

1. REMOTE CALL FORWARDING (RCF) SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1., paragraph 3, effective November 1, 2025, Remote Call Forwarding 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

- I. Remote Call Forwarding (RCF) is a business service which accepts calls to special telephone numbers in stored program control Central Offices programmed for this service and automatically forwards them to a customer's terminating premises equipment. RCF is available as an optional reversed charge toll service with calls forwarded to an exchange outside or within the local calling area of the call forwarding location.
2. RCF service is offered subject to availability of suitable facilities.
3. Remote Call Forwarding Service cannot terminate on or be forwarded to:
 - Coin Service
 - Access service unless otherwise specified in the Access Service Guidebook
 - 700 numbers
 - International telephone numbers
 - Numbers associated with N11 services such as 911, 411, 511, or 211
 - Another RCF number
4. RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional RCF features at the call forwarding location or facilities at the terminating equipment location are needed, the customer will be required to subscribe for such additional RCF features and facilities.
5. One listing in the white pages directory, covering the exchange in which the call forwarding Central Office is located, is provided without additional charge.

EXCHANGE LINES AND USAGE

ISDN Local Calling Value Plan
Dormitory Communications Service
CompleteLink 2.0

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.

Remote Call Forwarding

Except as otherwise indicated for Wire Centers in Part 2, Section 2.1., Paragraph 3, effective November 1, 2025, Remote Call Forwarding described in this Part 7, Section 4 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 Wisconsin Guidebook, Part 7, Section 4.

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