

TARIFF DISTRIBUTION

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PURPOSE: Grandfather Residential Privacy Manager in the SE Region.

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G004	3	0004
G004	4	0002
G013	47	0003
G013	48	0010
G103	4	0008
G113	14	0002
G113	15	0004
G113 Cont. (pg)	3	0003
G13 Cont. (pg)	6	0006
G Subj. Indx (pg)	12	0002

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.6 Service Charge Exceptions

A. Service Charges do not apply for:

1. Changing from Touch-Tone to Rotary-Dial capability.
2. Requests to add Touch-Tone capability when no other services are requested.
3. Changing from a private or semiprivate listing to a listed number.
4. Changing the primary listing or transferring service of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
5. Changes from one flat, measured or message rate basic local service (including Area Plus service and Complete Choice service options) to another.
6. Converting existing service to Lifeline.
7. Changing telephone numbers or other changes (i.e., records correction, cutover) when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
8. (DELETED)
9. Requests for full or partial disconnection.
10. Upgrades from Back-Up Line service to business individual line service.
11. Requests to add Free (Extended Service Area) LUD.
12. Requests to add Premium LUD within sixty (60) days of the effective date of an expanded local calling plan.
13. Normal maintenance and repair of the Company's network and service.
14. Services found in the Private Line Guidebook.
15. When equivalent service is established, for the move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., to the new/temporary location, or for the move back into the original location. Service Charges will apply when service is established or re-established for other than the displaced subscriber.

B. When a customer's request is provided:

1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work will apply, if applicable, for additional service.
2. In accordance with the Service Charge Exceptions listed in A4.2.6.A, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.

C. Reserved For Future Use

D. Residential Secondary Service Charge Waiver

Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below:

1. Custom Calling Services
2. Rotary Line Service
3. RingMaster Service
4. TouchStar Service
5. Designer Listings
6. Message Waiting Indication
7. Customized Code Restrictions
8. Voice Mail Calling Features Package
9. Privacy Manager Service^f

(C)

Note 1: Effective March 1, 2018, Privacy Manager is no longer available for new residence subscribers.

(N)

Page 3.1 is hereby deleted in its entirety and removed from this Guidebook.

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.6 Service Charge Exceptions (Cont'd)

D. Residential Secondary Service Charge Waiver

Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below:

1. Custom Calling Services
2. Rotary Line Service
3. RingMaster Service
4. TouchStar Service
5. Designer Listings
6. Message Waiting Indication
7. Customized Code Restrictions
8. Voice Mail Calling Features Package
9. Privacy Manager Service^f

(C)

E. Residential Online Service Connection Charge Waiver

Service Connection Charges (such as the Line Connection Charge – First Line or Additional Line) may be waived for residential customers who order new local service or transfer service on att.com and who are in AT&T Southeast territory for local service. This waiver of charges is available on up to three (3) lines. The subscriber must purchase a minimum of AT&T local service and at least two (2) non-zero rated features or a package of local service containing in its price at least two (2) qualifying features.

F. Residential Service Connection Charge Waiver

Service Connection Charges (such as the Line Connection Charge – First Line or Additional Line) may be waived for residential customers. This waiver is valid for only one (1) service line at the intended local service address. The customer must place the order through an AT&T business office or outbound telemarketing vendor. This waiver is not valid for existing AT&T customers or out of region customers who are new to AT&T. Residential customers who are currently not subscribing to AT&T for local service may be eligible for this waiver. The customer must have at least one (1) wireline local service or equivalent (wireless in lieu of wireline) with a provider other than AT&T at a local service address within AT&T territory. The customer must request the qualifying service at the same address and in the same name as the existing service, unless the customer is planning an imminent move from an address in AT&T territory to another address within thirty (30) days of responding to this offer. In the case of an imminent move, AT&T may offer the customer the waiver of charges and place the order at the new address. The customer must not have had local service with AT&T within ten (10) days prior to the new service connection date.

