

CUSTOM CALLING SERVICES

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A. General Regulations

Refer to paragraph A. *General Regulations* found in Part 7, Section 1.

B. Service Descriptions

1. Call Waiting ID

When a person is already talking on the telephone and receives another phone call, Call Waiting ID service will allow for the display of the name and/or number of the new caller on the customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call. Call Waiting ID is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting and Caller ID Name and Number.
- b. Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the Call Waiting ID capability.
- c. Available only where central office facilities permit.

2. Call Waiting ID Options

- a. Allows Call Waiting ID customers to identify the name and/or number of an incoming caller when they are already talking on the telephone and receive another phone call. Where facilities permit, Call Waiting ID Options service will display the name and/or number of the person calling on the customer's Customer Premise Equipment (CPE). Using this information, the customer may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The Disposition Codes appear on the customer's CPE as menu options. The available options for the disposition of the second caller include:

- Talk to the second caller
- Provide the caller with a busy announcement
- Forward the call to a "wait a minute" or "call me back" message
- Route the new call to a voice mailbox
- Allow the caller to join the conversation in progress

- b. Call Waiting ID Options is offered subject to the following limitations:

- Customers must also subscribe to Call Waiting and Caller ID Name and Number, and Call Waiting ID.
- Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
- Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID Options.
- Available only where central office facilities permit.

CUSTOM CALLING SERVICES (cont'd)**B. Service Descriptions (cont'd)**

3. Call Return

Enables the customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of thirty (30) minutes, beginning with the customer's activation of Call Return, in an attempt to establish the call. The customer will be signaled with a distinctive ringing sound when the call can be completed.

4. Auto Redial

Enables the customer to automatically redial the last outgoing telephone number. When the recalled telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of thirty (30) minutes, beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ringing sound when the call can be completed.

5. Priority Call

Provides the customer with a distinctive ringing sound or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify the telephone number screening list by dialing a unique code. The Company's equipment will screen incoming calls against the screening list and provide a distinctive ringing sound for telephone numbers on the list.

6. Call Blocker

Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

7. Call Trace

Enables the customer to initiate a trace of the origin of the last incoming call by dialing an activation code. If a trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The results of the trace will not be provided to the customer directly. For further action to be taken, the customer must contact their local law enforcement agency.

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8. Selective Call Forwarding

Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list. Selective Call Forwarding customers are responsible for the payment of charges (e.g. toll charges) for each call between their line and the telephone numbers to which the call is being forwarded.

CUSTOM CALLING SERVICES (cont'd)

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B. Service Descriptions (cont'd)

9. Simultaneous Call Forwarding

Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The line/trunks at the Simultaneous Call Forwarding customer's terminating location must equal or exceed the aggregated number of potential originating calls from all customer locations. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone and the line to which the call is being forwarded. This service cannot be used to avoid toll.

10. Remote Access to Call Forwarding

Provides a customer that also subscribes to Call Forwarding service (described in Paragraph B.2.) the ability to activate, deactivate or change the Call Forwarding feature from a remote location by dialing a Company-provided remote access number. This feature can only be activated by using a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including "*" and "#". Any charges incurred in accessing the remote number will be billed as appropriate.

CUSTOM CALLING SERVICES (cont'd)

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B. Service Descriptions (cont'd)11. Personalized Ringsm

