

**CALLER ID CREDIT PACKAGE - RESIDENCE****A. Description**

The following discount is applicable to residence customers that subscribe to both of the Calling Name Delivery and Calling Number Delivery services. It will appear as a credit to the customer's monthly bill.

	<u>USOC</u>	<u>Monthly Discount</u>	<u>Service and Equipment Charge</u>
Caller ID Credit Package	NNK	(\$9.99)	--

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**COMPLETE CHOICE® BASIC<sup>1/</sup>**

/2/(C)

Complete Choice Basic 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 Basic will receive a discounted rate on their total monthly recurring bill for Complete Choice Basic where the following Custom Calling services are purchased as a monthly subscription only:
  - Calling Name and Number Delivery (Caller ID)
  - Call Waiting
  - Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail

Call Forwarding-Busy Line/Don't Answer (with Star Code Access to Voice Mail) may be de-selected from the package and no adjustment will be made to the package price. Nonrecurring feature 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 Basic on the same access line, as specified elsewhere in this guidebook, do not apply under Complete Choice Basic.
4. All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Basic pricing.
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 Basic on the same order.
6. 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.
7. 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 Basic subsequent to the original package order.
8. Customers currently subscribing to all Complete Choice Basic component services may request billing at the Complete Choice Basic price.

/2/

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

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

**COMPLETE CHOICE® BASIC<sup>/1/</sup> (cont'd)****A. Description (cont'd)**

9. Complete Choice Basic may be included in other packages and bundles that are marketed under other names. Complete Choice Basic may also be bundled with other additional services at a combined price that exceeds the Complete Choice Basic guidebook price.
10. Complete Choice Basic may be ordered on one or more one access lines.
11. Complete Choice Basic is only available with flat rate 1-Party exchange access line service.
12. A nonrecurring charge will apply to the installation of Complete Choice Basic the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Basic installation charge will not apply to existing customers who convert to Complete Choice Basic from Select Feature<sup>SM</sup> Package or Complete Choice® Enhanced. Payment of the Complete Choice Basic 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 Basic on that line. If a customer disconnects Complete Choice Basic from a line, the Complete Choice Basic Installation charge would apply again to re-establish Complete Choice Basic on that line. The Complete Choice Basic Installation charge is a line-level charge. If the customer subscribes to Complete Choice Basic on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.
13. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

**B. Rates and Charges**

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

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge, per line</u>	
Complete Choice® Basic .....	SM7FF		\$5.00	
- with basic access line .....	PGOC3	\$41.75		(l)

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

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**INTERNET CALLER ID PACKAGE<sup>/1/</sup>****A. Description**

Internet Caller ID Package, which is available to business customers only, consists of the following services: Internet Caller ID Service, Calling Name Delivery, Calling Number Delivery, Call Forwarding and Remote Access to Call Forwarding.

**B. Rates and Charges**

The following discount is applicable as a credit to the customer's monthly bill when they subscribe to Internet Caller ID package.

	<u>USOC</u>	<u>Monthly Discount</u>	<u>Service and Equipment Charge</u>
Internet Caller ID Package <sup>/1/</sup>	NLRBQ	(\$5.95)	--

/1/ The Internet Caller ID Package is obsolete for business customers as of December 16, 2002, except for existing business customers at existing locations who subscribed to the Internet Caller ID Package prior to December 16, 2002.

**AT&T MISSOURI GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 7 - Central Office Optional Features

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6th Revised Sheet 7  
Replacing 5th Revised Sheet 7

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**AT&T MISSOURI GUIDEBOOK**

PART 20 - Grandfathered Services  
SECTION 7 - Central Office Optional Features

6th Revised Sheet 8  
Replacing 5th Revised Sheet 8

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**BUSINESS ESSENTIALS<sup>/1,2/</sup>****A. Description**

Business Essentials is a package available to business customers only.

