

1. BASIC EXCHANGE SERVICES GENERAL REGULATIONS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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A. DEFINITION

Basic Exchange Service consists of Network Access Lines, Local Messages or Local Message Packages, and Extended Community Calling (ECC) Local Messages furnished in accordance with the regulations and charges as set forth in this part of the guidebook. Except as otherwise noted, Residence Basic Exchange Service includes one white pages directory listing and Business Basic Exchange Service includes one white pages directory listing.

B. STANDARD TRANSMISSION SPECIFICATIONS

A Network Access Line as offered in the Exchange Services guidebook provides a two-way voice frequency transmission path and is provided with standard transmission specifications.

There are two different standard specifications, Types I and II, depending on the type of service ordered by the Customer.

1. Type I standard transmission specifications consist of: loop start or ground start, dial pulse signaling, approximate bandwidth of 300 - 3,000 Hz, loss of 0 to 8.5 dBm at 1,004 Hz, other technical parameters of this service can be obtained from Technical Reference 61100 "Description of the Analog Voiceband Interface between the Bell System Local Exchange Lines and Terminal Equipment". These specifications apply to all single party Residence and Business Network Access Lines and Business Trunks - Type I.
2. Type II has the same specifications as Type I except that it has a transmission loss of 0 to 4 dBm, +/- 1.0 dBm at 1,004 Hz. These specifications apply only to Business Trunks - Type II.

C. NON-RECURRING CHARGES

Basic Exchange Service is subject to Installation, Maintenance and Change Service Charges as set forth in Part 3, Section 1, of this guidebook.

1. CROSS BOUNDARY FOREIGN EXCHANGE (CBFX) SERVICE^{/2/}

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Cross Boundary Foreign Exchange Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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A. DESCRIPTION

Cross Boundary Foreign Exchange Service is Network Access Line service furnished from a Central Office adjacent to the Exchange normally serving the area in which the Customer is located. It is not available in connection with Public or Semi-Public Communications service or Customer Owned Coin Operated Telephone Service.

Cross Boundary Foreign Exchange Service may be furnished between two Exchanges of Wisconsin Bell, LLC or between an Exchange of Wisconsin Bell, LLC and an Exchange of an independent telephone company in the State of Wisconsin, when the independent company is willing to concur in arrangements for the furnishing of such service. In those cases where a portion of the service is furnished by an independent company, the rates and regulations of the independent company apply to the part of the service it furnishes.

B. REGULATIONS

Cross Boundary Foreign Exchange service shall not be used for resale of service as described in Part 2, Section 2, of this guidebook. This prohibition shall not apply to a Customer who is a communications Common Carrier in a public message telegram business.

Cross Boundary Foreign Exchange service will be provided between adjacent Exchanges through facilities the Company deems most economical. If special construction is required, construction charges in Part 2, Section 5, apply.

Cross Boundary Foreign Exchange service Customers have the same Basic Exchange Services and Local Service Area, the same rates for Message Toll Service and the same Rules and Regulations as apply in the foreign Exchange from which the service is furnished.

Cross Boundary Foreign Exchange service is prohibited between Exchanges which are within each other's Local Service Area, as defined in Part 2, Section 1, for Customer accounts established at their present location after December 22, 1983, except as noted below.¹

/1/ Cross Boundary Foreign Exchange Service is allowed to Jackson or Hubertus exchange end users residing in the Village of Germantown for the purpose of providing dialtone from the Cedarburg, Thiensville, or Menomonee Falls exchanges, pursuant to P.S.C. of Wisconsin letter order in Docket No. 6720-TV-117, dated December 18, 1998.

/2/ Effective 10/1/2012, Residence Cross Boundary Foreign Exchange Service will no longer be offered to new residence customers. Current subscribers may continue the service until they move or make any changes to their service.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, all Other Exchange Access Services described in Part 4, Section 5 will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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1. BASIC EXCHANGE SERVICE OPTIONS APPLICATION OF RATES

Basic Exchange Service Network Access Lines, local messages and other services used in association with the options in this section are classified and charged for as Residence or Business Service charges as described in other parts and sections of this guidebook.

NOTE 1: Effective September 1, 2005 this service is withdrawn.

1. CENTREX SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Centrex Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right on 30 days' prior notice to customer, to modify the applicable rates and terms..

