

ADVANCED CUSTOM CALLING SERVICE (ACCS)

A. General

(C)

1. Advanced Custom Calling Service (ACCS) is subject to the availability of facilities and the capacity to provide service. Additionally, Automatic Callback, Call Screening, Repeat Dialing, and Caller ID are offered only where the customer's location is served by a switch equipped with Common Channel Signaling/Signaling System 7 (CCS/SS7) architecture and software, and these services will work only when the other party to the call is served by a similarly equipped switch.
2. Except as specified following ACCS is available on individual residence lines, individual business lines and Centrex stations. ACCS is not available on semi-public service, party line exchange services, WATS lines and PBX trunks. Voice Calling is not available with Centrex Service, WATS Lines or PBX Trunks.
3. A Customer Satisfaction Guarantee for a period of sixty days after installation is applicable for individual line business and residence customers for the following features:
 - Automatic Callback
 - Caller ID
 - Caller ID with Name
 - Call Screening
 - Repeat Dialing
 - Voice Calling

If during the 60 day period, the customer is dissatisfied with the features, and requests that all the features be discontinued, neither the monthly rate nor any applicable nonrecurring charge would apply. If the customer retains any of the features beyond the sixty day period, the monthly rate for the features retained would apply from the date the features were initially established. Also, any applicable nonrecurring charges would apply. One customer Satisfaction Guarantee applies per feature, per customer. The Customer Satisfaction Guarantee is not allowed in Foreign Central Office Service.

4. ACCS features are not available for use with PBX or ACD systems equipped with DID trunks.

/1/

/1/ Material now appears on Original Sheet No. 1.1 of this Section.

ADVANCED CUSTOM CALLING SERVICE (ACCS) (cont'd)**B. Description Of Features****1. Automatic Callback (AC)**

Automatically returns the last incoming call whether or not it was answered. To activate Automatic Callback, the customer dials a code. The network will then either attempt a callback, or in offices so equipped, the customer will hear an announcement of the telephone number of the last party that called. If the customer wishes to return the call immediately, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes.

If the caller uses per call or per line blocking, a called party who activates Automatic Callback will not receive the voiceback of the calling party's telephone number information but will be able to return the call. Additionally, where mandated, customers who activate call blocking on a per call or per line basis will be able to block the automatic return of calls that originate in prescribed Local Access Transport Areas (LATAs).

This feature cannot be dialed from all telephone numbers.

2. Call Screening (CS) - provides the customer a way to block calls from certain numbers which may or may not be known to the customer. Immediately after having received a nuisance call, the called customer may hang up and dial a service access code which causes the network to deny the nuisance caller the ability to ring the customer's telephone. Further calls to the customer are screened by originating directory number and rejected calls terminate in an appropriate announcement. In addition, the customer may optionally input a list of directory numbers from which he does not wish to receive any calls.

(N)

(N)

ADVANCED CUSTOM CALLING SERVICE**Caller ID^{/1/}**

(C)

a. Description of the Service

(1) Caller ID is a service that provides for the display of an incoming telephone number on a customer provided display device attached to the customer's (called party's) line or set.

(2) Caller ID is available with individual business and residence lines.

(3) Unless blocking is activated, the telephone numbers of all calls originating from appropriately equipped switches will be displayed including private listing numbers.

(4) For calls originating from a line within a multi-line service, the number displayed will be either the main number or the individual line number, depending on the service.

b. Call Blocking

(1) Free "per call" blocking is available to all customers whenever facilities permit delivery of a telephone number to a Caller ID equipped area, except blocking may not always be available from coin telephones depending on the type of facilities provided.

(2) Per call blocking may be activated by the calling party by dialing a code before dialing the called number.

(3) When blocking is activated, the incoming call may reflect a call type indicator on the Caller ID display unit.

(4) Free "per line" blocking is available to Crisis Intervention Centers and certain law enforcement agencies. Any qualified party requesting "per line" blocking must submit an application to Ameritech security for review and approval.

(5) Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to SBC compliance with the waiver order's eligibility requirements.

(6) 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.

/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. (N)
(N)

ADVANCED CUSTOM CALLING SERVICE (ACCS) (cont'd)**Caller ID^{/1/} (cont'd)**

c. Limitations of the Service

- 1) Caller ID is offered only where facilities permit. This service will only function where the calling and called parties are served by central office switches that have CCS/SS7 architecture and software.
- 2) Caller ID is not available for use with semi-public or two party line service, Wide Area Telephone service, PBX trunks, Off Premise Extensions, or Automatic Call Distribution systems equipped with DID trunks.
- 3) An incoming call may reflect a call type indicator on the Caller ID display unit for each of the following:
 - Assisted calls such as Collect, Bill to Third Number, etc.^{/2/} (C)
 - Call originated from a cellular telephone
 - InterLATA calls
 - Call originated from a service area which is not located in an appropriately equipped Caller ID office.
 - Blocked calls as discussed in subsection (b) of this section
- 4) The call type indicator, if any, reflected on the Caller ID display unit is a function of the CPE equipment and is determined by the vendor of the display unit.
- 5) All customer provided equipment used to interface with Caller ID is required to conform with the Technical Reference Specifications as used by the Company.