**B. Description**

1. Business Essentials is a predefined group of Custom Calling services purchased as a monthly subscription only: (C)

Call Forwarding,  
Remote Access to Call Forwarding,  
3-Way Calling, and

a fourth Custom Calling service, selected by the customer from the following choices: (C)

Anonymous Call Rejection,  
Auto Redial,  
Call Blocker,  
Call Return,  
Call Waiting,  
Personalized Ring-1st Ring,  
Priority Call,  
Selective Call Forwarding, or  
Speed Calling 30

Remote Access to Call Forwarding (RACF) may be removed or eliminated from Business Essentials at the customer's option. The package price will be adjusted if the customer de-selects RACF.

Any of these services can be purchased on an individual basis under the terms specified in the appropriate guidebook.

/1/ Business Essentials is obsolete for business customers, except for existing business customers at existing locations who subscribed to the plan prior to August 1, 2005.

/2/ The obsolete Business Essential package has been discontinued (e.g., sunset) as of 6/16/2006. Customers were notified of the discontinuation of this obsolete package and encouraged to switch to another package product. If any line still had this obsolete package on their account on 6/16/06, the obsolete package rate was removed from the account and the standard CUSTOM CALLING SERVICE month to month rates were applied to the line as shown in this Guidebook. Also, any additional credits/discounts associated with the package were removed. (C)

**BUSINESS ESSENTIALS<sup>/1,2/</sup> (cont'd)****B. Description (cont'd)**

2. In addition to the discount that applies to this package, eligible customers who subscribe to this package will receive a discount on other eligible Custom Calling services on the same line, ordered in conjunction with or ordered subsequent to purchasing this package. These other eligible Custom Calling services, purchased as monthly subscriptions only, are listed below.

Anonymous Call Rejection,  
Call Waiting ID,  
Call Waiting ID Options, and

Personalized Ring,  
  
Internet Caller ID

The discount on the additional Custom Calling services will be one dollar (\$1.00) per feature, per line, limited to a total credit of five dollars (\$5.00) per line.

3. Subscribers to Business Essentials will also be eligible for the following periphery discounts:
  - a. A waiver of the Monthly Rate and the Installation Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer.
  - b. The Call Transfer Disconnect rate for eligible packages.

(D)

/1/ Business Essentials is obsolete for business customers, except for existing business customers at existing locations who subscribed to the plan prior to August 1, 2005.

/2/ The obsolete Business Essential package has been discontinued (e.g., sunset) as of 6/16/2006. Customers were notified of the discontinuation of this obsolete package and encouraged to switch to another package product. If any line still had this obsolete package on their account on 6/16/06, the obsolete package rate was removed from the account and the standard CUSTOM CALLING SERVICE month to month rates were applied to the line as shown in this Guidebook. Also, any additional credits/discounts associated with the package were removed.

**BUSINESS ESSENTIALS<sup>/1,2/</sup> (cont'd)****C. Rates and Charges**

- The following charges are applicable to the customer's monthly bill when they subscribe to Business Essentials.

	<u>USOC</u>	<u>Monthly Rate</u>
Business Essentials		
- with RACF	PGOBS	\$15.95
- without RACF	PGOBQ	13.20

The monthly rates and charges as specified in this guidebook for each Custom Calling service in this package may appear on the customer's bill. If individual rates appear, a per line credit will be applied to the customer's bill such that the net monthly price for Business Essentials will be that specified above. (C)

- The following credits will apply when eligible Custom Calling services are added to a customer's line in addition to Business Essentials. (C)

	<u>USOC</u>	<u>Monthly Discount</u>
One additional service	RCRB3	\$1.00
Two additional services	RCRB4	2.00
Three additional service	RCRB5	3.00
Four additional services	RCRB6	4.00
Five or more additional services	RCRB7	5.00

/1/ Business Essentials is obsolete for business customers, except for existing business customers at existing locations who subscribed to the plan prior to August 1, 2005.

