Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

This Guidebook section applies to Local Exchange Access Service offered by the Company in the State of Texas and is governed by the terms and conditions found in Part 2, Section 2 and Part 3, Section 1, which are hereby made a part of this Guidebook. Unless otherwise specified, the charges quoted are for a period of one month, are payable monthly in advance, and entitle the customer to Local Exchange Access Service as described herein.

CITIES, COUNTIES AND EXCHANGES

A. General

Listed below are the exchanges of the Company. The counties and cities listed to the right of each exchange are served by that exchange. Portions of the counties and cities listed may be served by other local exchange companies.

B. Exchanges, Counties, Cities:

Exchange	Counties	Cities
Abilene	Callahan, Jones, Taylor	Abilene, Impact, Tye
Adamsville	Coryell, Lampasas	None
Alamo-Pharr-San Juan	Hidalgo	Alamo, Pharr, San Juan
Albany	Haskell, Shackelford, Stephens, Throckmorton	Albany
Alice	Duval, Jim Wells, Kleberg	Alice
Allen	Collin	Allen, Fairview, Lucas, Parker, Plano
Allison	Hemphill, Wheeler	None
Alpine	Brewster, Presidio	Alpine
Alvarado	Johnson	Alvarado
Alvin	Brazoria, Galveston	Alvin, Friendswood, Hillcrest Village
Amarillo	Armstrong, Carson, Potter, Randall	Amarillo, Lake Tanglewood, Palisades Village, Timbercreek Canyon Village
Angleton	Brazoria	Angleton, Bailey's Prairie, Danbury, Holiday Lakes, Lake Jackson
Anna	Collin, Grayson	Anna, Westminster
Anson	Jones	Anson

LOCAL EXCHANGE SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Reserved

B. Educational Percentage Discount Rate (E-Rate)

The percentage discount rates available pursuant to 47 Code of Federal Regulations part 54, subpart F to eligible schools, libraries, and consortia as defined by 47 Code of Federal Regulations part 54, subpart F shall apply to the rates contained herein. Schools, libraries, and consortia eligible for E-Rates pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with the provisions of 47 Code of Federal Regulations part 54, subpart F in order to receive the intrastate E-rates.

C. Residence Service

1. Local Exchange Access Service

   a. Reserved

   b. Special Regulations

      The priority provisioning and restoration of services offered under this guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the rates, terms and conditions as delineated in Part 8, Section 5 “Telecommunications Service Priority System”. For application in this guidebook, such rates, terms and conditions as are described in Part 8, Section 5 “Telecommunications Service Priority System”, shall be interpreted to apply on a "per request, per line/trunk" basis.

FOREIGN SERVING OFFICE AND FOREIGN EXCHANGE SERVICE
(Including Centrex stations with switching equipment located on Company premises)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Foreign Serving Office and Foreign Exchange Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Regulations

1. Foreign serving office service is exchange service furnished to a customer in a multi-office exchange from a central office other than the one which serves the area in which he is located. Foreign exchange service is exchange service furnished to a customer from an exchange other than the one in which he is located.

2. Such services are not in accord with the general plan of furnishing telephone service, and they will be furnished only under special conditions where the service is warranted by the circumstances involved. The Company does not obligate itself to furnish these services, particularly when it involves undue expense or impairment of the service furnished the general public.

3. These services are available only in connection with flat rate one party line, multi-line, and private branch exchange service. Foreign exchange service will be provided in connection with Hotel-Motel services only for the exclusive use of the Hotel-Motel management.

4. Exchange service and extension lines are furnished subject to the exchange charges and regulations of the foreign serving office, or foreign exchange from which they are furnished.

   All other services and equipment including urban mileage are subject to the charges and regulations of the exchange in which the termination is located.

5. Foreign service office and foreign exchange service are not offered in conjunction with Tel-Assistance Service as specified in Part 4, Section 2, paragraph F.2.

B. Rates

Rates are in Part 15, Section 2.

COMPLETELINK® 2.0

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, CompleteLink 2.0 described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description

CompleteLink® 2.0 is an optional volume discount plan that provides business customers monthly discounts on selected eligible business services based on the customer's Minimum Annual Revenue Commitment (MARC). CompleteLink® 2.0 also provides a discounted rate on business local exchange access lines and on local toll calls. CompleteLink® 2.0 requires the Company to be the underlying local access line provider.

B. Definitions

Contributory Services
Those services whose revenue is counted towards achievement of the customers selected MARC.

Eligible Services
Those services that are eligible for discounts based on achievement of specified MARC.

Minimum Annual Revenue Commitment (MARC)
The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

C. Terms and Conditions

1. A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in paragraph C.20, but a number may only be included under one CompleteLink® 2.0 plan. See paragraph C.20 for additional information.

2. CompleteLink® 2.0 is limited to a maximum of 3,000 statewide Billed Telephone Numbers (BTN) billed to the customer of record. For agreements established on or after October 1, 2009 CompleteLink 2.0 will be limited to a maximum of 1,000 BTN's per agreement in total billed to the customer of record.

3. CompleteLink® 2.0 discounts are not available on any local toll optional calling plans or eligible business services with existing term discounts except as noted elsewhere within this product Guidebook.

4. CompleteLink® 2.0 is offered under a one-, two-, three/2/, or five-year/1/ term. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order to indicate their selections. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the service and early termination charges as described in paragraph E., Termination Charges and Credit Allowances, applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in paragraph E., Termination Charges and Credit Allowances.

/1/ For agreements established on or after October 10, 2012 the 5-year term agreement will no longer be available.
/2/ For agreements established on or after October 3, 2013 the 3-year term agreement will no longer be available.

EASY RATE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Easy Rate described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description

Easy Rate is an optional business package offer that includes a network access line, touch tone, customer selected Custom Calling Services (optional) and hunting (optional). Customers must subscribe to a minimum of 40/1/ lines.

The Easy Rate rates are inclusive of any applicable business Expanded Toll-Free Local Calling (ELC) service charges as shown in this Guidebook.

B. Terms and Conditions

1. Easy Rate is available to business customers with a minimum of 40/1/ business exchange access lines. Line counts may be combined from any state where an AT&T ILEC provides local service and where the Easy Rate plan is also available to meet the 40/1/ line minimum requirement. All the customer's lines must be subscribed to Easy Rate.

2. All lines will include unlimited local usage, customer selected Custom Calling Services (optional), and hunting (optional) at the package price per line as shown in paragraph C. Easy Rate is available on a term plan or on a month-to-month basis.

3. If the Easy Rate account falls below a total of 40/1/ eligible lines per account for a given month, the rates will revert to standard component month-to-month rates. Customers must specifically request to be returned to Easy Rate, if desired, if their account line total returns to the 40/1/ line minimum.

4. Standard nonrecurring charges apply to establish and change lines, hunting, and Custom Calling Services except as noted herein.

5. Easy Rate is available only on business Flat Rate Business Access Line Service (e.g., 1-Party and Multi-Line Hunting) only. Other class of service lines or types must be established on a separate account and billed separately.

/1/ For Easy Rate agreements established between September 9, 2013, and June 20, 2018, the minimum line requirement is 10 lines.

BUSINESS LOCAL CALLING ASSURANCE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Business Local Calling Assurance as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description

AT&T Business Local Calling Assurance is an optional business package for customers with 1 to 5 lines that includes a network access line, touch tone, Caller ID (Calling Number and Calling Name), and Call Forwarding services.

B. Terms and Conditions

1. The Business Local Calling Assurance package is available for business customers with 1 to 5 business network access lines per location who agree to a 12[/2/]- or 24-month[/1/] term period and commit to a Flat Rate Business Exchange Access Line, Touch Tone, Caller ID (Calling Number and Calling Name), and Call Forwarding service. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at prices as shown in paragraph C. Eligible customers are existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line service to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T service area, and who now wish to establish their business local exchange access line service with the Company. These business customers will be eligible for the package rate listed in paragraph C., per line, for these services.

2. The AT&T Business Local Calling Assurance package is only available to customers who require 1 to 5 individual business exchange network access lines and is not available on FX Service, WATS access lines, PBX Trunks, Centrex, Plexar or Semi-Public Coin services.

3. A customer may have up to 5 lines maximum per location subscribed to a Business Local Calling Assurance package agreement.

4. Only the primary line is under a term contract and price protected. However, the customer will benefit from discounted rates on all additional Business Local Calling Assurance lines on the account for the duration of the term. While the primary line will not be subject to rate changes during the term of the agreement, prices on additional lines will be subject to such changes during the term period.

C. Prices

Package Rate	USOC	Monthly Rate
per Primary Line	PGOVM	$210.00
per Additional Line	PGOVN	210.00

/1/ Effective January 2, 2015, the 24-Month term option, and the 12-month re-subscription option are Grandfathered and no longer available to new subscribers. Customers cannot subscribe to a new 24month term, or a new 12-month term that includes a re-subscription option. Customers with an existing 12-month re-subscription agreement remain eligible for the options described in paragraph D.2.

/2/ Effective March 1, 2017, the 12-Month term option is Grandfathered and no longer available.

