

**1. CUSTOM CALLING SERVICES - RESIDENCE****A. Description**

Custom Calling Service is an optional service arrangement of central office services furnished to individual line and residence customers. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit.

**B. Description of Features****1. Call Forwarding Features**

- a. Call Forwarding (USOC: ESM) permits the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion.
- b. Busy Call Forwarding (USOC: EVB) permits the forwarding of incoming calls when the customer's line is busy. The forwarded number is fixed by the customer service order. Calls may be forwarded outside the customer's local central office (C.O.).
- c. Delayed Call Forwarding (USOC: EVD) permits the forwarding of incoming calls when the customer's line remains unanswered after customer-designated number of rings. The number of rings and the forwarded number are fixed by the customer service order. Calls may be forwarded outside the customer's local central office (C.O.).
- d. Select Call Forwarding (USOC: CSF) permits the customer to automatically forward (transfer) calls from up to ten customer preselected numbers to another telephone number and to restore it to normal operation at their discretion. Select Call Forwarding can be used in conjunction with Call Forwarding.
- e. Remote Access to Call Forwarding (USOC: RAF) allows the customer to activate and deactivate their Call Forwarding feature and to change their forwarded to number from a location other than where their service is located.

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)****B. Description of Features (Cont'd)****2. Call Waiting**

Call Waiting (CW) permits the customer engaged in a call to receive a tone signal indicating a second call is waiting; and, by operation of the switchhook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

- a. Cancel Call Waiting (CCW) allows a customer to dial an activation code prior to making a call, and cancel the CW feature. CCW must be activated each time the customer wants CW canceled. Exception: customers subscribing to a Custom Calling Service that provides "flash privileges" such as Three-Way Calling, can activate the CCW feature while an incoming or outgoing call is in progress. CCW is available to customers who subscribe to CW, preceding or in Guidebook, Part 8, Section 10. The rates and charges shown for CW in E.1. following include the CCW arrangement.

**3. Three-Way Calling**

Three-Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

**4. Speed Calling<sup>1,2</sup>**

Speed Calling permits the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight code list or thirty code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one or two digit code (for the eight code and thirty code lists, respectively) plus the telephone number.

/1/ Speed Calling 30 code list is a Frozen/Grandfathered Service, see Schedule Cal.P.U.C. No. A2.1.2,A.4.

/2/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customers, see Guidebook, Part 8, Section 9.

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)****B. Description of Features (Cont'd)****5. Priority Ringing**

Priority Ringing (USOC: CLP) differentiates incoming calls from up to ten customer preselected telephone numbers by signaling the customer with a distinctive ringing pattern. If the customer subscribes to Call Waiting, a distinctive tone is heard for the selected set of numbers. The last incoming call can automatically be added to the list of preselected numbers.

**6. Repeat Dialing**

Repeat Dialing (USOC: CRD) permits the customer to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the customer with a distinctive ringing pattern when the busy number and the customer's line are free. The customer can continue to make and receive calls while the feature is activated.

**7. Call Screen**

Call Screen (USOC: CCB) allows the customer to automatically block incoming calls from up to ten customer preselected telephone numbers (including numbers from which a customer has just received a call). The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

**8. Call Return**

Call Return (USOC: CCR) allows the customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The customer is alerted with a distinctive ringing pattern when the busy number is free. When the customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)****B. Description of Features (Cont'd)****9. Call Trace**

Call Trace (USOC: CALTR) allows the customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the customer initiated trace. The information is stored by the Company and disclosed only to a law enforcement agency for investigation purposes. The customer does not receive any information regarding the origination of the calls.

10. Caller Identification (Caller ID) (USOC: CNM) displays the name and telephone number of an incoming call on a specially designed telephone or a device that the customer attaches to their existing telephone.
11. Anonymous Call Rejection (ACR) (USOC: CRE) allows a customer to reject calls from callers who are using a blocking option to prevent display of their telephone number. The customer activates or deactivates ACR by dialing a preassigned code. When ACR is activated, callers who have blocked their number will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to block display of their telephone number. The caller will not be charged for the call.
12. Call Waiting ID (CWIID) USOC: NWL) allows a customer who subscribes to both Caller ID and Call Waiting to see the name and number of an incoming caller while engaged in a call. The customer must have a specially designed telephone or Caller ID display unit attached to their existing telephone.

**1. CUSTOM CALLING SERVICES – RESIDENCE (Cont'd)**

**B. Description of Features (Cont'd)**

13. Reserved

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/1/ Material omitted now appears in Part 20, Section 7, Sheet 3

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**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)**

**B. Description of Features (Cont'd)**

14. Reserved<sup>/1/</sup>

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/1/ Distinctive Ring is withdrawn effective June 15, 2013.

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**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)****C. Regulations**

1. The Company may furnish Custom Calling Services where there is available central office equipment with the proper program updates as determined by the Company.
2. Custom Calling Services - Residence will not be provided in connection with Semipublic Service or Centrex Service.
3. The Call Forwarding, Busy and Delayed Call Forwarding and Select Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge for local, message unit, zone calling units or dial station toll, applies to all forwarded calls that are answered at the number to which the calls are forwarded.
4. Charges between the originating location and the call forwarding equipped line are applicable in accordance with regularly filed tariffs, local message units, zone calling units, dial station, operator station or person toll.
5. Custom Calling Services may be provided to customers with either rotary dial telephones or Touch-Tone Calling Service.
6. The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
7. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another customer.

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)**

**C. Regulations (cont'd)**

8. Speed Calling Thirty Code Capacity (USOC: ESF)<sup>2</sup> is offered on an individual feature basis only. Service can be ordered on the same line with other Custom Calling Services at Service Charges shown in Guidebook, Part 3, Section 1.
9. The Intercom feature is offered to individual single line residence customers only, provided central office facilities and operating conditions permit.<sup>1</sup>

Limitations:

- a. Intercom will work only with a Utility provided dialable line where dial tone is normally served.
- b. Intercom is not provided on lines arranged for multiline or series completion hunting.
- c. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- d. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- e. Intercom calls may not be initiated or included as any part of a three-way call.

