

CUSTOM CALLING SERVICES

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A. General Regulations

1. Custom Calling Services in this Part are optional telephone services individually described under Paragraph B, which allow customers to manage efficiently the call flow generated over their Exchange Access Line(s). (C)
2. Custom Calling Services are subject to availability of facilities and compatibility with customer premises equipment. (C)
3. Custom Calling Services are available to single line residence and business customers. (C)
4. Custom Calling Services are not available on Centrex, Plexar, Public or Semi-Public Coin Service. Individual services may have limitations on availability with hunting arrangements. Additional service specific limitations are outlined in the service descriptions. (C)
5. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call and Selective Call Forwarding will be functional when both the call originating customer and the call terminating customer are served from the same equipped central office, or, when both the call originating customer and the call terminating customer are served from different equipped central offices and are linked by appropriate facilities. (C)
6. When multiple services are activated on the same line, certain features may take precedence over others. (C)
7. Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to this service or other services of the Company will be furnished in accordance with regulations and at the rates specified in the applicable section of this Guidebook. (C)
8. The Company shall not be liable for any loss or damages as described in paragraph H.3 of 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2. (C)
9. Custom Calling Services provided on a usage sensitive or pay-per-activation basis are not available on Coin, Coinless, Inmate, PBX, WATS, Plexar, Centrex, ISDN (Three Way Calling only), or Prepaid Home Service (PHS) lines. (C)

CUSTOM CALLING SERVICES (cont'd)

(C)

B. Service Descriptions**Call Forwarding**

Permits a 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. The transmission may not meet normal standards depending on the distance and routing necessary. Call Forwarding is available with hunting line service, subject to certain limitations within the hunting group.

Call Waiting

Alerts a customer who is 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. Call Waiting is automatically reactivated for the next originating or terminating call.

Speed Calling

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

Three Way Calling

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

CUSTOM CALLING SERVICES (cont'd)

(C)

C. Application of Rates and Charges

1. The monthly rates and service charges can be found on the following pages.
2. The rates are in addition to the established rates for the associated services.
3. There can only be one Custom Calling discount package per customer line. (C)
4. Moves and Changes
 - a. The service charge applies when the customer's telephone number or PNS number is changed for the customer's convenience.
 - b. The service charge will not apply on outside moves of service if there is no telephone number change.
 - c. Where facilities permit, customers may change Speed Calling codes from their premises at no charge. A service charge will apply per line where the Speed Calling codes are changed by the Company at the customer's request. Where facilities do not permit the customer to make changes in Speed Calling Codes, no service charge will apply for such changes made by the Company.
 - d. The service charge will apply, for customers subscribing to Call Forwarding-Busy Line or Call Forwarding Don't Answer, when the forwarded to number is changed for customer's convenience. When the customer changes his designated number of rings the service charge will not apply.
 - e. For the services in Section D.1.a and D.2.a of the Rates and Charges paragraph: 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) service 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 order appearing on the price sheet).
5. AT&T reserves the right to provide certain Custom Calling services without charge to customers participating in a "Consumer Panel" for market research purposes. Nonrecurring service charges and recurring monthly rates would be waived only for the Custom Calling services designated by AT&T as pertinent to the research and only for the duration of the customer's participation in the Consumer Panel. As a condition to participating in the Consumer Panel, these customers will be obligated to give specific feedback on the services to AT&T. Customers will be selected by AT&T to represent a cross section of the Oklahoma customers. (C)

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

1. Residence Services

a. Monthly Subscription, Per Line
(Discounts may apply with multiple services ordered)

	<u>USOC</u>	Monthly Rate First & Additional	Service Charge ^{/1,2,3,4/}
Call Waiting	ESX	\$11.99 (I)	\$9.95
Call Forwarding	ESM	11.99	9.95
Three Way Calling.....	ESC	11.99	9.95
Speed Calling 8	ESL	11.99 (I)	9.95

b. Monthly Subscription, Per Line
(No discounts for purchasing multiple services)

c. *Reserved for future use*

d. Charge Per Activation

	<u>USOC</u>	Per Activation
Three-Way Calling ^{/5/}	3UY	3.00

/1/ The service charge will apply when the customer's telephone number is changed for the customer's convenience, except when ordered or changed at the same time as other Custom Calling Services.

/2/ The service charge will not apply on outside moves of service if there is no telephone number change.

/3/ Only one service charge is applicable when ordered with other Custom Calling Services.

/4/ After the introductory period, the service charge should not exceed \$9.95 for residential customers and \$23.00 for business customers.

/5/ Blocking of this service is available free of charge upon request. Customers subscribing to ISDN lines, coin/coinless pay phones, PBX, Three-Way Calling Subscribed lines, data access lines, Hotel-Motel, WATS and Centrex/Plexar I/Plexar II/Plexar Custom will be restricted from activating Usage Sensitive Three-way Calling.

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

2. Business Services

a. Monthly Subscription, Per Line
(Discounts may apply with multiple services ordered)

	<u>USOC</u>	Monthly Rate First & Additional	Service Charge <i>/1,2,3,4,5,10/</i>
Call Forwarding ^{/7,8,9/}	ESM	\$27.83	\$23.00
Call Waiting ^{/8,9/}	ESX	27.83	23.00
Three Way Calling ^{/8,9/}	ESC	26.44	23.00

b. Monthly Subscription, Per Line
(No discounts for purchasing multiple services)

	<u>USOC</u>	Monthly Rate	Service Charge <i>/1,2,3,4,5/</i>
Speed Calling 30.....	ESF	\$8.75	\$23.00

c. Charge Per Activation

	<u>USOC</u>	Per Activation
Three-Way Calling ^{/6/}	3UY	3.00

/1/ The service charge will apply when the customer's telephone number is changed for the customer's convenience, except when ordered or changed at the same time as other Custom Calling Features.

/2/ The service charge will not apply on outside moves of service if there is no telephone number change.

/3/ Only one service charge is applicable when ordered with other Custom Calling Services.

/4/ After the introductory period, the service charge should not exceed \$9.95 for residential customers and \$23.00 for business customers. (C)

/5/ The highest service charge will be applied based upon services ordered.

/6/ Blocking of this service is available free of charge upon request. Customers subscribing to ISDN lines, coin/coinless pay phones, PBX, Three-Way Calling Subscribed lines, data access lines, Hotel-Motel, WATS and Centrex/Plexar I/Plexar II/Plexar Custom will be restricted from activating Usage Sensitive Three-way Calling.

/7/ The discount applied to this Custom Calling Service for customers subscribing to the Access Advantage Plus Options Package is found in Part 6, Section 7. The service charge is waived in conjunction with the purchase of Access Advantage Plus Options Package.

/8/ See Part 20, Section 4 – CompleteLink, for additional discount information.

/9/ See Part 20, Section 4 – SimpleLink, for additional discount information.

/10/ If the customer is coming to AT&T Oklahoma from another carrier this charge is waived for those Custom Calling Services required to establish Custom BizSaver Flat-Line Bundle(s), Multi-line Bundle(s) or Additional Line Options 1 and 2.