AT&T BUSINESS LOCAL CALLING (BLC)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, AT&T Business Local Calling described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description

AT&T Business Local Calling (BLC) is an optional business package offer that provides multiple line option packages which include varying combinations of a network access line, choice of local usage plans, select vertical features, and hunting (optional). Additional vertical feature options are also available.

B. Terms and Conditions

1. AT&T Business Local Calling[/1/] is available to business customers who agree to a 12-Month[/2/] term and who commit to the line option packages and prices as shown in paragraph F, Prices. Effective May 2, 2011 customers may also subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices as shown in paragraph *F. Prices*.

2. AT&T Business Local Calling is not available on ISDN, PBX, PRI, Centrex, Plexar and other non-POTS classes of service (e.g. Inmate or Hotel/Motel lines), Foreign Exchange Service, WATS, 800/900, DID, Hot Line and Warm Line, Payphone Exchange Access Service, Semi-Public service, Telebranch, and Location Routing service.

3. AT&T Business Local Calling is only available where facilities and equipment are available.

4. All lines in an AT&T Business Local Calling account must be subscribed to a line option package as listed in paragraph F, Prices. Multiple options per account are permissible.

5. Lines subscribed to AT&T Business Local Calling cannot be subscribed to any other optional local calling plans.

6. An AT&T Business Local Calling plan is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record.

7. The Company may annually adjust the rates applicable for a term plan, and such adjusted rates will apply on the date specified in the Company notification of change in rates. Subject to Company initiated price adjustments. Volume Price Level rates as listed in paragraph *F. Prices* will apply during term plan based on the number of lines subscribed. [/2/]

8. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.

/1/ Effective June 12, 2024, 24- and 36-month term plans are no longer made available for any line count, and existing term plans for all line counts may not be renewed or extended for a term greater than 1 year.
/2/ Effective June 12, 2024, after renewal of any term plan, Volume Price Level rates listed in *F. Prices* may be adjusted by the Company and made effective during the renewed term.

MILEAGE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Mileage as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Urban Mileage[/1,2/]

1 The following Urban Mileage charges apply to main stations on one and two-party service extending beyond the Base Rate Area Boundary. These charges do not apply to Private Branch Exchange or Centrex stations and extensions. These charges are in addition to normal rates and applicable construction charges.

Class of Service	Monthly Rate per Quarter Mile or Fraction Thereof (Air Line Measurement)	USOC
One-party line station, PBX trunks	$0.50	1LXAY
Two-party line station	0.25	1LXCY

2. Urban Mileage charges are computed on the shortest air line measurement from the end of the line to the Base Rate Area Boundary, and apply to each circuit and to each party line customer separately. In those cases where the Base Rate Area Boundary follows the center line of a street or highway, all dwellings or structures facing or adjoining this street or highway and within 150 feet of the center line of the street or highway shall be considered within the said area and shall be given service without the application of Urban Mileage. Urban Mileage charges are payable in the same manner as charges for the associated service. The related construction charges, if any, are payable at the time the contract is accepted.

3. Where a party line customer has the exclusive use of one-half mile or more of a circuit outside the Base Rate Area, and there are no prospects of securing additional customers to share the circuit within a reasonable length of time, the customer is charged the one-party line Urban Mileage rate for the portion of the circuit so used.

4. Additional construction for serving customers beyond the Base Rate Area is not provided except when warranted in the judgment of the Company. In cases where the additional construction is not warranted, arrangements may be made in one of the following ways, as the Company may decide:

   a. In accordance with Part 2, Section 5.

   b. In accordance with *Service Stations* described later in this Section.

5. Under the arrangement specified in A.4.a, above, the Urban Mileage charge applies to the entire circuit outside the Base Rate Area; under the arrangement specified in A.4.b, above, the Urban Mileage charge applies for the distance between the Base Rate Area and the junction point.

B. Extension and Tie Line Mileage

See Part 15, Section 2

/1/ Subsequent compliance filings will be made as necessary to implement the provisions of the Stipulation as authorized by the Commission's Order in Docket No. 8585.
/2/ Upon the elimination of party line service from an exchange, as specified in the Final Order in Docket No. 8585, all Urban Mileage charges on local exchange access line service will be eliminated in that exchange.

SUBURBAN SERVICE[/1,2/]

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Suburban Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Rates

The rates for suburban service and the area within which the service is offered, are as specified in Part 4, Sections 1 and 2. In no case will new contracts for suburban service be accepted for less than three main telephones per line or the equivalent rate thereof.

B. New Construction

The construction of new suburban service lines or the extensions of existing lines will be provided by the Company in accordance with the provisions set forth in ‘Construction Charges’ described in Part 2, Section 5.

C. Company Rights

The Company reserves the right to connect business and residence telephones to the same line. No keys for the purpose of cutting off all or a portion of the lines from the office are permitted except in the case of extension telephones, where a key may be provided for disconnecting it from the main telephone.

/1/ Subsequent compliance filings will be made as necessary to implement the provisions of the stipulation as authorized by the Commission's Order in Docket No. 8585.
/2/ Upon the elimination of party-line service from an exchange, as specified in the Final Order in Docket No. 8585, suburban 4-party service will no longer be offered in that exchange.

EXCHANGE CONNECTION SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Exchange Connection Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

1. The regulations and rates in this section are in addition to the regulations and rates in other guidebooks, and failure to observe such gives the Company the right to suspend service.
2. The services in this section are for a customer's own use and/or for a customer to offer to its patrons, but shall not be used by the customer to provide MTS, WATS, MTS-like or WATS-like services for its own use or to offer to its patrons.

B. Service Description

1. Exchange Connection Service is provided to customers in two parts: Local Serving Arrangement and Optional Service Features.
2. Local Serving Arrangement provides the customer access to the exchange network. Local Serving Arrangement is a prerequisite to ordering any of the Optional Service Features which are provided in this section. Each Local Serving Arrangement consists of three (3) components: Access Link, Features/Functions, and Transport.
3. Optional Service Features provide the customer options that facilitate the customer's ability to provide certain new services, such as voice messaging, to itself or to its patrons.

C. Explanation of Terms/1/

Access Link - the local loop from the premises of the customer to the first point of termination at the central office serving the customer.

Channel Interconnections - the central office equipment that connects an individual multiplexed channel to a switch termination.

Dial Tone Office - the central office providing the Local Serving Arrangement.

Extended Metropolitan Service (EMS) - An optional service which extends the local calling scope of the Local Serving Arrangement. This optional service is available only in specific exchanges where *Extended Metropolitan Service* is offered.

Features/Functions - the connection between the Access Link and the exchange network.

Multiplexed Arrangement - the central office equipment that combines individual channels for transport over a single communications facility.

Originating - calls incoming to the customer from the exchange network.

Switch Termination - the central office equipment and wiring that connects an Access Link or channel interconnections to the central office.

Terminating - calls outgoing from a customer to the exchange network.

Transport - switched call processing and delivery.

/1/ Refer also to Part 2, Section 1 for other explanation of terms.

CUSTOM BIZ SAVER II 2.0

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Custom BizSaver II 2.0 as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description

Custom BizSaver II 2.0 is an optional discount plan that provides business customers with monthly discounts on selected eligible business services (a combination of products and services as provided in this Guidebook section and Guidebook, Part 4, Sections 2, and Guidebook Part 7, Sections 1, 2, 3).

Custom BizSaver II 2.0 requires subscription to the Company's local exchange access service in Guidebook Part 4, Section 2.

B. Terms and Conditions

Custom BizSaver II 2.0 is only available to business customers currently subscribing to a Custom BizSaver II package line term or previously expired term, that agree to a 12-month verbal term agreement for Custom BizSaver II 2.0, and also subscribe to business access line service, with the choice of subscribing to select vertical features (optional) and hunting (optional). Benefits are shown in paragraph C.

Customers can add or subtract additional lines at any time without affecting the term agreement.

Custom BizSaver II 2.0 is not available on FX Service, ISDN, Coin, PRI, Inmate, Hotel-Motel, 800/900, Hot Line, Warm Line, Telebranch, Location Routing Service, Payphone Exchange Access Service, WATS access lines, PBX, DID, Centrex, PLEXAR, or Semi-Public Coin services.

Customers currently subscribing to an AT&T Business Local Calling (BLC) optional business package offers are not eligible to order Custom BizSaver II 2.0.

Customers may not participate in any other discount offer or voice package service, unless stated specifically in the discount offer or voice package service.

Only one Custom BizSaver II 2.0 agreement is permitted at a customer location. All lines associated with an agreement must be at the same location.

Customers may choose from a list of vertical features, provided in section C.2.; Pay Per Use features are not eligible.

The agreement will automatically renew in successive 12-month terms unless, prior to expiration of the then-existing term, either party (Customer or Company) provides the other party 30-days' written notice to not renew the agreement. Absent such notification upon renewal, a new 12-month term commences at the rates and discounts for a 12-month term then in effect found in the applicable Guidebook on the date of renewal, subject to any Company-initiated rate adjustment.

