

This section sets forth the Central Office Optional Features made available by Illinois Bell Telephone Company to Carrier for resale to its customers. General terms, conditions, service and feature descriptions are described in Part 7 of this Tariff and the Illinois Guidebook, and herein apply where appropriate, unless otherwise specified in this Part. The application thereof is to Carrier with regard to service ordering, repair requests or billing responsibility and to Carrier's Customer when designating service location, use, activation, configuration, or sizing.

**CUSTOM CALLING FEATURES**

## Custom Calling Services

For service description, see Part 7, Section 1 of the Illinois Guidebook.

(T)

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

**Custom Calling Services (cont'd)**

<b>Description</b>	<b>Monthly Rate Residence</b>	<b>Monthly Rate Business</b>
<b>Call Waiting/ESX/<sup>/1/</sup></b>		
- MSA 1	\$3.17(I)	\$10.02
- MSA 2, 3, 6, 7, 9, 15	3.17(I)	10.02
- MSA 4, 5,10,12,13,16	3.17(I)	10.02
<b>Call Forwarding – Variable/ESM/</b>	3.23(I)	10.05
<b>Three way Calling/ESC/</b>	3.17(I)	9.59

<sup>/1/</sup> Residence customers who subscribe to Call Waiting may add Call Waiting ID functionality at no additional charge, per the Terms and Conditions described in the Illinois Guidebook Part 7 Section 1.

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

**Custom Calling Services (cont'd)**

**Pay Per Use**

For service description, terms and conditions, see Part 7, Section 1 of the Illinois Guidebook. (T)

**Rates**

The following rates apply on a per activation basis:

Description	Per Activation Rate	
	Residence	Business
Three-Way Calling	\$.80	\$.80

Pursuant to order of ILL. C.C. in Docket No. 01-0302 dated June 27, 2001.

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

**Advanced Custom Calling Features**

This section sets forth Advanced Custom Calling features available for resale per line by Carrier

For service description, see Part 7, Section 2 of this Tariff and Illinois Guidebook.

Description	Monthly Rate	
	Residence	Business
<b>Automatic Callback /NSQ/</b>	\$3.20(I)	\$2.14
<b>Repeat Dialing /NSS/</b>	3.24(I)	2.93
<b>Call Screening /NSY/</b>	3.19(I)	2.13
- Carrier's customer can designate 10 numbers from which incoming calls will be connected to a prerecorded announcement that calls are not being taken now.		

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

**Advanced Custom Calling Features (cont'd)**

Description	Monthly Price	
	Residence	Business
<b>Caller ID/NSD//<sup>1/</sup></b>		
- MSA 1	\$ 3.24(I)	\$13.17
- MSA 2, 3, 6, 7, 9, 15	3.24(I)	13.17
- MSA 4, 5,10,12,13,16	3.24(I)	13.17
 <b>Caller ID with Name /NMP/N8D//<sup>1/</sup></b>		
- MSA 1	.00	1.21
- MSA 2, 3, 6, 7, 9, 15	.00	1.21
- MSA 4, 5,10,12,13,16	.00	1.21
 <b>Per Line Calling Party Number Blocking /NBJ/</b>	.68	1.33

/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.

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

**Advanced Custom Calling Features (cont'd)**

**Pay Per Use**

For service description, see Illinois Guidebook, Part 7, Section 2.

(T)

Carrier does not have to subscribe to the feature on a monthly basis on lines it resells. Carrier will be charged for each successful activation of the service by its customers. This feature may be blocked at no charge at the request of the Carrier.

Description	Per Use	
	Residence	Business
<b>Automatic Callback</b> , per Carrier's customer's use	\$.87	\$ .87
<b>Repeat Dialing</b> , per Carrier's customer's use	.44	.44
<b>Call Trace</b> , per activation, by Carrier's customer	-	.00
- Carrier will be charged for each activation of the service. Automatically traces the number for the last call received by the customer.		

Pursuant to Order of ILL. C.C. in Docket No. 02-0240 dated June 19, 2002.

**CUSTOM CALLING SERVICES PACKAGES TRIAL**

(For service description, terms and conditions, see Illinois Guidebook, Part 2, Section 8.)