/1/ SEE REGULATION C.1. PRECEDING.

/2/ THE OFFERING OF SPEED CALLING 30 WILL CONTINUE TO BE FURNISHED TO CERTIFIED DISABLED CUSTOMER AS DEFINED IN SCHEDULE CAL.P.U.C. NO. A5.2.3.

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)**

**C. Regulations (cont'd)**

9. Call Trace is billed on a per activation basis. (C)  
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10. Remote Access to Call Forwarding requires a pre-assigned ten digit telephone number per switch capable of provisioning the service. The customer is also required to have a Personal Identification Number (PIN) which must be a minimum of four digits. The PIN is fixed by the customer service order.
11. Customers must subscribe to Call Forwarding in order to subscribe to Remote Access to Call Forwarding. Remote Access to Call Forwarding is not available on Busy Call Forwarding, Delayed Call Forwarding or Select Call Forwarding.
13. Intercom Plus is offered to individual single line residence customers within the exchange areas of all exchanges and central offices where facilities and operating conditions permit.<sup>/1/</sup>

Limitations:

- a. Intercom Plus will work only with a Utility provided dialable line where dial tone is normally served.
- b. Intercom Plus is not provided on lines arranged for multiline hunting.

/1/ Frozen/Grandfathered Service – See General Regulations Schedule Cal.P.U.C. No. A2.1.2.A.4.

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)****C. Regulations (cont'd)**

12. On or after the effective date of Advice Letter No. 16198, the offering of Speed Calling 30 will only be furnished to residence customers as follows: to the same customer, on the same premises, and supersedures. Additions, deletions or changes are prohibited.
13. Service charges as set forth in Guidebook, Part 3, Section 1 will be waived for 90 days from the effective date of Advice Letter No. 16198 for residence customers wishing to change from Speed Calling 30 to individual Custom Calling Services.<sup>/1/</sup>
14. Priority Ringing, Repeat Dialing, Select Call Forwarding, Call Return, Call Screen, Call Trace, Caller ID, Anonymous Call Rejection, and Call Waiting ID are not available to customers with the following types of lines: Farmer Lines, Manual and Direct Connections, lines served from some Remote Switching Systems, and 800 lines and data access lines. These features with the exception of Select Call Forwarding will only operate when both the caller and the call recipient are served from capable switches. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information. (C)
15. The features shown in C.14 above may not be provided with cellular service.

/1/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customers as defined in Tariff, A5.2.3. (D)

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)****C. Regulations (cont'd)**

16. The customer of the Caller ID feature must have a Customer Premises Equipment (CPE) device to be able to display the caller's name and number. The price of this equipment is determined by the manufacturers of the device and is in addition to the rates and charges for the Caller ID feature.

The called party will not receive the name and telephone number when a caller chooses to block the delivery of their name and telephone number. The called party will receive a message on their display unit which will indicate that the calling party does not want their name and telephone number delivered.

**17. Blocking Options for Caller ID:**

Selective Blocking (\*67) allows customers to block the delivery of their name and telephone number on a per call basis. Customers may control the display of their name and telephone number by dialing \*67 (1167 on rotary dial phones) before dialing the telephone number they are calling.

Blocked Caller ID 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.

Complete Blocking (\*82) allows customers to have the Company block the delivery of their name and telephone number on all calls except those on which they elected to have their name and number delivered. Complete Blocking will have the capability of allowing customers to unblock their name and telephone number on a call by call basis by dialing (\*82) (1182 on rotary phones) before dialing the telephone number of the called party. By dialing \*82, the presentation status is changed to public for that specific call.

**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)**

**C. Regulations (cont'd)**

18. When either blocking option is used, both the name and telephone number of the calling party will not be identified when using Caller ID or any feature with a pre-selected list capability. Name and number blocking do not operate separately. Blocking does not affect the operation of Call Trace, 9-1-1, 800, or 900<sup>/1/</sup> service.

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19. Priority Ringing may not be compatible with CPE containing pre-set ring tones.

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/1/ California 900 service withdrawn effective November 1, 2010.

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**1. CUSTOM CALLING SERVICES – RESIDENCE (cont'd)**

**D. Territory**

Within the exchange areas of all exchanges where service is furnished from an Electronic Switching System (ESS) or Digital Multiplex Switch (DMS) type central office where facilities and <sup>/1/</sup> operating conditions permit.

/1/ See Regulations C.1. preceding.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)

## E. Rates and Charges

1. Custom Calling Services<sup>/5/</sup>a. Individual Features<sup>/2/</sup>, rate for each line

	Non-Recurring Charge <sup>/1/</sup>	Monthly Rate	USOC
- Call Forwarding <sup>/3/</sup> - Call Forwarding - Busy Call Forwarding - Delayed Call Forwarding - Select Call Forwarding - Remote Access to Call Forwarding	RR RR RR RR RR	\$11.99 (I) 11.99 11.99 11.99 (I) 4.00	ESM EVB EVD CSF RAF
- Call Waiting <sup>/8/</sup> - Three-Way Calling <sup>/2/</sup> - Speed Calling, 8 code capacity - Speed Calling, 30 code capacity <sup>/6,7/</sup>	RR RR RR RR	\$11.99 (I) 11.99 11.99 (I) 8.00	ESX ESC ESL ESF

<sup>/1/</sup> Refer to Guidebook, Part 3, Section 1 for Service Charge application.<sup>/2/</sup> See C.8. preceding<sup>/3/</sup> See C.3. preceding.<sup>/5/</sup> See E.1. preceding.<sup>/6/</sup> Speed Calling 30 Code List is a frozen/grandfathered service (see Part 2, Section 2), except for certified disabled customers as defined in Schedule Cal. P.U.C. No. A5.2.3.<sup>/7/</sup> See C.12. preceding.<sup>/8/</sup> See B.2.a. preceding.