- a. Allows a customer to establish up to three telephone numbers on the same local exchange access line and distinguish calls to each number by a distinctive ring. The billing telephone number is called the Primary Number and additional associated telephone numbers are called Personalized Ring Numbers. A customer may subscribe to a maximum of two Personalized Ring Numbers. The standard ringing pattern is provided for the Primary Number. A distinctive ringing sound is provided for each Personalized Ring Number.
- b. In addition to the regulations provided in Paragraph A., the following additional regulations apply:
 1. The Primary number is the telephone number associated with the access line and therefore is allowed direct-dialed Directory Assistance calls in accordance Part 11 and Part 12 of this Guidebook. No additional call allowances are provided with Personalized Ring.
 2. A listing is provided for each telephone number associated with Personalized Ring Service. NonListed Service and NonPublished Service is available for all telephone numbers associated with Personalized Ring. NonListed Service rates and NonPublished Service rates shown in the Part 12 – Listing Services of this Guidebook apply to the Primary number only. There is no charge for NonListed Service or NonPublished Service furnished for Personalized Ring numbers.
 3. Additional listing rates and Residence Signature Listing rates shown in the Listing Services, Part 12, apply to Primary and Personalized Ring numbers.
 4. If a customer requests a change in the listings for telephone numbers associated with Personalized Ring Service, the Directory Listings Service Connection Charge specified in Part 12 is applicable.
 5. Some customer provided terminal equipment may not recognize distinctive ringing patterns associated with this service.
 6. Personalized Ring customers who subscribe to Call Forwarding can choose one of two forwarding arrangements. The first arrangement forwards the Personalized Ring number(s) along with the Primary number when it is forwarded. The second arrangement provides no forwarding of the Personalized Ring number(s). A forwarding arrangement must be selected at the time Personalized Ring is ordered. If a customer later requests a change in forwarding, the Personalized Ring Service Connection Charge will apply.
 7. If a customer requests a number change for a Personalized Ring number, the Personalized Ring Service Connection Charge applies. If a customer requests a number change for the Primary number, the Service and Equipment Charge specified in Part 3 is applicable.

CUSTOM CALLING SERVICES (cont'd)

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B. Service Descriptions (cont'd)12. ComCall^{sm/1/}

- a. Enables single line customers to set up internal (intercom) communications between multiple telephone extensions. The customer establishes intercom calls by dialing a code and hanging up the telephone handset. The code activates distinctive ringing to alert intercom users of an intercom call.
- b. In addition to the regulations provided in Paragraph A., the following regulations apply:
 1. Three-Way Calling is necessary for the operation of ComCall. (See Paragraph D.4 for Three-Way Calling rates.)
 2. If ComCall and Call Waiting are on the same line, the Call Waiting feature is deactivated for the duration of the intercom connection. During this time, an incoming call will receive a busy signal.
 3. Some customer-provided terminal equipment may not recognize the distinctive ringing patterns associated with this service.

13. Caller ID Service

- a. Caller ID Service is the general category of the following services which assist customers in the management of incoming calls:

Calling Number Delivery provides for the transmission of Calling Party Number (CPN) to the customer's access line(s). When the equipped line is on-hook, the CPN is transmitted across the line during the silent interval between the first and second ring. Caller ID customers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

Calling Name Delivery enables the terminating customer to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. Calling Name Delivery subscribers must provide and connect their own compatible CPE to process the Calling Name Delivery transmission. 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.

/1/ Obsolete to existing customers at existing locations.

CUSTOM CALLING SERVICES (cont'd)

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B. Service Descriptions (cont'd)

13. Caller ID Service (cont'd)

- b. In addition to the regulations provided in paragraph A. *General Regulations* found in Part 7, Section 1, the following additional regulations apply:
 1. Any Company calling party may prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge.
 2. If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number.
 3. Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The calling name and/or number will not be transmitted from a line equipped with this capability.
 4. Line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (*82 on their Touch-Tone pad or 1182 from a rotary phone) immediately prior to placing a call.
 5. The blocking of the calling name and/or number will not be provided on calls originating from Payphone Exchange Access Service.
 6. Blocked calling name and/or number will be delivered to certain qualifying entities as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, January 4, 2002. Such entities must certify to the Company compliance with Memorandum Opinion and Order's eligibility requirements.
 7. Caller ID Service will be provided in connection with individual and multiline residence and business lines, where facilities permit. PBX trunk, Centrex, Plexar, Payphone Exchange Access Services are excluded from subscribing to this offering.^{/1/}
 8. Caller ID Service is offered on a subscription basis which requires the customer to order the service. Where Caller ID Service is available, any calling party, whether they subscribe to Caller ID service or not, has per call blocking capability.

