

# AT&T TEXAS GUIDEBOOK

PART 1 - Preface

SECTION 3 - Alphabetical Subject Index

4th Revised Sheet 1  
Replacing 3rd Revised Sheet 1

## NUMERICAL SUBJECT INDEX

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| 811          | 8           | 11             | 1            |

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| AreaWide Networking Service                         | 6           | 5              | 1            |
| AT&T Business Local Calling (BLC)                   | 4           | 5              | 22           |
| Auto Redial   | 7           | 2              | 1            |
| Automatic Call Distributors                         | 6           | 3              | 1            |
| Automatic Identified Outward Dialing (AIOD) Service | 6           | 1              | 5            |
|   |             |                | (D)          |
|   |             |                | (D)          |
| <b>B</b>  |             |                |              |
| The BASICS  | 20          | 7              | 6            |
| BizSaver  | 20          | 7              | 29           |
| Business Access Line Term Volume Discount (TVD)     | 20          | 4              | 8            |
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| Call Forwarding                                      | 7           | 1              | 3            |
| Call Forwarding-Busy Line                            | 7           | 3              | 1            |
| Call Forwarding-Busy Line/Don't Answer               | 7           | 3              | 1            |
| Call Forwarding-Don't Answer                         | 7           | 3              | 1            |
| Call Return  | 7           | 2              | 1            |
| Call Trace   | 7           | 2              | 1            |
| Call Transfer Disconnect                             | 7           | 2              | 12           |
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| Calling Number Delivery                              | 7           | 2              | 7            |
| Central Office Local Area Network (C.O. LAN) Service | 8           | 8              | 13           |
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| Charter Number Service                               | 8           | 8              | 17           |
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| Complementary Network Services                       | 7           | 3              | 1            |
| Complete Choice Basic                                | 20          | 7              | 3            |
| Complete Choice Enhanced                             | 7           | 5              | 3            |
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| Consolidated Billing                                  | 16          | 2              | 1            |
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| Special Signaling Services - Series 100               | 15          | 2              | 2            |
| Subvoice Grade Service - Series 200                   | 15          | 2              | 7            |
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| Foreign Exchange and Foreign Exchange Centrex         |             |                |              |
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| Network Reconfiguration Service (Digital Services)    | 20          | 15             | 30           |
| Local Area Data Service                               | 20          | 15             | 4            |
|   |             |                | (D)          |
| Served Direct Service                                 | 20          | 15             | 6            |
| Digital Private Line Services                         | 15          | 3              |              |
| MegaLink Digital Service                              | 15          | 3              | 1            |
| MegaLink III – Wideband Digital Service 1.544 Mbps    | 15          | 3              | 15           |
| DS3 Service   | 15          | 3              | 28           |
| Network Reconfiguration Service (NRS)                 | 15          | 3              | 39           |

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| Dataphone Digital Service                           | 15          | 5              | 7            |
| Private Network Services                            | 15          | 5              | 72           |
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| DigiLine Service                                    | 17          | 1              | 1            |
| Digital Loop Service                                | 20          | 6              | 8            |
| Direct Inward Dialing (DID) Service                 | 6           | 1              | 1            |
| Automatic Identified Outward Dialing (AIOD) Service | 6           | 1              | 5            |
| Directory Assistance Call Completion (DACC)         | 11          | 3              | 1            |
| Directory Assistance Listing Service                | 12          | 4              | 1            |
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| Disaster Relief                                     | 2           | 2              | 43           |
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| Exchange Connection Service   | 4           | 5              | 30           |
| Exchange Maps   | 4           | 6              | 1            |
| Exchange Rates  | 4           | 2              | 2            |
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| Expanded Toll-Free Local Calling Service (ELC)  | 4           | 2              | 13           |
| Explanation of Terms  | 2           | 1              | 1            |
| Extended Area Calling Service (EACS)  | 4           | 2              | 24           |
| Extended Area Service (EAS)   | 4           | 2              | 13           |
| <b>F</b>  |             |                |              |
| Feature Select  | 20          | 7              | 21           |
| Foreign Serving Office and Foreign Exchange Service   | 4           | 3              | 1            |
| Foreign Listings  | 12          | 1              | 7            |
| Four-Wire Service Access Arrangement  | 8           | 8              | 10           |
| <b>G</b>  |             |                |              |
| GigaMAN Service   | 20          | 15             | 10           |
| Government Key Systems  | 8           | 8              | 2            |
| Group Alerting and Dispatching Systems  | 20          | 8              | 8            |
| Group Alerting and Dispatching Systems – Small System   | 20          | 8              | 11           |
|   |             |                | (C)          |
|   |             |                | (D)          |
|   |             |                | (C)          |
|   |             |                | (D)          |
|   |             |                | (D)          |