A. DESCRIPTION

Centrex Service is a local exchange telecommunications service, provided by a telecommunications system located in a Company central office, which controls the switching of:

- Calls from the exchange network to the Centrex lines,
- Calls from the Centrex lines to the exchange network,
- Intercommunicating calls between Centrex lines.

Direct Inward Dialing is provided to the Centrex by line selection in the central office.

Identification of outward dialing is provided for Centrex lines by individual line identification in the central office for those inter-exchange carriers for which the Company renders billing services.

Integrated voice/data communication capability is provided for the transmission of circuit switched voice and circuit switched data on an incoming, outgoing and intercom basis utilizing Integrated Services Digital Network (ISDN) architecture.

Centrex Service offers five types of lines:

- Basic Lines
- Classroom Lines¹
- Electronic Key Lines
- ISDN Lines (Custom and National)
- OPTI-Centrex Lines

Centrex Service is offered only as a complete service. The network access and intercommunication portions of the Centrex station line are not provided separately.

NOTE: Classroom Lines are available only for K-12 Schools, see Features.

1. INTEGRATED INFORMATION NETWORK

A. DESCRIPTION

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Integrated Information Network Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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Integrated Information Network (IIN) Service is a package of custom designed, customer specific, telecommunications services utilizing a digital Central Office switching system for customers' video, voice, and data switching functions.

The specific features and facilities included in IIN Service may vary between customers. This offering is customer specific and will be tailored to meet the individual customers' needs. An Agreement of Service, outlining the features and capacities to be provided, will be produced for each IIN Service customer.

The following measured services will not be provided as a part of IIN Service:

800 Service
Coin Service

Public Network Directory Service
Toll Services
WATS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, all Direct Inward Dialing (DID) Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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1. DIRECT INWARD DIALING (DID) TO PBX SYSTEMS

A. GENERAL

1. This service is offered from a stored program common control Central Office, subject to the availability of facilities and capacity. The Service must be compatible with customer-provided equipment.
2. The service includes Central Office switching equipment necessary for in-dialing from the exchange and toll network directly to stations associated with customer premises located equipment.
3. The service must be provided on all trunks in a trunk group arranged for inward service.
4. The rates herein contemplate the use of standard Company equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
5. Operational characteristics of interface signals between the Company providing connecting arrangements and the customer-provided equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
6. The Company shall not be responsible to the customer if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
7. Directory listings will be provided in accordance with the regulations section of this guidebook for applicable associated exchange service. DID numbers furnished herein are not entitled to free directory listings.
8. Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
9. Where DID is requested on more than one group of trunks, each such group shall be considered a separate service.

2. AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Automatic Call Distribution services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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A. GENERAL DESCRIPTION

1. Automatic Call Distribution (ACD) Service is an optional service arrangement for Centrex Service and Integrated Information Network (IIN) Service. ACD Service provides for the even distribution of incoming calls to a predesignated group(s) of answering positions known as agent positions. Incoming calls are served on a first-in, first-out basis and if all the agent positions are busy, calls may be held in queue until an agent position becomes available or the caller disconnects.
2. ACD Service consists of Basic ACD Service or Deluxe ACD Service. Deluxe ACD Service provides the capability for the optional feature Management Information System (MIS) Data Stream. This optional feature provides a data stream containing call event records and the capability to reconfigure ACD groups.

1. AMERITECH AREA WIDE NETWORKING (AWN) SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Area Wide Networking (AWN) Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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A. DESCRIPTION

Ameritech Area Wide Networking (AWN) Service allows subscribers to originate calls within geographically different locations using abbreviated dialing where Ameritech is the intraLATA usage provider. The called party and the calling party may be in different Central Office switches and different telecommunication systems.

AWN operates across the public network or private facilities and can be provided to customers via Private Branch Exchange (PBX), ISDN-Direct or Basic Exchange Service.

Customers may utilize AWN with In Network Numbers or Out of Network Numbers. In Network Numbers are the telephone numbers that participate in the AWN dialing plan. Out of Network Numbers are telephone numbers of locations that may be dialed on an abbreviated basis but cannot dial back on the abbreviated basis. Out of Network Numbers may include telephone numbers that are not part of the customer's telecommunications system or that are served from areas where the service is not available.

B. TERMS AND CONDITIONS

1. Appropriate usage charges will apply to all calls routed across the public network.
2. When a PBX is included in the dialing plan, designated outgoing trunks are provisioned for the service and are dedicated to the AWN dialing plan.
3. AWN Service is furnished subject to the availability of Central Offices equipped and programmed to provide such service.
4. Some Central Office features will require dialing of the complete telephone number when the AWN feature is utilized. AWN dialing will also impact some line restrictions provided by certain Central Office features.

