# **TARIFF DISTRIBUTION**

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STATE: **TENNESSEE** 

EFFECTIVE DATE: 12/01/2017

Approved TYPE OF DISTRIBUTION:

Modify Call Tracing PURPOSE:

TARIFF SECTION G013 **PAGE NUMBER PAGE REVISION** 

0003 13.1

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#### A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

#### C. Personalized Ring 6 (Cont'd)

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main number or a Number identified number that represents all the lines in a collection of lines, such as multiline hunt groups.

#### **D.** Selective Call Forwarding, a/k/a Preferred Call Forwarding

Selective Call Forwarding allows the customer to transfer selected calls to another number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding number only if the calling number can be obtained and is found to match a number on the screening list.

In some locations due to technological limitations, a prerequisite for this feature is Call Forwarding Variable (Section A13). If the customer also subscribes to Call Block and the same number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main number, or a Number identified number that represents all the lines in a collection of lines such as multiline hunt groups.

#### E. Call Block

This feature provides the customer the ability to prevent incoming calls from up to six different 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 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 numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a number in a multiline hunt group unless the number is the main number in the hunt group, or is Number identified. Additionally, this feature will not block calls from coin or cellular *devices* 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 trace was activated, and in some locations, the time the offending call was received. The customer using this feature would be required to contact *their local law enforcement agency* for further action. The customer is not provided the traced number.

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

This feature will not work if the incoming call is from a number in a multiline hunt group, unless the number is the main number in the hunt group, or is Number identified.

In some locations, 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.

(C)