

**ILLINOIS (IL) COMPLETE CHOICE BASIC**

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**A. DESCRIPTION**

The Illinois Complete Choice Basic offers residence customers a Residence Network Access Line (all Access Areas), unlimited Band A and B local calling (in Market Service Areas (MSAs) 1, 2, 3, 7, 9 and 15) and a Customer Choice feature package at a package rate.

In MSAs 4, 5, 10, 12, 13 and 16, Illinois Complete Choice Basic will include a Residence Network Access Line with unlimited local calls on a flat rate basis and a Customer Choice feature package at a package rate.

The Customer Choice feature package includes central office calling features, noted below, of which the customer can choose any two. The Customer Choice feature package is only available to Illinois Complete Choice Basic and Flat Rate Package subscribers.

**B. DEFINITIONS**

Illinois Complete Choice Basic is offered to residence customers and consists of the following services:

1. Residence Network Access Line
2. Usage
  - a. Unlimited Residence Band A and B local calling in MSAs 1, 2, 3, 6, 7, 9 and 15; or
  - b. Unlimited local calls in MSAs 4, 5, 10, 12, 13 and 16.
3. Two of the following features from the Customer Choice feature package:
  - Automatic Callback
  - Call Forwarding
  - Call Waiting
  - Caller ID<sup>/1/</sup>
  - Repeat Dialing
  - Speed Calling 8
  - Three-Way Calling

**C. TERMS AND CONDITIONS**

1. Residence customers currently subscribing to all services in the Illinois Complete Choice Basic package may request billing at the package price.
2. The service components of Illinois Complete Choice Basic are provided on a per line basis.
3. Customers subscribing to Illinois Complete Choice Basic will benefit from the package rate until they either change or disconnect their service or change any of the features provided in the package.
4. When the customer changes or disconnects any components of Illinois Complete Choice Basic, the remaining components of the package will be billed at their individual guidebook rates.

/1/ The customer may purchase Caller ID (Number only) and Caller ID with Name together as one choice.

/2/ Material formerly appeared in Part 7, Section 5.

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**ILLINOIS (IL) COMPLETE CHOICE BASIC (cont'd)****C. TERMS AND CONDITIONS (cont'd)**

5. Reductions in monthly rates for any other combinations of the services provided in this package on the same line, as specified elsewhere in this guidebook, do not apply to Illinois Complete Choice Basic.
6. Service charges do not apply when existing customers change to the Illinois Complete Choice Basic package. Normal service charges apply to new customers establishing service with the Company.
7. Illinois Complete Choice Basic is available to residence customers only where appropriate facilities permit and package components are available.
8. In MSAs 4, 5, 10, 12, 13 and 16, the customer's bill may include a credit, where applicable, to achieve the rate stated in D., following.

**D. PRICES**

Prices for the Illinois Complete Choice Basic package are as follows:

**1. Service Elements**

<u>Description / Billing Code</u>	<u>Monthly Recurring Rate</u>	
Illinois Complete Choice Basic, per line /PGOUC,PGOU4		
- Access Area A	\$26.00	(l)
- Access Area B	29.00	(l)
- Access Area C	29.75	(l)

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**THE BASICS® PACKAGE FOR BUSINESS****A. Description**

The BASICS® Package for Business offers business customers a combination of services including Custom Calling and Advanced Custom Calling services at a package rate.

**B. Definitions**

The BASICS Package for Business includes the following services as indicated:

Caller ID  
Caller ID with Name  
Call Forwarding  
Call Waiting  
Three Way Calling (subscription only)  
Automatic Call Back (subscription only)

**C. Terms and Conditions**

1. Customers must commit to all of the above listed features to be eligible for the discounted package rate.
2. The discount rate will apply to all of the above listed Custom Calling and Advanced Custom Calling features on a per line basis. This package is not available on Billed Under lines.
3. This package is not available with ISDN, PBX, Coin, Centrex, 800/900, FeatureLink, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID and Direct Connect. (C)
4. This package is not available in conjunction with other Custom Calling and/or Advanced Custom Calling feature packages.
5. Nonrecurring installation charges do not apply to The BASICS package itself.
6. The BASICS Package for Business will carry a one-year term agreement. Existing customers who do not meet the term agreement will be billed back the savings they have received to date for the months they had The BASICS Package for Business, or 50% of the remaining monthly term charges due, whichever is less. New customers who fail to complete the term plan period will be billed a termination liability charge equal to 50% of the remaining BASICS monthly recurring charges.
7. Termination charges will not apply on upgrades to other packages or when a customer maintains at least one BASICS package on his account.
8. Rate changes for The BASICS will not be dependent on rate changes of the component services.

**THE BASICS® PACKAGE FOR BUSINESS (cont'd)****D. Prices**

The rates specified for The BASICS® Package for Business are in addition to applicable Service Charges for the establishment of network access lines.

