

PRIVATE BRANCH EXCHANGE DORMITORY SERVICE**A. Description of Service**

1. Private Branch Exchange (PBX) Dormitory Service is an optional billing service arrangement available only to accredited public and private educational institutions for the billing of telecommunication services provided to students, faculty members or employees who reside in dormitories or other residential quarters owned, leased or under control of the educational institution.
2. Private Branch Exchange station lines located in dormitories or other residential quarters of the educational institution and intended for use by students, faculty members or employees will be termed dormitory station lines.
3. Private Branch Exchange Dormitory Service is furnished to an educational institution upon the basis that all charges associated with the switching system, including dormitory station lines, will be billed to the educational institution. All long distance messages, telegrams, cablegrams and radiograms will be billed to the students, faculty members or employees along with any applicable Directory Assistance service charges.

B. Rules and Regulations

1. The following rules, regulations and rates are in addition to those established for all associated services and equipment as well as other regulations as stated in Part 2 and Part 9 of the Guidebook.
2. Private Branch Exchange Dormitory Service is furnished only in conjunction with switching systems which are equipped with Direct Inward Dialing (DID) Service and Automatic Identified Outward Dialing (AIOD) Service as outlined in Part 6 of the Guidebook.
3. The educational institution is responsible for payment of all charges except those set forth in 4. below.
4. The Company will bill directly to students, faculty members and employees all long distance messages, telegrams, cablegrams, radio-grams and applicable Directory Assistance service charges.
5. The regulations set forth in Part 2 of the Guidebook regarding deposits and payments for service are applicable to users of dormitory station lines.
6. The educational institution shall agree to render assistance to the Company in the prompt collection of all charges billed to students, faculty members or employees.
7. For purposes of this Guidebook, the educational institution, students, faculty members and employees are considered individual customers of the Company in respect to those charges for which they are directly billed.

PRIVATE BRANCH EXCHANGE DORMITORY SERVICE (cont'd)**B. Rules and Regulations (cont'd)**

8. In the event of nonpayment of any charges billed to a student, faculty member or employee, the educational institution shall agree upon request of the Company to disconnect the dormitory station used by the student, faculty member or employee until the charges due have been paid. Where the educational institution fails to disconnect the dormitory station line following such request of the Company, the educational institution shall agree to assume responsibility for payment of all charges incurred on the dormitory station line from the date the Company requested that the station line be disconnected.
9. With the consent of the educational institution, PBX dormitory station line extensions will be provided only within the same dormitory room or living quarters as the associated PBX dormitory station line.
10. Dormitory station lines may be equipped with Touch-Tone Calling Service only when the associated PBX System is arranged to provide Touch-Tone Calling Service.
11. With the consent of the educational institution, listings for dormitory station lines are furnished at the same rates and charges specified for residence additional listing as stated in Part 12, Section 1. Rates and charges for additional listings will be billed to students, faculty members or employees subscribing to this service. (C)
12. Dormitory station calls to Directory Assistance Service are subject to the rules, regulations and rates for Directory Assistance Service as outlined in Part 11 of this Guidebook.

C. Rates

	<u>USOC</u>	<u>Monthly Rate</u>
Dormitory Billing Service, Per station line arranged	SBN	\$.45

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PART 7 - Central Office Optional Features
SECTION 5 - Other Central Office Optional Features

2nd Revised Sheet 3
Replacing 1st Revised Sheet 3

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

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PART 7 - Central Office Optional Features
SECTION 5 - Other Central Office Optional Features

10th Revised Sheet 4
Replacing 9th Revised Sheet 4

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

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PART 7 - Central Office Optional Features
SECTION 5 - Other Central Office Optional Features

2nd Revised Sheet 4.1
Replacing 1st Revised Sheet 4.1

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COMPLETE CHOICE® ENHANCED

Complete Choice Enhanced is a collection of services that includes an exchange access line and the Custom Calling Services listed below. It is available to residence customers only.

A. Description

1. Residential customers who subscribe to Complete Choice Enhanced will receive a discounted rate on their total monthly recurring bill for Complete Choice Enhanced where the following Custom Calling services are purchased as a monthly subscription only:

- Calling Name and Number Delivery (Caller ID)
- 3-Way Calling
- Call Waiting
- Call Waiting ID
- Call Forwarding
- Call Screening
- Speed Dial 8
- Call Return
- Priority Ringing
- Selective Call Forwarding
- Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail

Call Waiting, Caller ID, and/or Call Waiting ID may be de-selected from Complete Choice Enhanced at the customer's option. Any or all of these features may be added back to the package at the customer's request. No adjustment is made to the package price when any of these features are included or not.

Caller ID will not be included in Complete Choice Enhanced only if Caller ID is not available to the customer due to service availability in the customer's serving Central Office. Such customers will pay a reduced monthly rate for the package, which may be reflected as a credit on the customer's bill. No credit is given if the customer de-selects Caller ID.