## 1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)

## E. Rates and Charges (cont'd)

1. Custom Calling Services<sup>/5/</sup> (Cont'd)a. Individual Features<sup>/2/</sup>, rate for each line (Cont'd)

	Non-Recurring Charge <sup>/1/</sup>	Monthly Rate	USOC
- Message Waiting Indicator associated with Forwarded Call Information Service <sup>/4/,/6/</sup>	RR	RR	EMW
- Intercom <sup>/1/,/7/</sup>	RR	\$2.37	HM1
- Intercom Plus <sup>/1/,/8/</sup>	RR	3.80	HMP
- Priority Ringing <sup>/9/,/10/</sup>	RR	11.99 (I)	CLP
- Repeat Dialing <sup>/9/,/10/</sup>	RR	11.99	CRP
- Call Return <sup>/9/,/10/</sup>	RR	11.99	CCR
- Call Screen <sup>/1/,/9/,/10/</sup>	RR	11.99 (I)	CCB
- Call Trace <sup>/9/,/10/</sup> (each activation)	RR	6.00	CALTR
- Caller ID <sup>/1/,/9/,/10/</sup>	RR	11.99 (I)	CNM
- Selective Blocking	NO	NO	NONE
- Complete Blocking	NO	NO	CNMBK
- Anonymous Call Rejection <sup>/1/</sup>	RR	11.99 (I)	CRE
- Anonymous Call Rejection with Caller ID			
- Caller ID <sup>/1/,/9/,/10/</sup>	RR	11.99 (I)	CNM
- Anonymous Call Rejection <sup>/11/</sup>	NO	NO	CRE
- Call Waiting ID	RR	8.00	NWL

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.8. preceding

/3/ Reserved

/4/ Rates, charges and regulations apply as shown in the Guidebook, Part 7, Section 3.

/5/ See E.1. preceding.

/6/ Reserved

/7/ See C.9. preceding.

/8/ See C.13. preceding.

/9/ See C.16. preceding.

/10/ See C.17. preceding.

/11/ There is no charge for Anonymous Call Rejection when the customer also subscribes to Caller ID service.

**1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)**

**E. Rates and Charges (cont'd)**

1. Custom Calling Services (Cont'd) (C)

b. Reserved (C)

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## 1. CUSTOM CALLING SERVICES - RESIDENCE (cont'd)

## E. Rates and Charges (cont'd)

1. Custom Calling Services<sup>2</sup> (Cont'd)

	<u>NONRECURRING CHARGE</u>	<u>USOC</u>
c. Rearrangements of existing Busy and Delayed Call Forwarding features require the following Miscellaneous Change Charge:		
(1) Change designated number of delayed rings - Per line <sup>1</sup>	RR	NWCCF
(2) Change forwarded to number - Per line <sup>1</sup>	RR	NWCCF
(3) Change designated number of delayed rings and forwarded to number on same line - Per line <sup>1</sup>	RR	NWCCF
d. Changes to the Personal Identification Number (PIN) for Remote Access to Call Forwarding require the following Miscellaneous Change Charge:		
(1) Change the designated PIN - Per line <sup>1</sup>	RR	NWCCF
e. Changes to the blocking options for Caller ID		
(1) Change to blocking option - Per line	NO	

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See E.1. preceding.

## 2. CUSTOM CALLING SERVICES - BUSINESS

### A. Description

Custom Calling Service is an optional service arrangement of central office services furnished to individual line business customers. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit.

### B. Description of Features

1. Call Forwarding Features
  - a. Call Forwarding (USOC: ESM) permits the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion.
  - b. Busy Call Forwarding (USOC: EVB) permits the forwarding of incoming calls when the customer's line is busy. The forwarded number is fixed by the customer service order. Calls may be forwarded outside the customer's local central office (C.O.).
  - c. Delayed Call Forwarding (USOC: EVD) permits the forwarding of incoming calls when the customer's line remains unanswered after customer-designated number of rings. The number of rings and the forwarded number are fixed by the customer service order. Calls may be forwarded outside the customer's local central office (C.O.).
  - d. Busy Call Forwarding-Extended (USOC: EVC) forwards calls to a number outside the customer's local C.O.
  - e. Reserved
  - f. Select Call Forwarding (USOC: CSF) permits the customer to automatically forward (transfer) calls from up to ten customer preselected numbers to another telephone number and to restore it to normal operation at their discretion. Select Call Forwarding can be used in conjunction with Call Forwarding.
  - g. Remote Access to Call Forwarding (USOC: RAF) allows the customer to activate and deactivate their Call Forwarding feature and to change their forwarded to number from a location other than where their service is located.

**2. CUSTOM CALLING SERVICES – BUSINESS (cont'd)****B. Description of Features (cont'd)****2. Call Waiting**

Call Waiting (CW) permits the customer engaged in a call to receive a tone signal indicating a second call is waiting; and, by operation of the switchhook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

- a. Cancel Call Waiting (CCW) allows a customer to dial an activation code prior to making a call, and cancel the CW feature. CCW must be activated each time the customer wants CW canceled. Exception: customers subscribing to a Custom Calling Service that provides "flash privileges" such as Three-Way Calling, can activate the CCW feature while an incoming or outgoing call is in progress.

CCW is available to customers who subscribe to CW, preceding or in Guidebook, Part 8, Section 10. The rates and charges shown for CW in E.1. following include the CCW arrangement.

**3. Three-Way Calling**

Three-Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

**4. Speed Calling 30<sup>/1/2/</sup>**

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Speed Calling permits the customer to place calls to other telephone numbers by dialing a two digit code rather than the complete telephone number. The feature is available as a thirty code list. The code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials a two digit code plus the telephone number.

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(C)

/1/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customer as defined in Guidebook, Part 8, Section 9.

/2/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

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**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****B. Description of Features (cont'd)****5. Intercom**

Intercom permits intercommunication between two or more customer provided telephone stations answering the same telephone number. The customer activates an intercom call by picking up his receiver and dialing his own telephone number from that telephone. When the customer hears a busy tone signal, he returns his receiver to its "on-hook" position within fifteen seconds. The central office then applies distinctive ringing to the customer's telephone station and all extension stations of that line. The customer must go "on-hook" within the fifteen second time allowance, or the intercom activation is canceled. The intercom feature is deactivated when all connected parties terminate their intercom call.