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
The BASICS /PKB6Z/	\$21.45

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**SELECT FEATURE PACKAGE<sup>SM</sup>****A. Description**

Select Feature Package offers residence customers a combination of Custom Calling and Advanced Custom Calling features with a network access line and unlimited local calling at a package rate.

**B. Definitions**

Select Feature Package is offered to residence customers and consists of the following services:

- Residence Network Access Line
- Residence Saver Pack Unlimited
- Caller ID
- Caller ID with Name
- Call Waiting
- Three-Way Calling
- Call Forwarding
- Speed Calling 8
- Automatic Callback
- Repeat Dialing
- Call Screening

**C. Terms and Conditions**

1. Call Waiting, Caller ID and Caller ID with Name may be de-selected from the Select Feature Package, or re-selected at any time, with no adjustment to the package price. The Service Order Add/Change charge specified in Part 3, Section 1 will not apply to these changes.
2. Caller ID, Caller ID with Name, and Call Screening will not be included in the Select Feature Package where facilities preclude the provisioning of these features. A credit will apply to Select Feature Package when Caller ID is not included. No credit is given if the customer deselects Caller ID.
3. Reserved (C)
4. Pay per use features and their associated charges are not included in the Select Feature Package price. (D)
5. All services must be purchased on the same access line in order for the customer to be eligible for the Select Feature Package price. The package may be ordered on the customer's primary or additional line.
6. Existing residence customers who currently subscribe to all component services in the Select Feature Package may request billing at the package price. The only nonrecurring charge that would apply in this case is the Select Feature Package nonrecurring charge specified in paragraph C.13 below.



**SELECT FEATURE PACKAGE<sup>SM</sup> (cont'd)****C. Terms and Conditions (cont'd)**

7. Select Feature Package subscribers will benefit from the package price until they disconnect any of the required component services (i.e., all components shown in paragraph B above, with exceptions noted in this paragraph C.1, .2 and .3). If the customer disconnects any required package components, the remaining services will be billed at their individual standard Guidebook rates.
8. Discounted monthly rates for any other combinations of the services provided in the Select Feature Package on the same access line, as specified elsewhere in this Guidebook, do not apply under the Select Feature Package.
9. Select Feature Package is available to any residence customer where all the package components are available, except as specified in paragraph C.2 above.
10. Select Feature Package component services may be purchased individually at their standard Guidebook rates.
11. Select Feature Package may be included in other packages or bundles that are marketed under other names.
12. Features and services purchased in excess of those allowed in the package will be charged at their standard Guidebook rates.
13. The nonrecurring charge specified in Section D below will apply to the installation of the Select Feature Package at the time a new or existing customer subscribes to the package. The Select Feature Package nonrecurring charge will not apply if the customer selects/de-selects Call Waiting as long as the customer maintains the Select Feature package on the same line. The Select Feature Package nonrecurring charge is a line-level charge. If the customer subscribes to the Select Feature Package on an additional line, the nonrecurring charge will be applied to that line. (C)
14. The nonrecurring Service Order Add/Change charge will not apply when existing customers add or make changes to the package. Nonrecurring Service Order – Establish and Line Connection charges may apply when a new or existing customer subscribes to the Select Feature Package in concurrence with establishing a new or additional Residence Access Line.

**SELECT FEATURE PACKAGE<sup>SM</sup> (cont'd)****D. Prices**

The rates specified for Select Feature Package are as follows:

<u>Description</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Select Feature Package		
Access Area A	\$52.00 (I)	\$3.95
Access Area B	52.00	3.95
Access Area C	52.00	3.95
Select Feature Package where Caller ID and Caller ID with Name cannot be provisioned in ...		
Access Area A <sup>/1/</sup>	51.00	3.95
Access Area B <sup>/1/</sup>	51.00	3.95
Access Area C <sup>/1/</sup>	51.00 (I)	3.95

Additional Line Retention \$10 Offering<sup>/2/</sup>

The Additional Line Retention \$10 offer will be offered to eligible residential customers who call to disconnect their additional network access line and agree to retain their additional network access line and Select Feature Package or Complete Choice Enhanced package. Eligible customers who agree to keep their additional access line and the package will receive a \$10 credit for as long as the required components are retained. Customers must keep the required services for 30 days to receive the benefit of this offer. This discount cannot be combined with any other regulated retention offer and is available for one additional line only.

**E. References**

The Select Feature Package components are provided in accordance with the terms and conditions of their applicable Guidebook sections, except as noted in paragraphs C. and D.

<u>Service</u>	<u>Reference</u>
Residence Network Access Line	Part 4, Section 2
Residence Saver Pack Unlimited	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2

/1/ The rate reflects a \$1.00 monthly credit as described in *Terms and Conditions*, paragraph C.2.