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| Hunting Line Services                              | 4           | 2              | 11           |
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| Important Customer Information                     | 2           | 12             | 1            |
| Indemnification, Liability of the Company          | 2           | 2              | 23           |
| Information Delivery Service                       | 20          | 8              | 21           |
| Intelligent Redirect <sup>SM</sup>                 | 6           | 6              | 5            |
| IntelliNumber                                      | 20          | 6              | 1            |
| Intercept Referral Services                        | 11          | 1              | 5            |
| Internet Caller ID                                 | 20          | 7              | 31           |
| Interruptions of Service, Liability of the Company | 2           | 2              | 23           |
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| Jacks  | 8           | 8              | 12           |
|  |             |                | (D)          |
| <b>L</b>   |             |                |              |
| Late Payment Charge                                | 2           | 2              | 14           |
| Liability of the Company                           | 2           | 2              | 22           |
| Deface of Premises                                 | 2           | 2              | 22           |
| Errors   | 2           | 2              | 23           |
| Interruptions of Service                           | 2           | 2              | 23           |
| Indemnification                                    | 2           | 2              | 23           |
| Gross Negligence or Willful Misconduct             | 2           | 2              | 23           |
| Service Guarantee                                  | 2           | 2              | 24           |
| Lifeline Service                                   | 4           | 4              | 1            |
| Line Amplifier (Withdrawn 4/15/2016)               |             |                |              |
| Line Status Verification (Withdrawn 3/19/2016)     |             |                |              |

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| Listings   | 12          | 1              |              |
| Primary Listings   | 12          | 1              | 2            |
| Regular Extra Listings   | 12          | 1              | 4            |
| Alternate Listings   | 12          | 1              | 6            |
| Extra Lines  | 12          | 1              | 7            |
| Foreign Listings   | 12          | 1              | 7            |
| Secretarial Listings   | 12          | 1              | 8            |
|  |             |                | (D)          |
| Non-Published Exchange Service   | 12          | 1              | 9            |
| Special School Listing Guide   | 12          | 1              | 10           |
| Nonlisted Service  | 12          | 1              | 11           |
| Residential Signature Listings   | 12          | 1              | 11           |
| Residence Family Space Listings  | 12          | 1              | 12           |
| Residence Personality Logo   | 12          | 1              | 13           |
| Residence Line of Distinction  | 12          | 1              | 14           |
| Business Request for Different Number in Company's<br>Directory Assistance Records | 12          | 1              | 15           |
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| Local Operator Assistance Service  | 11          | 1              | 1            |
| Local Remote Call Forwarding Service (El Paso County)                              | 20          | 7              | 1            |
| Long Distance Message Telecommunications Service                                   | 9           |                |              |
| Regulations  | 9           | 1              | 1            |
| Two-Point Service  | 9           | 1              | 10           |
|  |             |                | (D)          |
| Mobile LDMTS Service   | 9           | 1              | 16           |
| Private LDMT Stations  | 9           | 1              | 17           |
| Public LDMT Stations   | 9           | 1              | 18           |
| Selective Class of Call Screening  | 9           | 1              | 19           |
| Method of Applying Rates (V&H Coordinates)   | 9           | 2              | 1            |
| Optional Calling Plan  | 9           | 3              | 1            |
| Long Distance Message Telecommunications Service                                   | 9           | 1              | 1            |