On or after August 7, 1988 the offering of Intercom will only be furnished to the same customer, on the same premises and supercedures. Additions, deletions or changes to the existing Intercom system are prohibited.

**6. Intercom Plus**

Intercom Plus permits intercommunication between two or more customer provided telephone extensions answering the same telephone number. Intercom Plus features are:

- a. Intercom Dialing - permits the customer to pick up the receiver, dial an access code and hang up. The central office then applies distinctive ringing to the customer's telephone line and all stations of that line. The intercom feature is deactivated when all connected parties terminate their intercom call.
- b. Call Transfer - allows the customer to transfer an incoming call between extensions. Anyone picking up an extension will be connected to the incoming call automatically.
- c. Extension Hold - allows the customer to put a non-intercom call on hold. The call will remain on hold until any extension is taken off hook or the calling party disconnects.
- d. Three-way Calling - allows the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****B. Description of Features (cont'd)**

## 7. Priority Ringing

Priority Ringing (USOC: CLP) differentiates incoming calls from up to ten customer preselected telephone numbers by signaling the customer with a distinctive ringing pattern. If the customer subscribes to Call Waiting, a distinctive tone is heard for the selected set of numbers. The last incoming call can automatically be added to the list of preselected numbers.

## 8. Repeat Dialing

Repeat Dialing (USOC: CRD) permits the customer to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the customer with a distinctive ringing pattern when the busy number and the customer's line are free. The customer can continue to make and receive calls while the feature is activated.

## 9. Call Screen

Call Screen (USOC: CCB) allows the customer to automatically block incoming calls from up to ten customer preselected telephone numbers (including numbers from which a customer has just received a call). The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

## 10. Call Return

Call Return (USOC: CCR) allows the customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The customer is alerted with a distinctive ringing pattern when the busy number is free. When the customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****B. Description of Features (cont'd)**

## 11. Call Trace

Call Trace (USOC: CALTR) allows the customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the customer initiated trace. The information is stored by the Company and disclosed only to a law enforcement agency for investigation purposes. The customer does not receive any information regarding the origination of the calls.

## 12. Caller Identification (Caller ID) (USOC: CAL1D) displays the telephone number of an incoming call on a specially designed telephone or a device that the customer attaches to their existing telephone.

Call Identification (Caller ID) (USOC: CNM) displays the name and telephone number of an incoming call on a specially designed telephone or a device that the customer attaches to their existing telephone.

## 13. Anonymous Call Rejection (ACR) (USOC: CRE) allows a customer to reject calls from callers who are using a blocking option to prevent display of their telephone number. The customer activates or deactivates ACR by dialing a pre-assigned code. When ACR is activated, callers who have blocked their number will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to block display of their telephone number. The caller will not be charged for the call.

## 14. Call Waiting ID (CWID) (USOC: NWL) allows a customer who subscribes to both Caller ID and Call Waiting to see the name and number of an incoming caller while engaged in a call. The customer must have a specially designed telephone or Caller ID device attached to their existing telephone.

## 15. Call Transfer Disconnect (CTD) (USOC: FG3) allows a customer to initiate a three-way call with either an incoming or originating call and then disconnect from the call leaving the two remaining parties connected.

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**B. Description of Features (cont'd)**

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**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****C. Regulations**

1. The Company may furnish Custom Calling Services where there is available central office equipment with the proper program updates as determined by the Company.
2. Custom Calling Services will not be provided in connection with Semipublic Service.
3. The Call Forwarding, Busy and Delayed Call Forwarding and Select Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded. This charge for local, message unit, zone calling units or dial station toll applies to all forwarded calls that are answered at the number to which the calls are forwarded. Caller ID on PRI requires the customer have Caller ID on all facilities connected by a common "D" channel.
4. Charges between the originating location and the call forwarding equipped line are applicable in accordance with regularly filed tariffs, local message units, zone calling units, dial station, operator station or person toll.
5. Custom Calling Services may be provided to customers with either rotary dial telephones or Touch-Tone Calling Service.
6. The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
7. It is the responsibility of the customer forwarding calls to another service to obtain any necessary permission of the customer to whom the calls are forwarded. Schedule Cal.P.U.C. No. A2.1.11 prohibits interference of telephone service of another customer.
8. Private Branch Exchange Trunk Line Service is limited to all individual Call Forwarding features (except Select Call Forwarding) and Speed Calling 30<sup>1/</sup>.

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

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## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## C. Regulations (cont'd)

9. Speed Calling Thirty Code Capacity (USOC: ESF)<sup>2</sup> is offered on an individual feature basis only. Service can be ordered on the same line with other Custom Calling Services at Service Charges shown in Guidebook, Part 3, Section 1.
10. The Intercom feature is offered to individual single line business customers only, provided central office facilities and operating conditions permit.<sup>1</sup>

## Limitations:

- a. Intercom will work only with a Company provided dialable line where dial tone is normally served.
- b. Intercom is not provided on lines arranged for multiline or series completion hunting.
- c. Intercom capability cannot be utilized on a line which has Call Forwarding activated.
- d. The Intercom feature is operational on a line equipped with Call Waiting; however, Call Waiting is deactivated for the duration of the Intercom Call.
- e. Intercom calls may not be initiated or included as any part of a three-way call.

/1/ See Regulation C.1. preceding.

/2/ The offering of Speed Calling 30 will continue to be furnished to certified disabled customer as defined in Schedule Cal. P.U.C. A5.2.3.

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**C. Regulations (cont'd)**

- 11. Call Trace is billed on a per activation basis. (C)  
(D)  
(D)
- 12. Remote Access to Call Forwarding requires a pre-assigned ten digit telephone number per switch capable of provisioning the service. The customer is also required to have a Personal Identification Number (PIN) which must be a minimum of four digits. The PIN is fixed by the customer service order.
- 13. Customers must subscribe to Call Forwarding in order to subscribe to Remote Access to Call Forwarding. Remote Access to Call Forwarding is not available on Busy Call Forwarding, Delayed Call Forwarding or Select Call Forwarding.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## C. Regulations (cont'd)

14. Intercom Plus is offered to individual single line business customers within the exchange areas of all exchanges and central offices where facilities and operating conditions permit.<sup>/1/</sup>

Limitations:

- a. Intercom Plus will work only with a Company provided dialable line where dial tone is normally served.
- b. Intercom Plus is not provided on lines arranged for multiline hunting.