G. Residential Mobility-National Retail Service Connection Charge Waiver

The Line Connection Charge may be waived for residential customers who order new local service (N Order) or move existing service (T Order) in a mobility store or national retail partner and also order a minimum of two (2) non-zero rated vertical features. To be eligible, customers must place their order in person at the retail location and select the Company as their local service provider. This offer may be combined with promotional offers for which the customer qualifies, unless specifically excluded. The Company reserves the right to prohibit the combination of this offer with any other offer at the Company's sole discretion and/or discontinue or modify this offer at any time without notice. Company employees are not eligible for this offer.

A4.2.7 Installment Billing

- A.** Service may be established in advance of payment of service charges. Installation and Service Charges may be paid in up to twelve monthly installments meeting or exceeding the minimum monthly payment shown as follows. If Installment Billing is requested on additional installation and Service Charges incurred while a balance is due, the additional charges will be treated as a separate Installment Billing arrangement. Late payment charges do not apply to installment billing charges that have not yet been billed.

1. Per Month, minimum

		Monthly Rate	USOC
(a) Residence		\$5.00	NA
(b) Business		5.00	NA

- B.** Installment billing is not available to resellers of local exchange service.

Note 1: Effective March 1, 2018, Privacy Manager is no longer available for new residence subscribers.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

A13.57	(DELETED)	46	
A13.58	Reserved for Future Use	46	
A13.59	Reserved for Future Use	46	
A13.60	Reserved for Future Use	46	
A13.61	Answer Supervision	46	
A13.61.1	Description of Service	46	
A13.61.2	Rates and Charges	46	
A13.62	Reserved for Future Use	46	
A13.63	Reserved for Future Use	46	
A13.64	Reserved for Future Use	46	
A13.65	Uniform Call Distribution (UCD)	47	
A13.65.1	General	47	
A13.65.2	Terms and Conditions	47	
A13.65.3	Rates and Charges	47	
A13.66	Reserved For Future Use	47	
A13.67	Reserved For Future Use	47	
A13.68	Reserved For Future Use	47	
A13.69	Reserved For Future Use	47	
A13.70	Privacy Manager Service (<i>Obsoleted, See Section A113</i>)	47	(T)
A13.71	Reserved For Future Use	48	
A13.72	Inter-Switch Simplified Message Desk Interface	48	
A13.72.1	General	48	
A13.72.2	Terms and Conditions	49	
A13.72.3	Rates and Charges	49	
A13.73	Reserved For Future Use	50	
A13.74	Reserved For Future Use	50	
A13.75	Reserved For Future Use	50	
A13.76	(DELETED)	50	

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.65 Uniform Call Distribution (UCD)

A13.65.1 General

- A. Uniform Call Distribution (UCD) provides an even distribution of incoming calls among the individual main station lines of a hunt group and requires Circular Hunt.

A13.65.2 Terms and Conditions

- A. UCD is furnished from technically capable central offices. This feature is provided subject to the availability of facilities.

A13.65.3 Rates and Charges

- A. A Secondary Service Charge as specified in Section A4 will apply in addition to the rates and charges following when no other service is a part of the request.
- B. Features
 - 1. Uniform Call Distribution

	Installation Charge	Monthly Rate	USOC
(a) Per Group	\$220.00	\$9.10	A6TNA
(b) Per Main Station Line in Group	3.60	-	A6VNA

A13.66 Reserved for Future Use

A13.67 Reserved for Future Use

A13.68 Reserved for Future Use

A13.69 Reserved for Future Use

A13.70 Privacy Manager Service (*Obsoleted, See Section A113*)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.70 Privacy Manager Service (Cont'd) (*Obsoleted, See Section A113*)

(T)

