

**CUSTOM CALLING SERVICES**

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**A. General Regulations**

Refer to General Regulations described in Part 7, Section 1.

**B. Service Descriptions**

ComCall<sup>/1/</sup>

ComCall allows a single-line customer to set up internal intercom communications between multiple extensions. The feature has a distinctive ring capability so that specific ringing patterns may be assigned to different persons. The service allows users who answer an incoming call to put that call on hold and to initiate an intercom call. The service also allows the user to put an outside call on hold and to answer that call from the same or any other extension. ComCall is not available on multiline hunting group arrangements.

Three Way Calling is necessary for the operation of ComCall.

/1/ ComCall is obsolete except for existing business customers at existing locations who subscribed to the service prior to September 1, 1997. ComCall has been withdrawn for residential customers.

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**CUSTOM CALLING SERVICES (cont'd)**

(C)

**B. Service Descriptions (cont'd)**

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**CUSTOM CALLING SERVICES (cont'd)**

(C)

**B. Service Descriptions (cont'd)**

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**CUSTOM CALLING SERVICES (cont'd)**

(C)

**B. Service Descriptions (cont'd)**

**CUSTOM CALLING SERVICES (cont'd)****B. Service Descriptions (cont'd)**Business Preferred<sup>/1/</sup>

Enables business customers only to subscribe to a predefined group of services and receive a discount (or credit) on their total monthly bill. Business Preferred is composed of the following services, purchased as monthly subscriptions only:

- Auto Redial,
- Call Forwarding,
- Call Return,
- Call Waiting,
- Caller ID (Calling Name Delivery and Calling Number Delivery),
- Priority Call,
- Remote Access to Call Forwarding,
- 3-Way Calling,

Call Waiting may be removed or eliminated from Business Preferred at the customer's option. No adjustment is made to the package price when Call Waiting is de-selected.

Remote Access to Call Forwarding (RACF) may be removed or eliminated from Business Preferred at the customer's option. No adjustment is made to the package price when RACF is de-selected.

Any of these Custom Calling Services included in this package may also be subscribed to on an individual basis under the terms specified in the guidebook.

The applicable Service Connection charge will not be applied to Business Preferred.

In addition to the discount that applies to this package, eligible customers who subscribe to this package will receive a discount on other eligible Custom Calling Services on the same line, ordered in conjunction with or subsequent to the purchase of this package when the feature is ordered prior to June 1, 2006. Such eligible Custom Calling Services, purchased as monthly subscriptions only, include:

- Anonymous Call Rejection,
- Call Waiting ID,
- Call Waiting ID Options,
  
- Speed Call 30, or
- Personalized Ring

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The discount on the additional Custom Calling Services will be one dollar (\$1.00) per feature, per line, limited to a total credit of five dollars (\$5.00) per line when features are ordered prior to June 1, 2006.

/1/ Business Preferred is obsolete except for existing business customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.

**CUSTOM CALLING SERVICES (cont'd)**

**B. Service Descriptions (cont'd)**

Business Preferred<sup>/1/</sup> (cont'd)

The monthly rates and charges as specified in this offering for each Custom Calling Service in Business Preferred may appear on the subscriber's bill. If individual rates appear, a per line credit will be applied to the customer's bill as specified under Rates and Charges, following.

Business Preferred subscribers will be eligible for the following periphery discounts when features are ordered prior to June 1, 2006:

1. A waiver of the Monthly Rate and the Installation Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer.
2. The Call Transfer Disconnect rate for qualifying packages. (USOC: RCR3W).

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The applicable Service and Equipment Charge for one or more Custom Calling Services will apply when individual Custom Calling Services are added to the same line containing Business Preferred subsequent to the package order.

/1/ Business Preferred is obsolete except for existing business customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.