PLEXAR-II

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Plexar-II Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Descriptive Summary

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Plexar II Service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. AT&T will renew Plexar II Service payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

1. PLEXAR-II Service is a central office based business communications system which serves customers with 1 or more stations within each serving central office. PLEXAR-II Service is provided through an arrangement of exchange access lines, PLEXAR stations and station line facilities, switching equipment, customer facility group, and other facilities located on the Company premises. A PLEXAR-II customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of PLEXAR-II exchange access lines to which they subscribe.

2. Integrated Services Digital Network (ISDN) is a set of standards for end-to-end digital voice and/or data transmission over the public switched network. These standards, defined by the International Telegraph and Telephone Consultative Committee (CCITT), are modified for North America in accord with recommendations of Telcordia.

   PLEXAR-II Service offers National ISDN capability via the Basic Rate Interface (BRI)[/1/]. Each PLEXAR-II BRI station consists of two "B" channels and one "D" channel. Each "B" channel transmits information, including digitized voice, at 64 kilobits per second (Kbps), and can be configured for either circuit switching or packet switching[/2/]. Each "D" channel transmits signaling and other non-voice data at 16 Kbps, and can be configured for packet switching[/2/].

B. General

PLEXAR-II rates and charges provide for PLEXAR II stations including standard features, station line facilities (which include the outside plant facilities) and optional features. Exchange access line rates and charges apply as found in Part 4, Section 2 or Part 17, Section 2.

/1/ Not available on stations associated with Access Advantage Plus as found in Part 20, Section 6.
/2/ ISDN BRI packet switching is obsolete and only available to existing installations at existing locations for existing customers.

PLEXAR-CUSTOM

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Plexar-Custom Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Scope of the Plan

PLEXAR-CUSTOM Service is a central office-based service. This service is a switched voice communications system which is provided by an arrangement of simulated exchange access lines, station lines, switching equipment, customer facility groups, and other facilities located on Company premises. This arrangement is based on the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs, (e.g., customer has 3 stations to 1 access line).

PLEXAR-CUSTOM Service arrangements will be provided by utilizing existing Company facilities and equipment, construction of new facilities and the purchase of new central office equipment or any combination thereof. This arrangement will be provided only when in the judgment of the Company it is practicable and will not be detrimental to any other services furnished by the company. PLEXAR-CUSTOM arrangements are intended for use by business customers with a minimum requirement of 75 stations.

B. General Regulations

1. Each PLEXAR-CUSTOM specialized arrangement is intended for use by the specific customer at designated locations only. Major changes to the service arrangement made by the customer will require review by the Company which may result in a change of rates and charges.
2. On or prior to the expiration date of any PLEXAR-CUSTOM service contract negotiated on or after August 1, 2012, the customer must elect one of the following options:
   a. Negotiate and enter into a new contract mutually agreeable to the customer and the Company;
   b. Continue to accept service which the Company will provide solely on a month-to-month basis, at the original contract rates plus an additional $10.00 per station; or
   c. Discontinue service

   If the customer makes no election, the Company will continue to provide service on a month-to-month basis, at the original contract rates plus an additional $10.00 per station, until either a new contract is negotiated or service is discontinued.

   For service negotiated prior to August 1, 2012:
   At the conclusion of the contract, the customer must elect one of the following options:
   - Renew the contract of the terms, conditions, and rates that are offered at the time
   - Discontinue the service
3. One primary listing will be furnished with this service in accordance with the regulations set forth in the "Listings" section of this Guidebook.
4. The assignment of telephone numbers for this service shall be as stated in ‘Regulations Applying to All Customers’ Contracts’ found in Part 2, Section 2.
5. Each station line will terminate in a network interface at the customer's premises.
6. Sufficient floor space and the necessary wiring, outlets and commercial power for the operation of the service are furnished by the customer who assumes all responsibility for the safe condition of such floor space, wiring, outlets and power.

PLEXAR-I SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Plexar-I Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General Regulations

1. PLEXAR-I is an optional communications system arrangement for business customers which combines two or more individual exchange access lines into a PLEXAR-I group. PLEXAR-I is subject to the capability of the central office.

   Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Plexar I Service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. AT&T will renew Plexar I Service payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

   PLEXAR-I is obsolete to existing customers, as defined in Part 2, Section 1, who are:

   a. Subscribing to the Package 1 or Package 2 offering:

      Customers will continue to be allowed to make service additions, and move service to new service locations, as long as they are subscribers of the service, but cannot transfer service from one customer to another.

   b. Subscribing to obsoleted optional features:

      Customers will continue to be allowed to make service and feature additions (including obsoleted features), and move service to new service locations, as long as they are subscribers of the service, but cannot transfer service from one customer to another.

   c. Subscribing to term prices prior to October 12, 2000:

      Prior to the expiration of the existing service term:
      Customers will continue to be allowed to make service additions, and move to new service locations as long as they are subscribers of the service, but cannot transfer service from one customer to another.

      Upon expiration of the service term: Refer to paragraph B.5 or B.6 following.

   PLEXAR-I customers will also have the option of converting their service to another PLEXAR Service arrangement, as offered in this Section.

   PLEXAR-I Package 2 lines can be equipped with DigiLine Service in accordance with Part 6, Section 7. These lines can be combined into a PLEXAR-I Package 2 group and used to fulfill the minimum line requirement.[/1,2/]

/1/ DigiLine Service is available only to existing systems. Outside moves are allowed within the same central office.
/2/ PLEXAR-I Package 2 is obsolete and available only to existing customers.

PLEXAR EXPRESS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Plexar Express as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Descriptive Summary

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Plexar Express Service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. AT&T will renew Plexar Express Service payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

Plexar Express is a network service for business customers that is comparable to a key system or PBX business communications system. It provides similar capabilities through an offering of commonly used business communications features.

A customer can equip each person/place in their enterprise needing access to telecommunications with a Plexar Express station, with no minimum and no maximum size requirement for this service. Stations in a system share Plexar Express Access Lines for incoming and outgoing calls to the Public Switched Telephone Network.

One or more customer locations within a serving central office area are grouped into a single Plexar Express system. “Intercom” calling using less-than-seven-digit dialing among all the Plexar Express stations in a single system is provided at no additional cost. Linking of separate Plexar Express systems for intercom calling requires tie lines or other arrangements from other product offerings and may require Plexar Express tie line termination charges.

While this service is available to business customers of any size, the feature set is more appropriate for small/medium-sized customers. If more numerous and more sophisticated features are necessary, they can be provided through other members of the Plexar family.

PBX - DID/AIOD SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, PBX DID/AIOD Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Central Office Portion of Direct Inward Dialing (DID) Service to Customer-Premises Located Switching Systems

1. Additional General Regulations

   a. DID service to customer-premises located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers and appropriate equipment being provided in the customer-premises equipment.

   b. The service includes the central office switching equipment necessary for DID from the exchange and long distance message telecommunications network directly to stations and attendant positions associated with customer-premises located switching systems.

   c. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk or network access line group is not contemplated.

   d. The charges for the service as provided in A.2, following, are in addition to all applicable charges for Private Branch Exchange (PBX) service with which this service is associated or the applicable network access line and connecting arrangement charges as provided in Part 2, Section 9.

   e. Operational characteristics of interface signals between Company-provided connecting arrangements and the customer-provided switching equipment must conform to the regulations the Company considers necessary to maintain proper standards of service.

   f. The Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer or authorized user obsolete or require modifications or alteration of such equipment or system or otherwise affect its use or performance.

   g. Listings will be provided in accordance with the regulations of Part 12, Section 1 for PBX listed number trunks. DID numbers furnished herein are not entitled to free listings.

   h. The customer-premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.

   i. The rates and charges for the service contemplate the use of standard Company equipment and serving arrangements.

   j. If a customer discontinues Centrex service and immediately subscribes to DID service which uses the same central office equipment, installation charges are applicable only to those DID numbers which exceed the quantity of numbers working with the Centrex service.

AUTOMATIC CALL DISTRIBUTORS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025,Automatic Call Distributors Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

1. Automatic Call Distributing Systems provided by Electronic Switching Systems (ACD-ESS) is a range of ACD services. Service provision utilizes No. 1 Electronics Switching System central office equipment. ACD-ESS service automatically distributes calls from groups of incoming facilities to one or several groups of answering positions. If all positions are busy, incoming calls are held in queue, in their order of arrival, until positions become available.

2. The following terms as used in this section are defined below:

   Network Access Registers
   Provide access between the local exchange network and ACD-ESS. It performs a service comparable to a Private Branch Exchange (PBX) trunk.[/1/]

   Primary Location
   Refers to the customer's principal premises used for answering calls. There is only one primary location per ACD-ESS system.

   Secondary Location
   Refers to any premises, other than the customer's primary location, served by one or more answering positions of an ACD-ESS system.

B. Regulations

1. The following regulations are in addition to other regulations as stated in this guidebook.

2. Provision of this service, or a portion thereof, is available only where facilities and operational conditions permit.

3. The rates and charges for the ACD-ESS system are in addition to the established monthly and nonrecurring charges applicable to other services terminated in the ACD-ESS system.