15. Priority Ringing, Repeat Dialing, Select Call Forwarding, Call Return Call Screen, Call Trace, Caller ID, Anonymous Call Rejection, and Call Waiting ID are not available to customers with the following types of lines: Centrex, Farmer Lines, Coin and Coinless Pay Phones, Hotel/Motel and Hospital Lines, Manual and Direct Connections, Private Branch Exchange (PBX) Service, lines served from some Remote Switching Systems, 800 lines and data access lines. These features, with the exception of Select Call Forwarding, will only operate when both the caller and the call recipient are served from capable switches. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information. (C)

16. The features shown in C.15. preceding may not be provided with cellular service. (C)

/1/ See Regulations C.1. preceding.

(D)

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## C. Regulations (cont'd)

17. An Enhanced Service Provider (ESP) may order and pay for the provisioning and monthly recurring charges of the following features provided a written agreement exists between the ESP and the end user to order and pay for end user services: Priority Ringing and Select Call Forwarding.

## Limitations:

- a. The ESP is responsible for all provisioning and monthly recurring charges for billed-to-ESP services as set forth in E.2.d. following including those situations in which the end user and/or the Company has temporarily suspended or disconnected the end user's service.
- b. The Company recommends that the end user contact their ESP to disconnect billed-to-ESP services. It is the responsibility of the end user to contact the Company for service activity for those Company provided services billed directly to the end user.
- c. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2.
- d. The ESP shall be liable for and shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks or copyright, or resulting from any claim of libel or slander.
- e. The ESP has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the ESP's equipment. The Company assumes no liability for the, quality defects in, or content of those services. The ESP shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****C. Regulations (cont'd)**

Limitations: (cont'd)

- f. The ESP's services may be disconnected pursuant to the procedures set forth in Schedule Cal.P.U.C. Nos. A2.1.9 and A2.1.11 for the ESP's failure to make full payment for the Company's services provided in this Guidebook. (C)
- g. The ESP is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the ESP premise equipment, program development, advertising, and promotional expenses. The ESP is financially responsible for all facilities required to connect the ESP's equipment to the Company's serving wire center, in accordance with Schedule Cal.P.U.C. No. A2.1 and with all applicable rates and charges under the Company's Tariffs and Guidebooks. (C)
- h. The ESP's premise equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Part 8, Section 8, Connection of Customer-Provided Equipment and Systems. If the ESP violates this requirement, the Company shall disconnect the ESP's services. (C)
- i. Billed to ESP orders can only be accepted if the end user line is specified and available for provisioning.
- j. The ESP shall submit to the Company all advertising, sales promotion and other publicity relating to the subject matter of Select Call Forwarding and Priority Ringing wherein the Company's name, signs, markings or symbols are used from which the connection of the Company's name therewith may be in the Company's judgment, reasonably inferred or implied, and further, the ESP shall not publish or use such advertising, sales promotion matter without the prior written approval of the Company.

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**C. Regulations (cont'd)**

Limitations: (cont'd)

- k. The ESP is required to subscribe to access facilities capable of supporting the enhanced service being offered. The ESP is required to subscribe to as many additional access facilities as, in the judgement of the Company, are required to adequately handle calls without impairing service to others.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## C. Regulations (cont'd)

18. The customer of the Caller ID feature must have a Customer Premises Equipment (CPE) device to be able to display the caller's name and number. The price of this equipment is determined by the manufacturers of the device and is in addition to the rates and charges for the Caller ID feature.

The called party will not receive the name and telephone number when a caller chooses to block the delivery of their name and telephone number. The called party will receive a message on their display unit which will indicate that the caller does not want their name and telephone number delivered.

19. Blocking Options for Caller ID:

Selective Blocking (\*67) allows customers to block the delivery of their name and telephone number on a per call basis. Customers may control the display of their name and telephone number by dialing \*67 (1167 on rotary dial phones) before dialing the telephone number they are calling.

Blocked Caller ID 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's compliance with the waiver order's eligibility requirements.

Complete Blocking (\*82) allows customers to have the Company block the delivery of their name and telephone number on all calls except those on which they elect to have their name and number delivered. Complete Blocking will have the capability of allowing customers to unblock their name and telephone number on a call by call basis by dialing (\*82) (1182 on rotary phones) before dialing the telephone number of the called party. By dialing \*82, the presentation status is changed to public for that specific call.

20. The Selective and Complete blocking options are provided to the customer at no charge.
21. When either blocking option is used, both the name and telephone number of the calling party will not be identified when using Caller ID or any feature with a pre-selected list capability. Name and number blocking do not operate separately. Blocking does not affect the operation of Call Trace, 9-1-1, 800, or 900<sup>/1</sup> service. (N)

/1/ California 900 service withdrawn effective November 1, 2010.

(N)

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****C. Regulations (cont'd)**

22. Customers with Caller ID (USOC: CAL1D) for Centrex, PBX, and CUSTOM 8 services will only receive display of incoming telephone numbers. The name associated with an incoming call will not be displayed.
23. Call Transfer Disconnect is not available to customers with the following types of lines: Foreign Exchange, Coin and Coinless Pay Phones, Centrex or any optional flat rated local, toll or expanded calling plans.
24. Customers of Call Transfer Disconnect are automatically restricted from making international calls due to toll fraud concerns. Customers may contact their business office to request to have their line unblocked for international calls. Customers who wish to make international calls can sign and return to the Company a CTD Toll Fraud Release stating that they will accept responsibility for all toll calls placed from their CTD equipped line. The restriction is removed from the customer's line when the signed form is received by the Company.
25. Customers of Call Transfer Disconnect are responsible for any toll or other charges associated with calls they originate.

(D)  
—  
(D)

**D. Territory**

Within the exchange areas of all exchanges where service is furnished from an Electronic Switching System (ESS) or Digital Multiplex Switch (DNS) type central office where facilities and operating conditions permit.<sup>1</sup>

/1/ See Regulations C.1. preceding.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service.

