

**CUSTOM CALLING SERVICES**

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**A. General Regulations**

For General Regulations pertaining to Custom Calling Services, see Part 7, Section 1 and Section 2. (C)

**B. Service Descriptions**

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**

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**B. Service Descriptions (cont'd)**

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**

**CUSTOM CALLING SERVICES (cont'd)****B. Service Descriptions (cont'd)**Business Preferred<sup>/1/</sup>

## 1. Description

Business customers only may subscribe to this predefined group of Custom Calling services and receive a discount on their total monthly recurring bill for these services. The package is composed of the following services, purchased as a monthly subscription only:

• Call Forwarding	Call Return
• Remote Access to Call Forwarding	Auto Redial
• 3-Way Calling	Priority Call
• Call Waiting	Calling Name and Number Delivery

Call Waiting and Remote Access To Call Forwarding (RACF) may be removed or eliminated from Business Preferred at the customer's option.

Any of the Custom Calling Services included in Business Preferred may also be subscribed to on an individual basis under the terms specified in this Guidebook.

The Service and Equipment charge will not be applied to Business Preferred.

The monthly rates and charges as specified in this Guidebook for each Custom Calling service in Business Preferred will be charged to Business Preferred subscribers, and a per line monthly discount will be applied to the customer's bill as specified in Rates and Charges, C.2., following.

In addition to the discount that applies to this package, eligible customers who subscribe to this package will receive a discount on other eligible Custom Calling Services on the same line, ordered in conjunction with or ordered subsequent to the purchase of this package when the feature is ordered prior to June 1, 2006. Such eligible Custom Calling services, purchased as monthly subscriptions only, include:

• Anonymous Call Rejection	Auto Redial
• Call Blocker	Call Return
• Call Waiting	Call Waiting ID
• Call Waiting ID Options	Caller ID
• Personalized Ring	Priority Call
• Selective Call Forwarding	
• Speed Call 30	

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/1/ Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006

**CUSTOM CALLING SERVICES (cont'd)****B. Service Descriptions (cont'd)**Business Preferred<sup>/1/</sup> (cont'd)

## 1. Description (cont'd)

Business Preferred subscribers will be eligible for the following periphery discounts when the following features are ordered prior to June 1, 2006:

- a. A waiver of the Monthly Rate and the Service and Equipment Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer.
- b. The Call Transfer Disconnect discount for eligible packages. /USOC: RCR3W/. See Call Transfer Discount in Part 7, Section 2 for discount.

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The applicable Service and Equipment Charge for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Business Preferred subsequent to the package order.

## 2. Limitations

The discount on the additional Custom Calling services will be one dollar (\$1.00) per feature, per line, limited to a total credit of five dollars (\$5.00) per line.

<sup>/1/</sup> Business Preferred is obsolete except for existing customers at existing locations on existing lines that were subscribed to Business Preferred prior to June 1, 2006.

Note: See C.2.d., following, for additional footnotes.

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**Feature Select

Feature Select is obsolete except for existing customers at existing locations as of September 28, 2012.

**1. Description**

Feature Select is a package of five Custom Calling services that the customer may choose from (C) the following Selection List:

- Call Waiting
- Call Forwarding
- Remote Access to Call Forwarding
- Three-Way Calling
- Caller ID
- Call Waiting ID
- Auto Redial
- Call Return
- Speed Calling 30
- Call Blocker

**2. Service Interactions**

The service interactions of the individual Custom Calling services in the package apply. (C)

**3. General Regulations**

- a. Feature Select is available to any business customer where at least five component services are available.
- b. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.
- c. Feature Select may be ordered on the customer's primary/main line or any additional line. To be eligible for the Feature Select price, all component services must be purchased on the same line.
- d. Custom Calling services nonrecurring charges are not applicable when the customer subscribes to Feature select. Customers will not be charged Custom Calling services nonrecurring charges if they subsequently request a change to the service chosen within the package. (C) (C)

**CUSTOM CALLING SERVICES (cont'd)**

**B. Service Descriptions (cont'd)**

Feature Select (cont'd)

4 Limitations

- a. Feature Select is available to business customers only.
- b. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office.
- c. This package is not available with ISDN, PBX, Coin, PRI, Centrex, Plexar, and other non POTS classes of services (e.g. Inmate or hotel-motel lines), 800/900, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Payphone Exchange Access Service, Hot Line, Telebranch, and Location Routing Service (C)
- d. The Feature Select component services may only be purchased as a monthly subscription. Per activation services and charges are not included in the Feature Select package price.
- e. Feature Select subscribers will benefit from the Feature Select price until they disconnect one or more of the Feature Select components.
- f. Subscribers will continue to benefit from the Feature Select price if they disconnect one or both component services from the Selection List and replace those disconnected services with other services from the Selection List.
- g. If the customer subscribes to more than five Custom Calling services on the Feature Select Selection List, the five features to be included in the Feature Select package will be the five highest priced features based on current, stand alone feature rates. Services purchased in excess of those purchased as components Feature Select will be charged at their standard Guidebook rates and may include any applicable discounts.
- h. Discounted monthly rates for any other combinations of the services provided in Feature Select on the same access line, as specified elsewhere in this Guidebook, do not apply to the component services selected by the customer within Feature Select.