/2/ Effective October 1, 2014, the Additional Line Retention \$10 Offering will no longer be available. Customers receiving the benefit of this offer as of September 30, 2014, may continue to receive the benefit as long as they maintain the required components.

**HOT LINE <sup>/1/</sup>****A. Rates and Charges**

This feature will automatically dial a predesigned directory number when the telephone goes off hook.

	<u>Business</u>		<u>Residence</u>	
	<u>(CSEC)</u>	<u>Monthly Rate</u>	<u>(CSEC)</u>	<u>Monthly Rate</u>
Regular Rate	L7064	\$71.00 (I)	--	--
Discount Rate	L7063	2.00	--	--

/1/ Service referenced above is available to customers that subscribed to the services prior to October 27, 1997. These services are not available to new customers.

Pursuant to order of Ill. C.C. in Docket No. 97 -0675 dated August 26, 1998

**BASICS Choice<sup>SM</sup>****A. Description**

The BASICS Choice package offers residence customers combinations of services including Custom Calling and Advanced Custom Calling services at a package rate.

**B. Definitions**

The BASICS Choice package components are as indicated:

Required:

- Caller ID
- Caller ID with Name

Selection of three of the following:

- Call Waiting
- Call Forwarding
- Three Way Calling
- Automatic Callback
- Repeat Dialing

**C. Terms and Conditions**

1. The BASICS Choice package is available to new residence customers and existing residence customers who upgrade their service to include a package.
2. Residence customers currently subscribing to all services in The BASICS Choice package may request billing at the package price.
3. The BASICS Choice package is available on a per line basis.
4. Customers subscribing to The BASICS Choice package will benefit from the package rate until they either change or disconnect their service. Customers who disconnect any components of The BASICS Choice package will revert to the current Guidebook rates for any individual remaining package components.
5. Reductions in monthly rates for combinations of Custom Calling Services and Advanced Custom Calling Services provided on the same line, as specified elsewhere in this Guidebook, do not apply to The BASICS Choice package.
6. The BASICS Choice package is not available with PBX and Dormitory Centrex Services.
7. The rate specified for The BASICS Choice package is in addition to applicable charges for the service with which it is used.

**D. Prices**

The rate specified for The BASICS Choice is in addition to applicable Service Charges for the establishment of network access lines.

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
The BASICS Choice /FFK5B/	\$40.00(I)

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**FEATURE SELECT<sup>/1/</sup>****A. Description**

Feature Select offers business customers a combination of five Custom Calling and/or Advanced Custom Calling Services at a package rate.

**B. Definitions**

Feature Select includes a choice of five of the following services:

- Automatic Callback
- Call Forwarding
- Call Screening
- Call Waiting
- Caller ID/Caller ID with Name
- Repeat Dialing
- Speed Calling 30
- Three-Way Calling

**C. Terms and Conditions**

1. To be eligible for the discounted Feature Select rate, customers must select five features from the feature list described in paragraph B. *Definitions*.
2. Feature Select is available on customer's main/primary line or any additional line(s). To be eligible for the Feature Select price, all component services must be purchased on the same line.
3. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.
4. Feature Select is available where facilities permit.
5. This package is not available with ISDN, PBX, Coin, Centrex, 800/900, FeatureLink, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Remote Call Forwarding and Direct (C) Connect.
6. Feature Select components are only available as monthly subscription services. Pay-per-use services are not available with Feature Select.
7. Customers subscribing to Feature Select will benefit from the package price until they disconnect one or more of the package component services. If any of the package component services are removed the remaining services will be billed at the prevailing individual feature Guidebook rate.

<sup>/1/</sup> Effective September 28, 2012, Feature Select is no longer available, except for existing customers at existing locations.



**FEATURE SELECT (cont'd)<sup>/1/</sup>****C. Terms and Conditions (cont'd)**

8. Subscribers will continue to benefit from the Feature Select price if they remove one or more component services and replace those services with other services from the selection list.
9. If the customer subscribes to more than five Custom Calling and/or Advanced Custom Calling services from the Feature Select feature 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 of Feature Select package will be charged at their standard Guidebook rates and may include any applicable discounts.
10. 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 Feature Select services.
11. Custom Calling and Advanced Custom Calling Services nonrecurring charges are not applicable when the customer subscribes to additional Custom Calling and/or Advanced Custom Calling Services to meet the eligibility requirements of Feature Select.

**D. Prices**

The rates specified for Feature Select are in addition to applicable Service Charges for the establishment of network access lines.

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
Feature Select	
- with Caller ID /C5PCX/	\$19.00
- without Caller ID /C5PBX/	19.00

**E. References**

Feature Select components are provided in accordance to the terms and conditions of their applicable Guidebook sections, except as noted in paragraphs C. and D.

<u>Service</u>	<u>Reference</u>
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2

<sup>/1/</sup> Effective September 28, 2012, Feature Select is no longer available, except for existing customers at existing locations.

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