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Call Forwarding-Busy Line/Don't Answer (with Star Code Access to Voice Mail) may be de-selected and no adjustment will be made to the package price. Nonrecurring installation charges do not apply if these services are de-selected or re-selected after the original package subscription.

2. The component services may be purchased individually at their guidebook rates.
3. Discounted monthly rates for any other combinations of the services provided in Complete Choice Enhanced on the same access line, as specified elsewhere in this guidebook, do not apply under Complete Choice Enhanced.
4. All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Enhanced pricing.

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COMPLETE CHOICE® ENHANCED (cont'd)**A. Description (cont'd)**

5. The Custom Calling non-recurring Service and Equipment Charges will apply when the customer initially subscribes to the package and must add one or more Custom Calling services to create the package on the line. The charges will not apply if the customer is changing from another feature package to Complete Choice Enhanced on the same order. (C)
6. Usage-sensitive, per-activation features and per-activation charges are not included within Complete Choice Enhanced.
7. Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the non-de-selectable component features.
8. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office. (C)
9. Complete Choice Enhanced subscribers will continue to benefit from the Complete Choice Enhanced price if, on the same order, they de-select a service and/or re-select a previously de-selected service.
10. The applicable Custom Calling non-recurring Service and Equipment Charge for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Complete Choice Enhanced subsequent to the original package order. (C)
11. Customers currently subscribing to all Complete Choice Enhanced component services may request billing at the Complete Choice Enhanced price.
12. Complete Choice Enhanced may be included in other packages and bundles that are marketed under other names.
13. Complete Choice Enhanced may be ordered on one or more access lines.
14. Complete Choice Enhanced is only available with flat rate 1-Party exchange access line service.
15. A nonrecurring charge will apply to the installation of Complete Choice Enhanced the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Enhanced installation charge will not apply to existing customers who convert to Complete Choice Enhanced from Select Feature Package or Complete Choice® Basic. Payment of the Complete Choice Enhanced Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Enhanced on that line. If a customer disconnects Complete Choice Enhanced from a line, the Complete Choice Enhanced Installation charge would apply again to re-establish Complete Choice Enhanced on that line. The Complete Choice Enhanced Installation charge is a line-level charge. If the customer subscribes to Complete Choice Enhanced on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.

COMPLETE CHOICE® ENHANCED (cont'd)**A. Description (cont'd)**

16. Standard nonrecurring charges associated with ordering and/or installing the access line may apply.
17. Residential ADL Retention Offer - Beginning January 1, 2009, a discount of \$10.00 per month per account shall be established for residence customers who have more than one access line, call to disconnect the additional line, then decide to retain the additional line. Customers must already subscribe to or newly purchase Complete Choice® Enhanced. Customers must keep the required services for 30 days to receive the benefit of this offer. Applicable nonrecurring installation charges associated with feature installation and package installation will also be waived if the package is purchased. The customer's bill will be credited each month that the additional line and package are retained. If the customer disconnects the additional line or the package before the next bill period date in which a credit is due, any further discounts will cease. If the customer moves from their current location, any further discounts will cease. This discount is available on a maximum of one additional line and cannot be combined with any other access line retention offers that provide a monthly recurring discount.

B. Rates and Charges

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Complete Choice® Enhanced. Additional Service Equipment Charges associated with local exchange service may apply.

	<u>USOC</u>	<u>Monthly Rate</u>	Installation Charge, per line	
Complete Choice® Enhanced.....	SM7FF		\$5.00	
- with basic access line	PGOC4	\$48.00		(I)

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

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Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two flat rate access lines. The following rules apply:

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) flat rate lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package, the nonrecurring charge(s) and/or package fee will be waived.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the flat rate line(s) or the package, or moves from their current location.
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

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HOTLINE/WARMLINE^{/1/ /4/}**A. Description of Service^{/2/}**

1. The Hotline feature provides an access line with the capability to automatically originate a call to a preassigned number. The call is immediately and automatically triggered by an off-hook condition. Incoming calls will be received normally.
2. The Warmline feature provides an access line with the capability to automatically originate a call to a preassigned number. The call is triggered by an off-hook condition, but only after a five-second waiting period. During the five-second waiting period, the customer may manually dial an outgoing call. Incoming calls will be received normally.

B. Rates

The following rates apply in addition to the established rates for the access line and any other associated services.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service and Equipment Charge^{/3/}</u>
Hotline Service ^{/4/}	HLA	\$174.00 (I)	\$50.00	\$5.00
Warmline Service ^{/4/}	WLS	174.00 (I)	50.00	5.00

^{/1/} Coin, and multiline hunt lines are excluded from employing the Hotline and Warmline features.

^{/2/} These features are available only where facilities permit.

^{/3/} A Service and Equipment Charge of \$5.00 will be applied for any subsequent change to the called number.

^{/4/} Effective December 1, 2015, Hot Line and Warm Line are no longer available to residence customers.

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PART 7 - Central Office Optional Features
SECTION 5 - Other Central Office Optional Features

1st Revised Sheet 9
Replacing Original Sheet 9

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