

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

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**AT&T TEXAS GUIDEBOOK**

PART 7 - Central Office Optional Features  
SECTION 5 - Other Central Office Optional Features

2nd Revised Sheet 2.1  
Replacing 1st Revised Sheet 2.1

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**COMPLETE CHOICE® ENHANCED**

**A. Description**

1. Complete Choice Enhanced 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.
2. Residence customers who subscribe to Complete Choice Enhanced will receive a discounted rate on their total monthly recurring bill where the following Custom Calling Services are purchased as a monthly subscription only:
  - Calling Name and Number Delivery (Caller ID)
  - 3-Way Calling
  - Call Waiting
  - Call Waiting ID
  - Call Forwarding
  - Call Screening
  - Speed Dial 8
  - Call Return
  - Priority Ringing
  - Selective Call forwarding
  - Touch-Tone Calling Service
  - Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail
3. Caller ID, Call Waiting and/or Call Waiting ID may be de-selected from Complete Choice Enhanced at the customer's option. Any or all of these features may be added back to the package at the customer's request. No adjustment is made to the package price whether any of these features are included or not.
4. Caller ID will not be included in Complete Choice Enhanced if 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 monthly rate for the package, which may be reflected as a credit on the customer's bill.
5. Call Forwarding-Busy Line/Don't Answer (and Star Code Access to Voice Mail) may be de-selected and no adjustment will be made to the package price. Nonrecurring installation charges do not apply these services are de-selected or re-selected after the original package subscription.

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**COMPLETE CHOICE® ENHANCED (cont'd)****B. Regulations**

1. The component services may be purchased individually at their guidebook rates.
2. Discounted monthly rates for any other combinations of the services provided in Complete Choice Enhanced on the same access line, as specified elsewhere in this guidebook, do not apply under Complete Choice Enhanced.
3. All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Enhanced pricing.
4. The Call Management non-recurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more Call Management 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 Enhanced on the same order.
5. Usage-sensitive, per-activation features and per-activation charges are not included in Complete Choice Enhanced.
6. Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the required component features.
7. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Call Management service in the customer's serving Central Office.
8. Complete Choice Enhanced subscribers will continue to benefit from the Complete Choice Enhanced price if, on the same order, they de-select a service and/or re-select a previously de-selected service.
9. The applicable Installation Charge for one or more individual Call Management services will apply when individual Call Management services are added to the same line containing Complete Choice Enhanced subsequent to the package order.
10. Customers currently subscribing to all Complete Choice Enhanced component services may request billing at the Complete Choice Enhanced price.

**COMPLETE CHOICE® ENHANCED (cont'd)**

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

11. Complete Choice Enhanced may be included in other packages and bundles that are marketed under other names. Complete Choice Enhanced may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic guidebook price.
12. Complete Choice Enhanced may be ordered on one or more access lines.
13. Complete Choice Enhanced is only available with flat rate 1-Party exchange access line service.
14. A nonrecurring charge will apply to the installation of Complete Choice Enhanced the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Enhanced installation charge will not apply to existing customers who convert to Complete Choice Enhanced from Select Feature Package or Complete Choice® Basic. Payment of the Complete Choice Enhanced 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 Enhanced on that line. If a customer disconnects Complete Choice Enhanced from a line, the Complete Choice Enhanced Installation charge would apply again to re-establish Complete Choice Enhanced on that line. The Complete Choice Enhanced Installation charge is a line-level charge. If the customer subscribes to Complete Choice Enhanced on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.
15. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

**C. Rates and Charges**

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Complete Choice® Enhanced. Additional Service Connection Charges associated with local exchange service may apply.

	<u>USOC</u>	<u>Monthly Rate</u> <small>/1,3/</small>	<u>Installation Charge</u>	
Complete Choice® Enhanced	SM7FF		\$5.00	
With local exchange access line	PGOC4	\$55.00		(l)
Without Caller ID	PGOC4	54.00 <sup>/2/</sup>		(l)

- /1/ Residence customers with Lifeline Service and/or Optional EMS Service will pay a package rate that reflects the difference between their monthly recurring Lifeline and/or EMS rates and the monthly recurring line rate for a local exchange access line.
- /2/ The difference between this price and the Complete Choice® Enhanced with Caller ID price may be reflected on the customer's bill as a credit. No credit will be given if Caller ID Service is available and the customer deselects it from the package.
- /3/ Residence customers who subscribe to Complete Choice® Enhanced and one of the following services will receive a credit for Optional EMS service rates reflected in footnote /1/ above: AT&T Unlimited Nationwide Calling Advantage 1, 2, 3, or 4.

**COMPLETE CHOICE® ENHANCED (cont'd)**

**D. Complete Choice Enhanced Retention Offer**

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)  
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Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

The following rules apply:

- This offer is for retention purposes only.
- Customers must have or newly subscribe to Complete Choice Enhanced with flat rate service on each line, up to a maximum of two (2) flat rate lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package, the nonrecurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer benefit period.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location.
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

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**HOT LINE/WARM LINE<sup>1,4/</sup>**

**A. Description of Service**

*Hot Line* provides a business access line the capability to automatically originate a call to a pre-assigned number. The call is immediately and automatically triggered by an off-hook condition. Incoming calls are received normally. Hot Line is available only where facilities permit.

*Warm Line* provides a business access line the capability to automatically originate a call to a pre-assigned number. The call is triggered by an off-hook condition, but after a five second waiting period. During the five second waiting period, the customer may manually dial an outgoing call. Incoming calls are received normally. Warm Line is available only where facilities permit.

**B. Rates**

The following rates and charges apply in addition to the established rates and charges for the access line and any other associated services.

	<u>Monthly Rate</u>	<u>Installation Charge<sup>2/</sup></u>	<u>Service Charge<sup>3/</sup></u>	<u>USOC</u>
Hot Line	\$245.00 (l)	\$10.75	\$5.00	HLA
Warm Line	245.00 (l)	10.75	5.00	WLS

/1/ Coin, multi-party and multi-lines are excluded from employing the Hot Line and Warm Line features.

/2/ A maximum installation charge of \$10.75 is applicable when Hot Line or Warm Line is ordered in conjunction with other Custom Calling Services.

/3/ The Service Charge of \$5.00 will be applied for any subsequent change in the called number.

/4/ Effective December 1, 2015, Hot Line and Warm Line are no longer available to residence customers.