Agencies Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (N)

General

The communications services, equipment and facilities listed herein are designed specifically for use by agencies of the United States Government. All rates and charges specified herein are the only rates and charges applicable for the items of service, equipment and facilities provided herein. All other services, equipment and facilities provided to agencies of the United States Government are furnished at the rates and charges specified elsewhere in this Guidebook and in the tariff of the Company.

A. Switching Arrangements

	Nonrecurring Charge	Monthly Rate	Termination Charge Base
Manual 12-Port Conferencing Bridge	\$1,573.32	\$688.33	\$18,683.30/a/

To permit conferencing of Autovon lines, exchange lines and 2-wire and 4-wire private lines.

/a/ Reduces 1/60 for each month of service.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

MAKE BUSY OR BREAK HUNT FEATURE

1. Make busy or break hunt are two methods of restricting traffic to certain PBX trunks or one-party central office lines for night, Sunday and holiday answering. With the arrangement a key is operated at the customer's location which either makes certain lines busy or breaks the hunting from certain lines at the central office so that incoming calls are directed to a certain one or more of a customer's group of lines.
2. The features are available only with individual line service.
3. Charges

	USOC	Nonrecurring Charges	Monthly Rates
a. Make Busy or Break Hunt Control equipment (Requires a customer- provided cut-off key.)	BRR/P89	-	\$355.00

Local channel facility

- (1) When the serving wire center and the customer's control location are in the same wire center, one 2 wire voice grade Direct Analog Service Local Distribution Channel as provided via unregulated Dedicated Communications Service.
- (2) When the serving wire center and the customer's control location are in different wire centers, the channel charges are:
 - (a) The Channel Mileage and Channel Mileage Termination rates and charges for a Direct Analog Service between the wire centers as provided via unregulated Dedicated Communications Service are applicable.
 - (b) Local channel to the customer's control location – Rates and charges for one 2 wire voice grade Direct Analog Service Local Distribution Channel as provided via unregulated Dedicated Communications Service, are applicable.

MESSAGE TOLL SERVICES

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Message Toll Services and Calling Plans described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

A. Application Of Charges

1. This Part applies to Message Toll Services furnished or made available by the Michigan Bell Telephone Company over facilities wholly within or partly within and partly without the State of Michigan, between two or more points within the State of Michigan where the respective rate centers of such points also are located in said State.
2. The General Regulations of the Company apply to Message Toll Services in addition to the regulations set forth in this Part.

B. Application Of Tariff

1. This Part applies to Message Toll Services within the State of Michigan where the respective rate centers also are located in Michigan.
2. The General Regulations of the Telephone Company apply to Message Toll Services, in addition to the regulations included in this Part.
3. Message Toll Services are available to the local exchange service customers of Michigan Bell Telephone Company.

C. Explanation Of Abbreviations

LATA - Local Access and Transport Area

D. Explanation Of Terms

1. Message Toll Services^{/1/}
Include MESSAGE TOLL, CIRCLE CALLING SERVICES, AREA WIDE CALLING, and VALUE CALLING PLAN as defined herein.
2. Local Access and Transport Area
Is a geographic area, established by a Bell Operating Company for the provision and administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

/1/ Certain services may also be referred to as Wide Area Services.

OPTIONAL CALLING PLANS

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Optional Calling Plans described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

1. ISDN PRIME SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, ISDN Prime Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)
|
(N)

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for ISDN Prime Service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. The Company will renew Primary Rate ISDN Service TPPs only for additional 12-month terms by written amendment. If 12-month term amendment is not signed upon expiration of the term, month-to-month Volume Price Level Rates listed in the applicable Guidebook will apply.

A. DESCRIPTION

ISDN (Integrated Services Digital Network) Prime is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include Circuit Switched Voice (local calling, Message Toll Service, Wide Area Telecommunications Service^{/1/} (WATS), and Custom 800^{/1/}) and Circuit Switched Data. Each ISDN Prime will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis.

Each ISDN Prime connection provides access from a customer premises to the Company's Circuit Switched Voice, Circuit Switched Data services via a 1.544 Mbps central office termination and a 1.544 Mbps Local Distribution Channel to the customer's premises. The Local Distribution Channel must be an AT&T Michigan provided facility. It may be a DS1 Local Distribution Channel, or part of a DS3, OC-3, OC-12, or other suitable Company facility with Clear Channel Capability. The rates and charges for the channel are in addition to those for the ISDN Prime connection. The central office connection is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). The "D" channel is used for out-of-band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by multiple ISDN Primes for the same customer. "B" channels can be dedicated to each Circuit Switched Voice and Circuit Switched Data service by type, or they can be shared among service types by using the call-by-call feature.