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**

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**B. Service Descriptions (cont'd)**

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**B. Service Descriptions (cont'd)**

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Service Descriptions (cont'd)**Select Feature Package<sup>SM /1/</sup>

## 1. Description

Select Feature Package 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. (C)

Residential Subscribers will receive a discounted rate on their total monthly recurring bill for Select Feature Package where the following Custom Calling services are purchased as a monthly (C) subscription only:

- Calling Name and Number Delivery (Caller ID)
- Three-Way Calling
- Call Waiting
- Call Waiting ID
- Call Forwarding
- Call Blocker
- Speed Calling 8
- Auto Redial
- Call Return
- Priority Ring
- Selective Call Forwarding

The Custom Calling non-recurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more of the above Custom Calling services to create the package on the line. The charges will not apply if the customer is adding services in order to change from another package of Custom Calling services to Select Feature Package on the same order. (C) (C) (C)

Caller ID, Call Waiting and/or Call Waiting ID may be excluded from Select Feature Package 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.

Caller ID will not be included in Select Feature Package 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 charge for the package, which may be reflected as a credit on the customer's bill.

/1/ The Select Feature Package is obsolete except for existing customers at existing locations who subscribed to the package prior to November 14, 2008.

**CUSTOM CALLING SERVICES (cont'd)****B. Service Descriptions (cont'd)**Select Feature Package<sup>SM</sup><sup>/1/</sup> (cont'd)

## 1. Description (cont'd)

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The customer may subscribe to Call Forwarding-Busy Line, Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer and no adjustment will be made to the package price. Nonrecurring charges do not apply if any or all of these services are subscribed to with the package or later cancelled.

## 2. General Regulations

- a. The component services may be purchased individually at their Guidebook rates.
- b. Discounted monthly rates for any other combinations of the services provided in Select Feature Package on the same access line, as specified elsewhere in this Guidebook, do not apply under Select Feature Package.
- c. All features must be purchased on the same line in order for the customer to be eligible for Select Feature Package pricing.
- d. Usage-sensitive, per-activation features and per-activation charges are not included in Select Feature Package.
- e. Select Feature Package subscribers will benefit from the package price until they disconnect any of the component features that cannot be otherwise excluded or included at the customer's option without changing the package price.
- f. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office.
- g. The applicable Installation Charge for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Select Feature Package subsequent to the package order.

/1/ The Select Feature Package is obsolete except for existing customers at existing locations who subscribed to the package prior to November 14, 2008.

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**CUSTOM CALLING SERVICES (cont'd)**

**B. Service Descriptions (cont'd)**

Select Feature Package<sup>SM /1/</sup> (cont'd)

2. General Regulations (cont'd)
  - h. Customers currently subscribing to all Select Feature Package component services may request billing at the Select Feature Package price.
  - i. Select Feature Package may be included in other packages and bundles that are marketed under other names. Select Feature Package may also be bundled with other additional services at a combined price.
  - j. Select Feature Package may be ordered on the customer's primary/main line or any additional line.
  - k. Select Feature Package is only available with flat rate single line exchange access line service.
  - l. A nonrecurring charge will apply to the installation of Select Feature Package the first time a new or existing customer subscribes to the package. Payment of the Select Feature Package Installation charge ensures that no subsequent nonrecurring charges will apply if the customer includes or excludes Call Waiting and/or Call Waiting ID for as long as the customer maintains Select Feature Package on that line. If a customer disconnects Select Feature Package from a line, the Select Feature Package Installation charge would apply again to re-establish Select Feature Package on that line. The Select Feature Package Installation charge is a line-level charge. If the customer subscribes to Select Feature Package on any additional access line, the nonrecurring feature and package Installation charges will be applied to each such line.
  - m. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

/1/ The Select Feature Package is obsolete except for existing customers at existing locations who subscribed to the package prior to November 14, 2008.