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15. preceding.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Custom Calling Services <sup>/5/</sup>			
a. Individual Features <sup>/2/</sup>			
(1) Call Forwarding, each line <sup>/1/</sup>			
- Call Forwarding <sup>/3/</sup>	RR	\$27.83 (I)	ESM
- Busy Call Forwarding	RR	12.52 (I)	EVB
- Delayed Call Forwarding	RR	12.52 (I)	EVD
- Busy Call Forwarding Extended <sup>/4/</sup>	RR	3.99	EVC
- Select Call Forwarding	RR	4.65	CSF
- Remote Access to Call Forwarding	RR	2.00	RAF

/1/ See C.3. preceding.

/2/ See C.8. preceding.

/3/ Refer to Part 3, Section 1, (Custom Calling Services) for nonrecurring Service Charge application.

/4/ See B.1.d. preceding.

/5/ See E.1. preceding.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15. preceding. (cont'd)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
	<u>Custom Calling Services<sup>/4/</sup> (cont'd)</u>			
a.	Individual Features <sup>/2/</sup> (cont'd)			
(2)	Call Waiting <sup>/5/</sup> - each line <sup>/1/</sup>	RR	\$27.83 (I)	ESX
(3)	Three-Way Calling <sup>/2/</sup> - each line <sup>/1/</sup>	RR	26.44 (I)	ESC
(4)	Speed Calling, 8 code capacity <sup>/6/</sup>	NA	NA	NA
(5)	Speed Calling, 30 code capacity <sup>/3/</sup> - each line <sup>1</sup>	RR	22.26 (I)	ESF

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.8. preceding.

/3/ See C.10. preceding.

/4/ See E.1. preceding.

/5/ See B.2.a. preceding.

/6/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>2</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15. preceding. (cont'd)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
	Custom Calling Services <sup>7</sup> (cont'd)			
a.	Individual Features <sup>2</sup> (cont'd)			
(6)	Message Waiting Indicator associated Forwarded Call Information Service - Each line <sup>3,6</sup>	RR	RR	EMW
(7)	Intercom <sup>4</sup> - Each line <sup>1</sup>	RR	\$2.85	HM1 (C)
(8)	Intercom Plus <sup>5</sup> - Each line <sup>1</sup>	RR	4.27	HMP

/1/ Refer to Schedule Guidebook, Part 3, Section 1 for Service Charge application.

/2 See C.8. preceding.

/3/ Rates, charges and regulations apply as shown in Guidebook, Part 7, Section 3.

/4/ See C.12. preceding.

/5/ See C.14. preceding.

/6/ Reserved

(C)

/7/ See E.1. preceding.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, and outward WATS<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15 preceding. (cont'd)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
	Custom Calling Services <sup>/5/</sup> (cont'd)			
a.	Individual Features <sup>/2/</sup> (cont'd)			
(9)	Priority Ringing <sup>/3/,/4/</sup> - each line <sup>/1/</sup>	RR	\$4.65	CLP
(10)	Repeat Dialing <sup>/3/,/4/</sup> - each line <sup>/1/</sup>	RR	7.00	CRP
(11)	Call Return <sup>/3/,/4/</sup> - each line <sup>/1/</sup>	RR	23.66 (I)	CCR

/1/ Refer to Part 3, Section 1, (Custom Calling Services) for nonrecurring Service Charge.

/2/ See C.8. preceding

/3/ See C.15. preceding.

/4/ See C.16. preceding.

/5/ See E.1 preceding.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public service as stated in Regulation C.15. preceding. (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
Custom Calling Services <sup>/5/</sup> (cont'd)			
a. Individual Features <sup>/2/</sup> (cont'd)			
(12) Call Screen - each line <sup>/1/</sup>	RR	\$4.65	CCB
(13) Call Trace - each activation <sup>/6/</sup>	RR	4.65	CALTR
(14) Caller ID <sup>/3/./4/</sup>	RR	38.04 (I)	CNM
(15) Selective Blocking	NO	NO	NONE
(16) Complete Blocking	NO	NO	CNMBK
(17) Caller ID on Analog Centrex Lines - each line	\$5.70	7.12	CAL1D
(18) Anonymous Call Rejection	RR	20.18 (I)	CRE

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.8. preceding

/3/ See C.18. preceding.

/4/ See C.19. preceding.

/5/ See E.1. preceding.

/6/ See C.11. preceding.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/1/</sup>, except Semi-Public service as stated in Regulation C.17. preceding. (cont'd)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate Business</u>	<u>USOC</u>
Custom Calling Services <sup>/2/</sup> (cont'd)				
a.	Individual Features <sup>/1/</sup> (cont'd)			
(19)	Caller ID on PBX lines - each line	\$5.70	\$7.12	CAL1D
(20)	Caller ID on Dedicated CUSTOM 8 Service - each line	5.70	7.12	CAL1D
(21)	Anonymous Call Rejection with Caller ID <sup>/3/</sup> - Caller ID - Anonymous Call Rejection	RR NO	38.04 NO	CNM CRE
(22)	Call Waiting ID - each line	5.70	3.00	NWL
(23)	Call Transfer Disconnect Restricted - each line Unrestricted - each line	5.70 5.70	12.00 12.00	FG3RE FG3UN
				(D)
				(D)

/1/ See C.8. preceding.

/2/ See E.1. preceding.

/3/ There is no charge for Anonymous Call Rejection when the customer also subscribes to Caller ID service.

(D)  
(D)

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/2/</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15. preceding. (cont'd)

Custom Calling Services<sup>/1/ /2/ /3/ /4/ /5/ /6/</sup> (cont'd)

## b. Feature Packages

(1) Feature Packages consisting of two, three, four, five or more features selected from Call Waiting, Call Forwarding, Three-Way Calling, Priority Ringing, Repeat Dialing, Select Call Forwarding, Busy Call Forwarding, Delayed Call Forwarding, Busy Call Forwarding Extended, Call Return and Call Screen. (C)

## Monthly Rate

## Business - each line

Two Feature Package.....	0% less than*
Three Feature Package.....	10% less than*
Four Feature Package.....	10% less than*
Five or more Feature Package.....	10% less than*

\* The total of the monthly rates as specified for the individual Custom Calling Services, per line equipped.