Except as otherwise indicated for Wire Centers in Part 22, Section 1.1., effective October 15, 2025, Baseline 3-1-1 described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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2. BASELINE 3-1-1 SERVICE

A. DESCRIPTION

Baseline 3-1-1 nonemergency service is an intraLATA local service that will provide the local government entity ("customer") the ability to terminate all 3-1-1 dialed incoming calls to a central location or to alternate customer-defined location(s) based on the originator's Calling Party Number (CPN) and associated nine-digit zip code.

Baseline 3-1-1 can also be used to provide access to local government offices (such as the Mayor's Office, Department of Parks and Recreation, Planning Commission, etc.). Access to local government offices can only be provided in addition to nonemergency access to police and fire. This capability is dependent upon ancillary Customer Premise Equipment (CPE) (i.e., IVR, ACD, etc.) capabilities or customer resources (i.e., Operators to transfer calls).

Baseline 3-1-1 Service will recognize, route and deliver 3-1-1 dialed calls to Customer Provided Equipment which either (i) originate from Ameritech end offices serving the customer, or (ii) originate from non-Ameritech end offices, provided that the customer, Ameritech and other service providers have reached an agreement as to the interconnection and processing of 3-1-1 calls originating from non-Ameritech end offices.

Calls to "3-1-1" will be routed via the Ameritech public switched network utilizing Advanced Intelligent Network platforms and features to route the call to customer designated location(s).

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Custom Calling Service Features described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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1. CUSTOM CALLING SERVICE FEATURES

A. DESCRIPTION

Custom Calling Service Features are optional telecommunication services offered as additions to regular telephone exchange service.

B. DEFINITIONS

Call Forwarding - Variable

Allows the customer to activate and deactivate a transfer of all incoming calls to another dialable telephone number.

Call Waiting

Provides a tone to alert a customer with a call in progress that a second party is calling them, and allows the customer to answer the incoming call while holding the original connection.

Speed Calling^{/1//2/}

Allows the customer to place local and long distance calls to a preselected group of telephone numbers by dialing abbreviated codes rather than the complete telephone number. Speed Calling is available with an eight-or thirty-code capacity.

Three-Way Calling

Allows the customer to add a third party to an established call without operator assistance.

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

/2/ Speed Calling 30 will no longer be provided to residence customers effective June 15, 2013.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Advanced Custom Calling Features described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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ADVANCED CUSTOM CALLING SERVICES**A. GENERAL**

Advanced Custom Calling Services are basic exchange telecommunications services that consist of one or more of the optional service features described in section C. following.

B. REGULATIONS

1. Advanced Custom Calling Services, with the exception of Caller ID Service and Caller ID with Name Service, are available to Single Line Residence and Business Exchange Service, Ameritech ISDN Direct Service, or Ameritech Centrex Service customers served by Central Offices arranged to provide such service. Caller ID and Caller ID with Name are available to Single Line Residence and Business Exchange Service customers, and on access lines arranged in multi-line hunting groups, where facilities permit. Advanced Custom Calling Services are available on a Monthly basis. However, certain Advanced Custom Calling Services are also available on a Pay Per Use basis. The Monthly and Pay Per Use rates are located in Section D. following. The charges and rates for Caller ID service for Ameritech Centrex Service (ACS) are specified in Part 5, Section 1.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped stored program control offices.
3. To activate a feature, the subscriber must dial a Company designated code.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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MULTI-RING SERVICE^{/1/}**A. Description**

1. Multi-Ring Service is an optional service that allows up to three telephone numbers to be assigned to one Network Access Line. In addition to the main billing number or the "dominant" number, a Customer may subscribe to one or two "dependent" numbers. Distinctive ringing cadences provide Customers with the ability to distinguish between incoming calls made to the dominant or dependent number(s).
2. A distinctive Call Waiting tone for each dependent number is provided when an access line is equipped with both Call Waiting and Multi-Ring Service.

