

**TARIFF DISTRIBUTION**

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PURPOSE: Withdraw Caller ID - Basic for residence customers

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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.3 Monthly Exchange Rates (Cont'd)

**A3.3.5 Preferred Pack Plan (Obsoleted, See Section A103)**

**A3.3.6 2 Pack Plan (Obsoleted, See Section A103)**

**A3.3.7 Reserved for Future Use**

**A3.3.8 Reserved for Future Use**

**A3.3.9 Complete Choice Enhanced Service**

**A. Description of Service**

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:
  - A13.9 Custom Calling Services excluding Customer Control<sup>1</sup> and Multipath<sup>1</sup> versions of the Call Forwarding features
  - A13.19 TouchStar services excluding Personalized Ring 6<sup>1</sup> and Calling Number Delivery Blocking-Permanent<sup>1</sup>
  - A13.34 RingMaster service
  - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service cannot take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

**B. Rates and Charges**

1. Individual line service

Suspend Rate	Monthly Rate	USOC PAMA8
\$7.50	\$38.00	

(a) Per plan package

**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.

**Pages 12.1, 12.2 and 12.3 are hereby deleted in their entirety and removed from this Guidebook**

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.1 Description (Cont'd)

##### A. (Cont'd)

14. Call Waiting ID - This service allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides several additional call disposition options.

The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic<sup>1</sup> or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone. (C)

The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting ID include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation and maintenance of the ADSI-compatible CPE and its technical capability to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Guidebook. Such features must be ordered separate from Call Waiting ID.

15. Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is a call for which both the originating and terminating points are served by the same switch. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.
16. Star 98 Access - This feature, as specified in A13.9.7, allows a subscriber to dial \*98 instead of dialing a 7-digit or 10-digit telephone number to access a service such as their voice mail service.

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

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions of Feature Offerings (Cont'd)

##### F. 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 via an interactive dialing sequence. 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 his call at this time.

The screening list may be edited and revised at the customer's discretion. In some locations, based on availability of facilities, during the editing process the customer will receive a computerized voice-back of telephone numbers on the list. If a number was entered on the list as a result of an incoming call and the call originated from a line where delivery of the calling number was suppressed, per call or via per line blocking, that number will not be available for voicing-back to the Call Block customer.

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.

If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group. Additionally, this feature will not block calls from coin or cellular telephones or operator assisted calls.

##### G. Caller ID – Basic<sup>1</sup>

This feature enables the customer to view on a display unit the calling party number on incoming telephone calls.

When Caller ID - Basic is activated on a customer's line, the calling party numbers of incoming calls are 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 - Basic customer.

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 number 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, each terminal has a unique telephone number associated with it within the group.

The calling number will not be delivered on operator handled calls.

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

(C)

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.3 Terms, Conditions and Limitations of Service