/1/ Refer to Part 5, Section 4 and Part 5, Section 5 for rates and provisioning of Caller ID Service for Plexar Service.

CUSTOM CALLING SERVICES (cont'd)

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B. Service Descriptions (cont'd)

13. Caller ID Service (cont'd)

b. (cont'd)

9. Caller ID Service will not be displayed under the following conditions:
 - (a) If the called party is off-hook (i.e., when customer is on line).
 - (b) If the called party answers during the first ring interval.
 - (c) If the calling party has activated blocking capability.
10. Caller ID Service is not available with distinctive ringing services having a silent interval length insufficient for calling name and/or number transmission.
11. 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 subscribes to an ANI or charge number based service and the call is paid for by the called party.
12. Identification of specific stations or extensions served by CPE is not possible. The main directory number will be displayed.
13. Caller ID Service will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.
14. Caller ID Service information may not be sold or given to another party without the caller's consent. Calling name and number information may only be used for: (a) routing or completion of calls, (b) billing of calls, (c) account management purposes, (d) services directly related to the call or transaction, (e) verification of calling party identity and (f) marketing products or services that are directly related to those previously acquired by the customer from the name and number delivery services subscriber. This applies if the name and number delivery service subscriber has an existing relationship with the customer. Caller ID customers failing to comply with any of these conditions will have their service terminated.
15. In addition to the other provisions specified in Guidebook, Part 2 – General Terms and Conditions, the Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.
16. Caller ID Service is required for the provision of Call Waiting ID and Call Waiting ID Options as described in sections B.2 and B.3.

CUSTOM CALLING SERVICES (cont'd)

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B. Service Descriptions (cont'd)14. Anonymous Call Rejection (ACR)^{/1/}

Anonymous Call Rejection allows customers to automatically reject calls that have been blocked or marked anonymous by the calling party. With this service, the customer's telephone (called party) will not ring and they will receive nothing to alert them that a call has been rejected. The call will be routed to a denial announcement and subsequently terminated.

15. Call Transfer Disconnect

- a. Call Transfer Disconnect service enables business customers to add another line to an established call creating a three-way call. The Call Transfer Disconnect subscriber may disconnect from the three-way call and allow the other two parties to continue talking, thereby freeing their line for the purpose of originating another call.
- b. In addition to the regulations provided in paragraph A., the following additional regulations apply:
 1. Call Transfer Disconnect is not be available to residence customers, Foreign Exchange Service or Foreign Serving Office.
 2. The Call Transfer Disconnect feature cannot be used to expand a calling scope and is therefore not available to customers subscribing to an optional flat rate local, toll, or expanded calling plan.
 3. Call Transfer Disconnect customers will be restricted from making international calls due to toll fraud concerns. Customers who contact the business office with a request to make international calls will be allowed to unblock their line (for international) calls provided they meet the following criteria:
 - Established service on that line for at least three months, and
 - Have good payment habits
 4. Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate. They may not resell this service.

/1/ Anonymous Call Rejection is grandfathered for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

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

Refer to paragraph C. *Application of Rates and Charges* as found in Part 7, Section 1.

D. Rates and Charges

1. Residence Service

a. Per Line

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge^{1/}</u>
Calling Number Delivery	NSD	\$11.99 (I)	\$9.95
Calling Name Delivery	NMP	11.99 (I)	9.95
Call Return	NSS	11.99 (I)	9.95
Call Blocker	NSY	11.99 (I)	9.95
Remote Access to Call Forwarding	RC3	1.00	9.95
Auto Redial	NSQ	11.99 (I)	9.95
Priority Call	NSK	11.99 (I)	9.95
Selective Call Forwarding	NCE	11.99 (I)	9.95