B. Regulations

1. Multi-Ring Service is offered only to Residence and Business Basic Exchange Service Customers served by Central Offices arranged to provide such service.
2. Multi-Ring Service is not available with the following: Business Trunks, Centrex, DID trunks, or IIN lines, hunt arrangements, Semi-Public Telephone Service, Message Rate Service-Customer Owned Coin Operated Telephone Service, Dormitory Communications Service, and lines terminating in key equipment. (C)
3. All Multi-Ring Service telephone numbers associated with a Network Access Line must have an NXX (prefix) identical to the dominant number, and all numbers must originate from the same Central Office.
4. It shall be the responsibility of the Customer to provide Customer provided equipment (CPE) compatible with Multi-Ring Service.
5. Multi-Ring Service Customers are entitled to one white pages directory listing, at no additional charge, with each Multi-Ring number. The Multi-Ring listing may include a Private or Semi-Private Listing Service. Multi-Ring listings are subject to the directory listing regulations as specified in Part 12 Section 1.
6. All billable calls originating from an access line equipped with Multi-Ring Service will be billed to the dominant telephone number. All billable calls that terminate at a dependent telephone number will show the dependent number as the called party in the billing record.

^{/1/} Effective on or after November 1, 2012, Multi Ring 2nd Number will no longer be available to residence customers. Effective September 2, 2014, Multi Ring 1st Number will no longer be available for new residence subscriptions.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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1. TOUCH-TONE CALLING SERVICE

A. GENERAL

1. TOUCH-TONE Calling Service provides for the origination of calls by means of instruments equipped for tone-type address signaling and special office facilities. The service is furnished subject to the availability of the Central Office facilities. TOUCH-TONE Service is not available to existing Semi-Public rotary telephone service customers.
2. It is not necessary that all instrumentalities on a line be equipped for TOUCH-TONE, however, all lines appearing on the same instrumentality must be compatible.

B. REGULATIONS

1. VACANT

TOUCH-TONE Service is available to all Residence and Business Basic Exchange Service and PBX Trunk customers at no additional monthly rate.

2. Service Connection Charges are not applicable when an existing customer establishes or discontinues TOUCH-TONE Service.

C. RATES AND CHARGES

	<u>USOC</u>	<u>Per Month</u>
Residence service, - per line	TTR	NA
Business service, - per line	TTB	NA
Business trunk service - per trunk equipped	TJB	NA

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Complete Choice® Enhanced Service and all other Central Office Optional Features described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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COMPLETE CHOICE® ENHANCED**A. Description**

Complete Choice Enhanced offers residence customers a combination of Custom Calling and Advanced Custom Calling features with a network access line and unlimited local calling at a package rate.

B. Definitions

Complete Choice Enhanced is offered to residence customers and consists of the following services:

- Residence Network Access Line,
- Local/ECC Saver Pack Unlimited
- Caller ID
- Caller ID with Name
- Call Waiting
- Three-Way Calling
- Call Forwarding
- Speed Calling 8
- Automatic Callback
- Call Screening
- Busy Line Transfer (optional)
- Alternate Answering (optional)
- Message Waiting Tone (optional)
- Star Code Access to Voice Mail (optional)

C. Terms and Conditions

1. Caller ID (including Caller ID with Name) and Call Waiting may be de-selected from the Complete Choice Enhanced at the customer's request and subsequently reselected with no adjustment to the package price. Nonrecurring charges specified in Part 3, Section 1 of this Guidebook will not apply to these changes.
2. Caller ID and Caller ID with Name and Call Screening will not be included in the Complete Choice Enhanced where facilities preclude the provisioning of these features. A credit will apply to Complete Choice Enhanced when Caller ID is not available. No credit is given if the customer deselects Caller ID and/or Caller ID with Name.
3. Reserved
4. Pay per use features and their associated charges are not included in the Complete Choice Enhanced price.
5. Busy Line Transfer, Alternate Answering and Message Waiting Tone and Star Code Access to Voice Mail may be added to Complete Choice Basic Package, at any time, with no adjustment to the package price. The Service Order Add/Change charge specified in Part 3, Section 1 of Guidebook No. 20 will not apply to these changes.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, all Information Provider Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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2. AUTOMATIC PUBLIC ANNOUNCEMENT SERVICE

A. GENERAL

The Telephone Company will provide, where exchange facilities permit, automatic announcement service for usage by the general public wherein the subject of the announcement and the telephone number are publicly advertised or otherwise disseminated to a body of potential users and/or the service is used for the advertising purposes of a sponsor.