4. Facilities

   a. Facilities are contracted for out of this and other guidebooks to support not only all simultaneous calls being answered, but also those calls being held in queue. The customer must contract for a sufficient number of facilities, including Network Access Registers, to prevent impairment of general telephone service as discussed in ‘Regulations Applying to All Customers’ Contracts’ in Part 2, Section 2.

   b. Facilities connecting more than one ACD-ESS or an ACD-ESS with a Centrex system served by a No. 1 Electronic Switching System are considered tie lines regardless of the extent of collocation of systems within a No. 1 Electronic Switching System.

/1/ Directory Assistance Service general regulations, allowances, exemptions and rates found in Part 11, Section 2 as they apply to Private Branch Exchange service trunks are applicable.

AREAWIDE NETWORKING SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, AreaWide Networking Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Service Description

1. Descriptive Summary

   AreaWide Networking is a service that improves the interlocation networking capabilities of subscribers connected to Company central offices. AreaWide Networking allows a subscriber having multiple locations and/or multiple telecommunication systems to establish a uniform dialing environment and/or remote access to network facilities.

   AreaWide Networking uses the public switched network to provide capabilities and features typical of a virtual private network. Interlocation transport through the public network and/or private dedicated facilities is provided to end-users with a Private Branch Exchange (PBX), key system, Plexar, Centrex or an individual exchange access line. AreaWide Networking has available two types of standard services: A Dialing Plan Service option and a Remote Access to Facilities option. These service options can be purchased where Company facilities and equipment are available.

   AreaWide Networking requires that customers subscribe to the basic Company exchange services (i.e., Digital Loop Service, Plexar, single business line, etc.) in addition to the AreaWide Networking service, in order to provide the networking capabilities described above.

2. Service Availability

   The Company will provide AreaWide Networking service from any Company exchange to another Company exchange within a geographic service area known as a Local Access and Transport Area (LATA), where facilities and equipment are available. The customer is responsible for designating an Interexchange Carrier(s) (IXC) for AreaWide Networking calls which terminate outside the LATA boundary. Calls terminating inside the LATA boundary will incur toll charges, when applicable. This guidebook section does not create an obligation for the Company to construct such facilities or equipment for this service.

INTELLIGENT REDIRECT^{SM}

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Intelligent Redirect as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General Regulations

1. Intelligent Redirect enables customers to forward incoming telephone calls placed to multiple telephone numbers, en masse, to multiple telephone numbers at one or more locations, based on predetermined options. Calls may only be forwarded to direct-dial telephone numbers, excluding international telephone numbers. Intelligent Redirect groups may also include telephone numbers equipped with Disaster Routing Service. Intelligent Redirect offers the following four routing features that can be ordered separately or combined with any of the other features:

   <u>Time-Of-Day/Day-Of-Week (TOD/DOW) Routing</u>
   This routing feature enables customers to have their incoming calls forwarded to different telephone numbers based on a predetermined list of TOD/DOW forwarding combinations. Customers may select up to ten different TOD/DOW combinations per group. All twenty-four hours in the day and all seven days in the week must be accounted for. This may be accomplished either by specifying all twenty-four hours in a day and all seven days in a week, or by denoting an 'other' category.

   <u>Specific Date Routing</u>
   This routing feature enables customers to have their incoming calls forwarded to different telephone numbers based on the specific date the call is received. Customers may select up to ten different specific dates per group. Calls received on dates other than those specified will be completed based on an 'other' category, as provided by the customer. The 'other' option is not counted in the ten allowable specific dates. The date may be denoted only in terms of the month and the date or the month, date and year.

   <u>Percentage Allocation Routing</u>
   This routing feature enables customers to have their incoming calls forwarded to different telephone numbers on a percentage basis. Customers may select up to five percentages, in whole numbers, per group. The sum of all percentages must equal 100% for a given group.

   <u>Originating Location Routing</u>
   This routing feature enables customers to have their incoming calls, to a group of telephone numbers, forwarded based on the origination of those calls. Customers may select up to ten screening lists per group. Incoming calls will be forwarded to a single predetermined alternate telephone number, per group, per screening list for calls originated from telephone numbers on the customer's screening list(s). If those calls originated from telephone numbers not on the screening list(s) (including the absence of an originating telephone number), the calls will be completed based on another category, per telephone number, as provided by the customer. There are no limits on the quantity of telephone numbers in the customer's screening list. This feature will only function when the calling party number is delivered in the telephone network.

POSITIVE ID

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Positive ID Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General Regulations

1. Positive ID (Positive ID) enables customers to screen incoming telephone calls by specifying the telephone numbers from which calls will be accepted (the “screening list”) or via the use of customer defined Access Code (or “override” Personal Identification Number (PIN). The screening list has a maximum capacity of 500 telephone numbers.

   The Access Code allows the calling customer to override the call restriction logic contained on the customer’s screening list and be connected to the telephone number equipped with Positive ID. This type of code may be supplied to selected callers, e.g., company employees. A maximum of 100 Access Codes can be assigned per Positive ID-equipped telephone number.

   An incoming call from a restricted telephone number will be routed to an announcement and disconnected, unless a valid Access Code is used.

   Each Positive ID customer will have a Customer Administration PIN. This PIN enables the customer to establish or change the list of non-restricted telephone numbers on the screening list and the customer’s Access Codes via an Interactive Voice Response system. Customers may also manipulate their screening lists of Authorized Telephone Numbers and Access Codes through a PC User Interface software provided by the Company.
2. As an option, the customer may subscribe to one or all of the following Positive ID reports:[/1/]

   a. Successful Attempt Log provides a detail report identifying the NPA/NXX of calls completed to the Positive ID-equipped telephone number. This report identifies authorized usage from authorized telephone numbers and authorized usage from unauthorized telephone numbers that utilized an authorized PIN. This report is available on a floppy diskette only.
   b. Unsuccessful Attempt Log provides a detailed report identifying the NPA/NXX of unsuccessful attempts to access the Positive ID-equipped telephone number. This report is available on paper or a floppy diskette.

      The customer is responsible for providing compatible premises equipment in order to utilize the diskette.
3. Incoming calls from telephone numbers that are classified as “private” will be identified on the above reports as “PRIVATE” instead of the actual calling party’s NPA/NXX.
4. Positive ID is available on telephone numbers associated with business lines or trunks. Positive ID will not be available with Pay Telephone Exchange Access Service, Mobile Telephone Service, TeleBranch or IntelliNumber℠.
5. Positive ID will be available where appropriate Company facilities exist or technically feasible.

B. Service Activation

The customer can establish or modify his subscriber data by using one of the following methods:
- Touch-tone input information via an interactive voice response
- Personal Computer Interface via Service Management System

/1/ The reports option is obsolete as of June 26, 2003.

TELEPHONE ANSWERING AND SECRETARIAL SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Telephone Answering and Secretarial Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Regulations

1. Telephone Answering and Secretarial Service consists of facilities and services furnished to business customers enabling them to use their patron's service in the provision of answering and secretarial service to the patron. Such service as described in paragraphs A.4 and A.5, below, may be provided under the following arrangements:

   a. One-Way Inward Service provides for answering of patron's incoming calls.

   b. Two-Way Service provides for answering of patron's incoming calls and the placing of outgoing calls over the patron's line. Patron's residence lines may not be provided with two-way service.

   c. Outward WATS Service provides for an extension of the patron's outward WATS line. The patron must submit a letter to the Company authorizing the Telephone Answering and Secretarial Service to place calls on this line.

2. Unless otherwise stated herein, the minimum contract period is one month.

3. The necessary floor space, power, wiring, power outlets and commercial power for the operation of these services are furnished by the customer who assumes all responsibility for the safe condition of such floor space, wiring, outlets and power.

4. Telephone Answering and Secretarial Service may be furnished to both flat- and message-rate business and residence customers by the following arrangements:

   a. Extension Station Line connects the patron's central office line, Foreign Exchange line, Inward WATS line, Outward WATS line, PBX station lines or Centrex station lines with facilities located at a Telephone Answering or Secretarial Service location. One-way inward or two-way service may be provided.

   b. Secretarial Answering Line is an arrangement whereby patron's main service, Foreign Exchange service or Inward WATS service is terminated at a Telephone Answering and Secretarial Service location. One-way inward or two-way service may be provided.

   c. Primary Line Termination on Concentrator Unit is an arrangement whereby patron's main service, Foreign Exchange Service or Inward WATS service may be terminated directly on the concentrator unit. Only one-way inward service is provided.

   d. Secondary Line Termination on Concentrator Unit is an arrangement whereby patron's main service, Foreign Exchange service or Inward WATS service is terminated at a Company-provided or customer-provided concentrator in addition to the main point of termination. Only one-way inward service is provided.

NON-EMERGENCY 311 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Non-Emergency 311 Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

Non-Emergency 311 Service (NE 311) is a local telephone exchange communications service which allows telephone customers to reach non-emergency local government services by dialing an abbreviated telephone number, three-one-one (3-1-1). NE 311 traffic is routed over the public switched network to a call center designated by the NE 311 customer.

The FCC reserved the abbreviated telephone number 3-1-1 for non-emergency access to public services. NE 311 Service is an optional service which may be purchased by a local municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service.

NE 311 Service is offered subject to the availability of facilities.

