

AT&T OHIO GUIDEBOOK

PART 1 - Preface and Table of Contents
SECTION 3 - Alphabetical Subject Index

8th Revised Sheet 1

NUMERICAL SUBJECT INDEX

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>
128, 258 and 384 Service (see Dedicated Communications Services)			
800 Calling Plan ^{/1/}	10	2	6 (C)
800 Data Base Services	10	2	9

ALPHABETICAL SUBJECT INDEX

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>
<u>A</u>			
Abbreviations Used in This Guidebook	2	1	14
Abuse or Fraudulent Use	2	2	17
Accessories	2	9	21
Acoustic and Inductive Connections	2	9	20
Additional Listings	12	1	4
Adjustment for Charges for Service Interruptions	2	2	20
Advance Payments and Deposits	2	2	18
Advanced Custom Calling Features	7	2	-
- Automatic Callback	7	2	5
- Call Screening	7	2	6
- Call Trace	7	2	5
- Call Waiting ID	7	2	4
- Caller ID	7	2	3
- Caller ID with Name	7	2	4
- Calling Party Number Blocking	7	2	2
- Pay Per Use	7	2	9
- Repeat Dialing	7	2	2
Airport Service (Grandfathered)	20	5	8
Alternate Answering	7	3	6
Alternate Use Arrangements	20	15	135
Anonymous Call Rejection (Grandfathered)	20	7	6

/1/ Effective December 31, 2021, 800 Calling Plan is withdrawn for residential customers.

(N)

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<i>A (cont'd)</i>				
Answer Supervision - Line Side	7	5	2	
Anytime Rate Calling Plan	20	9	26	
Application of Residence and Non-Residence Rates	4	2	25	
Applications for Service	2	2	1	
Area Wide Networking (AWN) Service	6	5	1	(D)
Arrangement to Provide Night, Sunday and Holiday Service-PBX	8	8	10	
Assignment or Transfer of Service	2	2	13	
AT&T Business Local Calling Assurance	4	5	43	
Attendant Trunk Extender Circuit (CCSA)	4	5	12	
Automatic Callback (see Advanced Custom Calling Features)				
Automatic Call Distribution (ACD) Service	6	3	1	
AUTOTAS Concentrators	6	8	4	(D)

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>
<u>B</u>			
Base Rate Service (see Dedicated Communications Services)			
Basic Digital Service (BDS) (Grandfathered)	20	15	26
Billable Network Wiring	3	1	1
Billed Number Screening Service	8	2	5
Billing Name and Address	12	4	1
BLES Pricing Flexibility	2	11	
Break Rotary Arrangement	8	8	4
Business Access Line Term Volume Discount	20	4	78
Business Category Search	11	2	10
Business Solutions Centrex (Grandfathered)	20	5	230
Busy Line Transfer	7	3	5
<u>C</u>			
Call Blocking	8	2	1
Call Screening (see Advanced Custom Calling Features)			(D)
Call Trace (see Advanced Custom Calling Features)			
Caller ID (see Advanced Custom Calling Features)			
Calling Party Number Blocking (see Advanced Custom Calling Features)			

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>C</u> (cont'd)				
Cancellation of Applications for Service	2	2	4	
Call Restriction Services	8	2	-	
CCSA Access Line, Additional Facilities for Central Office Areas in Competitive Markets	4	5	10	
- Exchange Services	4	5	12	
- Private Line Services	15	1	28	
Central Office Concentrator Service	6	8	5	
Central Office Multiplexing and Cross-Connect Services (see Dedicated Communications Services)				
Central Office Optional Features	7	-	-	
Central Office Services	6	-	-	
Centralized Attendant Service	8	8	6	
Centrex Service	5	1	1	
Centrex Service (Grandfathered)	20	5	1	
Centrex LSI Service (Grandfathered)	20	5	12	
Channel Conditioning	20	15	139	(C)
Channels (Analog)	20	15	104	(C)
Channels (Grandfathered)	20	15	2	
Charge for Changes	3	1	13	
Charge Increases, Effect on Pending Orders Circuits	2	2	21	
Charter Number Services	8	8	1	
Circuits	4	5	2	
Combination Main Station Service	4	5	1	
Complete Choice® Basic	20	7	8	
Complete Choice® Enhanced	7	5	21	