**CUSTOM CALLING SERVICES (cont'd)** (C)**C. Application of Rates and Charges**

1. The monthly rates and service charges can be found on the following pages.
2. The rates are in addition to the established rates for the associated services.
3. There can only be one Custom Calling discount package per customer line. (C)
4. Moves and Changes
  - a. The service charge applies when the customer's telephone number or PNS number is changed for the customer's convenience.
  - b. The service charge will not apply on outside moves of service if there is no telephone number change.
  - c. Where facilities permit, customers may change Speed Calling codes from their premises at no charge. A service charge will apply per line where the Speed Calling codes are changed by the Company at the customer's request. Where facilities do not permit the customer to make changes in Speed Calling Codes, no service charge will apply for such changes made by the Company.
  - d. The service charge will apply, for customers subscribing to Call Forwarding-Busy Line or Call Forwarding Don't Answer, when the forwarded to number is changed for customer's convenience. When the customer changes his designated number of rings the service charge will not apply.
5. AT&T reserves the right to provide certain Custom Calling services without charge to customers participating in a "Consumer Panel" for market research purposes. Nonrecurring service charges and recurring monthly rates would be waived only for the Custom Calling services designated by AT&T as pertinent to the research and only for the duration of the customer's participation in the Consumer Panel. As a condition to participating in the Consumer Panel, these customers will be obligated to give specific feedback on the services to AT&T. Customers will be selected by AT&T to represent a cross section of the Oklahoma customers. (C)
6. Business customers are also eligible for discounts on Common Line 800 Service (MaxiMizer 800). See 'Optional Toll Calling Plans (OTCPs)' in Part 20, Section 9, and 'Wide Area Telecommunications Service Plan' in Part 10, Section 1, Paragraph G.5. (C)

**CUSTOM CALLING SERVICES (cont'd)**

(C)

**D. Rates and Charges (cont'd)**

1. Residence Services

(D)

(D)



**CUSTOM CALLING SERVICES (cont'd)**

(C)

**D. Rates and Charges (cont'd)**

2. Business Services

- a. Monthly Subscription, Per Line  
(No discounts for purchasing multiple services)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Charge</u>
ComCall <sup>/15/</sup> .....	E1N	\$2.50	\$23.00 <small>/1,2,3,4,9/</small>

See footnotes on following pages

**CUSTOM CALLING SERVICES (cont'd)**

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**D. Rates and Charges (cont'd)**

2. Business Services (cont'd)

b. Monthly Subscription, per line Package Prices and Discounts

	<u>USOC</u>	<u>Monthly Discount</u>
Business Preferred <sup>/13,18/</sup>		
With Call Waiting and Remote Access to Call Forwarding.....	PGOBT	(\$21.33)
Without Call Waiting, with Remote Access to Call Forwarding .....	PGOBU	(18.57)
With Call Waiting, without Remote Access to Call Forwarding .....	PGOBV	(18.17)
Without Call Waiting and Remote Access to Call Forwarding .....	PGOBW	(15.41)

The following credits will apply when eligible Custom Calling services, specified previously in paragraph B. (see Business Preferred), are added to a customer's line in addition to Business Preferred. (C)

	<u>USOC</u>	<u>Monthly Rate</u>
One additional service .....	RCRB3	(\$1.00)
Two additional services .....	RCRB4	(2.00)
Three additional services.....	RCRB5	(3.00)
Four additional services.....	RCRB6	(4.00)
Five or more additional services.....	RCRB7	(5.00)