B. REGULATIONS

1. The Telephone Company shall determine the type of automatic announcement system to be furnished initially, based upon the use made of the system and the anticipated incoming call volume.
2. The Telephone Company will furnish all facilities required for such announcement services, announcement lines (i.e. Central Office lines), and associated facilities and apparatus.
3. Facilities affording the same or similar announcement services may be furnished to more than one subscriber in an exchange. Furthermore, nothing herein shall prevent the Telephone Company from itself furnishing in such exchange, directly to calling persons, the same, similar or other automatic announcements.
4. The Telephone Company shall designate the Central Office or Offices from which such service is to be furnished.
5. The Customer will contract for as many lines and other facilities as, in the judgment of the Telephone Company, are necessary to handle the calls satisfactorily.
6. A system installed under this tariff may not be used for a purpose other than that for which it is provided and must not develop or tend to develop a calling load which would or could impair the general telephone service.
7. The Telephone Company may request the customer to adjust the use of advertising, announcements etc., to aid in preventing interference with the general telephone service to the public.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, all Call Restriction Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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1. 900/976 CALL BLOCKING SERVICE

A. DESCRIPTION

900/976 Call Blocking Service is an optional service which provides customers with the capability to block originating calls to the 1-900 and 1-976 calling networks. With 900/976 Call Blocking Service, all originating calls to 900 numbers nationwide will be blocked and all originating calls to 976 numbers within the customer's home NPA will be blocked. Customers subscribing to 900/976 Call Blocking Service attempting to dial a 900 or a 976 number from a restricted line will reach a Company-provided intercept announcement.

B. AVAILABILITY OF SERVICE

900/976 Call Blocking Service will be offered in all exchanges where facilities and conditions permit.

C. REGULATIONS

1. 900/976 Call Blocking Service is available only on direct dialed calls.
2. 900/976 Call Blocking Service is available on single party residence and business lines, with the exception of Combination Access Line Service.
3. 900/976 Call Blocking Service may be canceled at any time without charge.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, all Other Miscellaneous services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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2. MULTIPLE LINE CONTROL ARRANGEMENTS

A. BREAK HUNT

1. General

- a. Manual remote control service enables a customer to manually control a line(s) in a Central Office from the customer's premises. A customer provided control key at the customer's premises operates the control equipment over a signal channel to the Central Office. A lamp may be used to indicate the operated condition.
- b. Manual remote hunt control service enables a customer having a sequence group of numbers with the hunt feature to remotely control such hunt feature at a pre-determined point in the line group.

2. Rates and Charges

The rates and charges shown below are in addition to the rates and charges for a signal channel to the Central Office.

	<u>USOC</u>	<u>Install Charge</u>	<u>Per Month</u>
Manual remote hunt control	93B ¹	\$16.15	\$6.50

B. MANUAL REMOTE CONTROL OPX

1. General

Manual remote control of an off-premise extension line enables a customer having an off-premises extension to remotely control the use of the off-premises extension.

2. Rates and Charges

The rates and charges shown below are in addition to the rates and charges for a signal channel to the Central Office.

	<u>USOC</u>	<u>Install Charge</u>	<u>Per Month</u>
Manual remote control of an off-premises extension	CXZ ¹	\$16.15	\$6.50

NOTE 1: Requires a customer provided control key at the premises of the customer.

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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

A. DESCRIPTION

Special Needs Services are telecommunications services and equipment for customers with hearing, speech, vision, or motion impairments.

B. REGULATIONS

1. Special Needs Services are provided to customers who provide self attestation of their disabled status and to those customers who need the services to communicate with a hearing, speech, vision, or motion impaired customers.
2. Any service not specifically offered within the Special Needs Services guidebook and desired by a customer will be reviewed by the Company for possible application on a special assembly basis.

C. PAYMENT PLANS AND METHODS

1. Special Needs Services may be provided to customers on a month-to-month or optional single payment lease basis, or by Direct Purchase.
2. The optional single payment lease for Special Needs Services is in lieu of the month-to-month lease arrangement. The equipment provided under this option remains the property of the Company and rights under this option are not transferable. The Company's obligation to furnish new installations or maintain existing installations will cease when the equipment is no longer reasonably available or manufactured.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, All Long Distance Message Telecommunications Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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1. GENERAL**A. SCOPE**

1. This Guidebook applies to Long Distance Message Telecommunications Service furnished or made available by the Wisconsin Telephone Company hereinafter referred to as the Telephone Company - and its connecting companies over facilities wholly within or partly within and partly without the State of Wisconsin, between points, the rate centers of which are in the State of Wisconsin, and to Mobile Telephone Service under the provisions as set forth in this Guidebook.
2. Long distance message telecommunications service is that of furnishing facilities by means of wire, radio or a combination thereof for telecommunications between stations in different local service areas in accordance with the regulations and systems of charges specified in this guidebook. The toll service charges specified are in payment for all service furnished between the calling and called telephones.