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>
<i>C (cont'd)</i>			
CompleteLink (Grandfathered 06/29/07)	20	4	40
CompleteLink (Grandfathered 10/24/03)	20	4	14
CompleteLink Select III Save/Win Plan (Grandfathered)	20	4	50
CompleteLink Winback Reloaded (Grandfathered)	20	4	52
CompleteLink 2.0	4	2	38
Complex Service	3	1	1
Complimentary Network Services (CNS)	7	3	-
Concentrator-Identifier Equipment	6	8	1
Construction Charges	2	5	-
Construction Charges, General Regulations	2	5	1
Connections	2	9	-
Convenience Fee for Payment made with a Company Representative	2	2	22
Custom BizSaver® Packages (Grandfathered)	20	4	19
Custom BizSaver® Winback Packages (Grandfathered)	20	4	80
Custom Calling Features	7	1	-
Call Forwarding	7	1	1
Call Waiting	7	1	1
Three-Way Calling	7	1	1
Speed Calling ^{/1/, /2/}	7	1	1
Custom Calling Service Features	7	1	1
Custom Number Service	8	8	76
Customer Billing Adjustments	2	2	20
Customer Control Option	7	3	7
Customer Location Alternate Routing (CLAR)	8	4	1
Customer Premises Equipment	8	8	-
Dual Element Charges	8	8	18
Emergency Reporting, Alerting and Dispatching Services	8	8	59
Establishment and Furnishing of Service	8	8	13
General Provisions	8	8	12
Initial Contract	8	8	14
Interconnection Equipment	8	8	38
Key Telephone Systems	8	8	48
Miscellaneous and Supplemental Equipment	8	8	21

/1/ Speed Calling 8 is withdrawn for Non-residence (business) customers effective October 31, 2013. (C)

(D)

/2/ Speed Calling 30 is withdrawn for residence customers effective June 1, 2013.

(D)

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>C (cont'd)</u>				
Customer Premises Equipment (cont'd)	8	8	-	
Optional Rate and Credit Plans	8	8	39	
Private Line Service Equipment	8	8	74	
Private Line Service Installations, Moves and Changes	8	8	73	
Private Line Service Regulations	8	8	71	
Restricted Equipment and Systems	8	8	70	
Temporary Suspension of Customer Premises Equipment	8	8	36	
Termination Charges	8	8	15	
Customer Responsibility, Payment for Service	2	2	18	
Customer Service Record (CSR)	2	2	22	
Customized Switched Metro Ethernet (CSME) Service	20	6	63	
<u>D</u>				
Damaged Equipment	2	2	25	
Dedicated Communications Services	15	-	-	
128, 256 and 384 Service	20	15	13	
Base Rate Service	20	15	141	(C)
Central Office Multiplexing and Cross Connect Services	15	3	114	
Channels	20	15	104	(C)
Definitions	15	1	41	
DS1 Service	15	3	16	
DS3 Service	15	3	25	
Expedited Order Charge	15	1	49	
General Terms and Conditions	15	1	1	
GigaMAN® Service	20	15	83	

ALPHABETICAL SUBJECT INDEX (cont'd)

TOPIC	PART	SECTION	SHEET	
<u>D</u> (cont'd)				
Dedicated Communications Services (cont'd)	15	-	-	
Mileage Calculations	15	1	16	
Multi-service Optical Network Ring (MON Ring) Service (Grandfathered)	20	15	63	
Network Reconfiguration Service (NRS)	20	15	20	
OC-n Point to Point Service	15	3	32	
OC-n Dedicated Ring Service	15	3	54	
ProtectPath® Service ^{1/}	-	-	-	
Series 10000 Channels	20	15	140.1	(C)
Signaling Arrangements	20	15	140.2	(C)
Term Payment Plans	15	1	20	
Defacement of Premises	2	2	24	
Definition of Terms - General	2	1	1	
Definition of Terms - Service Establishment and Change Charges	3	1	1	
Definitions and Abbreviations	2	1	-	
Denial or Termination of Service	2	2	15	
Deposits	2	2	19	
Determination of Toll Rate Distances	9	2	1	
Digit Absorbing Attendant Trunk	4	5	12	
Digital Transport Services	6	7	-	
Digital Trunk Service (Grandfathered)	20	6	1	
Digital Transport Service (DTS) Grandfathered)	20	6	4	
Digital Transport Service – Enhanced (DTS-E) (Grandfathered)	20	6	49	
Digital Switched Network Services (Grandfathered)	20	6	30	
Direct Inward Dialing Service (DID)	6	1	1	
Directory Assistance Call Completion (DACC)	11	3	1	
Directory Assistance Service	11	2	-	
Local	11	2	1	
Toll	11	2	5	

