

**TARIFF DISTRIBUTION**

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PURPOSE: With this project, we will withdrawing Caller ID - Basic for residence customers

<b><u>TARIFF SECTION</u></b>	<b><u>PAGE NUMBER</u></b>	<b><u>PAGE REVISION</u></b>
G003	9.3	0010
G013	15.1	0003
G013	33.4.2	0002
G013	33.4.2.2	0004
G013	33.4.3	0011
G113	17	0004
G113	18	0004
G113	18.1	0003

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.2 Statewide Rate Schedules (Cont'd)

##### A3.2.7 Reserved for Future Use

##### A3.2.8 Complete Choice Enhanced Service

###### A. Description of Service

1. Complete Choice Enhanced service 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 A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:
  - A13.9 Custom Calling Services excluding Customer Control<sup>1</sup> and Multipath<sup>1</sup> versions of the Call Forwarding features
  - A13.19 TouchStar services excluding Personalized Ring 6<sup>1</sup> and Calling Number Delivery Blocking-Permanent<sup>1</sup>
  - A13.34 RingMaster service
  - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4. do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. 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.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3., unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

###### B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC PAMA8
(a) Per plan package	\$7.50	\$38.00	

###### C. Complete Choice Enhanced Retention Offer

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply:

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14 day notice or less.

**Note 1:** These features are available separately as specified in A13.9 or A13.19.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.2 Terms, Conditions and Limitations (Cont'd)

##### I. Call Forwarding Multipath

Where facilities permit for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of ten or less lines/trunks, up to ten calling paths will be provided at no charge. For a hunting arrangement greater than ten lines/trunks, additional paths (in excess of the ten provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature each call will be forwarded at the completion of each ring cycle. A Secondary Service Charge will apply to requests to increase or decrease the number of calling paths.

##### J. Call Waiting ID

1. Except where specifically provided otherwise in this Guidebook, Call Waiting ID is furnished only to single line residence customers.
2. Subscribers to Call Waiting ID must have Touch-Tone service.
3. The customer must have a Calling Identification Delivery feature, such as Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone. (C)
4. The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.
5. All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Guidebook. Such features must be ordered separately from Call Waiting ID.

##### K. Three-Way Calling with Transfer

This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

##### L. Star 98 Access

1. Star 98 Access is only available to subscribers on lines which are equipped with a version of Call Forwarding Don't Answer.
2. Star 98 Access is provisioned on a per line basis and functions only from a line provisioned with this feature and the appropriate auxiliary calling features.
3. Star 98 Access is not available on ISDN service, Prestige communications service, Foreign Central Office (FCO) service, Foreign Exchange (FX) lines or Centrex-type services.
4. Star 98 Access may not be compatible with all auxiliary calling features.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions of Feature Offerings (Cont'd)

**E. Call Block**

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive his call at this time.

If the customer also subscribes to Selective Call Forwarding and/or Personalized Ring 6 and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified. Additionally, this feature will not block calls from coin or cellular telephones or operator assisted calls.

**F. Call Tracing**

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action. The customer is not provided the traced number.

Only calls from within the same TouchStar service capable area are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

**G. Caller ID - Basic (Number Delivery)<sup>1</sup>**

(C)

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID - Basic is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID - Basic will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group, unless, facilities permitting, the lines are TN (Telephone Number) identified within the group.

Calling party number information via Caller ID - Basic is not available on operator handled calls.

**Note 1:** Effective August 1, 2017, Caller ID – Basic is no longer available to residence subscribers.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.3 Terms, Conditions and Limitations of Service

A. The following limitations apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. Per use Call Return, per use Repeat Dialing, denial of per use Call Return and denial of per use Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.
3. TouchStar service features are available to single- and multi-line residence and business customers unless otherwise specified following. TouchStar services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect will not work with rotary dial in most offices. Caller ID – Basic<sup>1</sup> and Caller ID are available to single and multi-line residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or Centrex service customers. Caller ID - Basic, Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking (BCLID) cannot be provisioned for: Basic 911, FCO, FX , or customers requesting Dual Service arrangements. (C)
4. TouchStar service basic features cannot be provisioned with party-line service, Toll Terminals, Trunks, or some Remote Switching Locations.
5. Appropriate Service Charges apply except during Company designated periods of special promotion. Applicable Service Charges will be waived for the following situations: Upgrades from Caller ID - Basic to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management; upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management and upgrades from Enhanced Caller ID to Enhanced Caller ID with Call Management. The Service Charge waiver will apply to situations in which the upgrade is the only service order activity.
6. (DELETED)
7. (DELETED)
8. Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features.
9. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-Published Listing Service as described in Section A6. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of *the Company's* network and calls carried over facilities that do not transmit Caller ID information. (T)
10. Calling number Delivery Blocking - Permanent is available at no charge to the following customer groups:
  - a. Law enforcement and crisis intervention agencies as follows:
 

The agency should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency and;

The agency should establish that the forwarding of numbers/names through Caller ID - Basic, Caller ID, or Call Tracking would seriously impair or prevent it from performing its business and;

The agency should establish that no reasonable offering by the Company, other than blocking, will protect its desired anonymity.