The technical reference documents are available from:

APEX Support Team
(734) 523-7348

/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.

/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)
(N)

ADVANCED CUSTOM CALLING SERVICE (cont'd)**Caller ID with Name^{/1/}**

(C)

a. Description of the Service

- (1) Provides for the display of an incoming telephone number and name associated with that telephone number, on a customer provided display device attached to the customer's (called party's) line or set.
- (2) Caller ID with Name is available with individual business and residence lines.
- (3) Unless blocking is activated, the telephone numbers and names associated with all calls originating from appropriately equipped switches will be displayed including private listing numbers.
- (4) For calls originating from a line within a multi-line service, the number displayed will be either the main number or the individual line number, depending on the service.

b. Call Blocking

- (1) Free "per call" blocking is available to all customers whenever facilities permit delivery of a telephone number to a Caller ID equipped area, except blocking may not always be available from coin telephones depending on the type of facilities provided.
- (2) Per call blocking may be activated by the calling party by dialing a code before dialing the called number.
- (3) When blocking is activated, the incoming call may reflect a call type indicator on the Caller ID display unit.
- (4) Free "per line" blocking is available to Crisis Intervention Centers and certain law enforcement agencies. Any qualified party requesting "per line" blocking must submit an application to Ameritech security for review and approval.

/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. (N)
(N)

ADVANCED CUSTOM CALLING SERVICE (cont'd)**Caller ID with Name^{/1/} (cont'd)**

(C)

c. Limitations of the Service

1. Caller ID with Name is offered only where facilities permit. This service will only function where the calling and called parties are served by central office switches that have CCS/SS7 architecture and software. 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.
2. Caller ID with Name is not available for use with semi-public or two party line service, Wide Area Telephone service, PBX trunks, Off Premise Extensions, or Automatic Call Distribution systems equipped with DID trunks.
3. An incoming call may reflect a call type indicator on the Caller ID with Name display unit for each of the following:
 - Assisted calls such as Collect, Bill to Third Number, etc.
 - Call originated from a cellular telephone
 - InterLATA calls
 - Call originated from a service area which is not located in an appropriately equipped Caller ID with Name office.
 - Private or Anonymous calls if the is being blocked by the calling party
 - Calls originating from a public phone
 - "Out of Area" calls from areas that are not equipped with the necessary technology.

/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.

(N)
(N)

ADVANCED CUSTOM CALLING SERVICE (cont'd)**Caller ID with Name^{/1/} (cont'd)**

(C)

c. Limitations of the Service (cont'd)

- (4) The call type indicator, if any, reflected on the Caller ID with Name display unit is a function of the CPE equipment and is determined by the vendor of the display unit.
- (5) For long-distance calls outside of the local serving area, the long distance carrier must also be equipped with this technology for the service to function properly.
- (6) Caller ID with Name service, when working in conjunction with Call Waiting service will not display of an incoming telephone name and number of a call if the customer is already active on the line.
- (7) All customer provided equipment used to interface with Caller ID With Name is required to conform with the Technical Reference Specifications as used by the Company.

The technical reference documents are available from:

APEX Support Team
(734) 523-7348

5. Repeat Dialing (RD) - Automatically redials the last outgoing number dialed by the customer.
6. Call Waiting ID (CWID) - When a person is already speaking 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:
 - (1) Customers must subscribe to Call Waiting and Caller ID with Name.
 - (2) Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
 - (3) Available only where central office facilities permit.

/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.

(N)
(N)

ADVANCED CUSTOM CALLING SERVICE (cont'd)**C. Monthly Rates**

<u>Description /Billing Code/</u>	Monthly Price, per line	
	<u>Residence</u>	<u>Business</u>
1. Automatic Callback, per line equipped /NSQ/	\$11.99 (I)	\$6.00
2. Call Screening, per line equipped /NSY/	11.99 (I)	6.00
3. Caller ID, per line equipped /NSD// ^{4/}	11.99 (I)	38.04
4. Caller ID with Name, per line equipped /NMP/N8D ^{1/} / ^{4/}	-	2.60
5. Repeat Dialing, per line equipped /NSS/	11.99 (I)	7.00
6. Call Waiting ID /NWT// ^{2/3/}	1.00	2.00

/1/ Customers subscribing to Caller ID with Name must also subscribe to Caller ID.