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>D</u> (cont'd)				
Directory Errors and Omissions (see Listing Errors and Omissions)	-	-	-	(C)
Directory Listings (see Listings)	-	-	-	
Directory Services (see Listing Services)	12	-	-	
Disaster Plans	2	2	32	
Distinctive Ring (Withdrawn 6/15/2013)	-	-	-	
Diverse Routing Services	8	4	-	
Dormitory Centrex Service	5	2	1	
DS1 or DS3 Service (see Dedicated Communications Services)				
DS3 Service Packages (Grandfathered)	20	15	36	
<u>E</u>				
Easy Call	7	3	8	
EasyLink (Grandfathered)	20	4	24	
EasyLink Save/Winback (Grandfathered)	20	4	20	
Easy Rate	4	5	40	
Econo-Call Service (Grandfathered) ^{/1/}	20	4	37	(D) (D)
Emergency/Group Alerting Services	8	3	-	
Enhanced ValueLink Plus	9	3	6	
Ensemble (Withdrawn 5/1/2012)	-	-	-	
Entrance Facilities, Permanent	2	5	2	
Establishing and Furnishing Service	2	2	1	
Exchange Access Services	4	-	-	
Exchange Lines and Usage	4	2	-	
Exhibition Hall Service (Grandfathered)	20	5	4	
Expense Incurred Move Option for Equipment	3	1	12	
Extension Service	4	5	13	

/1/ Effective November 15, 2012, Econo Call service is no longer available to residence customers.

ALPHABETICAL SUBJECT INDEX (cont'd)

TOPIC	PART	SECTION	SHEET	
<u>E</u>				
Facilities (other than Entrance Facilities) confined to the Same				
Continuous Property	2	5	4	
FeatureLink Service SM	7	5	3	
Feature Select (Grandfathered)	20	7	58	
FibreMAN® Service (Withdrawn 8/1/2015)				
Fire and Flood, Charges to Reestablish Service	3	1	24	
FlexLine Service (Withdrawn 5/1/2017)				
Floor Space, Power Supply and Other Arrangements at				
Customer Premises	2	2	25	
Foreign Central Office Service	4	3	1	
Foreign Exchange Service	4	3	3	
Foreign Type Exchange Services	4	3	1	
<u>G</u>				
General Terms and Conditions	2	-	-	
GigaMAN® Service	20	15	83	(C)
GigaMAN® Service (84 Month) (Grandfathered)	20	15	48	
Grandfathered Services	20	-	-	
Group Alerting and Dispatching Systems	8	3	1	

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>H</u>				
Harassment	2	2	17	
Hazardous Locations, Service at	2	2	24	
High Capacity Transport Service (Grandfathered)	20	15	30	
High Voltage Protection (HVP)	8	8	84	
Home Services Packages	20	4	63	
<u>I</u>				
Identification of Out-Dialed (IOD) Calls Service	6	1	2	
Identity of Customers	2	2	14	
Individual Customer Contracts	2	2	21	
Information Call Completion Service –see Directory Assistance Call Completion	-	-	-	
Information Provider Services	8	1	-	
Informational Notice	2	2	31	
Initial Contract Periods and Termination Charges	2	2	25	
Installations, Maintenance and Repairs	2	2	23	
Intercept Referral Extension Service	11	4	3	
Intercom Calling (Grandfathered)	20	7	2	
International Call Blocking Service	8	2	7	
ISDN BRI Single B Channel Packet Service	20	17	33	(C)
ISDN Direct	20	17	18	(C)
National ISDN Direct Service (Grandfathered)	20	17	7	
ISDN Direct (Grandfathered)	20	17	1	
ISDN Local Calling Value Plan (ILCVP)	4	2	19	
ISDN Primary Rate Interface (PRI)	17	2	-	
ISDN Prime Service	17	2	1	
ISDN Prime Service (84 Month) (Grandfathered)	20	17	5	
ISDN Services	17	-	-	

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>J</u>				
Jack Nonrecurring Charges	3	1	25	
Joint User Service	4	5	11	
<u>L</u>				
Late Payment Charges	2	2	21	
Liability of the Company	2	2	22	
List of Rate Centers (Message Toll)	9	2	4	
List of Rate Centers by Area Code (Message Toll)	9	4	1	
Listing Errors and Omissions	2	2	24	(N)
Listing Services	12	1	-	(C)
Listings	12	1	1	(N)
Lobby Interphone System Common Equipment ^{/1/}	-	-	-	
Local Calling Plus	4	2	15.1	
Local Message Allowances and Charges				
Non-Residence	4	2	17	
Local Non-Coin Messages	11	1	2	
Local Service Options	4	5	-	
Local Usage Saver Plan	20	4	94	
Lost or Damaged Equipment	2	2	25	

/1/ Lobby Interphone System Common Equipment is withdrawn effective November 20, 2014.