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| Maintenance and Repairs, Rules and Regulations              | 2           | 2              | 19           |
| MegaLink Digital Service                                    | 15          | 3              | 1            |
| MegaLink III – Wideband Digital Service/1.544 Mbps          | 15          | 3              | 15           |
| Message Rate Service  | 4           | 2              | 57           |
| Message Register Equipment                                  | 8           | 8              | 11           |
| MicroLink I – Public Switched Digital Service               | 15          | 5              | 1            |
| Mileage   | 4           | 5              | 28           |
| Mobile LDMTS Service  | 9           | 1              | 16           |
| <b>N</b>  |             |                |              |
| National Directory Assistance Service                       | 11          | 2              | 2            |
| Network Reconfiguration Service (NRS) (Analog Private Line) | 20          | 15             | 29           |
| Network Reconfiguration Service (NRS) (Digital Services)    | 20          | 15             | 30           |
| Non-Emergency 311 (NE 311)                                  | 6           | 9              | 19           |
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| Alterations   | 2           | 2              | 19           |
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| Electrical Bonding and Grounding                            | 2           | 2              | 21           |
| Obsolete Plexar-II  | 20          | 5              | 1            |
| Obsolete Private Line Services (El Paso County)             | 20          | 15             | 7            |
| Operator Assistance Service                                 | 11          | 1              | 1            |
| Operator Services   | 11          | 1              |              |
| OPT-E-MAN Service   | 6           | 9              | 1            |
| Optional Calling Plan                                       | 9           | 3              | 1            |
| Optional Extended Metropolitan Service (EMS)                | 4           | 2              | 49           |
| Outward WATS and 800 Services                               | 10          | 1              | 1            |

(D)

(D)

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| Paralleling Service  | 2           | 2              | 11           |
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| Payment for Service  | 2           | 2              | 13           |
| Insufficient Funds   | 2           | 2              | 15           |
| Rates for Fractional Periods                                   | 2           | 2              | 15           |
| Disputes   | 2           | 2              | 16           |
| Gift Certificate Plan  | 2           | 2              | 16           |
| Electronic Data Interchange Billing (EDIB)                     | 2           | 2              | 17           |
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| Convenience Fee for Payment Made with a Company Representative | 2           | 2              | 18           |
| PBX Services   | 8           | 8              | 5            |
| Personalized Ring Service                                      | 7           | 2              | 15           |
| Plexar Service   | 5           |                |              |
| Plexar-Custom  | 5           | 4              | 78           |
| Plexar Express   | 5           | 5              | 24           |
| Plexar-I   | 5           | 5              | 1            |
| Plexar-II  | 5           | 4              | 1            |
| Pointing a Telephone Number to a Digital Trunk                 | 6           | 9              | 22           |
| Positive ID  | 6           | 6              | 9            |
| Preferred Number Service                                       | 7           | 2              | 17           |
| Prepaid Local Telephone Service (Withdrawn 5/27/2016)          |             |                |              |
| Primary Rate ISDN: SelectData and SelectVideo                  | 20          | 17             | 20           |
| Primary Rate ISDN: SmartTrunk Service                          | 17          | 2              | 1            |
| Priority Call  | 7           | 2              | 1            |
|  |             |                | (D)          |
| Private LDMT Stations  | 9           | 1              | 17           |
| Private Network Services                                       | 15          | 5              | 72           |
| Promotional Service Offerings                                  | 2           | 8              | 1            |
| Public LDMT Stations   | 9           | 1              | 18           |
| <b>R</b>   |             |                |              |
| Radio Common Carrier (RCC) - DID Service                       | 6           | 1              | 7            |
| Remote Access to Call Forwarding                               | 7           | 2              | 2            |
| Residence Service (Local Exchange Service)                     | 4           | 2              | 1            |
| Restoral of Service – Initiated by the Customer                | 2           | 4              | 5            |
| Rights of the Company  | 2           | 2              | 20           |
| Work Performed on an Overtime Basis                            | 2           | 2              | 20           |
| Work Interruption  | 2           | 2              | 20           |
| Ownership  | 2           | 2              | 20           |
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| Customer Complaints                                  | 2           | 2              | 1            |
| Application for Service                              | 2           | 2              | 2            |
| Application of Business and Residence Rates          | 2           | 2              | 4            |
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| Obligations of Customers                             | 2           | 2              | 19           |
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| Points   | 2           | 2              | 33           |
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| Inter/Intrabuilding Cable                            | 2           | 2              | 41           |
| Disaster Relief                                      | 2           | 2              | 43           |