B. Regulations

1. A minimum service period of one month applies to this service.
2. Only calls originating within a NE 311 customer's area of jurisdiction (the "NE 311 Service Area") will be routed to a call center. Other customers will receive a recorded message that the call cannot be completed as dialed.
3. There can be only one NE 311 customer in each geographic area; NE 311 service areas may not overlap. This assures that NE 311 calls from a telephone line within a NE 311 service area can be routed to a unique NE 311 call center.
4. NE 311 is a local service. Each NE 311 call must route to a local telephone number. NE 311 calls are not permitted where local calling is restricted (e.g., prisons, or lines equipped with soft dial tone).
5. The Company's network will correctly route Telephone Text (TTY) calls to the appropriate NE 311 Call Center. The NE 311 customer is responsible for operating the appropriate customer premises to handle TTY calls.
6. The Company will route NE 311 calls originating from both end-users on the Company's local exchange network whether they purchase service directly from the Company or from another LEC reselling Company service. Otherwise, the Company is not responsible for establishing NE 311 Service for calls originating from other telecommunications providers.
7. NE 311 Service is provided solely for the benefit of the customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward or any right of action on behalf of, any third person or other legal entity.
8. The Company will make every effort to route NE 311 calls to the appropriate calling center, however the Company will not be held responsible for routing mistakes or errors.
9. NE 311 Service will not complete calls dialed using the 0-3-1-1 or 1-3-1-1 dialing pattern.
10. Provision and use of any 311 Service shall be consistent with PUC Substantive Rule 23.98.

POINTING A TELEPHONE NUMBER TO A DIGITAL TRUNK

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Pointing a Telephone Number to a Digital Trunk Service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Service Description

The ability to point an existing local exchange access telephone number via a route index to an existing digital trunk such as SuperTrunk[/1/] or SmartTrunk, is offered subject to the availability of facilities.

B. Rates

The rates apply per order, per due date, per trunk and they do not vary by rate group.

Description	Monthly Rate	Installation Charge	USOC
1st Telephone Number	N/A	$250.00	SEPBF
Additional Telephone Number	N/A	17.00	SEPBG

/1/ Effective June 30, 2016, SuperTrunk is grandfathered. See Part 20, Section 6.

CUSTOM CALLING SERVICES

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General Regulations Applying to All Custom Calling Services

1. The Company may from time to time, change the rates for Custom Calling Services using volume and term discounts, zone density pricing, packaging of services and other promotional pricing.

2. Part 2, Section 8 shall contain a description of all active promotions, term discounts, or zone density pricing which varies from the standard rates and charges for Custom Calling Services. Accordingly, the standard rates and charges for Custom Calling Services are superseded by any such price change as contained in Part 2, Section 8.

3. Customers who have subscribed to BizSaver packages are eligible to receive the *1+ Saver 10% Discount Optional Calling Plan* for the monthly rate specified in Part 9, Section 3.

4. Due to the destruction or partial destruction of customers' premises by means beyond the control of the customer, the Company may waive the installation and monthly recurring charges for a period of thirty (30) days on new installations of Call Forwarding, Call Forward-Busy Line/Don't Answer, Preferred Number Service and Remote Access to Call Forwarding Services. These charges will only be waived when these services are established on the customer's existing local exchange service. Charges will not be waived on service established at a new location.

5. Services with call forwarding capabilities (including, but not limited to, Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer Disaster Routing Service) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

B. Custom Calling Services - General Regulations

1. Custom Calling Services are optional telephone services individually described below and in Part 7, Section 2 and Part 7, Section 3, which allow customers to manage efficiently the call flow generated over their Exchange Access Line(s).

2. Custom Calling Services are available to single line residence and business customers.

3. A monthly rate will apply to Custom Calling Services which are purchased on a flat-rated basis. Call Trace will be billed on a per successful trace basis. Call Return and Auto Redial may be used on a usage sensitive per activation basis. Customers who use Auto Redial and Call Return on a usage sensitive basis will only be subject to the appropriated activation charge per occurrence.

CUSTOM CALLING SERVICES

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Advanced Custom Calling Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General Regulations

Refer to Part 7, Section 1 for regulations applicable to Custom Calling Services.

B. Descriptions

Auto Redial
Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, Company equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Call Blocker
Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Return
Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, Company equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. This service will not function if the calling party's telephone number has been Call Forwarded. Also, this service will not function from a line or trunk that does not have an associated telephone number, e.g., multi-line hunting groups.

Call Trace
Enables the customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, Company equipment will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The Company will not provide the results of the trace (i.e., the telephone number traced) to the customer. Such call detail may be provided only to law enforcement authorities upon proper request. For further action to be taken, the customer must contact their local law enforcement agency.

At its option or upon receipt of proper request form a law enforcement agency, the Company will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call Trace is not available at no charge to the customer when in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property.

Priority Call
Provides the customer with a distinctive ring or distinctive Call Waiting tone (if the customer has subscribed to Call Waiting and Priority Call), when the customer is called from preselected telephone numbers. The customer can construct or modify a telephone number screening list. Company equipment will screen incoming calls against the customer's list and provide the distinctive ring for telephone numbers on the list.

COMPLEMENTARY NETWORK SERVICES

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Complementary Network Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Descriptions

Call Forwarding-Busy Line
Allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

Call Forwarding-Don’t Answer
Allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

Call Forwarding-Busy Line/Don’t Answer
Provides functionality of both Call Forwarding-Busy Line and Call Forwarding-Don’t Answer (described above). With this service, customers can opt to have *Star Code Access to Voice Mail* as described later in this Section.

B. Rates and Charges

Monthly Subscription, Per Line

No discount for purchasing multiple services.

	Residence		*Business*		
Service	Monthly Rate	Installation Charge/1/	Monthly Rate	Installation Charge/3/	USOC
Call Forwarding					
Busy Line/2/	$0.75	$9.95	$12.52	$10.75	EVB
Don’t Answer/2/	0.75	9.95	12.52	10.75	EVD
Busy Line/Don’t Answer/2/	1.00	9.95	16.70	10.75	E5E

/1/ The installation charge is $9.95 (I) per service with a maximum installation charge of $9.95 (R) for two or more Custom Calling Services per request per line, except when the *Simultaneous Call Forwarding* service is established.
/2/ Existing or new business customers who subscribe to a new term for Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0, or Business Access Line Term Volume Discount will receive these services for $2.00 per month for the duration of the contract term, as well as a waiver of Installation Charges for the service(s).
/3/ The installation charge is $10.75 for one or more Custom Calling Services per request per line, except when *Simultaneous Call Forwarding* service is established (see Part 7, Section 2).

COMPLETE CHOICE® ENHANCED

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Complete Choice Enhanced described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

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.

HOT LINE/WARM LINE[/1,4/]

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Hot Line/Warm Line Services described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

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.

	Monthly Rate	Installation Charge[/2/]	Service Charge[/3/]	USOC
Hot Line	$752.00	$10.75	$5.00	HLA
Warm Line	752.00	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.

TOLL RESTRICTION

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Toll Restriction Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Regulations

1. Toll Restriction Service will be available to a customer *only* if the customer's serving central office and NNX code have a Universal Emergency Number Service (911) in operation.

2. Toll Restriction is an optional, Company-provided, central office activated, service which prohibits anyone from originating a direct dialed (1+), or a call to directory assistance or an operator assisted (0 or 0+). Outgoing long distance call from a designated local exchange access line. Any such calls, when attempted, will be routed to a central office announcement provided by the Company, which will inform the user that long distance calls are restricted from that line. Toll Restriction Service will also restrict certain outgoing local calls, as specified in paragraph A.6, and under LOCAL OPERATOR ASSISTANCE SERVICE in Part 11, Section 1, paragraph D.1.b.

3. Toll Restriction Service will be provided in conjunction with the following local exchange access line services, as specified in Part 4, Section 2, paragraph C. (Residence Service) and paragraph D. (Business Service):

   a. Residence one-party, flat-rate service which is designated by the following Uniform Service Order Codes: USOCs – 1FW

   b. Business one-party, flat-rate service which is designated by the following Uniform Service Order Codes: USOCs – 1LB, 1FL++ and LWU

   c. Business multiline hunting service which is designated by the following Uniform Service Order Codes: USOCs – 1FL, 77E and 788

   For business multiline terminal (access line) hunting groups, each local exchange access line in the hunting group must be equipped with Toll Restriction (DH2) Service.

4. Toll Restriction Service will not be provided with the following exchange access line services, as specified in Part 4, Section 2, paragraph C. (Residence Service) and paragraph D. (Business Service):

   a. Residence Local Exchange Access Lines:
      - Two-party, flat-rate service.
      - Suburban four-party, flat-rate service.
      - Rural eight-party, flat-rate service.
      - PBX trunks, flat-rate service.
      - Economy one-element measured, one-party service.

   b. Business Local Exchange Access Lines:
      - One-element measured, one-party service.
      - Information terminal, flat-rate service.
      - PBX trunk, flat-rate service.
      - Suburban flat-rate service.
      - Rural eight-party, flat-rate service.
      - Hotel/Motel measured trunk service.