## Nonrecurring Charge

- each line

RR

/1/ See C.3. preceding.

/2/ See C.8. preceding.

/3/ Refer to Guidebook, Part 3, Section 1 for Service Charge Application.

/4/ See B.2.a. preceding.

/5/ See E.1. preceding.

/6/ See C.15. and C.16. preceding.

(D)

(D)

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****E. Rates and Charges (cont'd)**

The following monthly rates and charges are added to the rates and charges for associated service or equipment (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service, except Semi-Public or Centrex Service and as stated in Regulation C.15. preceding Custom Calling Services

b. Feature Packages

(2) Reserved

(C) /1/

/1/ Material now appears in Part 20, Section 7, Sheet 25.

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****E. Rates and Charges (cont'd)**

The following monthly rates and charges are added to the rates and charges for associated service or equipment

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service, except Semi-Public or Centrex Service and as stated in Regulation C.15. preceding.

Custom Calling Services<sup>/1/</sup> (C)

- b. Feature Packages

(2) Reserved (cont'd) (C) /2/

/1/ See E.1. preceding.

/2/ Material now appears in Part 20, Section 7, Sheet 25.

(C)

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****E. Rates and Charges (cont'd)**

The following monthly rates and charges are added to the rates and charges for associated service or equipment.

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service, except Semi-Public or Centrex Service and as stated in Regulation C.15. preceding. (C)

Custom Calling Services<sup>/1/</sup> (cont'd)

b. Feature Packages (cont'd)

(2) Reserved (cont'd) (C) /2/

/1/ See E.1. preceding.

/2/ Material now appears in Part 20, Section 7, Sheet 26.

(C)

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****E. Rates and Charges (cont'd)**

The following monthly rates and charges are added to the rates and charges for associated service or equipment (cont'd)

2. For all Individual Line Business Services and Private Branch Exchange Trunk Line Service<sup>/1/</sup>, (C) except Semi-Public or Centrex Service and as stated in Regulation C.15 preceding  
Custom Calling Services<sup>/2/</sup> (cont'd) (C)
  - b. Feature Packages (cont'd)

(2) Reserved (cont'd) (C) /3/

/1/ See C.8., preceding

/2/ See E.1., preceding

/3/ Material now appears in Part 20, Section 7, Sheet 26.

(C)

(C)

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****E. Rates and Charges (cont'd)**

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/1/</sup>, (C)  
except Semi-Public or Centrex service and as stated in Regulation C.15. preceding

Custom Calling Services<sup>/2/</sup> (cont'd) (C)

b. Feature Packages (cont'd)

(3) Reserved (C)

/1/ See C.8. preceding.

/2/ See E.1. preceding.

/3/ Material now appears in Part 20, Section 7, Sheet 27.

(C)

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)****E. Rates and Charges (cont'd)**

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/1/</sup>, (C)  
except Semi-Public or Centrex service and as stated in Regulation C.15. preceding. (C)

/2/  
Custom Calling Services (cont'd) (C)

b. Feature Packages (cont'd)

(3) Reserved (cont'd) (C) /3/

/1/ See C.8. preceding

/2/ See E.1. preceding

/3/ Material now appears in Part 20, Section 7, Sheet 28.

(C)

**2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)**

**E. Rates and Charges (cont'd)**

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>/1/</sup>, (C)  
except Semi-Public or Centrex service and as stated in Regulation C.15. preceding.

Custom Calling Services<sup>/2/</sup> (cont'd) (C)

b. Feature Packages (cont'd)

(3) Reserved (cont'd) (C) /3/

/1/ See C.8. preceding.

/2/ See E.1. preceding.

/3/ Material now appears in Part 20, Section 7, Sheet 29.

(C)

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

The following monthly rates are added to the rates and charges for associated service or equipment. (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>2</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15. preceding.

Custom Calling Services<sup>5</sup> (cont'd)

c. Individual Features - Billed to Enhanced Service Providers<sup>2</sup>

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1)	Priority Ringing <sup>3,4</sup> - each business line <sup>1</sup>	RR	\$4.75	CLPBR
(2)	Select Call Forwarding <sup>3,4</sup> - each business line <sup>1</sup>	RR	4.75	CSFBR
(3)	Call Screen <sup>3,4</sup> - each business line <sup>1</sup>	RR	4.75	CCBBR

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.

/2/ See C.8. preceding.

/3/ See C.15. preceding.

/4/ See C.16. preceding.

/5/ See E.1. preceding.

## 2. CUSTOM CALLING SERVICES - BUSINESS (cont'd)

## E. Rates and Charges (cont'd)

2. For all Individual Line Business Services, Private Branch Exchange Trunk Line Service<sup>2</sup>, except Semi-Public or Centrex service and as stated in Regulation C.15. preceding.

		<u>Nonrecurring Charge</u>	<u>USOC</u>
Custom Calling Services (cont'd)			
d.	Rearrangements of existing Busy and Delayed Call Forwarding features require the following Miscellaneous Change Charge:		
(1)	Change designated number of delayed rings - Per line <sup>1</sup>	RR	NWCCF
(2)	Change forwarded to number - Per line <sup>1</sup>	RR	NWCCF
(3)	Change designated number of delayed rings and forwarded to number on same line - Per line <sup>1</sup>	RR	NWCCF
e.	Changes to the Personal Identification Number (PIN) for Remote Access to Call Forwarding require the following Miscellaneous Change Charge:		
(1)	Change the designated PIN - Per line <sup>1</sup>	RR	NWCCF
f.	Changes to the blocking options for Caller ID		
(1)	Change to blocking option - Per line	NO	

/1/ Refer to Guidebook, Part 3, Section 1 for Service Charge application.  
/2/ See C.8. preceding.

/1/ Material now appears in Part 20, Section 7, Sheet 30.