The head of the agency must submit written certification on official letterhead to local Company management citing the need for blocking when the aforementioned conditions are met. The Company's limits of liability are described in A2.5.1.
  - b. Subscribers of non-published (private) listing and non-listed (semi-private) listing services as described in Section A6.

**Note 1:** Effective August 1, 2017, Caller ID – Basic is no longer available to residence subscribers. (N)

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.19 TouchStar Service (Cont'd)**

**A13.19.3 Terms, Conditions and Limitations of Service (Cont'd)**

- A. The following limitations apply: (Cont'd)
  - 11. Telephone numbers/names transmitted via Caller ID – Basic<sup>4</sup>, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited. (C)
  - 12. Calling party information via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking are not available on operator handled calls.
  - 13. The Company's liability arising out of the provision of any Touchstar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
  - 14. TouchStar service features are not available on trunks except as specifically noted in 2.
  - 15. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
  - 16. Per use Call Return, Repeat Dialing, denial of per use Call Return and denial of per use Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

**A13.19.4 Rates and Charges**

A. Residence - Individual Features

	Nonrecurring Charge	Monthly Rate	USOC	
(1) Call Return <sup>1</sup>				
(a) Per line	-	\$9.50	NSS	
(b) Per use	\$2.00	-	NA	
(c) Denial of per use <sup>2</sup>	-	-	BCR	
(2) Repeat Dialing <sup>1</sup>				
(a) Per line		8.00	NSQ	
(b) Per use	2.00	-	NA	
(c) Denial of per use <sup>2</sup>	-	-	BRD	
(3) BusyConnect <sup>3</sup>				
(a) Per use	2.00	-	NA	
(4) Personalized Ring 6				
(a) Per line		7.00	NSK	
(5) Selective Call Forwarding				
(a) Per line		7.00	NCE	
(6) Call Block				
(a) Per line		9.50	NSY	
(7) Call Tracing				
(a) Per line		7.00	NST	
(8) <b>(DELETED)</b>				(D)

**Note 1:** Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

**Note 2:** Denial of per use Call Return and denial of per use Repeat Dialing should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

**Note 3:** Denial of per use BusyConnect can be obtained using the Repeat Dialing denial of per use USOC BRD.

**Note 4:** Effective August 1, 2017, Caller ID – Basic is no longer available to residence subscribers. (N)

## A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

### A113.19 TouchStar Service

(Obsoleted 3-28-95, Type 4) Existing Caller ID - Multi-Line<sup>1</sup> customers may retain their existing service as specified in this section of the Guidebook if they so choose or change to Caller ID - Basic<sup>2</sup> or Caller ID as specified in A13.19. If these customers want to change or add to their existing service, they will have to convert to Caller ID - Basic or Caller ID as specified in A13.19. Service charges from Section A4 shall not apply for such conversions. All new customers desiring a TouchStar service calling information delivery feature will have to use A13.19.

(C)

#### A113.19.1 Applications

Refer to A13.19.1 for applications of TouchStar Service.

#### A113.19.2 Definitions of Feature Offerings

- A. Reserved for future use
- B. Reserved for future use
- C. Reserved for future use
- D. Reserved for future use
- E. Reserved for future use
- F. Reserved for future use
- G. Reserved for future use
- H. Reserved for future use
- I. Reserved for future use
- J. Reserved for future use
- K. Reserved for future use
- L. Caller ID - Multi-Line

This feature allows residence and business customers with Rotary (Grouping) arrangements to receive and view on a display unit call related information on certain incoming telephone calls.

The following information is transmitted to the Caller ID - Multi-Line customer and displayed on the called CPE during the first long silent interval of the ringing cycle: calling Directory Number, time of day (hours and minutes) the call was received, and date (month and day) the call was received.

A service order is required to establish or discontinue Caller ID - Multi-Line. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID - Multi-Line will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the features described herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network feature described herein.

If the incoming call is from a line equipped with RingMaster service, the telephone number transmitted will always be the main number rather than any dependent RingMaster service number.

If the incoming call is from a caller served by a Private Branch Exchange (PBX), only the main number will be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group unless the telephone number is Telephone Number (TN) identified.