B. REGULATIONS

1. Undertaking of Telephone Company
The Telephone Company does not undertake to transmit messages but offers the use of its facilities for communications between its customers. The design, maintenance and operation of Long Distance Message Telecommunications Service envisions that communications will originate or terminate at a station of the associated exchange telephone service used for LDMTS. Connections of Customer or Other Common Carrier-provided communications systems may be made to LDMTS. However, the Telephone Company will not be responsible for the through transmission of signals or for the quality or transmission on such connections.
2. Priority of Service
 - a. In case a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of long distance message telecommunications service shall take precedence over all other interexchange services.
 - b. Service is furnished subject to the availability of the service components required. The Telephone Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

MESSAGE TOLL SERVICE – 2PIC WINBACK RATE PLAN

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Message Toll Service – 2PIC Winback Rate Plan described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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A. DESCRIPTION

Ameritech's 2PIC Winback Rate Plan is an optional plan that provides business customers with a special rate for intrastate intraLATA Message Toll Service.

B. TERMS AND CONDITIONS

1. Business customers that are currently using another carrier for their intraLATA toll service and now wish to have AT&T provide their intraLATA toll service, and have refused a previous offer from AT&T, and agree to a twelve (12) month term will receive a \$0.065 per minute of use rate.
2. The \$0.065 per minute of use rate is only applicable to customer dialed, station-to-station calls. Operator handled calls are not included.
3. At the expiration of the twelve (12) month term, the customer will have the opportunity to select another optional calling plan or the rates will revert to the "standard" intraLATA toll rate schedule.
4. If the customer terminates the plan prior to the expiration of the term, the customer will be billed a lump sum termination liability of \$200.00.
5. This plan is available in all AT&T Wisconsin exchanges; however, it is applicable only to intraLATA toll calls within the customer's home LATA.
6. This rate is not available on coin telephone service.
7. This offer cannot be combined with any other optional calling plan on the same line.
8. Service Establishment and Monthly Recurring Charges are not associated with this plan.
9. The per minute rates are billed in increments of eighteen (18) seconds and additional increments of six (6) seconds or fraction thereof.

1. ISDN PRIME SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, ISDN Prime service described in this section will no longer be available for purchase by new customers Or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

(N)
|
(N)

A. DESCRIPTION

ISDN (Integrated Services Digital Network) Prime is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include Circuit Switched Voice (local calling, Message Toll Service, Wide Area Telephone Service (WATS), and Custom 800), and Circuit Switched Data. Each ISDN Prime will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis.

Each ISDN Prime connection provides access from a customer premises to the Company's Circuit Switched Voice and Circuit Switched Data services via a 1.544 Mbps central office termination and a 1.544 Mbps Local Distribution Channel to the customer's premises. The Local Distribution Channel must be an SBC Wisconsin provided facility. It may be a DS1 Local Distribution Channel or part of a DS3, OC-3, OC-12, or other suitable Company facility with Clear Channel Capability. The rates and charges for the channel are in addition to those for the ISDN Prime connection. The central office connection is provided in base capacities of twenty three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). The "D" channel is used for out-of-band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by multiple ISDN Primes for the same customer. "B" channels can be dedicated to each Circuit Switched Voice and Circuit Switched Data service by type or they can be shared among service types by using the call by call feature.

EXCHANGE LINES AND USAGE

ISDN Local Calling Value Plan
Dormitory Communications Service
CompleteLink 2.0

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Business and Residential Basic Local Exchange Service Lines and Trunks and Calling Plans described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 4, Section 2.

FOREIGN EXCHANGE SERVICE

Cross Boundary Foreign Exchange Service

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Cross Boundary Foreign Exchange Service described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 4, Section 3.

PACKAGES AND OTHER EXCHANGE ACCESS SERVICES

Extension Station Line Service
AT&T Business Local Calling Essentials
AT&T Business Local Calling Essentials 2.0
AT&T Business Local Calling Assurance
AT&T Business Local Calling
EasyRate

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 4, Section 5.

(N)

CENTREX SERVICE

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective October 15, 2025, Centrex Service described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 5, Section 1.

