

1. ADVANCED CUSTOM CALLING SERVICE

A. General

1. Tier 2 Advanced Custom Calling Service as provided for in this Section is a telecommunications service that consists of one or more of the optional service features described in B. following.
2. Advanced Custom Calling Service is available to customers subscribing to non-residence exchange services.
3. The service is offered from central offices where the Company has arranged the equipment for Advanced Custom Calling and is furnished subject to the availability of facilities. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, an appropriately equipped central office.
4. Service Charges are not applicable when Custom or Advanced Custom Calling features are added to existing service if installed within 60 days of the date on which these features are initially offered from the serving central office.

1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**B. Feature Description**

1. Repeat Dialing

This feature will enable a customer to reach a called party whose number is busy without having to continually redial the telephone number. The busy number will automatically be dialed, for a thirty (30) minute period, until it becomes available. The caller can make and receive calls during the 30-minute period that the busy number is being dialed. The caller will receive a special ring back when both numbers are freed for use. The feature can also be used to recall a called party after the conversation has been terminated.

2. Calling Party Number Blocking

Calling Party Number Blocking provides telephone customers with the capability to prevent the disclosure of the calling telephone number on calls made to an exchange service equipped with Caller ID and other Advanced Custom Calling services where the calling party number may be disclosed. Calling Party Number Blocking is available on a per call basis for residence and non-residence customers. Calling Party Number Blocking is available on a per service basis for non-residence customers in competitive exchanges as set forth in this Guidebook and in non-competitive exchanges as set forth in P.U.C.O. Tariff No. 20.

Per call Calling Party Number Blocking is accomplished by the customer dialing an activation code (*67 for Touch-Tone and 1167 for rotary dial pulse) prior to placing each call for which blocking is desired. Per call blocking is automatically provided without charge to all customers in central offices equipped to offer Caller ID or other Advanced Custom Calling Services where calling party number may be disclosed.

Calling Party Number blocking, (per-call or per-line) automatically prevents the display of the calling telephone number on calls dialed from an exchange service equipped with this option, except for calls made to 911 or to a party that subscribes to an ANI or charge number based service and the call if paid for by the called party.

1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**B. Feature Description (cont'd)****2. Calling Party Number Blocking (cont'd)**

Per Line Calling Party Number Blocking automatically prevents the display of the calling telephone number on all calls dialed from an exchange service equipped with this option. It is not necessary to dial an activation code prior to placing the call. After being informed of their blocking options by the Company, customers may subscribe to Per Line Blocking at the rates set forth in Paragraph 1.C.1. following.

No business, organization or other person may use Calling Party Number Blocking where the primary purpose is to make telephone solicitation calls. The term "telephone solicitation" means the initiation of a telephone message primarily for the purpose of encouraging a person to purchase, rent, or invest in property, goods, or services or to donate to any charity or similar organization or entity without that person's prior express invitation or permission.

Blocked Calling Party Number Identification will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

3. Caller ID^{/1/} (C)

Caller ID allows a customer to identify the telephone number from which a call is being made. The telephone number of the person initiating the call is displayed on a customer-provided display device except as noted below. The customer-provided display device must conform with the Technical References. These technical reference documents may be obtained from:

APEX Support Team
1-(734)-523-7348

Caller ID is offered in appropriately equipped central offices.

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.

/1/ Effective July 1, 2015, for new and existing residence customers who subscribe to Caller ID, (N)
Caller ID with Name functionality may be added at no additional charge. (N)

1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**B. Feature Description (cont'd)**

4. Caller ID With Name (C)

Caller ID with Name works along with Caller ID and provides for the display of an incoming telephone number and listed name associated with that telephone number, on a customer-provided display device attached to the customer's (called party's) line or set. The customer-provided display device used to interface with Caller ID and Caller ID with Name must conform with the Technical Reference Specifications as used by the Company.

The technical reference documents are available from:

APEX Support Team
1-(734)-523-7348

Unless Calling Party Number Blocking is activated and except as noted below, the telephone numbers and names associated with all calls originating from appropriately equipped switches will be displayed. 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.

Caller ID with Name is offered in appropriately equipped central offices and is available with individual non-residence lines.

5. Call Waiting ID (C)

Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Call Waiting ID service will allow for the display of the name and/or number of the new caller on the customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call.

Call Waiting ID is offered subject to the following limitations:

- a. Customer must also subscribe to Call Waiting and Caller ID with Name.
- b. Service Terms and Conditions for both Custom Calling Services and Advanced Custom Calling Services will apply.
- c. Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
- d. Available only where central office facilities permit.

1. ADVANCED CUSTOM CALLING SERVICE (Cont'd)**B. Feature Description (cont'd)**

6. Automatic Callback (C)

Automatically returns the last incoming call whether or not it was answered. To activate Automatic Callback, the customer dials a code. The network will then either attempt a callback, or in offices so equipped, the customer will hear an announcement of the telephone number of the last party that called. If the customer wishes to return the call immediately, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes.