/2/ Customers subscribing to Call Waiting ID must also subscribe to Call Waiting and Caller ID with Name.

/3/ This charge will not apply to residence customers who subscribe to Call Waiting ID as defined on Sheet 6 of the tariff, and also have the uSelectSM3, 2-Line uSelectSM3, uSelectSM6, 2-Line uSelectSM6 or The WORKS package established on the same line.

/4/ 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.

ADVANCED CUSTOM CALLING SERVICE (ACCS) (cont'd)**D. Nonrecurring Charges**

- When CCS and/or ACCS is provided subsequent to establishment of service, a Line Rearrangement Charge applies per line for all (one or more) CCS and/or ACCS features provided at the same time as specified in Part 3, Section 1, in this Guidebook. (C)
- A Line Rearrangement charge applies when the customer has the Company change preset numbers except no Line Rearrangement charge applies in those serving central offices where the customer does not have the capability of changing preset numbers without Company assistance.
- One Line Rearrangement charge applies for one or more features changed or added at the same time.
- A Line Rearrangement charge is applicable to change the number of rings on Call Forwarding Don't Answer.
- A Line Rearrangement change does not apply when ordering only Voice Calling.

ADVANCED CUSTOM CALLING SERVICE (ACCS) (cont'd)**E. Pay Per Use Charges**

1. Certain Custom Calling Services (described in B. preceding) are also available on an optional Pay Per Use Basis to customers that do not subscribe to the service on a monthly basis. Such services, as specified in 2a. and 2b. following, are available on a Pay Per Use (per attempt) basis. Automatic Callback activation is considered complete and billable after the feature is activated by dialing the first code, regardless of whether or not the call is returned, except in those cases where the calling number is not available from the network.

These services will be available on a Pay Per Use basis only from equipped central offices to residence and business customers. However, these services are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on a Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

2. Rates

The following rates apply on a per attempt basis:

Description	Per Attempt Rate	
	Residence	Business
a. Automatic Callback	\$3.00(I)	\$3.00(I)
b. Repeat Dialing	.75	.75

/1/

/1/ Material now appears in Part 20, Section 7, on Original Sheet No. 5.

/1/ Material now appears in Part 20, Section 7, on Original Sheet No. 6.

/1/ Material now appears in Part 20, Section 7, on Original Sheet No. 7.

HOME OFFICE TO GO PACKAGE

(N)

A. DESCRIPTION

The Home Office to Go Package offers a combination of optional service features to residence customers at a reduced package rate.

B. DEFINITIONS

The Home Office to Go Package includes the following optional service features.

Call Waiting
Call Forwarding
Caller ID
Caller ID with Name
Paging
Voice Mail

C. TERMS AND CONDITIONS

1. The Home Office to Go Package is offered from November 11, 1996, through December 31, 1996.
2. This package is available to new residence customers who order and or install service and existing residence customers who upgrade their service.
3. Customers are required to purchase or own a pager that is compatible with the frequency and BAUD rates of the coverage area.
4. All new customers subscribing to this package who currently do not subscribe to Voice Mail service will be eligible for any promotion associated with this service during the period from November 11, 1996, through December 31, 1996.

(N)

HOME OFFICE TO GO PACKAGE (cont'd)**D. Prices**

Customers subscribing to this package will benefit from the package rate until they either change or disconnect their service.

Customers who currently subscribe to all features of this package will be able to request billing at the package price during the period from November 11, 1996, through December 31, 1996.

The reduction in monthly rates for subscribing to multiple service features, as specified elsewhere in this Guidebook, do not apply to this package.

(C)

The rate specified for the Home Office to Go Package is in addition to applicable charges for service and equipment with which it is used.

Unless a customer already subscribes to Paging service, the non-recurring charge for installing Paging service applies. The non-recurring charges associated with the installation of other optional service features included in this package do not apply.

HOME OFFICE TO GO PACKAGE (cont'd)

(N)

D. PRICES (cont'd)**1. Service Elements**

Description /Billing Code/	Monthly Price
Home Office to Go Package /PKB4Q/ Call Waiting, Call Forwarding, Caller ID and Caller ID with Name features, Each package requires the purchase of one customer selected Voice Mail Service Option and Paging Service at the existing rates.	\$11.25

(N)

CALL MANAGEMENT PACKAGE

/1/

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

CALL MANAGEMENT PACKAGE (cont'd)

/1/

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

CALL MANAGEMENT PACKAGE (cont'd)

/1/

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

(D)

(D)

(D)