**RATES****Per Mo.**

Call Waiting Value Pack/PKB5K/

\$ 7.90(I)

Caller ID Value Pack/PKB7J/

9.13(I)

Any nonrecurring charges in this Part associated with the installation of multiple Custom Calling or Advanced Custom Calling Features on the same order apply.

## COMPLEMENTARY NETWORK SERVICES (CNS)

### Complementary Central Office Services (cont'd)

#### Remote Call Forwarding Service

For service description, see Part 7, Section 4 of the Illinois Guidebook.

Description /Billing Code/	Monthly Rate, Per Line	
	Residence	Business

#### Remote Call Forwarding

- Remote Call Forwarding (CO Based): Provides a method to automatically transfer all incoming calls to another dialed number at all times. The dialable number is defined by Carrier for its customer. The dialed number can be either a 7 or 10 digit number (POTS) and can be changed via a service order. No physical telephone is required at the Carrier's customer's dialed number. (Business Service Ordering and Line Connection Charges apply).
- per initial feature /RCF/ /RCFVH/
- per additional feature necessary for each additional call to be forwarded simultaneously /RCA/

-	\$15.01(I)
-	15.01(I)

Carrier's business customers who have their exchange access service with another carrier and who now establish their exchange access service with the Carrier and who subscribe to Remote Call Forwarding will receive a discounted monthly rate per RCF path for the first 12 months. The discounted monthly rate applies to initial as well as additional RCF paths, excluding 800 service lines. Additionally, the Carrier's customers will receive a waiver of Remote Call Forwarding nonrecurring charges. To qualify for this discounted rate and waiver the Remote Call Forwarding CFN (Call Forwarding Number) must terminate to a business access line of the Carrier. Subscribers may have a maximum of ten (10) RCF paths (initial/additional) per billing account participating in this discounted service, and each RCF path must be located in the same state where the qualifying local exchange business service is established. Subscribers must order RCF service within 30 days of establishing the qualifying exchange access service from another carrier in order to be eligible for this discounted service.

2.29



**REMOTE CALL FORWARDING SERVICE (RCF) (cont'd)**

Carrier's business customers eligible for the discounted monthly rate of \$3.24 per RCF path as described in the preceding paragraph are also eligible for the RCF Local Block of Time (BOT). The RCF Local BOT is an optional business usage plan that allows Carrier's eligible RCF customers to receive a 250 minute local usage block of time for a monthly recurring charge of \$4.27 per RCF account during the 12-month period. A per-minute charge of \$0.021 will apply for each minute over the 250 minute BOT. Local usage consists of Business Band A or Band B calling, as described in Part 4, Section 2 of this Tariff.

The RCF Local BOT applies only to the local usage between the telephone number arranged for RCF and the number to which the RCF call is forwarded.

Carrier's eligible RCF customers must select the RCF Local BOT at the time they subscribe to the RCF discounted monthly rate of \$3.24 and agree to have all the RCF lines on their account subscribed to the local calling BOT.

If the Carrier's customer chooses to cancel their RCF Local BOT prior to expiration of the Carrier's customer's 12-month RCF agreement, rates for Band A or B calling will revert to the standard tariffed rates.

Carrier's eligible business customers who commit to a 2-year agreement to Remote Call Forwarding (RCF) service will receive the service for \$2.89 per line per month for the duration of the term. The monthly rate will be discounted for each local path and for each additional path. RCF usage charges as set forth in the Section will also apply. The RCF Local Block of Time (BOT) is not available with this offer.

/1/

Carrier's eligible customers are existing business customers who currently have RCF with the Carrier who call in to disconnect their service, then reconsider and keep the service. To qualify for this offer, the Call Forward Number of the Remote Call Forwarding service must terminate to a Carrier business access line.

The Carrier's customer can add lines during the term period, however, this discounted rate is only applicable until the end of the originally contracted term period. At the end of the term period, the rates will revert to the then current month-to month RCF tariff rates.

/1/

/1/ As of September 1, 2009 this Option is no longer available for new agreements.

