

AT&T TEXAS GUIDEBOOK

PART 7 - Central Office Optional Features
SECTION 4 - Remote Call Forwarding (RCF) Service

1st Revised Sheet 1
Replacing Original Sheet 1

TELEBRANCH AND LOCAL TELEBRANCH

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A., paragraph 6, effective November 1, 2025, Telebranch (Remote Call Forwarding) will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued. (N)

A. General

TeleBranch is a service whereby incoming calls to the TeleBranch telephone number are automatically forwarded by the Company's central office equipment to another number designated by the customer. Local TeleBranch is a service whereby incoming calls to the Local TeleBranch telephone number are automatically forwarded by the company's central office equipment to another telephone within the local calling scope of the exchange. Terminating stations must have incoming-call capability.

B. Regulations

1. TeleBranch and Local TeleBranch services are offered subject to availability of suitable facilities and provided no unusual expense is involved.
2. TeleBranch and Local TeleBranch services are not offered where the terminating station is a coin telephone.
3. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
4. TeleBranch or Local TeleBranch are not represented as suitable for satisfactory transmission of data.
5. TeleBranch is available only when used in connection with Long Distance Telecommunications Service (LDMTS) or inward Wide Area Telecommunications Service (WATS) lines (800 Service). Local TeleBranch is available only when used in connection with local exchange service.
6. Local TeleBranch is offered on a flat-rate usage basis, as specified in C.2, plus the charges as specified in C.1.
7. TeleBranch and Local TeleBranch are provided on the condition that the customer subscribe to sufficient features and facilities to adequately handle calls without interfering with or impairing any services offered by the company. See 'Regulations Applying to All Customer's Contracts' in Part 2, Section 2.
8. Regulations pertaining to the application of business and residence service are the same in conjunction with TeleBranch and Local TeleBranch as with other exchange services. See 'Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
9. A count of completed incoming calls to the Local TeleBranch terminating number will be provided to Local TeleBranch customers on their monthly bill, where facilities permit.
10. Telebranch is not allowed to call forward to the following services:
 - Access services unless otherwise specified in the Access Service Tariff
 - 700 numbers
 - International telephone numbers
 - Numbers associated with N11 services such as 911, 411, 511, 211
 - Other Telebranch numbers