

**ADVANCED CUSTOM CALLING SERVICES****A. General**

Advanced Custom Calling Services are classified as competitive telecommunications services for all Business customers.

Advanced Custom Calling Services are classified as competitive services for all Residence customers.

Advanced Custom Calling Services provided for in this paragraph consist of one or more of the optional service features described in B. *Feature Descriptions* following. Feature capability is provided to customers who are served by appropriately equipped electronic central offices. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped electronic central offices.

Advanced Custom Calling Services will be provided on Residence and Business direct lines, as offered in Part 4, Section 2 and includes lines arranged in multiline hunting groups where technically available.

To activate a feature the customer will dial a Company designated code. A confirmation will be heard when a designated code has been dialed.

Variations in central office equipment and the activation of other central office features by the called/calling party may cause differences in the availability and/or operation of individual features.

Once the features are activated, incoming calls may still be received and outgoing calls placed.

The Automatic Callback and Repeat Dialing features cannot be activated for all telephone numbers such as numbers with the 800, 900 or 591 prefixes, or P.B.X. extensions.

**B. Feature Descriptions**

Automatic Callback - Automatically returns the last incoming call whether or not it was answered. To activate Automatic Callback, the customer dials a code. The network will then either attempt a callback, or in offices so equipped, the customer will hear an announcement of the telephone number of the last party that called. If the customer wishes to return the call immediately, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes.

If the caller uses per call blocking, a called party who activates Automatic Callback will not receive the voiceback of the calling party's telephone number information but will be able to return the call.

This feature cannot be dialed from all telephone numbers.

Pursuant to ILL. C.C. Order in Docket No. 07-0433 dated January 30, 2008.

**ADVANCED CUSTOM CALLING SERVICES (cont'd)****B. Feature Descriptions (cont'd)**Repeat Dialing

The telephone number associated with the last outgoing call placed by the customer (calling party) may be automatically redialed. Activation must occur before another outgoing call is placed by the customer. If the redialed telephone line is busy, the feature will remain active for a 30 minute period and repeatedly check the idle/busy status of the line at intervals determined by the Company. Should the called party's line become idle during this period, the customer will receive a distinctive ring. If the customer answers the ring, completion of the call to the called party will automatically be attempted. The customer need not wait for the completion of the Repeat Dialing process to activate this feature for subsequent outgoing calls. The idle status of the line associated with each activation will be checked.

Call Screening

This feature allows customers to designate up to ten telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement circuit, which will indicate that calls are not being taken at this time.

Caller ID<sup>/1/</sup>

/1/

This Central Office feature provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The company will forward all telephone numbers subject to technical limitations.

Caller ID with Name<sup>/1/</sup>

/1/

This Central Office feature is only offered to customers being served by appropriately equipped central offices and subscribing to Caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a customer provided display device. The company will forward all calling names subject to technical limitations.

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.

All customer provided equipment used to interface with *Caller ID* and *Caller ID With Name* is required to conform with the Technical Reference Specifications as used by the Company and found in Generic Requirements GR-30-CORE and GR-31-CORE.

The generic requirements documents are available from:

APEX Support Team  
(734) 523-7348

/1/ Effective July 1, 2015, for new and existing residence customers who subscribe to Caller ID, Caller ID with Name functionality may be added at no additional charge. (N)  
(N)

**ADVANCED CUSTOM CALLING SERVICES (cont'd)****B. Feature Descriptions (cont'd)**Calling Party Number Blocking

This feature option provides customers the capability of preventing the disclosure of the calling telephone number on calls made to an exchange service equipped with Caller ID and other Advanced Custom Calling services where the calling party number may be disclosed. Calling Party Number Blocking is available on a per-call and per-line basis for Residence and Business customers.

Calling Party Number Blocking (per-call or per-line) automatically prevents the display of the calling telephone number on calls dialed from an exchange service equipped with this option, except for calls made to 911 or to a party that subscribed to an ANI or charge number based service and the call is paid for by the called party.

Free per call blocking will be available to all Residence and Business customers who are served by appropriately equipped central offices. This is accomplished on a per call basis when the customer dials the Blocking activation code (\*67 for Touch-Tone lines, 1167 for rotary lines) prior to placing the call.

Blocked Calling Party Number Identification 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 AT&T compliance with the waiver order's eligibility requirements.

Per Line Calling Party Number Blocking automatically prevents the display of the calling telephone number on all calls dialed from a local network access line equipped with this option. It is not necessary to dial an activation code prior to placing the call. Customers may subscribe to *Per Line Blocking* at the rates set forth in paragraph C. *Rates and Charges* following.