Caller ID - Multi-Line is not available on operator handled calls.

**Note 1:** Effective July 1, 2017, Caller ID - Multi-Line is no longer available for residence subscribers.

**Note 2:** Effective August 1, 2017, Caller ID - Basic is no longer available to residence subscribers.

(N)

## A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

### A113.19 TouchStar Service (Cont'd)

#### A113.19.3 Terms, Conditions and Limitations of Service

A. The following limitations apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service capable areas. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. TouchStar service features are available to single line and multi-line residence and business customers who have rotary dial or Touch-Tone service. Caller ID – Basic<sup>2</sup> and Caller ID – Deluxe<sup>1</sup> are available to single line and multi-line residence and business customers. Effective March 21, 1995, Caller ID - Multi-Line which was available only for line side terminations equipped with hunting (grouping) arrangements will no longer be available to new customers. Call Tracking (BCLID) is not available for single line arrangements, but is available for PBX and multi-line business customers. Caller ID - Basic, Caller ID – Deluxe<sup>1</sup>, Call Tracking (BCLID), and Caller ID - Multi-Line cannot be provisioned for Basic 911 customers. (C)
3. TouchStar service basic features cannot be provisioned with party-line service, Toll Terminals, Trunks, or some Remote Switching Locations.
4. Appropriate Service Charges apply except during Company designated periods of special promotion.
5. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-Published Listing Service as described in Section A6.
6. Calling Number Delivery Blocking - Permanent is available at no charge to law enforcement and crisis intervention agencies as follows:
  - a. The agency should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency and;
  - b. The agency should establish that the forwarding of numbers through Caller ID – Multi-Line would seriously impair or prevent it from performing its business and;
  - c. The agency should establish that no reasonable offering by the Company, other than blocking, will protect its desired anonymity.

The head of the agency must submit written certification on official letterhead to local Company management citing the need for blocking when the aforementioned conditions are met. The Company's limits of liability are described in A2.5.1.
7. Telephone numbers transmitted via Caller ID - Multi-Line are intended solely for the use of these subscribers. Resale of this information is prohibited.
8. Calling party information via Caller ID - Multi-Line is not available on operator handled calls.
9. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
10. TouchStar service features are not available on trunks except as specifically noted in 2. preceding.

**Note 1:** Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers.

**Note 2:** Effective August 1, 2017, Caller ID – Basic is no longer available to residence subscribers. (N)



**A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS**

**A113.19 TouchStar Service (Cont'd)**

**A113.19.4 Rates and Charges**

- A. Reserved for future use
- B. Business - Individual Features

Obsolated 10-31-12, Type 4. Not offered for new installations on or after 10-31-12.

- (1) Reserved for future use
- (2) Reserved for future use
- (3) Reserved for future use
- (4) Reserved for future use
- (5) Reserved for future use
- (6) Reserved for future use
- (7) Reserved for future use
- (8) Reserved for future use
- (9) Reserved for future use
- (10) Reserved for future use

- (11) Anonymous Call Rejection<sup>1</sup>
  - (a) Per line

Nonrecurring Charge	Monthly Rate	USOC
	<b>\$4.00</b>	<b>HBY</b>

- C. Reserved for future use

- D. Per Subscription

- 1. Rotary (Grouping) Arrangements
  - a. Caller ID - Multi-Line (per line)<sup>2</sup>

Per Calling Number Delivered Usage Charge

(I) Business	Rate	USOC	(T)
Quantity of Calls			
(a) First 50,000	<b>\$.02</b>	<b>NSDUS</b>	
(b) 50,001 - 400,000	<b>.015</b>	<b>NSDUS</b>	
(c) Over 400,000	<b>.01</b>	<b>NSDUS</b>	

**Note 1:** Obsolated 10-31-12. Anonymous Call Rejection is not available for new installations, additions to existing service or transfers of existing service to a new location on or after October 31, 2012 for business subscribers.

**Note 2:** Effective March 28, 1995, all existing Caller ID - Multi-Line customers may retain this service as specified in this section of the Guidebook or change to the service provided under Caller ID - Basic or Caller ID - Deluxe as specified in A13.19. If existing Caller ID - Multi-Line customers change or add to their existing service, then they will have to convert to Caller ID - Basic or Caller ID - Deluxe. Service charges from Section A4. shall not apply for such conversions. All new single and multi-line business customers desiring a TouchStar service calling information delivery feature will have to use Caller ID - Basic or Caller ID - Deluxe. Call Tracking (BCLID) is available for PBX customers as well as business multi-line customers. (C)

**(DELETED)** (D)