/2/ The obsolete Business Essential package has been discontinued (e.g., sunset) as of 6/16/2006. Customers were notified of the discontinuation of this obsolete package and encouraged to switch to another package product. If any line still had this obsolete package on their account on 6/16/06, the obsolete package rate was removed from the account and the standard CUSTOM CALLING SERVICE month to month rates were applied to the line as shown in this Guidebook. Also, any additional credits/discounts associated with the package were removed. (C)

**BUSINESS ESSENTIALS<sup>/1,2/</sup> (cont'd)****C. Rates and Charges (cont'd)**

## 3. Periphery Discount Rates

The monthly rates and charges as specified in this guidebook for each Custom Calling service in this package may appear on the customer's bill. If individual rates appear, a per line credit will be applied to the customer's bill such that the net monthly price for Business Essentials will be that specified above. (C)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>S&amp;E Charge</u>
Call Transfer Disconnect	RCR3W	\$7.50	\$15.65
Outgoing Call Control	RCROC	9.95	14.50

The maximum Service and Equipment Charge of \$15.65 per line for business customers applies, except when Simultaneous Call Forwarding is established.

4. The applicable 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 Business Essentials subsequent to the package order. (C) (C)

/1/ Business Essentials is obsolete for business customers, except for existing business customers at existing locations who subscribed to the plan prior to August 1, 2005.

/2/ The obsolete Business Essential package has been discontinued (e.g., sunset) as of 6/16/2006. Customers were notified of the discontinuation of this obsolete package and encouraged to switch to another package product. If any line still had this obsolete package on their account on 6/16/06, the obsolete package rate was removed from the account and the standard CUSTOM CALLING SERVICE month to month rates were applied to the line as shown in this Guidebook. Also, any additional credits/discounts associated with the package were removed. (C)

**BUSINESS PREFERRED<sup>/1/</sup>****A. General**

Business Preferred is a package available to business customers only.

**B. Description**

1. Business Preferred is a predefined group of Custom Calling Services purchased as a monthly subscription only:

Call Forwarding,  
Remote Access to Call Forwarding,  
3-Way Calling,  
Call Waiting,  
Call Return,  
Auto Redial,  
Priority Call,  
Caller ID Service

Any of these services can be purchased on an individual basis under the terms specified in the appropriate guidebook.

2. Call Waiting may be removed or eliminated from Business Preferred, at the customer's option. No adjustment is made to the package price when Call Waiting is de-selected. Remote Access to Call Forwarding (RACF) may also be removed or eliminated from Business Preferred at the customer's option. No adjustment is made to the package price when RACF is de-selected.
3. Eligible customers who subscribe to this package will receive a discount on other eligible Custom Calling services on the same line, ordered in conjunction with or ordered subsequent to purchasing this package when the feature is ordered prior to June 1, 2006. Such eligible Custom Calling services, purchased as monthly subscriptions only, include:

Anonymous Call Rejection,	Personalized Ring
Call Waiting ID,	
Call Waiting ID Options,	Internet Caller ID

The discount on the additional Custom Calling services will be one dollar (\$1.00) per feature, per line, limited to a total credit of five dollars (\$5.00) per line.

4. Subscribers to Business Preferred will also be eligible for the following periphery discounts when features are ordered prior to June 1, 2006:
  - A waiver of the Monthly Rate and the Installation Charge for Call Forwarding-Busy Line, Call Forwarding-Don't Answer and/or Call Forwarding-Busy Line/Don't Answer
  - The Call Transfer Disconnect discount for eligible packages

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/1/ Business Preferred is obsolete except for existing customers at existing locations on existing lines that ordered Business Preferred prior to June 1, 2006.

**BUSINESS PREFERRED<sup>/1/</sup> (cont'd)****C. Rates and Charges**

- The following charges are applicable to the customer's monthly bill when they subscribe to Business Preferred.