See footnotes on following pages

**CUSTOM CALLING SERVICES (cont'd)**

**D. Rates and Charges (cont'd)**

Footnotes

- /1/ The service charge will apply when the customer's telephone number is changed for the customer's convenience, except when ordered or changed at the same time as other Custom Calling Services.
- /2/ The service charge will not apply on outside moves of service if there is no telephone number change.
- /3/ Only one service charge is applicable when ordered with other Custom Calling Services.
- /4/ After the introductory period, the service charge should not exceed \$23.00 for business customers. (C)
- /5/ Reserved for future use.
- /6/ Reserved for future use.
- /7/ Reserved for future use.
- /8/ Reserved for future use.
- /9/ The highest service charge will be applied based upon services ordered.
- /10/ Reserved for future use.
- /11/ Reserved for future use.
- /12/ Reserved for future use.
- /13/ A credit may be applied to the customer bill in order for the customer to receive the monthly rate specified. In cases where a credit is applied, the monthly rates and charges as specified in this offering for each service in these packages will also be charged.
- /14/ Reserved for future use
- /15/ ComCall is obsolete except for existing customers at existing locations who subscribed to the service or package prior to September 1, 1997. ComCall has been withdrawn for residential customers.
- /16/ Reserved for future use.
- /17/ Reserved for future use.
- /18/ Business Preferred is obsolete except for existing business customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.

**COMPLETE CHOICE® BASIC**

/1/

**A. Description**

Complete Choice Basic is a collection of services that includes an exchange access line and the Custom Calling Services listed below. It is available to residence customers only.

Residential customers who subscribe to Complete Choice Basic will receive a discounted rate on their total monthly recurring bill for Complete Choice Basic where the following Custom Calling services are purchased as a monthly subscription only:

- Calling Name and Number Delivery (Caller ID)
- Call Waiting
- Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail

Call Forwarding-Busy Line/Don't Answer (with Star Code Access to Voice Mail) may be de-selected from the package and no adjustment will be made to the package price. Nonrecurring charges do not apply if these services are de-selected or re-selected after the original package subscription.

**B. Terms and Conditions**

1. The component services may be purchased at their individual rates.
2. Discounted monthly rates for any other combinations of the services provided in Complete Choice Basic on the same access line, as specified elsewhere in this offering, do not apply under Complete Choice Basic.
3. All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Basic pricing.
4. The Custom Calling nonrecurring Service Charges will apply when the customer initially subscribes to the package and must add one or more Custom Calling services to create the package on the line. The charges will not apply if the customer is changing from another feature package to Complete Choice Basic on the same order.
5. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office.
6. The applicable Custom Calling nonrecurring Service Charges for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Complete Choice Basic subsequent to the package order.
7. Customers currently subscribing to all Complete Choice Basic component services may request billing at the Complete Choice Basic price.
8. Complete Choice Basic may be included in other packages and bundles that are marketed under other names. Complete Choice Basic may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic price.
9. Complete Choice Basic may be ordered on the customer's primary/main line or any additional line.

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/1/ Material formerly appeared on Part 7, Section 5, Sheet 10.

**COMPLETE CHOICE® BASIC (cont'd)**

**B. Terms and Conditions (cont'd)**

- 10. Complete Choice Basic is only available with flat rate exchange access line service.
- 11. A nonrecurring charge will apply to the installation of Complete Choice Basic the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Basic installation charge will not apply to existing customers who convert to Complete Choice Basic from Select Feature Package or the Complete Choice® Enhanced package. Payment of the Complete Choice Basic Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Basic on that line. If a customer disconnects Complete Choice Basic from a line, the Complete Choice Basic Installation charge would apply again to re-establish Complete Choice Basic on that line. The Complete Choice Basic Installation charge is a line level charge. If the customer subscribes to Complete Choice Basic on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.
- 12. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

**C. Prices**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
With basic access line.....	SM7FF		\$5.00	
All Rate Groups.....	PGOC3	\$45.75		(l)

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**FEATURE SELECT<sup>/1/</sup>**

**A. Description**

Feature Select offers business customers a combination of Custom Calling Services at a package rate. Feature descriptions and limitations are found in Part 7, Section 1 (or Part 20, Section 7). (C)

Feature Select consists of the following component services:

Call Waiting	Call Waiting ID
Call Forwarding	Auto Redial
Remote Access to Call Forwarding	Call Return
Three-Way Calling	Speed Calling 30
Caller ID	Call Blocker

Feature Select is available to any business customer where at least five component services are available. The component services may be purchased individually at their standard rates.

Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.

**B. Limitations**

1. Feature Select may be ordered on the customer's main/primary line or any additional line.
2. The Feature Select component services may only be purchased as a monthly subscription. Pay-per-activation services and charges are not included in the Feature Select package price.
3. The component services of Feature Select are provided on a per line basis. All services must be purchased on the same line in order for the customer to be eligible for the Feature Select price.
4. Customers subscribing to Feature Select will benefit from the Feature Select price until they disconnect one or more of the Feature Select component services.
5. Subscribers will continue to benefit from the Feature Select price if they disconnect one or more selectable component services and replace those disconnected services with other services from the Selection List.
6. If the customer subscribes to more than five Custom Calling Services from the Feature Select feature list, the five features to be included in the Feature Select package will be the five highest priced features based on current, standalone feature rates. Services purchased in excess of those purchased as components of the Feature Select package will be charged at their standard rates and may include any applicable discounts. (C)

/1/ Feature Select is obsolete except for existing customers at existing locations as of September 28, 2012.



**FEATURE SELECT<sup>/1/</sup> (cont'd)**

**B. Limitations (cont'd)**

- 7. The service interactions of the individual Custom Calling Services in the packages apply.
- 8. This package is not available with ISDN, PBX, Coin, PRI, Centrex, PLEXAR and other non-POTS classes of services (e.g. Inmate or hotel-motel lines), 800/900, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Payphone Exchange Access Service, Hot Line, Telebranch, Preferred Number Service and Location Routing Service. (C)

**C. Regulations**

- 1. Discounted monthly rates for any other combinations of the services provided in the Feature Select package on the same access line, as specified elsewhere in this guidebook, do not apply to the component services selected by the customer within the Feature Select package.
- 2. Custom Calling Services nonrecurring charges will **not** apply when the customer subscribes to additional Custom Calling Services to meet the requirement of the Feature Select package.

**D. Rates and Charges**

Monthly Subscription, Per Bundle

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Charge</u>
Feature Select			
with Caller ID.....	C5PCX	\$19.00	---
without Caller ID.....	C5PBX	19.00	---

/1/ Feature Select is obsolete except for existing customers at existing locations as of September 28, 2012.

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**ADVANCED CUSTOM CALLING SERVICES**

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**ADVANCED CUSTOM CALLING SERVICES (CONT'D)**

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**SELECT FEATURE PACKAGE<sup>/1/</sup>**

**A. Description**

Select Feature Package is a collection of services that includes an exchange access line and the Custom Calling Services listed below. It is available to residence customers only.

Residential subscribers will receive a discounted rate on their total monthly recurring bill for Select Feature Package where the following Custom Calling services are purchased as a monthly subscription only:

Calling Name and Number Delivery (Caller ID)	Speed Calling 8
Three-Way Calling	Auto Redial
Call Waiting	Call Return
Call Waiting ID	Priority Call
Call Forwarding	Selective Call Forwarding
Call Blocker	

The Custom Calling nonrecurring Service Installation Charges will apply when the customer initially subscribes to the package and must add one or more of the above Custom Calling services to create the package on the line. The charges will not apply if the customer is adding services in order to change from another package of Custom Calling services to Select Feature Package on the same order.

Call Waiting, Caller ID and/or Call Waiting ID may be excluded at the customer's option. Any or all of the features may be subsequently added back to the package at the customer's request. No adjustment is made to the package price when any of these features are excluded or not.

Caller ID will not be included in Select Feature Package where Caller ID is not available to the customer due to service availability in the customer's serving Central Office. Such customers will pay a reduced charge for the package, which may be reflected as a credit on the customer's bill. No credit is given if the customer excludes Caller ID from the package.

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The customer may subscribe to Call Forwarding-Busy Line, Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer and no adjustment will be made to the package price. Nonrecurring charges do not apply if these any or all of these services are subscribed to with the package or later removed.

