

**CUSTOM CALLING SERVICES**

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**A. General Regulations**

1. Custom Calling Services are optional telephone services individually described within this Part 7. (C) These services allow customers to efficiently manage the call flow generated over their Exchange Access Line(s).
2. Custom Calling Services are subject to availability of facilities and compatibility with central office equipment, customer access line and premises equipment. (C)
3. Custom Calling Services will be furnished only at locations where adequate and suitable facilities are available to residence and business customers, excluding some multiline hunting arrangements. (C)
4. Custom Calling Services are not available to customers having Payphone Exchange Access Service, Mobile, Remote Switching System, WATS, Digiline® Service, Centrex, PLEXAR® telephone services and trunk facilities associated with Direct Inward Dialing. (C)
5. The Call Forwarding, Selective Call Forwarding, Call Forwarding - Busy Line, Call Forwarding - Don't Answer and Call Forwarding - Busy Line/Don't Answer features are offered for use with two-way PBX trunks, subject to the following limitations:
  - May be provided when compatible with the equipment configuration at the customer's premises.
  - Available only in certain types of central offices.
  - Available only with two types of hunting arrangements, multiline and series completion, subject to limitations of these hunting arrangements.
6. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding and Caller ID are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Number (CPN) and are linked by appropriate facilities.
7. When multiple services are activated on the same line, certain services may take precedence over others.
8. When the Three-Way Calling, Call Forwarding, Call Forwarding - Busy Line, Call Forwarding - Don't Answer and Call Forwarding - Busy Line/Don't Answer, Selective Call Forwarding or Simultaneous Call Forwarding Services are activated, the transmission may vary depending on the distance and routing necessary; therefore, transmissions may not meet normal standards.
9. Other facilities and miscellaneous service offerings requested by customers and not detrimental to any service of the Company will be furnished in accordance with regulations and at the rates specified in the applicable Parts of this Guidebook.
10. A monthly rate applies to all Custom Calling Services except for Call Trace. Call Trace is (C) billed on a "per successful activation" basis. Auto Redial and Call Return are available on either a monthly rate basis or on a usage sensitive "charge per activation" basis.

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

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**A. General Regulations (cont'd)**

11. In addition to the provisions of Part 2 – General Terms and Conditions of the Guidebook, the Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure or malfunctions of Custom Calling Services or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored. (C)
12. Due to the uniqueness of Call Trace (e.g., the information gathered is provided directly to law enforcement, rather than the customer), when the unauthorized use of Call Trace results in disputed charges, charges will be adjusted as follows:
  - After the first year of service, the company will review each dispute on an individual case basis and may offer credit to satisfy the customer.

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

(C)

**B. Service Descriptions**Call Waiting

Alerts a customer using his telephone that another caller is trying to reach him. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call by dialing a code. Call Waiting is automatically reactivated for the next originating or terminating call.

Call Forwarding

Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g. toll charges) for each call between his Call Forwarding-equipped telephone and the telephone to which the call is being forwarded.

Three-Way Calling

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.

Speed Calling

Enables a customer to place calls to other telephone numbers by dialing a code rather than the complete telephone number.

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

(C)

**C. Application of Rates and Charges**

1. The Company may, during certain promotional periods, waive or discount the Service and Equipment Charge and/or monthly rates as provided for in the Part 2 – General Terms and Conditions of the Guidebook.
2. The rates are in addition to the established rates for the associated services.
3. Moves and Changes
  - a. A Service and Equipment Charge will apply per line when the Speed Calling codes are changed by the Company at the customer's request.
  - b. A Service and Equipment Charge will apply per line when the customer's telephone number is changed for the customer's convenience.
  - c. The Service and Equipment Charge does not apply for outside moves of service if there is no telephone number change.
4. When a single service is ordered, the "first" monthly service rate applies. When multiple services are ordered, one "first" monthly service rate applies and the "additional" monthly services rate applies to the remaining services. The services are listed in priority order, (i.e., if multiple services are ordered, they will be priced in the sequence order as listed in Paragraph D.)
5. The Company reserves the right to periodically provide certain Custom Calling Services without charge to customers in return for their participation on a consumer panel. The consumer panel will be established for the purpose of gathering market research. The Service and Equipment Charges and recurring monthly rates will be waived only for the Custom Calling Services designated by the Company as pertinent to the research and only for the duration of the consumer panel and the customer's participation on that panel. As a condition to participation on the consumer panel, customers will be obligated to provide specific feedback (e.g., respond to surveys, participate in focus groups, etc.) concerning the services to the Company. Panel participants will be selected by the Company to represent a cross section of Missouri customers. (C)
6. Eligible customers are those business customers who commit to a new term agreement or re-term their current agreement to a term that is at least as long as their current agreement associated with Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0 or the Business Access Line Term Volume Discount. Eligible customers will receive a \$2.00 per month discounted rate for Call Forwarding Busy Line, Call Forwarding Don't Answer and/or Call Forwarding Busy Line/Don't Answer for the duration of the term period selected as well as a waiver on the associated Service and Equipment charges to install the service(s). At the conclusion of the term plan, the discounted rate(s) revert to standard month to month rates. (C)

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

## 1. Residence Service

Per Line

	<u>USOC</u>	Monthly Rate	Service and Equipment Charge <sup>/1</sup>
Call Waiting <sup>/2</sup>	ESX	11.99 (I)	\$9.95
Call Forwarding	ESM	11.99 (I)	9.95
Three-Way Calling	ESC	11.99 (I)	9.95
Speed Calling 8	ESL	11.99 (I)	9.95

## 2. Business Service

Per Line

The *Additional Monthly Rate* is applicable only when multiple services are ordered as specified in Paragraph C.4.

	<u>USOC</u>	Monthly Rate	Service and Equipment Charge <sup>/1,6</sup>
		First	Additional
Call Waiting <sup>/2</sup>	ESX	\$27.83	\$27.83
Call Forwarding	ESM	27.83	27.83
Three-Way Calling	ESC	26.44	26.44
Speed Calling 30	ESF	8.75	8.75

## 3. Residence and Business Service

Per Line

	<u>USOC</u>	<u>Per Activation</u>
Three-Way Calling <sup>/3,4, 5/</sup>	3UY	\$3.00

/1/ The Maximum Service and Equipment Charge per line is \$9.95 (I) and \$15.65 for residential and business, respectively, except when the Simultaneous Call Forwarding service is established.

/2/ This rate is inclusive of the Cancel Call Waiting option where available.

/3/ Upon request, this service can be removed from a customer's telephone line.

/4/ Blocking of this service is available free of charge upon request.

/5/ In addition to the limitations described in paragraph A.4, customers subscribing to ISDN lines, multi-party lines, PBX trunks (including hotel/motel service), lines equipped with three-way calling on a monthly subscription basis, will be restricted from activating Usage Sensitive Three-Way Calling. Three-Way calls for less than eighteen seconds will not be billed.

/6/ If the customer is coming to AT&T Missouri from another carrier this charge is waived for those CUSTOM CALLING SERVICES required to establish Custom BizSaver Flat Rate Bundle(s), Multiline Bundle(s) or Additional Line Options 1 and 2.