A13.71 Reserved for Future Use

A13.72 Inter-Switch Simplified Message Desk Interface

A13.72.1 General

- A. Inter-Switch Simplified Message Desk Interface (ISMDI) service provides subscribers with the capability of receiving call information over a data link interface for use with voice messaging system (VMS) equipment. Only call information routed over the Public Switched Telephone Network using the Common Channel Signaling/Signaling System 7 (CCS/SS7) network is available for ISMDI. The ISMDI data link must be associated with a voice level hunt group assigned to the VMS subscriber. Incoming call data available from the CCS/SS7 network includes the number called, the type of incoming call (direct or forwarding due to busy or no answer), the forwarding number, and the calling number. The telephone numbers are provided as ten digit Directory Numbers. The calling number will not be delivered if delivery is blocked by the calling party through per line or per call blocking.
- B. ISMDI provides the capability for the VMS provider to transmit data messages over the data link to the ISMDI host switch for use in delivering message waiting notification to VMS client users. These data messages will enable the VMS subscriber to activate or deactivate message waiting indicators (MWI) on VMS client station lines served by ISMDI compatible central offices.
- C. The subscriber has the option of specifying an SS7 Point Code to which MWI messages are to be routed.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates (Cont'd)

A103.3.3 Expanded Service Area Usage Rates (Cont'd)

- D. Rates for Hearing or Speech Impaired Persons (Cont'd)
 - 3. Rates for certain Expanded Service Area Usage calls are reduced for individuals equipped with TDDs for communicating with hearing of speech impaired persons under the following conditions:
 - a. The customer uses a TDD or other non-voice equipment for communicating with other TDDs or non-voice equipment.
 - b. The customer makes a one-time written application for eligibility to the Company for reduced Expanded Service Area Usage rates.
 - c. The reduced rates are given as a credit on a subsequent bill.
 - d. The reduced rates specified in 4 apply for all calls placed between TDDs.
 - 4. A qualified call receives an additional 50% discount over the Company's standard time of day rates (including normal discounts).

A103.3.4 Reserved for Future Use

A103.3.5 PreferredPack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

- A. Description of Service
 - 1. The PreferredPack plan 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 A3.5.2.
 - 3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID, Call Return
 - A13.47 Message Waiting Indication
 - A13.70 Privacy Manager service^f
- B. Terms, Conditions and Limitations of Service
 - 1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.3.5.A.3.
 - 2. All terms, conditions and limitations specified in the Guidebook sections listed in A103.3.5.A.3 apply to the respective features/services requested as part of this package.
 - 3. 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.
 - 4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
 - 5. Existing customers of the PreferredPack plan cannot take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A103.3.5.A.3 unless specifically allowed by the terms of the special promotion.
 - 6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.
- C. Rates and Charges
 - 1. The following monthly rates apply for the PreferredPack plan.

	Suspend Rate	Monthly Rate	USOC PAMA5
(a) Per plan package	\$6.50	\$52.00	

Note 1: Effective March 1, 2018, Privacy Manager is no longer available for new residence subscribers.

Pages 4.1 through 4.3 are hereby deleted in their entirety and removed from this Guidebook.

A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

A113.44	Reserved for Future Use	14	
A113.45	Reserved for Future Use	14	
A113.46	Reserved for Future Use	14	
A113.47	Reserved for Future Use	14	
A113.48	Reserved for Future Use	14	
A113.49	Reserved for Future Use	14	
A113.50	Reserved for Future Use	14	
A113.51	Reserved for Future Use	14	
A113.52	Reserved for Future Use	14	
A113.53	Reserved for Future Use	14	
A113.54	Reserved for Future Use	14	
A113.55	Reserved for Future Use	14	
A113.56	Reserved for Future Use	14	
A113.57	Reserved for Future Use	14	
A113.58	Reserved for Future Use	14	
A113.59	Reserved for Future Use	14	
A113.60	Reserved for Future Use	14	
A113.61	Reserved for Future Use	14	
A113.62	Reserved for Future Use	14	
A113.63	Reserved for Future Use	14	
A113.64	Reserved for Future Use	14	
A113.65	Reserved for Future Use	14	
A113.66	Reserved for Future Use	14	
A113.67	Reserved for Future Use	14	
A113.68	Reserved for Future Use	14	
A113.69	Reserved for Future Use	14	
A113.70	<i>Privacy Manager Service</i>	14	(T)
A113.70.1	Description of Service	14	(N)
A113.70.2	Terms, Conditions and Limitations	15	(N)
A113.70.3	Rates and Charges	15	(N)
A113.71	Reserved for Future Use	15	
A113.72	Reserved for Future Use	15	
A113.73	Reserved for Future Use	15	
A113.74	Reserved for Future Use	15	
A113.75	Reserved for Future Use	15	