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>
<i>M</i>			
Maintenance, Company Liability	2	2	23
Make Busy Arrangement	8	8	3
Measured Rate Services	4	2	13
Meet Point Billing Arrangements	2	2	37
Message Rate Services	4	2	16
Message Telecommunications Services and Rate Schedules	9	1	-
General Regulations	9	1	1
Mobile Telephone Service	9	1	21
Schedule A	9	1	10
Schedule B	9	1	11
Schedule C	9	1	12
Two Point Service	9	1	6
Message Toll Service	9	1	1
Message Toll Services	7	1	-
Message Waiting Indication	2	3	4
Minimum Protection Criteria	20	9	10
Miscellaneous Services	9	-	-
Mobile Telephone Service		1	21
MON Services (see Dedicated Communications Services)			
Monthly Exchange Services	4	2	1
Moveable Premises Equipment, Charges for	3	1	25
Moves of Service	3	1	1
Multiple Call Option (Grandfathered)	20	7	1
Multi-Ring Service	7	3	1

(D)

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>N</u>				
National Directory Assistance Call Service	11	2	8	
National ISDN Direct Service (Grandfathered)	20	17	7	
Neighborhood Select	20	8	9	
Network Access Lines				
Non-Residence Non-BLES	4	2	1	
Residence Non-BLES	4	2	2	
Network Interface Jack Charges	3	1	25	
Network Reconfiguration Service (NRS) ^{/1/} (see Dedicated Communications Services)				(D)
				(D)
Network Wiring Charge	3	1	2	
Night Transfer Arrangement, FX	4	3	8	
Nonrecurring Charge Options	2	3	25	
Non-Residence Rates, Application of	4	2	25	

/1/ Effective October 30, 2018, Network Reconfiguration Service (NRS) will no longer be available for purchase by new or existing customers. See Part 20, Section 15.

ALPHABETICAL SUBJECT INDEX (cont'd)

TOPIC	PART	SECTION	SHEET	
<u>Q</u>				
Obligation and Liability of the Company	2	2	22.1	
Obligation to Furnish Service	2	2	14	
OC-n Services (see Dedicated Communications Services)				
OfficePak (Withdrawn 12/21/2012)	-	-	-	
Operator-Handled Service ^{/1/}	11	1	1	
Operator Services	11	-	-	
Operator Service Charges	11	1	-	
OPT-E-MAN® Service	20	6	80	(C)
Optional Calling Plans	9	3	-	
Optional Features on Central Office Optional Line Features	7	3	7	
Optional Line Feature Packages	7	3	9	
Optional Local Area Service (Grandfathered)	20	4	34	
Optional Payment Plans	2	3	-	
Optional Off-Peak Toll Service (Withdrawn 12/15/2014)	-	-	-	
Other 800 Services	10	2	-	
Outbound Emergency Notification Data Service (OENDS)	8	3	7	
Outdoor Jacks	3	1	25	
Outdoor Locations, Service at	2	2	24	
Overtime, Charging for	2	2	18	
Ownership and Use of Facilities	2	2	4	

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

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>P</u>				
Packet Switched Network Service – ISDN X.25 and Dedicated X.75 (Grandfathered)	20	6	16	
Payment for Service	2	2	18	
Peak/Off-Peak Plan – Withdrawn 10/1/2015				
Pending Orders, Effect of Charge Increases on	2	2	21	
Permissive One Service, FX	4	3	9	
Point of Minimum Penetration (POMP)	3	1	1	
Power Supply, Customer Responsibility	2	2	25	
Prerecorded Messages, Transmission of	2	9	3	(D)
Primary Listings	12	1	3	
PrimeNumber Service (Grandfathered)	20	6	10	
Privacy Manager® (Withdrawn 10/1/2017 Res; 10/31/2017 Non-Res)				
Private Line Services (see Dedicated Communications Services)	12	1	6	
Private Listing Service	2	8	1	
Promotional Service Offerings	2	9	36	
Protective Connecting Arrangements				
ProtectPath® Service (Withdrawn 3/1/2014)				
 <u>R</u>				
	9	4	-	
Rate Centers (Message Toll)	2	9	2	
Recording Two-Way Telephone Conversations	2	2	1	
Refusal to Provide Local Service	2	9	14	
Registered Equipment	2	2	-	
Regulations	7	4	1	
Remote Call Forwarding (RCF)				