<sup>/1/</sup> Select Feature Packages are obsolete except for existing customers at existing locations as of November 14, 2008.

**SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)****B. Regulations**

1. The component services may be purchased individually at their standard rates.
2. Discounted monthly rates for any other combinations of the services provided in Select Feature Package on the same access line, as specified elsewhere in this guidebook, do not apply under Select Feature Package.
3. All features must be purchased on the same line in order for the customer to be eligible for Select Feature Package pricing.
4. Usage-sensitive, per-activation features and per-activation charges are not included in Select Feature Package.
5. Select Feature Package subscribers will benefit from the package price until they disconnect any of the component features that cannot be otherwise excluded at the customer's option.
6. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office. (C)
7. The applicable Installation Charge for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Select Feature Package subsequent to the package order. (C)
8. Customers currently subscribing to all Select Feature Package component services may request billing at the Select Feature Package price. (C)
9. Select Feature Package may be included in other packages and bundles that are marketed under other names. Select Feature Package may also be bundled with other additional services at a combined price.
10. Select Feature Package may be ordered on the customer's primary/main line or any additional line.
11. Select Feature Package is only available with a flat rate access line service.
12. A nonrecurring charge will apply to the installation of Select Feature Package the first time a new or existing customer subscribes to the package. Payment of the Select Feature Package Installation charge ensures that no subsequent nonrecurring charges will apply if the customer includes or excludes Call Waiting and/or Call Waiting ID for as long as the customer maintains Select Feature Package on that line. If a customer disconnects Select Feature Package from a line, the Select Feature Package Installation charge would apply again to re-establish Select Feature Package on that line. The Select Feature Package Installation charge is a per line charge. If the customer subscribes to Select Feature Package on any additional access line, the nonrecurring feature and package Installation charges will be applied to each such line.

/1/ Select Feature Packages are obsolete except for existing customers at existing locations as of November 14, 2008.

**SELECT FEATURE PACKAGE<sup>/1/</sup> (cont'd)**

**B. Regulations (cont'd)**

- 13. Standard nonrecurring charges associated with ordering and/or installing the access line may apply.
- 14. Beginning July 25, 2008, a discount of \$10.00 per month per account shall be established for residence customers who have more than one access line, call to disconnect an additional line, then decide to retain the additional line. Customers must already subscribe to or newly purchase Select Feature Package. Customers must keep the required services for 30 days to receive the benefit of this offer. On or after January 1, 2009, the customer may qualify for this offer by maintaining their existing Select Feature Package or newly purchase Complete Choice® Enhanced. Applicable nonrecurring installation charges associated with feature installation and package installation will also be waived if the package is purchased. The customer's bill will be credited each month that the additional line and package are retained. If the customer disconnects the additional line or the package before the next bill period date in which a credit is due, any further discounts will cease. If the customer moves from their current location, any further discounts will cease. This discount is available on a maximum of one additional line and cannot be combined with any other access line retention offers that provide a monthly recurring discount.<sup>/4/</sup>

**C. Rates and Charges**

Monthly Subscription, Per Bundle

	<u>USOC</u>	<u>Monthly Rate<sup>/2/</sup></u>	<u>Service Charge<sup>/3/</sup></u>
Select Feature Package with exchange access line .....	PGO36	\$56.00 (I)	\$5.00

- /1/ Select Feature Package is obsolete except for existing customers at existing locations as of November 14, 2008.
- /2/ Includes access line. Normal installation charges as shown in Part 3, Section 1 still apply.
- /3/ This charge is for the package installation. The normal Custom Calling service charge as shown in Part 7 (or Part 20, Section 7) will also apply when the customer initially subscribes to the package and must add features to do so, except when the customer is changing from another package or bundle of custom calling services to Select Feature Package on the same order.
- /4/ Effective October 1, 2014, the Additional Line Retention \$10 Offering will no longer be available. Customers receiving the benefit of this offer as of September 30, 2014, may continue to receive the benefit as long as they maintain the required components