(C)

/1/ Material now appears in Part 20, Section 7, Sheet 30.

(N)

/1/ Material now appears in Part 20, Section 7, Sheet 31.

(N)

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 31.

(N)

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 32.

(C)

/1/ Material now appears in Part 20, Section 7, Sheet 33.

(N)

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 33.

(C)

**/1/** Material now appears in Part 20, Section 7, Sheet 34.

**(C)**

**/1/** Material now appears in Part 20, Section 7, Sheet 35.

**(C)**

/1/ Material now appears in Part 20, Section 7, Sheet 36.

(N)

/1/ Material now appears in Part 20, Section 7, Sheet 37.

(N)

**/1/** Material now appears in Part 20, Section 7, Sheet 38.

**(N)**

**/1/**

**/1/** Material now appears in Part 20, Section 7, Sheet 39.

**(N)**

/1/ Material now appears in Part 20, Section 7, Sheet 40.

(N)

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 41.

(N)

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 41.

(C)

/1/ Material now appears in Part 20, Section 7, Sheet 42.

(C)

**/1/** Material now appears in Part 20, Section 7, Sheet 43.

**(C)**

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 44.

(C)

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 45.

(C)

## 5. USAGE SENSITIVE CUSTOM CALLING SERVICES

### A. Description of Service

Usage Sensitive Custom Calling Services (USCCS) allows customers to use Custom Calling Features Call Return (\*69)<sup>2</sup>, Repeat Dialing (\*66)<sup>2</sup>, and Three-Way Calling<sup>1</sup> on a pay-per-use basis. Customers are charged for each successful activation of the feature. If the call is completed, any toll charges incurred will continue to apply and be billed separately.

For Call Return and Repeat Dialing, a successful activation is defined as an attempt by the Company's central office switches to ring the called party's line. A completed call is not guaranteed. Charges are incurred for utilizing the feature in an attempt to complete a call and not for completion of the call itself. Charges will not be assessed if call setup results in a busy condition (the called line remains busy for the entire 30-minute activation period). Additional charges will not be assessed when the calling party reactivates or deactivates the feature to the same number within the 30-minute activation period.

For Three-Way Calling, a successful activation occurs when the three-way connection is made. Charges will not be assessed if call setup results in a busy condition.

The functionality of the features do not differ from the existing features offered on a subscription basis as described in Guidebook, Part 7, Section 2. Custom Calling Services-Residence and Guidebook, Part 7, Section 2 Custom Calling Services-Business.

### B. Regulations

1. Usage Sensitive Call Return, Repeat Dialing and Three-Way Calling are not available to customers with the following types of lines: Centrex, Multiparty Farmer Lines, Coin and Coinless Pay Phones, Hotel/Motel and Hospital Lines, Manual and Direct Connections, Private Branch Exchange (PBX) Trunk Line Service, lines served from some Remote Switching Systems, 900<sup>3/</sup>, 800 lines and data access lines. Call Return and Repeat Dialing will only operate when both the caller and the call recipient are served from capable switches and within the same serving LATA. (N) (C)

/1/ Usage Sensitive Three-Way Calling will not be available (implemented) until April 1, 1998. Customers will be able to use Usage Sensitive Three-Way Calling, free of charge, during the month of March where facilities and operating conditions permit.

/2/ The features may be activated from rotary dial telephones by dialing 1169 for Call Return and 1166: for Repeat Dialing.

/3/ California 900 and California 976 services withdrawn effective November 1, 2010. (N)

**5. USAGE SENSITIVE CUSTOM CALLING SERVICES (cont'd)****B. Regulations (cont'd)**

2. Usage Sensitive Call Return, Repeat Dialing and Three-Way Calling may not be provided with cellular service.
3. Customers will be billed for each successful activation of a Usage Sensitive Custom Calling Service. See definition of successful activation under Description of Service in A. preceding. (C)  
(C)  
(D)

4. Usage Sensitive Call Return and Repeat Dialing are only available to Personal ISDN and Business ISDN provided from a 5ESS switch type. Centrex ISDN is excluded from feature availability.

Usage Sensitive Three-Way Calling is not available to ISDN customers.

5. Usage Sensitive Call Return, Repeat Dialing and Three-Way Calling are available on residential and small business access lines where facilities and operating conditions permit. The customer is not required to order the features unless they wish to subscribe to the features as a monthly service at the rates and charges shown in Guidebook, Part 7, Section 2 Custom Calling Services-Residence and Guidebook, Part 7, Section 2 Custom Calling Services-Business.
6. The Company shall, upon request from the customer, provide blocking of the Usage Sensitive Call Return, Repeat Dialing and Three-Way Calling features free of charge. Customers may request blocking by calling their respective business office.
7. Each customer is obligated to pay the applicable service charge for the removal of blocking from their telephone line(s) as shown in C.4., following.
8. The Company shall make a one-time adjustment for charges incurred per account if it is established that, (1) the customer did not know a charge applied per activation of the features, (2) the activations were made by a minor child and the calls were made without parental consent, (3) the calls were not authorized by the customer of record or (4) the customer inadvertently activates the feature. The customer of record must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the blocking option at the time of the adjustment.

## 5. USAGE SENSITIVE CUSTOM CALLING SERVICES (cont'd)

## C. Rates and Charges

		<u>ACTIVATION CHARGE<sup>/1/</sup></u>	
1. Call Return			
- each activation, residence		\$3.00	
- each activation, business		3.00	(C)
2. Repeat Dialing			
- each activation, residence		1.99	
- each activation, business		1.99	(C)
3. Three-Way Calling			
- each activation, residence		3.00	
- each activation, business		3.00	(C)
		<u>NONRECURRING CHARGE</u>	<u>USOC</u>
4. Removal of blocking option <sup>/2/</sup>			
- each residence line		\$7.50	UNBLK
- each business line		5.70	UNBLK

/1/ The activation charge is applied to each successful activation of the feature. (See definition of successful activation under Description of Service in A. preceding.)

/2/ The service charge for unblocking a residence and business access line will not be charged if the unblocking is requested at the time the customer orders one or more Custom Calling Services on a subscription basis. (D) (C)