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<i>R (cont'd)</i>				
Repairs, Company Liability	2	2	22	
Repeat Dialing	7	2	2	
Resale and Sharing	2	2	7	
Residence Local Service Rates				
Flat Rate Service	4	2	2	
Measured Rate Service (Withdrawn 02/15/2015)	-	-	-	
Message Rate Service (Withdrawn 02/15/2015)	-	-	-	
Minute Line Service (Withdrawn 02/15/2015)	-	-	-	
PBX Trunks	4	2	2	
Responsibilities of the Customer	2	2	25	
Restoral of Service Charges	3	1	26	
Restoration Priority Charge (Grandfathered)	20	15	1	
Returned Check Charge	2	2	21	
 <i>S</i>				
Saver Pack 30 (Grandfathered)	20	9	18	
Saver Pack 60 – Withdrawn 10/1/2015				
Saver Pack 120 (Grandfathered)	20	9	23	
Saver Pack 200	20	9	25	
Saver Plus – Withdrawn 10/1/2015				
Select Feature Package	20	7	53	
Selective Call Screening Service	8	2	6	
Semi-Private Listing Service	12	1	7	
Series 10000 Channels	20	15	140.1	(C)
Service Charges	3	1	-	
Service Establishment and Change Charges	3	1	-	
- Application of NRCs for Changes	3	1	13	
- Application of NRCs to Establish Service	3	1	3	
- Definitions of Terms Used in this Section	3	1	1	
- General Regulations	3	1	2	
Shared Tenant Service	2	2	10	
Signaling Arrangements	20	15	140.2	(C)
Simple Service	3	1	2	
SimpleLink Enhanced	20	4	53	
SimpleLink Enhanced II	20	4	57	

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>S</u> (cont'd)				
Special Equipment Colors	2	7	1	
Special Governmental Services	8	5	-	
Special Recording Trunks	4	5	12	
Special Service Arrangements	2	7	1	
Special Services	2	5	1	
Special Trunks and Other Facilities	4	5	12	
Special Types of Construction or Facilities	2	5	5	
Stand Alone Toll Retention Offer	9	3	12	
Star Code Access to Voice Mail	7	3	10	
Success 800 Service ^{/1/}	10	2	1	
Symbols Used in this Guidebook	1	1	2	(C)
 <u>I</u>				
Table of Contents	1	2	-	
Talking Call Waiting (Withdrawn 7/1/2018)	-	-	-	
Telecommunications Service Priority (TSP) System	8	5	1	
Telephone Answering Service Equipment and Facilities	6	8	1	
Telephone Numbers	8	8	4	
Telephone Numbers, Customers' Right To	2	2	15	
Temporary Facilities	2	5	2	
Temporary Interception	11	4	2	
Temporary Suspension of a Portion of a Service	2	4	1	
Temporary Suspension of Residence Service	2	4	2	
Term Payment Plans	2	3	1	
Termination Charges (General)	2	2	27	
Termination Charges (Term Payment Plans)	2	3	19	
Termination of Service, Denial or	2	2	15	
The Basics® Package for Business (Grandfathered)	20	7	4	
Thirty Day Month	2	2	18	
Toll Restriction	8	2	3	
Touch-Tone Calling Service (TTCS)	7	5	1	
Transfer (Assignment) of Service	2	2	13	

/1/ Effective December 31, 2021, Success 800 Service is withdrawn for residential customers.

(N)

ALPHABETICAL SUBJECT INDEX (cont'd)

<u>TOPIC</u>	<u>PART</u>	<u>SECTION</u>	<u>SHEET</u>	
<u>I</u> (cont'd)				
Transfer of Toll Charge Service (Withdrawn 8/30/2017)	-	-	-	(C)
Transmitting Messages	2	2	24	
Two Point Service	9	1	6	
Two-Way Direct Inward Dialing (DID) Service with Call Transfer	6	1	2	
<u>U</u>				
Use of Customer Service	2	2	5	
Use of Service	2	2	4	
 <u>V</u>				
V&H Coordinates	9	2	-	
Value Calling Plan (Withdrawn 10/1/2014)	-	-	-	
ValueLink – (Withdrawn 12/15/2014)	-	-	-	
ValueLink Extra (Grandfathered)	20	4	1	
ValueLink Extra - Select (Grandfathered)	20	4	9	
ValueLink Plus (Withdrawn 12/15/2014)	-	-	-	
ValueLink Premier (Grandfathered)	20	9	9	
Verification and Interrupt Service, Operator Assisted Calls (Withdrawn 3/19/2016)	-	-	-	
Voice Mail Features Package	7	3	12	
 <u>W</u>				
Wide Area Telecommunications Services (WATS)	10	-	-	
Wide Area Telecommunications Services (Grandfathered)	20	10	1	