	<u>USOC</u>	<u>Monthly Credit</u>
Caller ID Credit ^{14/}	NNK	\$11.99 (I)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge^{1/}</u>
Personalized Ring ^{2/}			
One Dependent DN	DRS	\$11.99 (I)	\$9.95 ^{3/}
Two Dependent DNs			
1st Dependent DN	DRS1X	11.99 (I)	9.95 ^{3/}
2nd Dependent DN	DRS2X	11.99 (I)	---
Simultaneous Call Forwarding	ESD	4.35	14.50 ^{4,5/}

See Sheet 13 for Footnotes

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

1. Residence Service (cont'd)

Per Line (cont'd)

	<u>USOC</u>	<u>Individual</u>	<u>Service and Equipment Charge^{/B/}</u>	
Call Waiting ID	NWT	\$3.00	\$9.95	
Call Waiting ID Options	NWL	3.00	9.95	
		<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Anonymous Call Rejection (ACR)	AYK		\$11.99 (I)	---

See Sheet 13 for footnotes

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

2. Business Service

a. Per Line

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

	<u>USOC</u>	<u>Monthly Rate</u>		<u>Service and Equipment Charge</u> ^{1,12/}
		<u>First</u>	<u>Additional</u>	
Calling Number Delivery	NSD	\$30.43 (I)	\$30.43 (I)	\$15.65
Calling Name Delivery.....	NMP	30.43 (I)	30.43 (I)	15.65
Remote Access to Call Forwarding	RC3	3.11	3.11	15.65
Call Return	NSS	23.66 (I)	23.66 (I)	15.65
Auto Redial.....	NSQ	5.56	3.25	15.65
Priority Call.....	NSK	4.14	2.57	15.65
Selective Call Forwarding	NCE	5.75	3.41	15.65
Call Blocker	NSY	5.30	3.10	15.65

b. Per Line

The *Additional Monthly Rate* specified above are not applicable when ordered with the following services.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u> ^{1/}
ComCall ^{7/}	EIN	\$2.50	\$14.50
Personalized Ring ^{2/}			
One Dependent DN	DRS	6.80	15.65 ^{3/}
Two Dependent DNs			
1st Dependent DN	DRSIX	6.80	15.65 ^{3/}
2nd Dependent DN	DRS2X	2.16	
Simultaneous Call Forwarding	ESD	4.69	14.50 ^{4,5/}
Call Transfer Disconnect.....	FG3	15.00	15.65
Anonymous Call Rejection ^{13/}	AYK	26.44 (I)	15.65

Monthly Credit

c. Per Line ^{14/}	NNK	(\$5.45) ^{15/}
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See Sheet 13 for Footnotes

CUSTOM CALLING SERVICES (cont'd)

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D. Rates and Charges (cont'd)

2. Business Service (cont'd)

b. Per Line (cont'd)

	<u>USOC</u>	<u>Individual</u>	<u>Monthly Rate With Select EasyOptions Packages</u>	<u>Service and Equipment Charge^{/8/}</u>
Call Waiting ID	NWT	\$5.40	---	\$15.65
Call Waiting ID Options.....	NWL	1.13	---	15.65
3. Residence and Business Service				
Per Line				
		<u>USOC</u>	<u>Per Activation</u>	
Auto Redial ^{/6/}	NV8		\$0.58	
Call Return ^{/6/}	NV9		3.00	
		<u>USOC</u>	<u>Per Successful Activation</u>	
Call Trace ^{/6/}	NST		\$10.00	

See Sheet 13 for Footnotes

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

Footnotes:

- /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. (C)
- /2/ If Personalized Ring is ordered at the same time as another Custom Calling service(s), the higher Service and Equipment Charge is applied.
- /3/ Only one Service and Equipment Charge applies when more than one dependent DN is ordered or changed simultaneously.
- /4/ Applies in addition to the Service and Equipment Charge for other Custom Calling services.
- /5/ In addition, a Complex Installation/Move Charge of \$12.00 applies.
- /6/ Upon request, this service can be removed from a customer's telephone line.
- /7/ Obsolete to existing customers at existing locations.
- /8/ The maximum Service and Equipment Charge per line is \$9.95 (I) for residence and \$15.65 for business, respectively, except when the service is ordered in conjunction with BizSaver®. If the service is ordered in conjunction with BizSaver®, the Service and Equipment Charges are waived. (C)
- /12/ 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.
- /13/ Anonymous Call Rejection is grandfathered for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.
- /14/ When Calling Number and Calling Name are purchased together, the customer receives the Caller ID Credit.
- /15/ This is an existing credit which had previously not been shown in the Guidebook, but is now being added for clarification purposes. No change to Rate, Terms or Conditions..