If the caller uses per call or per line blocking, a called party who activates Automatic Callback will not receive the voiceback of the calling party's telephone number information but will be able to return the call. Additionally, where mandated, customers who activate call blocking on a per call or per line basis will be able to block the automatic return of calls that originate in the Youngstown Local Access Transport Area (LATA). The called party will not be charged for blocked calls.

This feature cannot be dialed from all telephone numbers.

Automatic Callback will be provided where facilities permit.

7. Call Trace (C)

This feature will, upon successful customer activation, automatically trace the telephone number used for the last call received by the customer. The customer must dial a Company-designated code, and activation must occur prior to the time that either another call or the call waiting tone is received by the customer. A recording will indicate if the trace was successful or not. Within five business days after the successful activation of Call Trace, the customer must contact the Company to arrange for the continued retention of the trace record. The traced number will not be provided to the customer by the Company, but it will be provided to law enforcement officials. The practices of law enforcement officials vary, and the Company does not represent that any action will be taken by such officials with regard to the traced number.

(C)
(D)

Call Trace will be available where facilities permit.

1. ADVANCED CUSTOM CALLING SERVICE (Cont'd)

B. Feature Description (cont'd)

8. Call Screening (C)

This feature provides the customer with the ability to prevent repeated calls from an unwanted caller whose number may or may not be known. The customer receiving the call needs only to hang up and immediately dial the Call Screening access code which will deny the caller the ability to ring the customer's telephone. In addition, the customer has the ability to create a list of telephone numbers from which the customer may not wish to receive calls. Calls from these telephone numbers will be sent an appropriate announcement indicating that the call cannot be completed because the customer has activated Call Screening.

Call Screening is available to Company subscribers where facilities permit.

Note: Calling Party Number Blocking will provide the calling party with the capability of preventing disclosure of telephone number from which the call is made when the called party has the Call Screening service in place. Details of Calling Party Number Blocking have been filed and will be effective in this Section of this Part on April 1, 1993.

1. ADVANCED CUSTOM CALLING SERVICE (cont'd)

C. Rates

1. The following monthly rates apply per exchange service:

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>	
		<u>Non Residence</u>	<u>Residence</u>
Repeat Dialing /NSS/	-	\$7.00	\$12.49 (I)
Caller ID Number /NSD/ ^{/1/}	-	34.23	12.49 (I)
Caller ID w/Name /NMP/ ^{/1/}	-	7.50	0.00
Automatic Callback /NSQ/	-	6.00	12.49 (I)
Call Screening /NSY/	-	6.00	12.49 (I)
Call Waiting ID /NWT/	-	2.00	1.99
Call Trace, per successful activation Competitive Exchanges	-	5.00	4.99

/1/ Effective July 1, 2015, for new and existing residence customers who subscribe to Caller ID, Caller ID with Name functionality may be added at no additional charge.

1. ADVANCED CUSTOM CALLING SERVICE (cont'd)

C. Rates (cont'd)

1. The following monthly rates apply per exchange service: (cont'd)

Per Line Calling Party Number Blocking Charges

The following rates and charges are in addition to all other applicable rates and charges for the associated facilities and service:

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Price</u>	
		<u>Non-Residence</u>	<u>Residence</u>
Per Exchange Service Equipped ^{/1//2//3/}	\$9.30	\$1.00	\$0.50 (N)

(D)

- /1/ A credit equal to the rate set forth in Part 12, Section 1 of this Guidebook applies to the Per Line Calling Party Number Blocking rate for private and semi-private listing customers.
/2/ The monthly rate for Blocking will not exceed the monthly rate for private listing service.
/3/ Per Line Calling Party Number Blocking will be provided at no charge to qualified social service agencies, law enforcement organizations, and their certified employees, and volunteers. Per Line Calling Party Number Blocking will be provided at no charge to customer-owned coin operated telephone (COCOT) customers.

1. **ADVANCED CUSTOM CALLING SERVICE (cont'd)**

D. Pay Per Use

1. Certain Advanced Custom Calling Services (described in B. preceding), are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features, as specified in 2.a. and 2.b. following, are available on a Pay Per Use (per attempt) basis. An Automatic Callback activation is considered complete and billable after the feature is activated by dialing the first code, regardless of whether or not the call is returned, except in those cases where the calling number is not available from the network.

These features will be available on a Pay Per Use basis only from equipped central offices to non-residence customers. However, these features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

2. Rates

The following feature rates apply on a per attempt basis:

<u>Description</u>	<u>Per Attempt Rate</u>		(C)
	<u>Non-Residence</u>	<u>Residence</u>	
a. Repeating Dialing	\$.75	\$.75 (N)	
b. Automatic Callback	3.00	3.00 (N)	

(D)

/1/ Material now appears in Part 20, Section 7, Sheet 61.

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(C)

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11/ Material now appears in Part 20, Section 7, Sheet 62.

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(D)

/1/ Distinctive Ring is withdrawn effective June 15, 2013.

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/1/ Distinctive Ring is withdrawn effective June 15, 2013.

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