	<u>USOC</u>	<u>Monthly Discount</u>
Business Preferred		
- with Call Waiting, with RACF	PGOBT	(\$24.68)
- without Call Waiting, with RACF	PGOBU	(16.68)
- with Call Waiting, without RACF	PGOBV	(21.71)
- without Call Waiting, without RACF	PGOBW	(13.71)

The monthly rates and charges as specified in this guidebook for each Custom Calling service in this package will be charged to Business Preferred subscribers, and a per line monthly discount will be applied to the customer's bill as specified directly above in this paragraph. (C)

- The following credits will apply when eligible Custom Calling services are added to a customer's line in addition to Business Preferred when features are ordered prior to June 1, 2006. (C)

	<u>USOC</u>	<u>Monthly Credit</u>
One additional service	RCRB3	\$1.00
Two additional services	RCRB4	2.00
Three additional service	RCRB5	3.00
Four additional services	RCRB6	4.00
Five or more additional services	RCRB7	5.00

/1/ Business Preferred is obsolete except for existing customers at existing locations on existing lines that ordered Business Preferred prior to June 1, 2006.

**BUSINESS PREFERRED<sup>/1/</sup> (cont'd)****C. Rates and Charges (cont'd)**

## 3. Periphery Discount Rates

	<u>USOC</u>	<u>Monthly Rate</u>	<u>S&amp;E Charge</u>
Call Transfer Disconnect	RCR3W	\$7.50	\$15.65

(D)

The maximum Service and Equipment Charge of \$15.65 per line for business customers applies, except when Simultaneous Call Forwarding is established.

4. The applicable 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 Business Essentials subsequent to the package order.

/1/ Business Preferred is obsolete except for existing customers at existing locations on existing lines that ordered Business Preferred prior to June 1, 2006.

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**SELECT FEATURE PACKAGE**

Select Feature Package 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.

Select Feature Packages are obsolete except for existing customers at existing locations as of November 14, 2008.

**A. Description**

1. Residential customers who subscribe to Select Feature Package will receive a discounted rate on their total monthly recurring bill for Select Feature Package 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
- Auto Redial
- Call Return
- Priority Ringing
- Selective Call forwarding

Call Waiting, Caller ID and/or Call Waiting ID may be de-selected from Select Feature Package 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 Select Feature Package 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.

(D)

The customer may subscribe to Call Forwarding-Busy Line, Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer and no adjustment will be made to the package price. Nonrecurring charges do not apply if these any or all of these services are subscribed to with the package or later cancelled.

Nonrecurring feature installation charges do not apply to features that are included within or excluded from within the package or added or cancelled in addition to the package under this paragraph 1.

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**SELECT FEATURE PACKAGE (cont'd)****A. Description (cont'd)**

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 Select Feature Package on the same access line, as specified elsewhere in this guidebook, do not apply under Select Feature Package.
4. All features must be purchased on the same line in order for the customer to be eligible for Select Feature Package pricing.
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 Select Feature Package on the same order. (C)
6. Usage-sensitive, per-activation features and per-activation charges are not included in Select Feature Package.
7. Select Feature Package 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. Select Feature Package subscribers will continue to benefit from the Select Feature Package price if, on the same order, they de-select a service and/or re-select a previously de-selected service.
10. The applicable Installation Charge for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Select Feature Package subsequent to the package order. (C)
11. Customers currently subscribing to all Select Feature Package component services may request billing at the Select Feature Package price.
12. Select Feature Package may be included in other packages and bundles that are marketed under other names. Select Feature Package may also be bundled with other additional services at a combined price that exceeds the Select Feature Package guidebook price.
13. Select Feature Package may be ordered on the customer's primary/main line or any additional line.
14. Select Feature Package is only available with flat rate 1-Party exchange access line service.

**SELECT FEATURE PACKAGE (cont'd)****A. Description (cont'd)**

15. A nonrecurring charge will apply to the installation of Select Feature Package the first time a new or existing customer subscribes to the package.

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Payment of the Select Feature Package 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 Select Feature Package on that line. If a customer disconnects Select Feature Package from a line, the Select Feature Package Installation charge would apply again to re-establish Select Feature Package on that line. The Select Feature Package Installation charge is a line-level charge. If the customer subscribes to Select Feature Package on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.