**REMOTE CALL FORWARDING SERVICE (RCF) (cont'd)**

Carrier's customers must maintain a minimum of one line equipped with RCF service on their account or they are subject to early termination fees (ETF's). If the Carrier's customer does not maintain this minimum requirement they are subject to pay an ETF of \$1.44 times the number of months remaining on the term.

/1/

Carrier's customers may choose to terminate their existing service agreement before the end of the term period without paying termination charges provided they subscribe to a new 24-month RCF service term agreement.

This offer cannot be combined with any other RCF promotional offers or with any plans that do not allow RCF service to be on the account.

/1/

/1/ As of September 1, 2009 this Option is no longer available for new agreements.

**OTHER CENTRAL OFFICE OPTIONAL FEATURES**

(For service description, see Illinois Guidebook, Part 7, Section 5.)

Description	Residence		Business	
	Monthly Rate	Nonrecurring Charge	Monthly Rate	Nonrecurring Charge
<b>Direct Connect /ODC/</b> Direct Connect provides for automatic dialing of an exchange line.	\$4.54	\$16.57	\$94.52(I)	\$16.57
<b>Answer Supervision With Line Side Interface /USW1X/</b> This feature offers the capability on a Business determining when answer supervision has been returned by the terminating station. - per line equipped	N/A	N/A	0.30	N/A

Pursuant to Ill. C.C. Order in Docket No. 98-0195 dated November 12, 2003.

**OTHER CENTRAL OFFICE OPTIONAL FEATURES (cont'd)**

<b>BUSINESS</b>			
	<b>Monthly Rate</b>	<b>Non Recurring Charge</b>	
<b>NUMBER RETENTION SERVICE</b>			
Allows calls placed to telephone numbers equipped with NRS to be automatically forwarded to a dialable telephone number served by the same central office switch or by a different central office switch located in the same central office area building serving the same exchange.			
- Same Central Office Switch, add to common block only, per number retained /NR9NR/	N/A	\$18.25	(T)
- Same Central Office Switch, number conflict with dialing plan per number retained and up to:			
1 to 12 Call Path Range /N1SI2/	\$10.02	54.48	(T)
Unlimited Call Paths with 1,000 message cap,per number retained /N1SUA/	19.51	54.48	(T)
Messages over 1,000	Local usage rates in this Part apply		

**OTHER CENTRAL OFFICE OPTIONAL FEATURES (cont'd)**

<b>BUSINESS</b>			
	<b>Monthly Rate</b>	<b>Non Recurring Charge</b>	
<b>NUMBER RETENTION SERVICE (cont'd)</b>			
- Different Central Office Switch, Same Central Office Building, Same Exchange Area within Same Central Office building per number retained and up to:			
1 to 12 Call Path Range /N1S12/	\$10.02	\$54.48	(T)
Unlimited Call Paths with 1,000 message cap,per number retained /N1SUA/	19.51	54.48	(T)
Messages over 1,000 Local usage rates in this Part apply			
- Subsequent Change Charge /NR9NR/ Change the number to which calls are forwarded Change the quantity of call paths	N/A	12.90	(T)

(D)

**STAR CODE ACCESS TO VOICE MAIL**

**A. DESCRIPTION**

For description, see Illinois Guidebook, Part 7, Section 3. (T)

**B. TERMS AND CONDITIONS**

For terms and conditions, see Illinois Guidebook, Part 7, Section 3. (T)

**C. PRICES**

**1. Service Elements**

Description /Billing Code/	Residence	
	Nonrecurring Charge	Monthly Rate
Star Code Access To Voice Mail Service /SQAV1, SQAV5, SQAVS/	-	\$.16

Pursuant to Order of ILL. C.C. in Docket No. 01-0302 dated June 27, 2001.

**VOICE MAIL FEATURES PACKAGE**

**A. DESCRIPTION**

For description, see Illinois Guidebook, Part 7, Section 3. (T)

**B. TERMS AND CONDITIONS**

For terms and conditions, see Illinois Guidebook, Part 7, Section 3. (T)

**C. PRICES**

**1. Service Elements**

Description /Billing Code/	Nonrecurring Charge	Monthly Rate
<b>Residence</b>		
- Voice Mail Features Package /FPR4K/	-	\$.53

Pursuant to Order of ILL. C.C. in Docket No. 00-0260 dated June 27, 2000.



