

CUSTOM CALLING SERVICES

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A. General Regulations Applying to All Custom Calling Services

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1. The Company may from time to time, change the rates for Custom Calling Services using volume and term discounts, zone density pricing, packaging of services and other promotional pricing. (C)
2. Part 2, Section 8 shall contain a description of all active promotions, term discounts, or zone density pricing which varies from the standard rates and charges for Custom Calling Services. Accordingly, the standard rates and charges for Custom Calling Services are superseded by any such price change as contained in Part 2, Section 8. (C)
3. Customers who have subscribed to BizSaver packages are eligible to receive the *1+ Saver 10% Discount Optional Calling Plan* for the monthly rate specified in Part 9, Section 3.
4. Due to the destruction or partial destruction of customers' premises by means beyond the control of the customer, the Company may waive the installation and monthly recurring charges for a period of thirty (30) days on new installations of Call Forwarding, Call Forward-Busy Line/Don't Answer, Preferred Number Service and Remote Access to Call Forwarding Services. These charges will only be waived when these services are established on the customer's existing local exchange service. Charges will not be waived on service established at a new location.
5. Services with call forwarding capabilities (including, but not limited to, Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer Disaster Routing Service) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

B. Custom Calling Services - General Regulations

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1. Custom Calling Services are optional telephone services individually described below and in Part 7, Section 2 and Part 7, Section 3, which allow customers to manage efficiently the call flow generated over their Exchange Access Line(s). (C)
2. Custom Calling Services are available to single line residence and business customers. (C)
3. A monthly rate will apply to Custom Calling Services which are purchased on a flat-rated basis. Call Trace will be billed on a per successful trace basis. Call Return and Auto Redial may be used on a usage sensitive per activation basis. Customers who use Auto Redial and Call Return on a usage sensitive basis will only be subject to the appropriated activation charge per occurrence. (C)

CUSTOM CALLING SERVICES (cont'd)

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B. Custom Calling Services - General Regulations (cont'd)

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4. Custom Calling Services are subject to availability of facilities and compatibility with central office equipment, access lines and customer premises equipment. The services will not be provided in connection with party lines, Centrex, PLEXAR, Pay Telephone Exchange Access Service and trunk facilities associated with Direct Inward Dialing.
5. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding and Caller ID are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Number (CPN) and are linked by appropriate facilities.
6. The services are furnished only where adequate and suitable facilities permit.
7. Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to any service of the Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this guidebook.
8. When multiple services are activated on the line, certain services may take precedence over others.
9. Services with call forwarding capabilities (including Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premise.

C. Moves and Changes

1. Installation charges will apply when changing Speed Calling^{/1} from the 8-code capacity to the 30-code capacity, or vice versa.
2. Installation charges will apply when the customer's telephone number is changed for his convenience.
3. Installation charges will not apply for outside moves of service if there is no telephone number change.
4. Where facilities permit, customers may change Speed Calling^{/1} codes from their premises at no charge. Installation charges 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 installation charge will apply for such changes made by the Company.

/1/ Speed Calling 8 is withdrawn and no longer available for business customers effective October 31, 2013.

CUSTOM CALLING SERVICES (cont'd)

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D. Descriptions**Call Forwarding**

Enables the 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 the routing necessary. Call Forwarding and the Selective Call Forwarding service can be activated at the same time except in 1A switches.

Call Forwarding is offered for use with two-way PBX trunks subject to the following limitations:

- May be provided when compatible with the equipment configuration at the customer's premises.
- Available only in certain types of central offices.
- Available only with two types of hunting arrangements, multiline and series completion, and subject to the limitations of these hunting arrangements.

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. Call Waiting is required for the provision of Call Waiting ID Options or Call Waiting ID features.

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 not meet normal standards depending on the distance and routing necessary.

Speed Calling^{/1/}

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Eight code capacity and/or 30 code capacity may be provided on the same line, however, duplicate code capacities may not be provided. The combination of code capacities is not available on multiline hunting lines.

For residence customers Speed Calling 30 is no longer available. Speed Calling 30 is available to business customers.

^{/1/} Speed Calling 8 is withdrawn and no longer available for business customers effective October 31, 2013.

CUSTOM CALLING SERVICES (cont'd)**E. Rates**

1. The rates and charges apply in addition to the established rates and charges for the associated services. Only one Custom Calling Services discount can apply per line. The Company will apply the largest applicable discount to the customer's account.^{/1/}
2. When applying the rates below, "first" monthly service rate is applied when a single service is ordered. When multiple services are ordered the "first" monthly service rate applies to the first service 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, the "first" monthly rate applies to the first service appearing in the list. The additional monthly rate applies to all other services ordered).
3. Rates and Charges

a. Residence Service

Monthly Subscription, Per Line

Discounts may apply when multiple services are ordered. Use first monthly rate for first item purchased; use additional rate for all others. Order of services is significant.

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

No discount for purchasing multiple services.

<u>Service</u>	Monthly <u>Rate</u>	Installation <u>Charge</u> ^{/3/}	<u>USOC</u>
Speed Calling 30 ^{/4/}	N/A	N/A	

Charge Per Activation, with Maximum Monthly Charge

<u>Service</u>	Per <u>Activation</u>	Maximum <u>Monthly Charge</u>	<u>USOC</u>
Three-Way Calling ^{/5/}	\$3.00	None	3UY

See Sheet 5 for footnotes

CUSTOM CALLING SERVICES (cont'd)**E. Rates (cont'd)**

3. Rates and Charges (cont'd)

b. Business Service

Monthly Subscription, Per Line

Discounts may apply when multiple services are ordered. Use first monthly rate for first items purchased; use additional rate for all others. Order of services is significant.

<u>Service</u>	Monthly Rate <u>First</u>	Monthly Rate <u>Additional</u>	Installation Charge ^{/6,7/}	<u>USOC</u>
Call Waiting	\$27.83	\$27.83	\$10.75	ESX
Call Forwarding	27.83	27.83	10.75	ESM
Three-Way Calling	26.44	26.44	10.75	ESC
Speed Calling 30	8.75	8.75	10.75	ESF

<u>Service</u>	Per <u>Activation</u>	Maximum <u>Monthly Charge</u>	<u>USOC</u>
Three-Way Calling ^{/5/}	\$3.00	None	3UY

- /1/ The rates and charges for the individual services apply as appropriate. In addition, the package monthly discount is applied as a credit to the customer's account.
- /2/ For residence customers, the footnoted monthly rate or monthly credit is effective coincident with customer bill periods March 1, 2021, through March 31, 2021.
- /3/ The maximum installation charge is \$9.95 for two or more Custom Calling Services per request per line, except when the Simultaneous Call Forwarding service is established.
- /4/ For residence customers, Speed Calling 30 is no longer available.
- /5/ Blocking of this service is available free of charge upon request. Customers subscribing to ISDN lines, Multi-party lines, Coin/Coinless Pay Phones, PBX, Three-Way Calling subscribed lines, Data Access lines, Hotel-Motel, WATS, and Centrex/Plexar services will be restricted from activating Usage Sensitive Three-Way Calling.
- /6/ The installation charge is \$10.75 for one or more Custom Calling Services per request per line, except when the Simultaneous Call Forwarding service is established.
- /7/ If the customer is coming to AT&T Texas from another carrier this charge is waived for the Custom Calling Services required to establish Custom BizSaver Flat Rate Bundle(s), Multi-line Bundle(s) or Additional Line Options 1 and 2.

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