OTHER CENTREX SERVICES

Integrated Information Network Service

Except as otherwise indicated for Wire Centers in Section 2.2.A, effective October 15, 2025, Integrated Information Network Service described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 5, Section 2.

(N)

DIRECT INWARD DIALING (DID) SERVICE

Direct Inward Dialing (DID) to PBX Systems
Identified Outward Dialing (IOD) for PBX Systems
2-Way Direct Inward (DID) with Call Transfer
Direct Inward (DID) to PBX Systems

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 6, Section 1.

AUTOMATIC CALL DISTRIBUTION SERVICE

Switch to Computer Applications Interface (SCAI)
Type A – ACD ESS Service
Call Management Service

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, all Ameritech Area Wide Networking (AWN) Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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

AMERITECH AREA WIDE NETWORKING (AWN) SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Ameritech Area Wide Networking (AWN) Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

For Service Description and service types, see AT&T Wisconsin Guidebook, Part 6, Section 5.

OTHER CENTRAL OFFICE FEATURES

Baseline 3-1-1 Service

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Baseline 3-1-1 Service described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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

(N)

CUSTOM CALLING FEATURES

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 7, Section 1.

ADVANCED CUSTOM CALLING FEATURES

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 7, Section 2.

COMPLEMENTARY NETWORK SERVICE

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 7, Section 3.

OTHER CENTRAL OFFICE OPTIONAL FEATURES

Touch Tone Calling
Direct Connect Feature
Electronic Switching System (ESS) Optional Features
FeatureLink Service

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 7, Section 5.

Complete Choice® Enhanced (Part 7, Section 5)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Complete Choice® Enhanced described in Part 7, Section 5 of this Guidebook will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Wisconsin Guidebook, Part 7, Section 5.

(N)

CUSTOMER LOCATION ALTERNATE ROUTING (CLAR)

Effective July 15, 2024, Customer Location Alternate Routing described in Part 8, Section 4 will no longer be available for purchase by new or existing customers. In addition, requests to move, add or change will not be accepted. The Company will continue to provide existing service to existing customers until the service is discontinued.

INFORMATION PROVIDER SERVICES

Time, Time-Temperature and Weather Announcement Service

(N)

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 8, Section 1.

CALL RESTRICTION SERVICES

Call Restriction Services

900/976 Call Block

Toll Restriction – Residence

Selective Class of Call Screening

Extended Community Calling Blocking Service

Toll Billing Exception Service

ANI 07 Screening Device

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 8, Section 2.

COMMUNITY SERVICES

211 Service

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, 211 Service described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 8, Section 6.

OTHER MISCELLANEOUS SERVICES

High Voltage Protection Services

Charter Number Service

Multiple Line Control Arrangements

Traffic Data Report

Cable Television (CATV) Order Entry Service

Connector – A group Discussion Network

Duplicate Bill Service

NonUtility Merchandising

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Wisconsin Guidebook, Part 8, Section 8.

(N)

SPECIAL NEEDS SERVICES

(N)

Special Needs Services Direct Purchase Plan
Special Needs Services Limited Warranty
Special Needs Services and Equipment
Portable Telecommunications Device for the Deaf (TDD)
Superprint Telecommunications Device for the Deaf (TDD)
Special Needs Services Amplified Speech Handsets
Special Needs Telephone Sets with Volume Control Handset
Special Needs Services Tone Ringer
Special Needs Switching Relay (Watchman Signaler)
Special Needs Services Special Speakerphone
Special Needs Services Manual Service

Except as otherwise indicated for Wire Centers in Section 2.2.5, effective October 15, 2025, Services described in this section will no longer be available for purchase by new customers 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 Michigan Guidebook, Part 8, Section 9.

(N)

MESSAGE TELECOMMUNICATIONS SERVICES

Message Toll Services

Mobile Telephone Service

(N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, All Long Distance Message Telecommunications Services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Wisconsin Guidebook, Part 9, Section 1.

OPTIONAL CALLING PLANS

Message Toll Service – 2PIC Winback Rate Plan

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, Message Toll Service – 2PIC Winback Rate Plan described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Wisconsin Guidebook, Part 9, Section 3.

(N)

ISDN Prime Service

(N)

Service Availability

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1.A., effective October 15, 2025, ISDN (Integrated Services Digital Network) Prime service described in Part 17, Section 1 will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change existing service arrangements will not be accepted.

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

(N)