(D)  
(D)**S**

|                                       |    |    |    |
|---------------------------------------|----|----|----|
| Selective Call Forwarding             | 7  | 2  | 2  |
| Selective Class of Call Screening     | 9  | 1  | 19 |
| Select Feature Package                | 20 | 7  | 26 |
| SelectData                            | 20 | 17 | 20 |
| SelectVideo                           | 20 | 17 | 20 |
| SelectVideo Plus Service              | 20 | 17 | 1  |
| Served Direct Service                 | 20 | 15 | 6  |
| Service Connection, Moves and Changes | 3  | 1  |    |
| General                               | 3  | 1  | 1  |
| Charges                               | 3  | 1  | 2  |
| Conversion Charge                     | 3  | 1  | 9  |
| Service Stations <sup>/1</sup>        | 4  | 5  | 1  |
| Services for Government Entities      | 8  | 5  | 1  |
| Shared Tenant Service                 | 2  | 2  | 46 |
| Simultaneous Call Forwarding          | 7  | 2  | 2  |
| SmartTrunk Service                    | 17 | 2  | 1  |

/1/ Effective October 17, 2016, residence Service Stations lines are grandfathered. See Part 4, Section 5.

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| Special Assemblies of Equipment   | 2           | 7              | 1            |
| Special Billing Service Numbers   | 16          | 2              | 2            |
| Special Construction Charges (see <i>Construction Charges</i> )           |             |                |              |
| Special Reversed Charge LDMTS Service<br>(Withdrawn 8/30/2017)            |             |                | (C)<br>(N)   |
| Special School Listing Guide  | 12          | 1              | 10           |
| Speed Calling   | 7           | 1              | 3            |
| Star Code Access to Voice Mail  | 7           | 3              | 3            |
| Suburban Service  | 4           | 5              | 29           |
| SuperTrunk  | 20          | 6              | 8            |
| Suspension and Restoration of Service                                     | 2           | 4              |              |
| Suspension of Service – Initiated by the Company                          | 2           | 4              | 1            |
| Restoral of Service – Initiated by the Company                            | 2           | 4              | 4            |
| Suspension of Service – Initiated by the Customer<br>("Vacation Service") | 2           | 4              | 4            |
| Restoral of Service – Initiated by the Customer<br>("Vacation Service")   | 2           | 4              | 5            |
| Symbols, Explanation of   | 1           | 1              | 2            |
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| TeleBranch Service  | 7           | 4              | 1            |
| Telecommunications Service Priority (TSP) System                          | 8           | 5              | 7            |
| Telephone Answering and Secretarial Service                               | 6           | 8              | 1            |
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| Term Pricing Plan – Business  | 20          | 4              | 6            |
| Term Pricing Plan – Governmental Entities                                 | 20          | 4              | 3            |
| Termination of Contracts  | 2           | 2              | 25           |
| Cancellation of Application for Services                                  | 2           | 2              | 25           |
| During Minimum Terms  | 2           | 2              | 26           |
| After Expiration of Minimum Term  | 2           | 2              | 27           |
| Three-Way Calling   | 7           | 1              | 3            |
| Toll Restriction  | 8           | 2              | 1            |
| Transfer of Contracts   | 2           | 2              | 25           |
| Transmitting Messages, Rules and Regulations                              | 2           | 2              | 12           |
| Touch-Tone Calling Service  | 4           | 2              | 58           |
| Two-Point Service   | 9           | 1              | 10           |

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| Use of Service and Facilities                    | 2           | 2              | 11           |
|  |             |                | (D)          |
|  |             |                | (D)          |
| <b>V</b>   |             |                |              |
| V & H Coordinates (Analog Private Line Services) | 15          | 1              | 106          |
| V & H Coordinates (Toll)                         | 9           | 2              | 1            |
| Vacation Service                                 | 2           | 4              | 4            |
|  |             |                |              |
| <b>W</b>   |             |                |              |
| Warmline   | 7           | 5              | 7            |
| Wide Area Telecommunications Service (WATS)      | 10          | 1              |              |
| Regulations                                      | 10          | 1              | 1            |
| Rates  | 10          | 1              | 19           |
| WATS Rates                                       | 10          | 1              | 19           |
| Method of Determining Monthly Charges            | 10          | 1              | 22           |
| Chargeable Time                                  | 10          | 1              | 22           |
| Installation, Move and Change Charge             | 10          | 1              | 23           |
| Common Line 800 Service                          | 10          | 1              | 23           |
| Work Interruption, Rules and Regulations         | 2           | 2              | 20           |
|  |             |                | (D)          |