PART 22 - Resale Local Exchange Service  
SECTION 7 - Central Office Optional Features

3rd Revised Sheet 17  
Cancels 2nd Revised Sheet 17

(D)

(D)

PART 22 - Resale Local Exchange Service  
SECTION 7 - Central Office Optional Features

23rd Revised Sheet 18  
Cancels 22nd Revised Sheet 18

---

(D)

(D)

PART 22 - Resale Local Exchange Service  
SECTION 7 - Central Office Optional Features

---

10th Revised Sheet 19

**ILLINOIS (IL) COMPLETE CHOICE BASIC<sup>/1/</sup>**

**A. DESCRIPTION**

For Description, See Illinois Guidebook, Part 7, Section 5.

**B. DEFINITIONS**

For Definitions, See Illinois Guidebook, Part 7, Section 5.

**C. TERMS AND CONDITIONS**

For Terms and Conditions, See Illinois Guidebook, Part 7, Section 5.

**D. PRICES**

The rates specified for the Illinois (IL) Complete Choice Basic package are as follows:

Service Elements

Description

Monthly Rate

Illinois (IL) Complete Choice Basic, per line  
(Billing Code /PGOUC/)

- Access Area A	\$21.17	(I)
- Access Area B	23.30	(I)
- Access Area C	23.83	(I)

**E. REFERENCES**

The Illinois (IL) Complete Choice Basic components are provided in accordance to the Terms and Conditions of their applicable guidebook sections except as noted in Sections C. and D. of this tariff.

Service

Reference

Residence Network Access Line	Part 22, Section 3
Residence Saver Pack Unlimited	Part 22, Section 3
Local Area Service	Part 22, Section 3
Call Waiting	Part 22, Section 7
Three Way Calling	Part 22, Section 7
Call Forwarding	Part 22, Section 7
Speed Calling 8	Part 22, Section 7
Automatic Callback	Part 22, Section 7
Repeat Dialing	Part 22, Section 7
Caller ID	Part 22, Section 7

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

---

Issued: January 14, 2021

Effective: March 1, 2021

By W. Karl Wardin, Regional Vice President - Regulatory  
225 West Randolph Street, Chicago, Illinois 60606

ATT TN IW-21-0007

(D)

(D)

Illinois Bell Telephone Company  
d/b/a AT&T Illinois d/b/a AT&T  
Wholesale

**AT&T Tariff**

ILL. C.C. NO. 22  
Part 22 Section 7

PART 22 - Resale Local Exchange Service  
SECTION 7 - Central Office Optional Features

13th Revised Sheet 22  
Cancels 12th Revised Sheet 22

(D)

Issued: May 17, 2018

By W. Karl Wardin, Regional Vice President - Regulatory  
225 West Randolph Street, Chicago, Illinois 60606

Effective: July 1, 2018

ATT TN IW-18-0019

## 8. THE BASICS® PACKAGE FOR BUSINESS<sup>/1/</sup>

### A. DESCRIPTION

(For description, see Illinois Guidebook, Part 20, Section 7.) (T)

### 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

(For terms and conditions, see Illinois Guidebook, Part 20, Section 7.) (T)

### D. PRICES

#### 1. Service Elements

Description /Billing Code/	Monthly Price
The BASICS /PKB6Z/	\$7.01

/1/ Effective October 16, 2006, *The BASICS® PACKAGE FOR BUSINESS* will be *grandfathered*. No further installation of or changes to this package will be made after this date. Carrier's customers of record on October 16, 2006 may continue their service as long as their present plan remains in effect. In the event that the service is discontinued at the present location for any reason, it will not re-established.

(D)



(D)

(D)

(D)

(D)

(D)

(D)

(D)

(D)



(D)

(D)





(D)

(D)

**14. BASICS Choice<sup>SM/1/</sup>**

**A. DESCRIPTION**

The BASICS Choice package offers Carrier's 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
- Speed Calling 8
- Automatic Callback
- Repeat Dialing

(D)

/1/ Effective October 15, 2012, BASICS Choice<sup>SM</sup> is no longer available. No further installation of or changes to this package will be made after this date. Carrier's customers of record on October 15, 2012 may continue their service as long as their present plan remains in effect. In the event that the service is discontinued at the present location for any reason, it will not be re-established.