/1/ Effective December 31, 2021, WATS and Custom 800 Service is withdrawn for residential customers.

EXCHANGE LINES AND USAGE**Call Plan Unlimited****Rural Zone Charge****Locality Rate Area Charge****Specialized Communications Services**

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Business and Residential Basic Local Exchange Service Lines and Trunks and Calling Plans described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

For Service Descriptions and service types, see Michigan Guidebook, Part 4, Section 2.

FOREIGN TELEPHONE SERVICE

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Foreign Exchange Service and Foreign Central Office Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

For Service Descriptions and service types, see Michigan Guidebook, Part 4, Section 3.

(N)

PACKAGES AND OTHER EXCHANGE ACCESS SERVICES**Joint User Service****Toll Terminal Lines****Exchange Service Line Terminations****Combination Main Station Service****AT&T Business Local Calling Essentials****AT&T Business Local Calling Essentials 2.0****AT&T Business Local Calling Assurance****AT&T Business Local Calling****CompleteLink 2.0****EasyRate**

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see Michigan Guidebook, Part 4, Section 5.

(N)

CENTREX SERVICE

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective October 15, 2025, Centrex Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 5, Section 1.

OTHER CENTREX SERVICES**Centrex Dormitory Station Lines****Centrex Local Loop Matrix****Detroit Metropolitan Airport Service**

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 5, Section 2.

(N)

DIRECT INWARD DIALING (DID) SERVICE
2-Way Direct Inward (DID) with Call Transfer
Direct Inward (DID) to PBX Systems

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 6, Section 1.

AMERITECH AREA WIDE NETWORKING (AWN) SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Ameritech Area Wide Networking (AWN) Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Description and service types, see AT&T Michigan Guidebook, Part 6, Section 5.

TELEPHONE ANSWERING SERVICES (TAS)
Concentrator Identifier Service – Six Trunk Capacity
Central Office Concentrator Service

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 6, Section 8.

SWITCHED DIGITAL SERVICE – OTHER CENTRAL OFFICE SERVICES

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Switched Digital Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 6, Section 9.

(N)

CUSTOM CALLING FEATURES

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 7, Section 1.

ADVANCED CUSTOM CALLING SERVICE (ACCS)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 7, Section 2.

COMPLEMENTARY NETWORK SERVICES (CNS)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 7, Section 3.

PACKAGES AND OTHER CENTRAL OFFICE OPTIONAL FEATURES**Touch Tone Calling****Answer Supervision with Line Side Interface****FeatureLink Service****Complete Choice Enhanced****Multi-Ring**

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 7, Section 5.

**CALL RESTRICTION SERVICES
TOLL RESTRICTION
TOLL DIVERSION ARRANGEMENT**

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 8, Section 2.

**EMERGENCY/GROUP ALERTING SERVICES
END USER 911 TRUNK
AMERITECH 911 LOCATOR ID
UTILITY REPORTING AND INQUIRY SERVICE
911 NET**

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 8, Section 3.

(N)

CUSTOMER LOCATION ALTERNATE ROUTING (CLAR)

Effective July 15, 2024, **Customer Location Alternate Routing** described in Part 8, Section 4 will no longer be available for purchase by new or existing customers. In addition, requests to move, add or change will not be accepted. The Company will continue to provide existing service to existing customers until the service is discontinued.

**SPECIAL GOVERNMENT SERVICES
GOVERNMENT AGENCIES SERVICE**

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 8, Section 5.

**OTHER MISCELLANEOUS SERVICES
RESERVED TELEPHONE NUMBER
MAKE BUSY OR BREAK HUNT FEATURE
HIGH VOLTAGE PROTECTION SERVICES
CHARTER NUMBER SERVICE
NIGHT/SUNDAY/HOLIDAY ARRANGEMENT FOR ELECTRO-MECHANICAL PBX
TELEPHONE NUMBER
CENTRALIZED ATTENDANT SERVICE
CUSTOMER PREMISES EQUIPMENT**

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 8, Section 8.

(N)

MESSAGE TOLL SERVICES

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Message Toll Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 9, Section 1, Sheet.

OPTIONAL CALLING PLANS**WINBACK TERM PLAN****LOYALTY TERM PLAN**

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, all Optional Calling Plans described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 9, Section 3, Sheet 10.

(N)

(N)

ISDN PRIME SERVICE

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, ISDN Prime Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Michigan Guidebook, Part 17, Section 2.

(N)