A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS**A113.38 Reserved for Future Use****A113.39 Reserved for Future Use****A113.40 Reserved for Future Use****A113.41 Reserved for Future Use****A113.42 Reserved for Future Use****A113.43 Reserved for Future Use****A113.44 Reserved for Future Use****A113.45 Reserved for Future Use****A113.46 Reserved for Future Use****A113.47 Reserved for Future Use****A113.48 Reserved for Future Use****A113.49 Reserved for Future Use****A113.50 Reserved for Future Use****A113.51 Reserved for Future Use****A113.52 Reserved for Future Use****A113.53 Reserved for Future Use****A113.54 Reserved for Future Use****A113.55 Reserved for Future Use****A113.56 Reserved for Future Use****A113.57 Reserved for Future Use****A113.58 Reserved for Future Use**

(M)

A113.59 Reserved for Future Use

(M)

A113.60 Reserved for Future Use

(M)

A113.61 Reserved for Future Use

(M)

A113.62 Reserved for Future Use

(M)

A113.63 Reserved for Future Use

(M)

A113.64 Reserved for Future Use

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A113.65 Reserved for Future Use

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A113.66 Reserved for Future Use

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A113.67 Reserved for Future Use

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A113.68 Reserved for Future Use

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A113.69 Reserved for Future Use

(M)

A113.70 *Privacy Manager Service*

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Effective March 1, 2018, Privacy Manager is no longer available to new residence subscribers. Current subscribers may continue the service until they move or make any changes to their service, or until November 1, 2018 at which time the service will be discontinued.

(N)

A113.70.1 Description of Service

- A. Privacy Manager Service works with Caller ID to assist the subscriber in screening and answering unidentified calls. Depending on the customer-provided Caller ID display equipment used by the subscriber, unidentified calls are those calls which are typically identified by Caller ID display units as unavailable, unknown, blocked or private. Privacy Manager Service intercepts unidentified calls (calls in which the caller's name and number is blocked or those in which the calling information cannot be delivered) before the subscriber's telephone rings and requires the caller to reveal his identity in order to complete the call. When the caller states their name or company in response to Privacy Manager Service prompts, the subscriber's telephone rings and displays "Privacy Manager" on Caller ID units. If the subscriber answers the call, Privacy Manager service plays back the caller's recorded name or company name and the subscriber must either press 1 to accept the call, press 2 to reject the call, or press 3 to send a 'do not solicit' message which asks the caller to add the subscriber's name to the 'do not call list'.

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A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.70 Privacy Manager Service (Cont'd)