**CUSTOM CALLING SERVICES (cont'd)**

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**C. Application of Rates and Charges**

1. Rates and Charges – Residence

**CUSTOM CALLING SERVICES (cont'd)**

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**C. Application of Rates and Charges (cont'd)**

1. Rates and Charges – Residence (cont'd)

**CUSTOM CALLING SERVICES (cont'd)**

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**C. Application of Rates and Charges (cont'd)**

1. Rates and Charges – Residence (cont'd)

**CUSTOM CALLING SERVICES (cont'd)**

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**C. Application of Rates and Charges (cont'd)**

1. Rates and Charges – Residence (cont'd)

**CUSTOM CALLING SERVICES (cont'd)**

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**C. Application of Rates and Charges (cont'd)**

1. Rates and Charges – Residence (cont'd)

**CUSTOM CALLING SERVICES (cont'd)****C. Application of Rates and Charges (cont'd)**

## 1. Rates and Charges – Residence (cont'd)

## a. Monthly Subscription, Per Line (cont'd)

	USOC	<u>Monthly Rate<sup>/1/</sup></u>	<u>S&amp;E Charge</u>
<b>Select Feature Package<sup>SM /2/</sup></b>			
- with non-discounted access line only	SM7FF	\$5.00	
Rate Group 1	PGO36	52.00	(I)
Rate Group 2	PGO36	52.00	
Rate Group 3	PGO36	52.00	(I)
Rate Group 4	PGO36	52.00	
- Caller ID unavailable	SM7FF	5.00	
Rate Group 1	PGO36	\$51.00	(I)
Rate Group 2	PGO36	51.00	
Rate Group 3	PGO36	51.00	
Rate Group 4	PGO36	51.00	(I)

/1/ Residence customers with Lifeline Service and/or MetroPlus Service will pay a package rate that reflects the difference between their line rate and the line rate for a basic non-discounted local exchange access line.

/2/ The Select Feature Package is obsolete except for existing customers at existing locations who subscribed to the package prior to November 14, 2008.

**CUSTOM CALLING SERVICES (cont'd)****C. Application of Rates and Charges (cont'd)**

## 2. Rates and Charges – Business

- a. Monthly Subscription, Per Line  
Discounts may apply when multiple services are ordered.

<u>Monthly Rate</u>				
<u>Service</u>	<u>USOC</u>	<u>First</u>	<u>Additional</u>	<u>S&amp;E Charge</u> <sup>/1, 5, 11/</sup>
Calling Number <sup>/2/</sup>	NSD	\$12.20	\$12.20	\$20.00
Calling Name <sup>/2/</sup>	NMP	11.65	11.65	20.00

- b. Monthly Subscription, Per Line  
No discounts for purchasing multiple services.

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>S&amp;E Charge</u> <sup>/1, 5/</sup>
Anonymous Call Rejection <sup>/13/</sup>	AYK	9.75	\$20.00 <sup>/8/</sup> (D)

Note: See C.2.d., following, for footnotes.

**CUSTOM CALLING SERVICES (cont'd)**

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**C. Application of Rates and Charges (cont'd)**

## 2. Rates and Charges – Business (cont'd)

## c. Monthly Subscription, Per Line Package Rates and Discounts

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>S&amp;E Charge<sup>/6</sup></u>
<u>Monthly Discount</u>			
Business Preferred <sup>/10/</sup>			
- with Call Waiting, with RACF	PGOBT	(\$33.34)	20.00
- without Call Waiting, with RACF	PGOBU	(\$26.51)	20.00
- with Call Waiting, without RACF	PGOBV	(\$30.34)	20.00
- without Call Waiting, without RACF	PGOBW	(\$23.51)	20.00
<u>Monthly Rate</u>			
Feature Select			
- with Caller ID	C5PCX	\$19.00	-
- without Caller ID	C5PBX	19.00	-

The following credits will apply when eligible Custom Calling services are added to a customer's line in addition to Business Preferred when features are ordered prior to June 1, 2006<sup>/10/</sup>.

<u>Service</u>	<u>USOC</u>	<u>Monthly Discount</u>
One additional service	RCRB3	(\$1.00)
Two additional services	RCRB4	(2.00)
Three additional services	RCRB5	(3.00)
Four additional services	RCRB6	(4.00)
Five or more additional services	RCRB7	(5.00)

Note: See C.2.d., following for footnotes.