SERVICES FOR GOVERNMENTAL ENTITIES
Pricing for Governmental Entities

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

Pursuant to Public Utility Regulatory Act (PURA), the Company's services may be available to federal, state or local governmental entities under flexible pricing. "Governmental entity" includes all federal, state and local governmental bodies, including any branch thereof, and all subordinate bodies lawfully created to carry out any governmental function. The term may include, for example, the following: The United States, the State of Texas or any other state; a county; a municipality; a publicly-funded hospital; a public school district; a municipal or county fire department; a federal, state, county, or police department or agency; a water district or authority; and any other subordinate body, department, commission, or agency lawfully created by the federal, state, or local government to carry out any governmental function, power, duty, or purpose. Pricing flexibility includes:

- packaging of services;
- volume, term and discount pricing;
- zone density pricing; and
- other promotional pricing

Prices set for Governmental entities will be in accordance with the rules as stated in the provisions of PURA, effective September 1, 1999.

GOVERNMENT KEY SYSTEMS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Government Key Systems described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Rates and Charges

The rates and charges shown herein for Government Key Systems apply in addition to the service connection charges as described in Part 3, Section 1.

	Monthly Rate	Service Charge	USOC
1. 300 Key System			
Line terminations[1]			
Intercommunications line, each (Type 2)	$23.30	$11.65[2]	7FV
Private Line Ringdown, each (Type 3)	13.25	0.00	WGG
2. 301A Key System			
a. Selective Signaling			
Dial Codes			
First two codes	12.20	23.30	FJK
Each additional two codes	1.60	0.00	FJW
b. RAPCON – Fixed Installation			
Supplementary Key Unit	19.60	11.65[3]	BVB
c. Control Tower Equipment			
Line Terminations	6.20	35.00	AYY
		11.65[3]	AYY

/1/ 120-month termination agreement applies.
/2/ The nonrecurring service charge applies for terminations or reterminations of each line per appearance after the initial installation.
/3/ The nonrecurring service charge applies for retermination of each line per appearance.

BUSY-OUT ARRANGEMENTS – ROTARY NUMBER GROUP[/2,3/]

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Busy-Out Arrangements-Rotary Number Group described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Rates and Charges

	Monthly Rate	Service Charge	USOC
1. For each group of central office lines or PBX trunks so arranged			
Control equipment at the central office[/4/]			
a. Busy-Out Arrangement, one member, one line	$820.00	$0.00	P89
b. Random Make Busy one member, multiple lines	19.45	0.00	P2Y
2. Signaling channel	As specified in Part 15, Section 2		
3. Change in point of break-in rotary number group	0.00	12.70	----

/1/ The service charge is applicable only to the first line improved per service order.
/2/ The Company reserves the right to limit the number of trunks or lines that can be busied out in any Electronic Switching System, but will not limit this number to less than 10 in a 100-Line group in a No. 1 ESS-equipped central office.
/3/ Not applicable for WATS service.
/4/ Includes the provision of two busy-out arrangements within a single rotary number group. Separate signaling channels and control keys will be required for each separate arrangement.

PBX – AIRPORT EXHIBITOR STADIUM SPECTATOR BOOTH SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, PBX-Airport Exhibitor Stadium Spectator Booth Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Airport Service

1. Houston Intercontinental Airport – Houston

   a. Regulations

   Exchange service to customers located on the airport complex (including the Federal Aviation Agency ABTCC Building) may be provided through a special group of business lines equipped with TOUCH-TONE calling service, Call Transfer-Individual, Consultation Hold and Add-On to calls from the exchange network, four-digit abbreviated dialing between these business lines on the airport complex, extensions, fully-restricted business lines, fully-restricted extensions and dial the line service.

   The service will be furnished on the condition that suitable space and quarters for the required equipment are available with no charge to the Company.

   The Company does not furnish listings for the restricted lines.

   Each such user is a customer of the Company, and is required to contract for the service and will be billed separately in accordance with A.2.b, following.

   b. Rates

	Monthly Rate for Switching Equipment Located on Customer Premises	Installation Charge	USOC
Modified Business Lines - Unrestricted, each			
Access Portion	$ 13.80	/1/	RFNAP
Intercom Portion	5.70		RXR, RX2
Equipment Portion	21.95		QDN
Modified Business Lines - Restricted, each	13.85	/1/	RX5, RUV

/1/ Same as for Business Main service.

PBX – COMMUNICATIONS SERVICE FEATURE SYSTEMS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, PBX-Communications Service Feature Systems described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Rates and Charges

	Monthly Rate	Service Charge	USOC
Emergency control equipment:			
Common equipment at central office[/1,2/]	$32.65	--	PHY
Central office equipment, per unit (10 trunks per unit)[/2/]	16.75	--	PHV
Night Number terminal arrangement, terminals, each[/3/]	2.10	--	NCB, NCBTN
Toll diverting equipment,			
Per trunk equipped[/4/]	8.25	$90.10	TD7
Per group of six trunks or fraction thereof, with outgoing capacity[/4/]	20.15	90.10	TD4

/1/ One central office common equipment is needed at each serving central office where the PBX trunks terminate.
/2/ Obsolete to existing locations.
/3/ Also applicable to nonlead numbers assigned to terminals in electronic switching systems multiline hunt groups.
/4/ Applicable only with trunks from the central office serving the area in which the PBX system is located.

PBX – DORMITORY SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, PBX-Dormitory Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description of Service

1. PBX Dormitory Service is an optional billing service arrangement available only to public and private educational institutions for the billing of telecommunication services provided to students, faculty members or employees who reside in dormitories or other residential quarters owned, leased or under control of the educational institution.
2. PBX station lines located in dormitories or other residential quarters of the educational institution and intended for use by students, faculty members or employees, will be termed dormitory station lines.
3. PBX Dormitory Service is furnished to an educational institution upon the basis that all charges associated with the PBX service including dormitory station lines will be billed to the educational institution. All long distance messages, telegrams, cablegrams and radiograms will be billed to the students, faculty members or employees along with any applicable Directory Assistance service charges.

B. Regulations

1. The following regulations and rates are in addition to those established for all associated services and equipment as well as other regulations stated in the Guidebook.
2. PBX Dormitory Service is furnished only in conjunction with PBX service, DIMENSION PBX service or customer-provided switching systems which are equipped with DID service and AIOD service as outlined in B.1, preceding.
3. PBX Dormitory Service is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the charges as specified in Company Guidebooks.
4. The educational institution is responsible for payment of all charges except those set forth in B.5, following, which are billed by the Company to the students, faculty members or employees.
5. The Company will bill directly to students, faculty members and employees all long distance messages, telegrams, cablegrams and radiograms. In addition, the Company will bill and collect all applicable Directory Assistance Service charges.
6. The regulations set forth in 'Regulations Applying to All Customers' Contracts' in Part 2, Section 2 regarding deposits and payments for service are applicable to users of dormitory station lines.
7. The educational institution shall agree to render assistance to the Company in the prompt collection of all charges billed to students, faculty members or employees.
8. In the event of nonpayment of any charges billed to a student, faculty member or employee, the educational institution shall agree, upon request of the Company, to disconnect the dormitory station used by the student, faculty member or employee until the charges due have been paid. Where the educational institution fails to disconnect the dormitory station line following such request of the Company, the educational institution shall agree to assume responsibility for payment of all charges incurred on the dormitory station line from the date the Company requested that the station line be disconnected.

PBX – HOTEL-MOTEL TOLL TERMINAL TRUNKS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, PBX-Hotel-Motel Toll Terminal Trunks described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description

Hotel-motel toll terminal trunks are provided for the proper handling of guest LDMTS from the hotel-motels, subject to the availability of facilities.

B. Rates and Charges

	Monthly Rate	Service Charge	USOC
Toll Terminal Trunk	$15.00	/1/	TTT, TTTXA, TTTXB, W7W, W7WXA, W7WXB

FOUR-WIRE SERVICE ACCESS ARRANGEMENT

A. General

1. The Four-Wire Service Access Arrangement provides access from switching equipment that is designed to use four-wire terminations, to be connected to the Company's facilities for exchange and network access. The offering provides four-wire facilities between the local serving central office of the customer and the premises switching equipment.

2. The Four-Wire Service Access Arrangement is not represented as adapted to the use of customer-provided terminal equipment, switching equipment or communication systems. Where such terminal equipment or communication systems are used with such services, the responsibility of the Company shall be limited to the furnishing of service components suitable for the Four-Wire Service Access Arrangement and to the maintenance and operation of service components in a manner proper for such services.

3. No combination of customer-provided terminal equipment, switching equipment, or communication system shall require change in or alteration of the Four-Wire Service Access Arrangement.

B. Rates and Charges

The following rates and charges are for the additional facilities necessary to provide the Four-Wire Service Access Arrangement and are in addition to applicable rates and charges for the local exchange service, from Part 4, Section 2, and private line services, from Part 15, Section 2, with which it is associated. In addition to the rates and charges listed below, applicable service connection charge elements will apply, as specified in Part 3, Section 1.

	Monthly Rate	USOC
Foreign Exchange (FX) or Foreign Serving Office (FSO) Four-Wire Service Access Arrangement, each	$35.50	4WF

/1/ Refer to the Service Connections, Moves and Changes paragraph of Part 3, Section 1.