- B. Unidentified calls are processed by Privacy Manager service as follows:
 - 1. Calling Name and Number Blocked by the Caller - Privacy Manager Service intercepts the call and the caller is asked to press 1 to deliver their calling name and number. Privacy Manager Service will transmit the call to the subscriber with the name and number unblocked, or, if the caller does not press 1 and continues to hold, the caller is asked to state their name or company and press 1. The call is terminated before the subscriber's telephone rings if the caller does not unblock delivery of his name and number or state his name.
 - 2. Calling Name and Number Cannot be Delivered - Privacy Manager service intercepts the call and the caller is asked to state their name or company. The call is terminated before the subscriber's telephone rings if the caller does not state his name. If the caller states his/her name or company, the subscriber's telephone will ring, "privacy manager" is displayed on the Caller ID display, and the subscriber may choose to answer the telephone and respond by pressing the appropriate digit to accept the call, reject the call or send a "do not solicit" message which asks the caller to add the subscriber's name to the "do not call list". If the subscriber has voicemail or an answering machine which answers a "privacy manager" call, the caller is instructed to record a message. When there is no answer or the subscriber's line is busy, Privacy Manager Service announces that the called party is unavailable and to try to call again later, and the call is terminated.
- C. Privacy Manager Service allows the subscriber to assign a special passcode giving callers of his/her choice the ability to bypass Privacy Manager Service. When the caller hears the first Privacy Manager Service announcement, he/she presses the "*" key, listens for a tone and enters the three-digit pass code (for example, *987). Subscribers may also switch Privacy Manager Service on or off by calling an administrative number from his/her own phone and responding to an automated menu.

A113.70.2 Terms, Conditions and Limitations

- A. The following terms, conditions and limitations apply:
 - 1. Privacy Manager Service is provided subject to availability of facilities.
 - 2. Privacy Manager Service is available to single and multi-line residence customers.
 - 3. Privacy Manager Service is not compatible with Per Line Blocking, FX, FCO or ISDN. Privacy Manager Service may not be compatible with RingMaster Service in all switch types.
 - 4. Caller ID and Touch-Tone Services are required in order to subscribe to Privacy Manager Service.
 - 5. Privacy Manager Service can be suspended as specified in A2.3. The monthly rate as specified in A13.70.3 will not apply during the period of suspension.
 - 6. Calls processed by Privacy Manager Service will be billable, if billing would normally apply for the call, when the Privacy Manager Service announcements begin. Calls routed to Privacy Manager Service will be preceded by a network announcement to allow the caller the opportunity to terminate the call before billing begins.

A113.70.3 Rates and Charges

- A. The following rates are for Privacy Manager Service only and are in addition to the applicable Service charges and monthly rates for exchange access lines and other Services with which this Service is associated.
 - 1. Residence

	Monthly	
	Rate	USOC
(a) Per line except Complete Choice plan lines	\$10.99	PMX1R
(b) Per Complete Choice plan line	10.99	PMX1R

- A113.71 Reserved for Future Use**
- A113.72 Reserved for Future Use**
- A113.73 Reserved for Future Use**
- A113.74 Reserved for Future Use**
- A113.75 Reserved for Future Use**

SUBJECT INDEX

SUBJECT	SECTION
P.	
Payment Arrangements and Credit Allowances.....	A2.4
Payment for Service.....	A2.4.3
Period for the Presentation of Claims	A2.5.5
Pole Line Construction	
On Private Property	A5.1.3
On Public Highways	A5.1.2
Portable Communication Terminal for Deaf or Speech Impaired.....	A30.
PreferredPack Plan (Obsoleted, See Section A103.3.5).....	A103.3.5
Premises Work Charges.....	A4.
Prestige Communications Package (PCP).....	A112.17
Prestige Communications Service (PCS).....	A12.16
Prestige Deluxe Service	A112.19
Prestige Single Line Service (PSLS).....	A112.10
Primary Rate ISDN	A42
Privacy Manager Service (<i>Obsoleted, See Section A113</i>).....	A113.70
Private Branch Exchange Service (PBX) - Station Lines.....	A11.
Private Line Sampling Arrangements	A114.2
Private Right-of-Way Required to Provide Service	A5.1.1
Private Telephone Numbers - See Non-Published (Private) Number	A6.4
Provision and Ownership	
Of Equipment and Facilities	A2.3.10
Of Telephone Numbers.....	A2.3.12
Provision for Certain Local Taxes and Fees	A2.4.5
Public Announcement Service.....	A113.5
Public Announcement Service Network Facilities (Obsoleted, See Section A113.10).....	A113.10

(T)