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

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/1/ Material now appears in Part 20, Section 7, Sheet 8.

(N)

PREFERRED NUMBER SERVICE**A. General Regulations**

1. Preferred Number Service (PNS) is a residential service whereby incoming calls to the subscriber's PNS number are automatically forwarded by the Company central office equipment to the subscriber's current Company residence number. The terminating number must have incoming call capability.
2. A unique ringing signal is available as an option to Preferred Number Service. A unique ringing signal will allow the PNS subscriber to distinguish if the incoming call was placed by dialing the subscriber's PNS number or the subscriber's current residence local exchange telephone number. The termination with unique ringing must be in the Company's service area.
3. The Unique Ring option cannot be provided on Preferred Number Service if more than one unique ringing pattern is already on the customer's local exchange number (e.g. two Personalized Rings).
4. Preferred Number Service and the Unique Ring capability is offered subject to the availability of Company central office facilities.
5. Preferred Number Service is not offered where the terminating system is a business, Public, Semi-Public, Customer Owned Pay Telephone class of service.
6. Transmission quality may vary depending on the distance and routing necessary to complete the forward call. Preferred Number Service is not represented as suitable for satisfactory transmission of data.
7. Preferred Number Service is available when used in connection with local exchange service or Long Distance Telecommunications Service (LDMTS) or inward Wide Area Telecommunications Service (WATS) lines (800 Service).
8. Part 4 shall apply for optional MCA Service availability calling scopes, regulations, and rates and charges.
9. Incoming calls to the Preferred Number Service number can be forwarded within the local calling scope of the exchange in which the customer is located and cannot be used to expand the local call scope beyond that available to the PNS subscriber. Preferred Number Service may result in a toll call if the incoming call is forwarded outside of the local calling scope.
10. The originating caller is responsible for any charges incurred from the point of origination to the PNS number.

The Preferred Number Service subscriber is responsible for all charges incurred between the PNS number and the terminating number. If calls between the PNS number and the terminating number are within the same local calling scope, only the monthly rate applies. If such calls go outside the local calling scope, toll charges apply in addition to the monthly rate.

PREFERRED NUMBER SERVICE (cont'd)**A. General Regulations (cont'd)**

11. A residential listing, either the current residence local exchange number or the subscriber's PNS number in the same local exchange, is provided to the PNS subscriber at no additional charge. If the customer wants both numbers to be listed, an additional listing may be obtained at the appropriate rates outlined in the Listing section of Part 12. If the customer wants a non-published or non-listed telephone number the appropriate charges as outlined in the Listing section of Part 12 are applicable on the "forwarded-to" local residence exchange number.
12. Rules and Regulations pertaining to the application of residence service are the same in conjunction with Preferred Number Service as with other exchange services. See 'Rules and Regulations Applying To All Customer's Contracts' in Part 2, Section 1 of this Guidebook.

B. Rates

The following rates are applicable to Preferred Number Service only:

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u> ^{/1,2,3,4/}
Without Unique Ring	P6N	\$6.00	\$9.95 (I)
With Unique Ring	PWN	6.00	9.95 (I)

/1/ The installation charge will not apply on outside moves of a customer's other service if there is no telephone number change.

/2/ If the customer requests to change the PNS number, an installation charge applies.

/3/ If the customer requests to change the number to which calls are forwarded, an installation charge applies.

/4/ The subsequent addition of Unique Ring will require an installation charge.