**CUSTOM CALLING SERVICES (cont'd)****C. Application of Rates and Charges (cont'd)**

## 2. Rates and Charges – Business (cont'd)

## d. Footnotes

- /1/ The maximum Service and Equipment Charge per line is \$20.00, except when the Simultaneous Call Forwarding service is established.
- /2/ Calling Number by itself and Calling Name by itself are obsolete except for existing customers at existing locations. Effective 5/19/97, Calling Number and Calling Name will be provided together as Caller ID service.
- /3/ The rates and charges for the individual services apply as appropriate. In addition, the package monthly discount is applied as a credit to the customer's account. If the customer qualifies for more than one package, only one package will apply. If the package discount price differs then the larger package discount will be applied to the customer's bill.
- /4/ When Calling Number and Calling Name are purchased together, the customer receives the Caller ID credit.
- /5/ Customers who order qualifying Custom Calling service(s) when establishing new service or moving existing service, will not incur a Service and Equipment charge on subsequent orders for additional qualifying Custom Calling service(s) placed within 90 days. Custom Calling services which do not qualify for the waiver are Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Call Forwarding-Busy Line/Don't Answer, ComCall, Simultaneous Call Forwarding, and Call Transfer Disconnect.
- /6/ The Service and Equipment Charge is waived.
- /7/ Reserved for future use (C)  
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- /8/ A maximum Service and Equipment Charge is \$20.00, applies when more than one feature is installed on a line.
- /9/ If the service is purchased in conjunction with Business Preferred the Service and Equipment Charge is waived.

**CUSTOM CALLING SERVICES (cont'd)**

**C. Application of Rates and Charges (cont'd)**

2. Rates and Charges – Business (cont'd)

d. Footnotes (cont'd)

- /10/ This business package is obsolete. Refer to the description of this package in this Section for any exceptions and the effective date on which these packages were made obsolete.
- /11/ If the customer is coming to SBC-Arkansas from another carrier this charge is waived for those Custom Calling Services required to establish Custom BizSaver Flat Rate Bundle(s), Multi-line Bundle(s) or Additional Line Options 1 and 2.
- /12/ 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 associated Service and Equipment charges to install the service(s).
- /13/ This service is obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

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**COMPLETE CHOICE® BASIC<sup>1/</sup>**

/2/(C)

**A. Description**

Complete Choice Basic 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.

Residential customers who subscribe to Complete Choice Basic will receive a discounted rate on their total monthly recurring bill for Complete Choice Basic where the following Custom Calling services are purchased as a monthly subscription only:

- Calling Name and Number Delivery (Caller ID)
- Call Waiting
- Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail

Call Forwarding-Busy Line/Don't Answer (with Star Code Access to Voice Mail) may be de-selected from the package and no adjustment will be made to the package price. Nonrecurring charges do not apply if these services are de-selected or re-selected after the original package subscription.

**B. Regulations**

- 1 The component services may be purchased individually at their guidebook rates.
- 2 Discounted monthly rates for any other combinations of the services provided in Complete Choice Basic on the same access line, as specified elsewhere in this Guidebook, do not apply under Complete Choice Basic.
- 3 All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Basic pricing.
- 4 The Custom Calling non-recurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more Custom Calling services to create the package on the line. The charges will not apply if the customer is changing from another feature package to Complete Choice Basic on the same order.
- 5 The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office.
- 6 The applicable Custom Calling non-recurring Service and Equipment Charges for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Complete Choice Basic subsequent to the package order.
- 7 Customers currently subscribing to all Complete Choice Basic component services may request billing at the Complete Choice Basic price.
- 8 Complete Choice Basic may be included in other packages and bundles that are marketed under other names. Complete Choice Basic may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic price.

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. (N)  
Existing customers may keep the package until they move or make changes to their service. (N)  
/2/ Material formerly appeared on Part 7, Section 5, Sheet 1.

**COMPLETE CHOICE® BASIC<sup>/2/</sup> (cont'd)****B. Regulations (cont'd)**

9. Complete Choice Basic may be ordered on the customer's primary/main line or any additional line.
10. Complete Choice Basic is only available with Flat Rate Single Line exchange access line service.
11. A nonrecurring charge will apply to the installation of Complete Choice Basic the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Basic installation charge will not apply to existing customers who convert to Complete Choice Basic from Select Feature Package<sup>SM</sup> or the Complete Choice® Enhanced package. Payment of the Complete Choice Basic Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Basic on that line. If a customer disconnects Complete Choice Basic from a line, the Complete Choice Basic Installation charge would apply again to re-establish Complete Choice Basic on that line. The Complete Choice Basic Installation charge is a line level charge. If the customer subscribes to Complete Choice Basic on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.
12. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

**C. Rates and Charges**

	<u>USOC</u>	<u>Monthly Rate<sup>/1/</sup></u>	<u>Service Connection Charge</u>
Complete Choice Basic			
With non-discounted access line only.....	SM7FF		\$5.00
Rate Groups 1-4.....	PGOC3	\$41.75	(I)

/1/ Residence customers with Lifeline Service will pay a package rate that reflects the difference between their monthly recurring Lifeline rates and the monthly recurring line rate for a basic non-discounted local exchange access line.

/2/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/3/ Material formerly appeared on Part 7, Section 5, Sheet 2.