**A.** The following limitations apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within a TouchStar service equipped office or between TouchStar service equipped offices when connected via Common Channel Signaling System 7. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. TouchStar service basic features are available to single party customers who have rotary or Touch-Tone service, unless otherwise specified following. BusyConnect service will not work with rotary dial service in most offices. Caller ID – Basic<sup>1</sup> and Caller ID are available to single party residence and business customers including lines equipped with rotary (grouping) arrangements. 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. (C)
3. With the exception of Calling Name/Number Delivery Blocking, these features cannot be offered on Centrex Type Services, Toll Terminals, Trunks (including PBX Trunks), Radio Common Carrier lines, Interexchange Access Connections, Cellular Mobile Carrier lines, Access Line Service For Payphone Service Provider lines.
4. Calling Name/Number Delivery Blocking - Per Line is available, upon request, to the following types of service: single line residence and business, Centrex Type Services, PBX Trunks, PTAS Lines. Calling Name/Number Delivery Blocking - Per Call is available to the following types of service: single line residence and business, PBX Trunks, Toll Terminals, Centrex Type Services or Access Line Service For Payphone Service Provider lines.
5. A Secondary Service Charge will apply as stated in Section A4, when TouchStar service features other than Calling Name/Number Delivery Blocking - Per Line are ordered subsequent to initial installation of service. No Secondary Service Charge will apply for the establishment of, or changes associated with, Calling Name/Number Delivery Blocking. No Secondary Service Charge will apply 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 upgrades from 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.
6. Neither Caller ID – Basic<sup>1</sup>, Caller ID, Enhanced Caller ID nor Enhanced Caller ID with Call Management can be provisioned with FX, FCO, DPA, Dual Service or Basic 911 service arrangements. (C)
7. The Company will deliver all numbers, unless blocked by the calling party, subject to technical limitations, including telephone numbers 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.
8. Telephone numbers and/or names transmitted via Caller ID - Basic<sup>1</sup>, Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited. (C)
9. The Company will work with law enforcement and at-risk parties (non-profit, tax exempt, private and public social welfare agencies such as domestic violence intervention agencies) to address concerns arising from the provision of Caller ID as described herein, including, but not limited to the provision of a permanent blocking arrangement on those agencies' lines.
10. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
11. Per use Call Return, per use Repeat Dialing, per use Call Tracing, denial of per-use Call Return, denial of per-use Repeat Dialing and denial of per-use Call Tracing 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.
12. Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features for residence customers.

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

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.19 TouchStar Service (Cont'd)**

**A13.19.4 Rates and Charges**

**A. Residence**

	Nonrecurring Charge	Monthly Rate	USOC
1. Call Return			
(a) Per line	-	\$9.50	NSS
(b) Per use	\$2.00	-	NA
(c) Denial of per use <sup>1</sup>	-	-	BCR
2. Repeat Dialing			
(a) Per line	-	8.00	NSQ
(b) Per use	2.00	-	NA
(c) Denial of per use <sup>1</sup>	-	-	BRD
3. Call Tracing			
(a) Per line	-	7.00	NST
(b) Per use (per successful trace - non-subscription)	2.00	-	NA
(c) Denial of per use <sup>1</sup>	-	-	HBG
4. BusyConnect			
(a) Per use <sup>2</sup>	2.00	-	NA
5. Personalized Ring 6			
(a) Per line	-	7.00	NSK
6. Selective Call Forwarding			
(a) Per line	-	7.00	NCE
7. Call Block			
(a) Per line	-	9.50	NSY
8. <b>(DELETED)</b>			
9. Caller ID (with Anonymous Call Blocking)			
(a) Per line	-	9.99	NXMCR
10. Anonymous Call Blocking			
(a) Per line	-	5.00	HBY
11. Calling Name/Number Blocking - Per Call			
(a) Per line	-	-	NA
12. Calling Name/Number Blocking - Per Line			
(a) Per line (Agencies) <sup>1,3</sup>	-	-	NOB
(b) Per line for Multi-Line Hunt Group Arrangements	-	-	NOBPC

(D)

**B. Business - Single or First Service Features**

1. Call Return			
(a) Per line	-	\$7.00	NSS
(b) Per use	\$2.00	-	NA
(c) Denial of per use <sup>4</sup>	-	-	BCR
2. Repeat Dialing			
(a) Per line	-	6.50	NSQ
(b) Per use	2.00	-	NA
(c) Denial of per use <sup>4</sup>	-	-	BRD

**Note 1:** These features should not be included in the determination of applicable Multi-Feature Discount Plan (MFDP) discounts as specified in A13.33.

**Note 2:** Denial of per-use BusyConnect can be obtained using the Repeat Dialing Denial of per-use USOC BRD.

**Note 3:** This feature is only offered to certain customers, as per A13.9.3.A.10.

**Note 4:** Neither denial of Call Return per use, denial of Repeat Dialing per use, denial of Call Tracing per use or Calling Name/Number Delivery options should be considered as single or first features in the determination of appropriate discounts when ordered in combination with other TouchStar service features.