Per Line Calling Party Number Blocking will be available at no charge to the following customers:

- Any person protected by an injunction, temporary restraining order, or other court order relating to domestic abuse, harassment, or child abuse issued by any magistrate or judge in any jurisdiction in the United States,
- Upon written request, to battered women's shelters or other organizations that provide a safe haven for victims of domestic violence, and domestic violence service programs,
- Upon written request, to any municipal, county, state, or federal law enforcement agency, fire department, public social service agency or parole office within an area where Caller ID service is offered,
- For the residential access line of any certified employee or volunteer of an eligible organization, or any residential access line designated by an eligible organization as serving a victim of domestic violence.

No business, organization or other person may use Calling Party Number Blocking to make telephone solicitation calls. The term "telephone solicitation" means the initiation of a telephone message primarily for the purpose of encouraging a person to purchase, rent, or invest in property, goods, or services or to donate to any charity or similar organization or entity without that person's prior express invitation or permission.

Pursuant to ILL. C.C. Order in Docket No. 07-0433 dated January 30, 2008.

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

<u>Description /Billing Code/</u>	<u>Monthly Rate, per line</u>	
	<u>Residence</u>	<u>Business</u>
Each feature, per line equipped		
Automatic Callback /NSQ/	\$11.99 (I)	\$5.00
Repeat Dialing /NSS/	11.99 (I)	7.00
Call Screening /NSY/	11.99 (I)	5.00
Caller ID /NSD// <sup>3/</sup>		
- MSA 1	11.99 (I)	38.04
- MSA 2, 3, 6, 7, 9, 15	11.99 (I)	38.04
- MSA 4, 5,10,12,13,16	11.99 (I)	38.04
Caller ID with Name/ <sup>1/</sup> <sup>3/</sup>		
- MSA 1	.00	2.60
- MSA 2, 3, 6, 7, 9, 15	.00	2.60
- MSA 4, 5,10,12,13,16	.00	2.60
Per Line Calling Party Number Blocking	1.00	2.00

**D. Service Charges**

Service Charges are not applicable when these features are added to existing service if installed within 30 days of the date on which Custom Calling Services features, offered in this section (Advanced Custom Calling Features), are initially available from the serving central office.

/1/ Customers subscribing to this service must also subscribe to Caller ID.

/2/ Both Residence and Business use Billing Codes NMP and N8D.

/3/ Effective July 1, 2015, for new and existing residence customers who subscribe to Caller ID, Caller ID with Name functionality may be added at no additional charge.

**ADVANCED CUSTOM CALLING SERVICES (cont'd)****E. Pay Per Use**

1. Certain Advanced Custom Calling Services (described in B. preceding) are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features, as specified in 2. *Rates* following, are available on a Pay Per Use (per activation) basis. The customer will be charged for each attempt to activate the feature, unless the central office is not equipped to provide Pay Per Use. An Automatic Callback activation is billable after dialing the first code, regardless of whether or not the customer chooses to have the call automatically returned after the telephone number is announced. Customers will be not be charged in those cases where the calling number is not available from the network (e.g., calls from areas not equipped to provide this service).

These features will be available on a Pay Per Use basis only from equipped central offices to residence and business direct line customers. These features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

2. Rates

The following rates apply on a per activation basis:

<u>Description</u>	<u>Per activation rate</u>	
	<u>Residence</u>	<u>Business</u>
Automatic Callback	\$3.00	\$3.00
Repeat Dialing	.75	.75

/1/

/1/

/1/ Material now appears in Part 20 Section 7.

(N)

/1/

Material now appears in Part 20, Section 7.

/1/  
(N)

**CALL TRACE****A. Description**

1. Call Trace is a telecommunications service which provides feature capability to customers who are served by appropriately equipped central offices. However, the feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped central offices.
2. Call Trace will be provided on Residence lines or Business direct lines, as offered in Part 4, Section 2, and Centrex, AT&T Integrated Digital Network and Integrated Information Network lines.
3. To activate the feature the customer will dial a Company designated code. A confirmation will be heard when a designated code has been dialed.

This feature will, upon successful customer activation, automatically trace the telephone number of the line used for the last call received by the customer.

**B. Terms and Conditions**

The customer must dial a Company-designated code, and activation must occur prior to the time that either another call or the call waiting tone is received by the customer. Within five business days after the successful activation of Call Trace, the customer must contact the Company to arrange for continued retention of the trace record.

The traced number will not be provided to the customer by the Company, but it will be provided to law enforcement officials. The practices of law enforcement officials vary, and the Company does not represent that any action will be taken by such officials with regard to the traced number.

The Company does not guarantee the satisfactory operation of the capability set forth in A and B. preceding for use in the provision of the Call Trace feature. The liability of the Company is described in Part 2, Section 2.

**C. Rates and Charges**

A charge of \$0.00 will apply per successful activation of Call Trace.