

AT&T NEVADA GUIDEBOOK

PART 7 - Central Office Optional Features
SECTION 5 - Other Central Office Optional Features

Twenty Second Revised Sheet 1

7.5 OTHER CENTRAL OFFICE OPTIONAL FEATURES

7.5.1 DIRECT CONNECT^{/1/}

A. DESCRIPTION

Direct Connect service is a feature that provides the capability for an individual flat rate line, either business or residence, to dial directly and automatically to a predetermined number when the line is accessed. No other outgoing calls can be made on a line equipped for Direct Connect. Dial tone is not provided. Incoming calls may be completed as usual.

B. REGULATIONS

1. Direct Connect is offered to flat rate service customers where facilities and operating conditions permit.
2. Any change to the predetermined number to which the direct connect calls are routed must be made with a service order. Appropriate charges apply.
3. The subscriber to Direct Connect service is responsible for the payment of any charges that apply for each completed call between the direct connect station and the receiving station.

The subscriber to Direct Connect service is also responsible for the payment of charges that apply for collect or third number billing calls accepted at the direct connect stations.

C. RATES AND CHARGES

The rates and charges following are for Direct Connect service only. Installation charge does not apply when Direct Connect is installed concurrently on the same line to which a service connection, move or change charge applies.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
each line	\$40.00	\$374.00 (1)	DCNNV

/1/ Direct Connect is grandfathered for residential customers effective November 1, 2012.

RESERVED FOR FUTURE USE

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/1/ Material now appears in Part 20, Section 7, Sheet 2.

RESERVED FOR FUTURE USE (Cont'd)

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/3/ Material now appears in Part 20, Section 7, Sheet 3.

RESERVED FOR FUTURE USE (Cont'd)

(C)

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COMPLETE CHOICE® ENHANCED

A. DESCRIPTION AND AVAILABILITY

1. Complete Choice® Enhanced is a package of exchange services available to residential customers.
2. Complete Choice® Enhanced consists of a residential access line* and the following Custom Calling Services^{/1/}:
 - Caller ID
 - Call Waiting
 - Call Waiting ID
 - Three-Way Calling*
 - Call Screen*
 - Call Return*
 - Call Forwarding*
 - Select Call Forwarding*
 - Priority Ringing*
 - Speed Calling 8*

(D)

The residential access line may be Flat Rate Service or Flat Rate Lifeline Service.

B. TERMS AND CONDITIONS

1. Complete Choice® Enhanced is available on a customer's primary or additional line.
2. All Custom Calling Services (features) must be purchased on the same access line to qualify for the Complete Choice® Enhanced package price. Features may not be split between access lines.
3. The components of Complete Choice® Enhanced may be purchased individually at their tariff rates.
4. Usage Sensitive Custom Calling Services and their associated charges are not included in the Complete Choice® Enhanced package or package price.
5. Customers currently subscribing to all components of the Complete Choice® Enhanced may request billing at Complete Choice® Enhanced rate.

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* denotes required components

/1/ Custom Calling Services are included where facilities are available.

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(D)

COMPLETE CHOICE® ENHANCED (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

7. Call Waiting, Caller ID and Call Waiting ID may be de-selected de-selected from the Complete Choice® Enhanced package and re-selected at any time, with no adjustment to the package price. The nonrecurring service order charge to add the features at a later time, will be waived. (C)
8. Complete Choice® Enhanced may be included in other packages and bundles that are marketed under other names. When Complete Choice® Enhanced is combined with other, additional services, the price may be represented as a combined price that exceeds the Complete Choice® Enhanced Guidebook rate. (C)
9. If the customer resides in an area where Caller ID is not available due to facility or system limitations, the customer will receive a \$1.00 discount on the monthly rate. The discount will appear as a credit on the bill. No credit is given if the customer deselects Caller ID. (C)
10. Multi-Element Service Charges apply for newly ordered access lines. If the customer converts their existing service from one of the following packages to Complete Choice® Enhanced, the Service Ordering Charge will be waived: uSelectSM3, 2-line uSelectSM3, uSelectSM6, 2-line uSelectSM6, uSelectSM Standard or Select Feature Package. (C)
11. Additional Custom Calling Services, where available, may be purchased at their respective Guidebook rates. (C)
12. Voicemail or WirePro services may be added to Complete Choice® Enhanced at the rates noted in Rates and Charges, following. The combined rate for all services will be displayed on the customer's bill. (C)
13. Complete Choice® Enhanced customers will benefit from the package rate until they disconnect any of the required package components, as denoted in A.2, preceding. This rule is not applicable to Caller ID if Caller ID can not be provisioned due to facility or system limitations. (C)
14. The multi-feature discount is not available with Complete Choice® Enhanced. (C)

(D)

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COMPLETE CHOICE® ENHANCED (Cont'd)

C. RATES AND CHARGES

Access Line Option	Monthly Recurring Charge, per line	Nonrecurring Package ¹ Charge	USOC
Complete Choice® Enhanced <i>With Flat Rate Service option (1FR++)</i>	\$65.00 ^{/2/}	See Note 1	PGOC4 (I)
Voicemail (add-on)			
- Unified Messaging	10.99	0.00	
WirePro (add-on)	8.00	NA	

/1/ No package NRC applies; however, Multi-Element Service Charges apply when ordering a new access line as part of the Complete Choice® Enhanced package. See B.10, preceding.

/2/ Complete Choice® Enhanced is available with Universal Lifeline Telephone Service (ULTS). The rate for the Complete Choice® Enhanced package with ULTS will reflect the ULTS discount Part 4, Section 4 of the Guidebook.

COMPLETE CHOICE® ENHANCED (Cont'd)

D. Complete Choice Enhanced Retention Offer

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)
(N)

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

The following rules apply:

- This offer is for retention purposes only.
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) flat rate lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package with flat rate services, the nonrecurring charge(s) and/or package fee will be waived.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location.
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

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