**14. BASICS Choice<sup>SM</sup> (cont'd)<sup>/1/</sup>**

(C)

**C. TERMS AND CONDITIONS**

1. The BASICS Choice package is available to new Carrier's residence customers and existing Carrier's residence customers who upgrade their service to include a package.
2. Carrier's 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. Carrier's customers subscribing to The BASICS Choice package will benefit from the package rate until they either change or disconnect their service. Carrier's customers who disconnect any components of The BASICS Choice package will revert to the current tariffed rate 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 tariff, 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.

/1/ Effective October 15, 2012, BASICS Choice<sup>SM</sup> is no longer available. No further installation of or changes to this package will be made after this date. Carrier's customers of record on October 15, 2012 may continue their service as long as their present plan remains in effect. In the event that the service is discontinued at the present location for any reason, it will not be re-established.

(N)  
|  
(N)



**14. BASICS Choice<sup>SM</sup> (cont'd)<sup>/1/</sup>**

**D. PRICES**

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

**1. Service Elements**

<b>Description /Billing Code/</b>	<b>Monthly Price</b>	
BASICS Choice /FFK5B/	\$30.70	(I)

Pursuant to Ill. C.C. Order in Docket No. 06-0269 dated June 28, 2006.

/1/ Effective October 15, 2012, BASICS Choice<sup>SM</sup> is no longer available. No further installation of or changes to this package will be made after this date. Carrier's customers of record on October 15, 2012 may continue their service as long as their present plan remains in effect. In the event that the service is discontinued at the present location for any reason, it will not be re-established.

(D)

(D)

(D)

(D)

(D)

(D)

(D)



(D)

(D)

(D)

(D)

(D)

(D)

Illinois Bell Telephone Company  
d/b/a AT&T Illinois d/b/a AT&T  
Wholesale

**AT&T Tariff**

ILL. C.C. NO. 22  
Part 22 Section 7

PART 22 - Resale Local Exchange Service  
SECTION 7 - Central Office Optional Features

7th Revised Sheet 55  
Cancels 6th Revised Sheet 55

---

---

Issued: June 16, 2017

Effective: August 1, 2017

By W. Karl Wardin, Regional Vice President - Regulatory  
225 West Randolph Street, Chicago, Illinois 60606

ATT TN IW-17-0025

(D)



**22. Select Feature Package<sup>SM</sup> /1/**

**A. Description**

For description, see Illinois Guidebook, Part 20, Section 7. (T)

**B. Definitions**

For definitions, see Illinois Guidebook, Part 20, Section 7. (T)

**C. Terms and Conditions**

For terms and conditions, see Illinois Guidebook, Part 20, Section 7. (T)

/1/ Effective December 29, 2008, no further installation of, or changes to the Select Feature Package will be made. Select Feature Package in service on December 29, 2008 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

**SELECT FEATURE PACKAGE<sup>SM</sup> (cont'd) <sup>/2/</sup>**

**D. Prices**

The rates specified for Select Feature Package are as follows:

<b>Description /PGO36/</b>	<b>Monthly Rate</b>	<b>Nonrecurring Rate</b>
Select Feature Package, Access Area A	\$45.52 (l)	\$3.41
Select Feature Package, Access Area B	46.22	3.41
Select Feature Package, Access Area C	46.52	3.41
Select Feature Package where Caller ID and Caller ID with Name cannot be provisioned in Access Area A <sup>/1/</sup>	44.68	3.41
Select Feature Package where Caller ID and Caller ID with Name cannot be provisioned in Access Area B <sup>/1/</sup>	45.36	3.41
Select Feature Package where Caller ID and Caller ID with Name cannot be provisioned in Access Area C <sup>/1/</sup>	45.65 (l)	3.41

**Additional Line Retention \$10 Offering<sup>/3/</sup>**

The Additional Line Retention \$10 offer will be offered to Carriers with eligible residence customers who call to disconnect their additional network access line and agree to retain their additional network access line and Select Feature Package<sup>SM</sup> or Complete Choice Enhanced package. Carriers with eligible customers who agree to keep their additional access line and package will receive a \$10 bill 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.