16. Standard non-recurring charges associated with ordering and/or installing the access line may apply.

**SELECT FEATURE PACKAGE (cont'd)****B. Rates and Charges**

The following discounted charges include the monthly recurring rates for local exchange service and will apply to Select Feature Package. Additional Service Equipment Charges associated with local exchange service may apply.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	
Select Feature Package	SM7FF		\$5.00	
- with basic access line	PGO36	\$52.00		(I)
- without Caller ID	PGO36	52.00 <sup>/1/</sup>		(I)

**C. Additional Discounts**

Residential ADL Retention Offer - On July 27, 2008, a retail discount of \$10.00 per month shall be established for residence customers who have more than one access line, call to disconnect an additional line, then decide to retain the additional line. Customers must already subscribe to or newly purchase Select Feature Package. Customers must keep the required services for 30 days to receive the benefit of this offer. On or after January 1, 2009, the customer may qualify for this offer by maintaining their existing Select Feature Package or newly purchase Complete Choice® Enhanced. Applicable nonrecurring installation charges associated with feature installation and package installation will also be waived. The customer's bill will be credited each month that the line and package are retained. If the customer disconnects the additional line, the package, or the additional line and 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.<sup>/2/</sup>

/1/ The difference between this price and the Select Feature Package with Caller ID price may be reflected on the customer's bill as a credit. No credit is given if the customer deselects Caller ID.

/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

**FEATURE SELECT<sup>/1/</sup>**

Feature Select is a package of Custom Calling Services that is available to Business customers only. (C)

**A. Description**

1. Feature Select is a group of five Custom Calling Services that the customer may choose from the following Selection List: (C)
  - Call Waiting
  - Call Forwarding
  - Remote Access to Call Forwarding
  - Three-Way Calling
  - Caller ID
  - Call Waiting ID
  - Auto Redial
  - Call Return
  - Speed Calling 30
  - Call Blocker
2. Feature Select is available to Business customers only. Feature Select is available to any business customer where at least five component services are available.
3. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling Services in the customer's serving Central Office. (C)
4. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.
5. Feature Select may be ordered on the customer's main/primary line or any additional line. To be eligible for the Feature Select price, all component services must be purchased on the same line.
6. The Feature Select component services may only be purchased as a monthly subscription. Pay-per-activation services and charges are not included in the Feature Select package price.
7. Feature Select subscribers will benefit from the Feature Select price until they disconnect one or more of the Feature Select components.
8. Feature Select subscribers will continue to benefit from the Feature Select price if, on the same order, they disconnect one or both selectable components and replace those disconnected services with other services from the Selection List.
9. If the customer subscribes to more than five Custom Calling Services on the Feature Select Selection 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.
10. Services purchased in excess of those ordered as components of Feature Select will be charged at their standard guidebook rates and may include any applicable discounts.

/1/ Feature Select is obsolete except for existing customers at existing locations as of September 28, 2012.

**FEATURE SELECT<sup>/1/</sup> (cont'd)****A. Description (cont'd)**

11. The service interactions of the individual Custom Calling Services in the packages apply. (C)
12. This package is not available with ISDN, PBX, Coin, PRI, Centrex, PLEXAR and other non-POTS classes of services (e.g. Inmate or hotel-motel lines), 800/900, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, Payphone Exchange Access Service, Hot Line and Warm Line, Telebranch, Preferred Number Service and Location Routing Service.
13. 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 the component services selected by the customer within Feature Select.
14. Custom Calling Services nonrecurring charges will not apply when the customer subscribes to additional Custom Calling Services to meet the requirement of the Feature Select package. (C)

**B. Rates and Charges**

The following charges will apply to the Feature Select packages.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
Feature Select			
- with Caller ID	C5PCX	\$19.00	---
- without Caller ID	C5PBX	\$19.00	---

/1/ Feature Select is obsolete except for existing customers at existing locations as of September 28, 2012.