MESSAGE REGISTER EQUIPMENT

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Message Register Equipment Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Rates and Charges

	Monthly Rate	Service Charge	USOC
Busy Condition Register (timing equipment) Interrupter in common equipment for up to 90 registers, each	$5.55	$53.00[2]	M81
Control Relay for up to 12 registers, each[1]	7.75	31.80[3]	K8Q
Register and Associated Relay, per line, each[1]	5.85	31.80[3]	K8R
Call Register, each[1,10]			
Initial	3.70	18.00[8]	MRV
Subsequent	3.70	4.55	MRV
Relay Control Unit, each[1,4]			
Initial	8.20	15.90[8]	MRY
Subsequent	8.15	4.55	MRY
Delayed Answer Control Unit, per line, each[1]	12.20	53.00[5]	MGZ
Common Equipment - one per system	6.45	9.55	MR9
Register, each	3.70	37.10	MRQ
Overflow Register Relay Equipment in central office, each[6,9]	6.40	0.00	MRG
Call Register, on cutomer's premises, each[1,7,9]	4.50	10.60	NUY

/1/ Obsolete - Applicable to existing installations at existing locations for existing customers (cannot add to, cannot outside move, cannot supersede).
/2/ Includes control relays and registers installed at same time.
/3/ Applies only when installed subsequent to initial installation.
/4/ Charges are applicable for one relay control unit per line when it is desired to register incoming calls, outgoing calls or combined total registration of both incoming and outgoing calls. For separate registration of incoming and outgoing calls, charges are applicable for two relay control units per line and two separate registers.
/5/ Applies once per installation regardless of number of units installed at one time.
/6/ Charges for the channel between the central office and the customer's premises are those specified in Part 15, Section 2 as Series 100 channels.
/7/ This register is to be used only for administration of the customer's service or to determine the adequacy of his service.
/8/ First unit installed, subsequent units at subsequent rate each if installed on the same order.
/9/ This equipment shall not be provided to customers served by electronic switching equipment unless the electronic switching equipment has been designed to accommodate this service, including associated provisions for network protection.
/10/ When it is desired to register incoming calls on announcement services, charges for the channel between the central office and the customer's premises are those specified in Part 15, Section 2 as Series 100 channels.

JACKS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, services described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

1. All registered terminal equipment and systems, and premises cable and wire, whether customer-provided or Company-provided, will be connected to the telecommunications network at a demarcation point, and typically through a network interface. This network interface (or demarcation point) will generally comprise a Company-provided standard jack as specified in, or authorized by, the Federal Communications Commission's Registration Program.

2. The demarcation point is the point of connection at the customer's premises where premises services are connected with the telecommunications network. The demarcation point separates the customer's local service from inside wire and terminal equipment.

3. For single unit installations, the demarcation point shall be located on the customer's side and within twelve inches of the protector or its equivalent. If there is no protector, it will be within twelve inches of the minimum point of entry to the premises. If conforming to the twelve inches is unrealistic or technically impossible, the demarcation point will be the most practical minimum point of entry.

4. For multiunit installations, the location of the network interface or demarcation point will be in a manner consistent with federal and state regulatory requirements. This location will be at each customer's premises, unless specified otherwise by the customer or building/land owner and mutually agreed to by the Company. If conforming to the twelve inches is unrealistic or technically impossible, the demarcation point will be the most practical minimum point of entry.

5. The terms and conditions for the location of demarcation points are found in ‘Regulations Applying to All Customers’ Contracts’ in Part 2, Section 2. The location of the demarcation point, which will be accessible to both the customer and the Company, will be common to all services offered in all Company guidebooks.

B. Rates and Charges

Network interface jacks are provided as part of the exchange access line service for standard and complex service.

CENTRAL OFFICE LOCAL AREA NETWORK (C.O. LAN) SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Central Office Local Area Network (C.O. LAN) Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Service Description

C.O. LAN Service is a private business networking arrangement that allows data communications among computers and terminals. Both terminal-to-computer and computer-to-computer communication can be accommodated.

C.O. LAN Service is provided over local exchange service loop facilities and/or Centrex/PLEXAR Service station lines. Multiplexing techniques permit the user to simultaneously transmit and receive voice and data over these existing lines. Private line facilities and the public switched network via modem pools may also be used in obtaining entry to or exit from the C.O. LAN Service.

Data may be transmitted and received at speeds varying from 300 bps to 19.2 Kbps for terminal and Personal Computer applications depending upon the particular characteristics of the facility and equipment involved. A Host Computer interface application may operate at speeds up to 1.544 Mbps.

B. Regulations

1. A minimum C.O. LAN Service configuration must consist of at least two ports. Port connections carry a one-to-one relationship with each communication channel.

2. The actual C.O. LAN Service Node itself need not reside in the same serving office as does the local exchange loop facilities so long as both are confined to a single LATA.

3. The ability to simultaneously transmit and receive voice and data over existing local exchange line facilities is not offered when the combined ringing equivalence of the line exceeds five. In addition, it is not offered with: a Company provided coin operated telephone line, a WATS-like line, a multi-party exchange line, a loop requiring a repeater or loop extender device, or others as may be identified by the Company.

   The interface specifications for C.O. LAN are contained in Technical Publication (TP) 76620, entitled Digital Data over Voice (DDOV)Network Interface Specification, Issue A, issued December 1989, and (TP) 76600, entitled Data Over Voice Network Interface Specification, Issue A, issued March 1988. These publications may be obtained from Bell Communications Research, Information Operations Center, 60 New England Ave., Piscataway, NJ, 08854-4196 (800) 521-2673.

4. Port connections involving local exchange loop facilities and/or Centrex/PLEXAR service station lines require the use of compatible customer-provided remote voice-data multiplexer equipment. Loops involving the use of voice-data multiplexers may require metallic, nonloaded cable facilities. In these instances the company will attempt to transfer at the time of connection of C.O. LAN Service, to nonloaded facilities; however, where only loaded facilities are available, the company will, at the customer's request, deload the facilities (where technically feasible). Either transfer of facilities or the deloading of facilities will be at charges based upon cost.

   The distance limitations for C.O. LAN are based on the transmission characteristics of the DVM technology used and is expressed in dB loss. The maximum dB loss for AT&T DVM is 42 dB loss at 110 kHz. The maximum dB loss for INC DVM is 36 dB at 28 kHz.

CHARTER NUMBER SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Charter Number Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

Charter Number Service allows both business and residence customers to retain and port their current telephone number to another wire center within the same Rate Center when the customer is faced with either changing locations and/or changing types of service. Charter Number will allow customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers. As indicated above, this service will only provide for the porting of telephone numbers within the same Rate Center.

B. Regulations

1. Charter Number Service will be available to POTS, DID/PBX, Centrex/Plexar, ISDN BRI and ISDN PRIME service customers.

2. Charter Number Service will only provide porting of a working in service telephone number within the same Rate Center.

3. InterLATA porting will not be allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries.

4. No porting is allowed outside of Local Number Portability MSA's as defined in FCC Tariff No. 73.

5. Once a telephone number is ported using Charter Number Service, subsequent telephone numbers (i.e. Additional Line) will be issued from the switch in which the main telephone number resides not from the original switch.

6. Charter Number Service is available only where facilities and operating conditions permit.

7. The ported number will only function from one location.

C. Rates and Charges

The following charges are for Charter Number Service per telephone number ported.

	Nonrecurring Charge	USOC
Per telephone number		
Residence	$20.00	PTLCN
Business	20.00	PTLCN

8-1-1 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, 8-1-1 Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the provider(s) of the state's One Call Notification system (811 Customer). 811 Service is used by the One Call Notification system to provide advance notice of excavation activities to underground facility operators pursuant to Federal Communications Commission's Sixth Report and Order (FCC 05-59) in CC Docket 92-105.

811 Service determines the central office serving the calling party, converts the dialed digits to a Customer provided designated Routing Telephone Number (RTN) and routes the call over the public switched telephone network utilizing Advanced Intelligent Network platforms and features.

B. Regulations

In addition to the following rules and regulations, ‘Regulations Applying to All Customers’ Contracts’ described in Part 2, Section 2 shall also apply.

1. The Company and the 811 Customer will negotiate the installation date for the 811 Service. 811 Service is offered subject to the availability of facilities and is not available for resale.

2. There can be only one 811 Customer for each stand-alone, host, or remote central office NPA-NXX serving area. The Company will route calls based on the serving central office. If a central office serves multiple states, the call will be routed based on the originating NPA-NXX.

3. The Customer must provide a toll-free number to the Company to ensure that toll charges are not incurred by the end-user.

4. 811 Service can be accessed only by end-users who subscribe to the Company’s local exchange service, and by end-users who obtain service from an entity that utilizes the Company's local switching to provide dial tone service to its end-users.

5. 811 Service will not complete calls dialed using 0 + 811 or 1 + 811. 811 calls are not permitted where local calling is restricted.

6. The Customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes. Any change to the terminating number(s) is the customer’s responsibility. A 60-day written notice is required for any planned number change to ensure that timely number translations occur at each Central Office.

7. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system when those systems have been correctly programmed. The Company does not undertake to perform nor shall it be responsible for such programming.

REGULATIONS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, Outward WATS and 800 Services described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Scope

1. Wide Area Telecommunications Service [4] (WATS) is the furnishing of service for dial-type telecommunications between a WATS access line (WAL) and service points within the State of Texas or between exchange telephone service and service points within LATAs as described for Common Line 800 Service. The WATS charges set forth in this guidebook are in payment for the intraLATA portion of the WATS service furnished between the calling and called service points.[3]

2. *Outward WATS* - Service components for dial-type telecommunications from an Outward WAL to intraLATA toll points within the State of Texas will be furnished in accordance with the regulations and schedules of rates and charges set forth in this guidebook.

   a. InterLATA dial-type telecommunications from an Outward WAL provided by the Company is furnished by an interexchange carrier.

      Interexchange carriers with which the Company currently has an agreement regarding the joint provisioning of intrastate Outward WATS and WATS-like services are:

      <u>Company</u>
      AT&T Communications of the Southwest, Inc.
      Texustel
      US SPRINT

   b. If the subscriber to interLATA WATS including multi-jurisdictional service does not subscribe to intraLATA WATS, toll calls made within the same LATA over facilities wholly provided by the Company via the Company-provided WAL or multi-jurisdictional WAL, will be billed at charges for long distance messages as specified in Part 9.
   c. The provision of the WAL to the interexchange carrier for an intrastate interLATA WATS Non-Joint provided arrangement is pursuant to Sections 6 and 7 of the Access Service Tariff. The provision of the WAL to the interexchange carriers' customers for an intrastate interLATA WATS joint-provided arrangement is provided pursuant to this guidebook.
   d. The subscriber to outward WATS may request that the calling scope of the outward WATS service be limited to intraLATA calling only. If the calling scope is limited to intraLATA calling only, all attempts to place an interLATA call will be blocked by the Company.
   e. WATS service and multi-jurisdictional WALs may not be used for the completion of Local Exchange Service (Exchange Telephone) calls.[1,2,3]

/1/ When an end-user is located in an exchange other than the exchange where the end-user's WATS serving office is located, and the end-user's exchange and the exchange of the WATS serving office have different calling scopes, the blocking of local calls on foreign exchange served WATS or universal WATS access lines (UWAL) will be based on the calling scope of the end-user's exchange rather than the exchange of the WATS serving office. Because of technical problems in certain foreign exchange WATS serving offices, the Company may not be able to block local calls within the end-user's exchange, therefore, no blocking of local calls in the end-user's exchange will occur.
/2/ All calls dialed in the 800 format irrespective of jurisdiction and including 800 calls are not affected by this restriction.
/3/ Exchange Telephone Service as defined in "Explanation of Terms" found in Part 2, Section 1.
/4/ Effective December 31, 2021, Wide Area Telecommunication Services (WATS) are withdrawn for Residential customers.

PRIMARY RATE ISDN: SMARTTRUNK® SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, paragraph 6, effective October 15, 2025, SmartTrunk Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. General

1. Service Description

   a. Primary Rate ISDN: SmartTrunk Service
   (Herein after known as SmartTrunk, or SmartTrunk Service.) Provides access for circuit-switched voice and data communications including interconnect capabilities, where available. This communication capability is provided using Integrated Services Digital Network (ISDN) architecture. ISDN services available with SmartTrunk Service use Primary Rate Interface (PRI) technology. SmartTrunk Service employs a 1.544 Megabits per second (Mbps) facility typically divided into twenty-three B channels and one D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling. Direct Inward Dial (DID) numbers or non-DID numbers may be assigned to SmartTrunk channels. See Part 6, Section 1 for applicable DID number rates.

   b. SmartTrunk Serving Arrangement
   One or more SmartTrunk Interfaces and/or Ports which are designed to function as a single service group for inbound and/or outbound calling. All SmartTrunk Interfaces/Ports in a single Serving Arrangement terminate in the same piece of Customer Premises Equipment (CPE).

2. Service Availability

   The Company will provide SmartTrunk Service within a LATA where facilities and equipment are available.

3. Service Components

   These service components are offered for the provision of SmartTrunk Service.

   2 B Channel Transfer
   Allows, in certain central offices, the SmartTrunk to connect two calls, transfer the call together and then release the parties from the SmartTrunk.

   Backup D-Channel (BD-C)
   In arrangements of two or more SmartTrunk Interfaces, it provides enhanced continuity of service by allowing a D channel of one SmartTrunk Interface to automatically take over for a failed D channel of another SmartTrunk Interface.

   Calling Information Delivery (CID)
   Allows the number and name (where technically capable) of the calling party to be delivered to the called party as part of the called party set-up message. This modification is provided at the same rate as the standard Calling Information Delivery feature. Blocked Caller ID information will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

EXCHANGE ACCESS SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 4, Sections 1 and 2.

FOREIGN SERVING OFFICE AND FOREIGN EXCHANGE SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Foreign Serving Office and Foreign Exchange Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 4, Section 3.

MILEAGE
AT&T BUSINESS LOCAL CALLING
BUSINESS LOCAL CALLING ASSURANCE
COMPLETELINK 2.0
EASY RATE
SUBURBAN SERVICE
EXCHANGE CONNECTION SERVICE
CUSTOM BIZSAVER II 2.0

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Services and Calling Plans described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 4, Section 5.

(N)

PLEXAR II SERVICE
PLEXAR CUSTOM SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Plexar II Service and Plexar Custom Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 5, Section 4.

PLEXAR I SERVICE
PLEXAR EXPRESS SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Plexar I Service and Plexar Express Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 5, Section 5.

DID/AIOD SERVICE
Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, DID/AIOD Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 6, Section 1.

AUTOMATIC CALL DISTRIBUTION
Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Automatic Call Distribution Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 6, Section 3.

AREAWIDE NETWORKING SERVICE
Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, AreaWide Networking Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.
.
For Service Descriptions and service types, see AT&T Texas Guidebook, Part 6, Section 5.

INTELLIGENT REDIRECT POSITIVE ID

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Intelligent Redirect and Positive ID Networking Services will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 6, Section 6.

TELEPHONE ANSWERING AND SECRETARIAL SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Telephone Answering and Secretarial Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 6, Section 8.

NON-EMERGENCY 3-1-1 SERVICE
POINTING A TELEPHONE NUMBER TO A DIGITAL TRUNK

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Non-Emergency 3-1-1 Service and Pointing a Telephone Number to a Digital Trunk Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 6, Section 9.

CUSTOM CALLING SERVICES (N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Custom Calling Services described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 7, Section 1.

ADVANCED CUSTOM CALLING SERVICES

- **CALLER ID**
- **CALL TRANSFER DISCONNECT**
- **CALL WAITING ID OPTIONS AND CALL WAITING ID**
- **PERSONALIZED RING SERVICE**
- **PREFERRED NUMBER SERVICE**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Advanced Custom Calling Services will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 7, Section 2. (N)

COMPLEMENTARY NETWORK SERVICES (N)

- **CUSTOMER ALERTING ENABLABLEMENT**
- **STAR CODE ACCESS TO VOICE MAIL**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Complementary Network Services will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 7, Section 3.

COMPLETE CHOICE ENHANCED
HOT LINE/WARM LINE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Complete Choice Enhanced Service and Hot Line/Warm Line Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 7, Section 5. (N)

TOLL RESTRICTION (N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Toll Restriction Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 8, Section 2.

SERVICES FOR GOVERNMENTAL SERVICES

- **Access Advantage Plus, Part 6, Section 7**
- **Digital Loop Service and SuperTrunk Option, Part 20, Section 6**
- **MegaLink Digital, Part 15, Section 3**
- **MegaLink III, Part 15, Section 3**
- **SelectVideo, Part 20, Section 17**
- **SelectData, Part 20, Section 17**
- **SmartTrunk, Part 17, Section 2**
- **Network Reconfiguration Service, Part 20, Section 15**
- **Local Exchange Service, Part 4, Section 2, paragraph D. (Business Services)**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Services described in this Section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 8, Section 5. (N)

GOVERNMENT KEY SYSTEMS (N)
BUSY OUT ARRANGEMENTS – ROTARY NUMBER GROUP
PBX AIRPORT EXHIBITOR STADIUM SPECTATOR BOOTH SERVICE
PBX DORMITORY SERVICE
PBX HOTEL MOTEL TOLL TERMINAL TRUNKS
MESSAGE REGISTER EQUPIMENT
JACKS
CENTRAL OFFICE LOCAL AREA NETWORK (C.O. LAN) SERVICE
CHARTER NUMBER SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, Services described in this Section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.
For Service Descriptions and service types, see AT&T Texas Guidebook, Part 8, Section 8.

8-1-1 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, 8-1-1 Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 8, Section 11.
(N)

PRIMARY RATES ISDN: SMARTTRUNK

Except as otherwise indicated for Wire Centers in Part 2, Section 2.A, Paragraph 6, effective October 15, 2025, ISDN PRIME SERVICE: SMARTTRUNK Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Texas Guidebook, Part 17, Section 2.