

## **TARIFF DISTRIBUTION**

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PURPOSE: With this project, we will be withdrawing Caller ID - Basic for residence customers.

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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.4 Flat Rate Service (Cont'd)

##### A3.4.8 Complete Choice Enhanced Service

###### A. Description of Service

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:

- A13.9 Custom Calling Services excluding Customer Control<sup>1</sup> and Multipath<sup>1</sup> versions of the Call Forwarding features
- A13.19 TouchStar services excluding Personalized Ring 6<sup>1</sup>, and Calling Number Delivery Blocking-Permanent<sup>1</sup>
- A13.34 RingMaster service
- A13.47 Message Waiting Indication

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A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All *terms, conditions* and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

###### B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$38.00	PAMA8

###### C. Complete Choice Enhanced Retention Offer

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply:

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location.
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14 day notice or less.

**Note 1:** These features are available separately as specified in A13.9 or A13.19.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.2 *Terms, Conditions and Limitations*

##### H. Call Forwarding Multipath

Where facilities permit for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks, up to 10 calling paths will be provided at no charge. For a hunting arrangement greater than 10 lines/trunks, additional paths (in excess of the 10 provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature each call will be forwarded at the completion of each ring cycle. A service order charge will apply to requests to increase or decrease the number of calling paths. The service order charge will not apply for the first sixty (60) days following the effective date of this *Guidebook*.

##### I. Call Waiting ID

1. Except where specifically provided otherwise in this *Guidebook*, Call Waiting ID is furnished only to single line residence customers.
2. Subscribers to Call Waiting ID must have Touch-Tone service.
3. The customer must have a Calling Identification Delivery feature, such as Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone. (C)
4. The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.
5. All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this *Guidebook*. Such features must be ordered separate from Call Waiting ID.
6. Service charges for establishment of Call Waiting ID on a customer's line do not apply.

##### J. Three-Way Calling with Transfer

This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

##### K. Star 98 Access

1. Star 98 Access is only available to subscribers on lines which are equipped with a version of Call Forwarding Don't Answer.
2. Star 98 Access is provisioned on a per line basis and functions only from a line provisioned with this feature and the appropriate auxiliary calling features.
3. Star 98 Access is not available on ISDN, Prestige, Foreign Central Office (FCO), Foreign Exchange (FX) lines or any Centrex type service.
4. Star 98 Access may not be compatible with all auxiliary calling features.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.3 Terms, Conditions and Limitations of Service

A. The following limitations apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. TouchStar service features are available to single and multi-line residence and business customers unless otherwise specified following. TouchStar services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect service will not work with rotary dial in most offices. Caller ID - Basic and Caller ID are available for single and multi-line residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. Caller ID-Basic, Caller ID, and Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements but it is available for PBX and multi-line business customer. Neither Caller ID-Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management nor Call Tracking (BCLID) can be provisioned for customers with the following service arrangements: Basic 911, FX, FCO, DPA or Dual Service. Privacy Manager service is only available to single and multi-line residence customers.
3. TouchStar service basic features, including Calling Number Delivery Blocking, cannot be provisioned or utilized on Toll Terminals and Trunks except as specifically noted in 14. following.
4. Appropriate service charges apply except during Company designated periods of special promotion. Applicable service charges will be waived for the following situations: Upgrades from Caller ID Basic<sup>1</sup> to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management, upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management; and, upgrades from Enhanced Caller ID to Enhanced Caller ID with Call Management. The service charge waiver will apply to situations in which the upgrade is the only service order activity.

**Note 1:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers.

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## A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

### A113.18 Reserved For Future Use

### A113.19 TouchStar Service

(Obsoleted June 5, 1995, Type 4) Existing Caller ID - Multi-Line<sup>1</sup> customers may retain their existing service as specified in this section if they so choose. However, if these customers want to change or add to their existing service, they will have to convert to Caller ID - Basic<sup>2</sup> or Caller ID - Deluxe<sup>3</sup> as specified in A13.19. Service Charges from Section A4. shall not apply for such conversions. All new customers desiring a TouchStar service calling information delivery feature will have to use A13.19 of this Guidebook.

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#### A113.19.1 Definitions of Feature Offerings

See A13.19.2 for descriptions of services not described following.

##### A. Caller ID - Multi-Line

This feature allows residence and business customers with Rotary (Grouping) arrangements to receive and view on a display unit call related information on certain incoming telephone calls.

The following information is transmitted to the Caller ID - Multi-Line customer and displayed on the called CPE during the first long silent interval of the ringing cycle: calling Directory Number, time of day (hours and minutes) the call was received, and date (month and day) the call was received.

A service order is required to establish or discontinue Caller ID - Multi-Line. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID - Multi-Line will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the features described herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network feature described herein.

If the incoming call is from a line equipped with RingMaster service, the telephone number transmitted will always be the main number rather than any dependent RingMaster service number.

If the incoming call is from a caller served by a Private Branch Exchange (PBX), only the main number will be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group unless the telephone number is Telephone Number (TN) identified.

Caller ID - Multi-Line is not available on operator handled calls.

**Note 1:** Effective July 1, 2017, Caller ID - Multi-Line is no longer available for residence subscribers.

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**Note 2:** Effective August 1, 2017, Caller ID - Basic is no longer available for residence customers.

**Note 3:** Effective August 1, 2016, Caller ID - Deluxe (without ACB) is no longer available for residence subscribers.