- /1/ The rate for Select Feature Package where Caller ID and Caller ID with Name cannot be provisioned reflects a \$1.00 monthly credit as described in Illinois Guidebook, Part 20, Section 7. No credit is given if the customer deselects Caller ID.
- /2/ Effective December 29, 2008, no further installation of, or changes to the Select Feature Package will be made. Select Feature Package in service on December 29, 2008 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.
- /3/ 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.

### **23. COMPLETE CHOICE® ENHANCED**

#### **A. Description**

For description, see Illinois Guidebook, Part 7, Section 5.

#### **B. Definitions**

For definitions, see Illinois Guidebook, Part 7, Section 5.

#### **C. Terms and Conditions**

For terms and conditions, see Illinois Guidebook, Part 7, Section 5.

#### **D. Prices**

The rates specified for Complete Choice Enhanced Package are as follows:

<b>Description /PGOC4/</b>	<b>Monthly Rate</b>	<b>Nonrecurring Charge</b>
Complete Choice Enhanced Package, Access Area A	\$42.28(l)	\$4.30
Complete Choice Enhanced Package, Access Area B	42.83(l)	4.30
Complete Choice Enhanced Package, Access Area C	43.07(l)	4.30
Complete Choice Enhanced Package where Caller ID and Caller ID with Name cannot be provisioned in Access Area A <sup>/1/</sup>	41.43(l)	4.30
Complete Choice Enhanced Package where Caller ID and Caller ID with Name cannot be provisioned in Access Area B <sup>/1/</sup>	41.96(l)	4.30
Complete Choice Enhanced Package where Caller ID and Caller ID with Name cannot be provisioned in Access Area C <sup>/1/</sup>	42.19(l)	4.30

/1/ The rate reflects a \$1.00 monthly credit as described in Terms and Conditions of Illinois Guidebook, Part 7, Section 5. No credit is given if the customer deselects Caller ID.

**23. COMPLETE CHOICE® ENHANCED (cont'd)**

**E. References**

The Complete Choice Enhanced package components are provided in accordance with the terms and conditions of their applicable tariffs except as noted in Part 19, Section 7, *C. Terms and Conditions* and *D. Prices* of this Tariff.

**Service**

**Reference**

Residence Network Access Line	Part 22, Section 3
Residence Saver Pack Unlimited	Part 22, Section 7
Custom Calling Features	Part 22, Section 7
Advanced Custom Calling Features	Part 22, Section 7
Complementary Network Services	Part 22, Section 27
Star Code Access to Voice Mail	Part 22, Section 7

**Additional Line Retention \$10 Offering<sup>/1/</sup>**

The Additional Line Retention \$10 offer will be offered to Carriers whose eligible residential customers call to disconnect their additional network access line and agree to retain their additional network access line and Select Feature Package<sup>SM</sup> or Complete Choice Enhanced package. Carriers with 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.

/2/

/2/

/1/ Effective October 1, 2014, the Additional Line Retention \$10 Offering, will no longer be available. (C)

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.

/2/ Material now appears on Sheet 61. (N)

### 23. COMPLETE CHOICE® ENHANCED (cont'd)

#### Complete Choice Enhanced Retention Offer

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)  
(N)

A noncompetitive resale offer is established for Carriers whose residential customers call to disconnect service with the Carrier and elect to retain service and subscribe to the Complete Choice Enhanced package. Carriers may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only.
- Carriers' customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two lines.
- If carriers' customers add features to qualify for the Complete Choice Enhanced package, the nonrecurring charge(s) and/or package fee(s) will be waived.
- Carriers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T Illinois residence line retention offers, including but not limited to the Residence Access Line Retention Offer.
- Monthly credits for carriers will cease if carriers' customers disconnect the line or the package, or move from their current location.
- The access line (s) must be in service for a minimum of 60 days before carriers become eligible for this offer.
- Carriers' customers must keep the required services for 30 days for carriers to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14-day notice.

(D)

(D)

(D)

(D)