

**CUSTOM CALLING SERVICES****A. General Regulations**

Refer to Part 7, Section 1 for regulations applicable to Custom Calling Services.

**B. Descriptions**Auto Redial

Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, Company equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Call Blocker

Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Return

Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, Company equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. This service will not function if the calling party's telephone number has been Call Forwarded. Also, this service will not function from a line or trunk that does not have an associated telephone number, e.g., multi-line hunting groups.

Call Trace

Enables the customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, Company equipment will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The Company will not provide the results of the trace (i.e., the telephone number traced) to the customer. Such call detail may be provided only to law enforcement authorities upon proper request. For further action to be taken, the customer must contact their local law enforcement agency.

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At its option or upon receipt of proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call Trace is not available at no charge to the customer when in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property.

Priority Call

Provides the customer with a distinctive ring or distinctive Call Waiting tone (if the customer has subscribed to Call Waiting and Priority Call), when the customer is called from preselected telephone numbers. The customer can construct or modify a telephone number screening list. Company equipment will screen incoming calls against the customer's list and provide the distinctive ring for telephone numbers on the list.

**CUSTOM CALLING SERVICES (cont'd)**

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**B. Descriptions (cont'd)**Remote Access to Call Forwarding

Permits the customer who also subscribes to Call Forwarding (described in Part 7, Section 1) with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters including “\*” and “#”. All charges incurred to access the remote number will be billed appropriately.

Selective Call Forwarding

Provides the customer with the ability to forward incoming calls from preselected telephone numbers to another telephone number. The customer may construct or modify a telephone number screening list. The Company's equipment will screen incoming calls against the customer's list and forward only those calls from telephone numbers on the list. The maximum amount of telephone numbers available for each customer's list may vary depending on switch type. The Selective Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion. Selective Call Forwarding and the Call Forwarding service may be activated at the same time except in 1A switches.

Simultaneous Call Forwarding

Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding customer must subscribe to sufficient facilities to adequately handle calls without impairing any services offered by the Company. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded.

**CUSTOM CALLING SERVICES (cont'd)****C. 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.<sup>/13/</sup>
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

**Monthly Subscription, Per Line****a. Residence Service**

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 Charge	<u>USOC</u>
Call Return <sup>/1/</sup>	\$11.99 (I)	\$11.99 (I)	\$9.95	NSS
Call Blocker <sup>/1/</sup>	11.99 (I)	11.99 (I)	9.95	NSY
Auto Redial <sup>/1/</sup>	11.99 (I)	11.99 (I)	9.95	NSQ
Priority Call <sup>/1/</sup>	11.99 (I)	11.99 (I)	9.95	NSK
Selective Call Forwarding <sup>/1/</sup>	11.99 (I)	11.99 (I)	9.95	NCE
Anonymous Call Rejection <sup>/1/</sup>	11.99 (I)	11.99 (I)	--	AYK

No discount for purchasing multiple services.

<u>Service</u>	Monthly Rate	Installation Charge <sup>/2/</sup>	<u>USOC</u>
Remote Access to Call Forwarding	\$1.00	\$9.95	RC3
Simultaneous Call Forwarding <sup>/3,4/</sup>	2.10	16.15 <sup>/5/</sup>	ESD

See Sheet 6 for footnotes

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

## 3. Rates and Charges (cont'd)

## Monthly Subscription, Per Line (cont'd)

## a. Residence Service (cont'd)

## Charges Per Successful Activation

<u>Service</u>	<u>Per Successful Activation</u>	<u>USOC</u>
Call Trace <sup>7/</sup>	\$10.00	NST

## Charge Per Activation, with Maximum Monthly Charge

<u>Service</u>	<u>Per Activation</u>	<u>Maximum Monthly Charge</u>	<u>USOC</u>
Auto Redial <sup>6,7/</sup>	\$1.99	None	NV8
Call Return <sup>6,7/</sup>	3.00	None	NV9

## 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>	<u>Monthly Rate</u>	<u>Installation Charge</u> <sup>8,9/</sup>	<u>USOC</u>
	<u>First</u>	<u>Additional</u>	
Call Return	\$23.66 (I)	\$23.66 (I)	\$10.75
Call Blocker	5.50	5.50	10.75
Auto Redial	6.00	6.00	10.75
Priority Call	5.10	5.10	10.75
Selective Call Forwarding	5.75	5.75	10.75
Anonymous Call Rejection <sup>10/</sup>	27.83 (I)	27.83 (I)	10.75

## Monthly Subscription, Per Line

No discount for purchasing multiple services.

<u>Service</u>	<u>Monthly Rate</u>	<u>Installation Charge</u> <sup>8/</sup>	<u>USOC</u>
Remote Access to Call Forwarding	\$3.00	\$10.75	RC3
Simultaneous Call Forwarding <sup>11,12/</sup>	2.65	16.15 <sup>5/</sup>	ESD

See Sheet 6 for footnotes

**CUSTOM CALLING SERVICES (cont'd)**

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**C. Rates (cont'd)**

## 3. Rates and Charges (cont'd)

## Monthly Subscription, Per Line (cont'd)

## b. Business Service (cont'd)

## Charges Per Successful Activation

<u>Service</u>	<u>Per Successful Activation</u>	<u>USOC</u>
Call Trace <sup>7/</sup>	\$10.00	NST

## Charge Per Activation, with Maximum Monthly Charge

<u>Service</u>	<u>Per Activation</u>	<u>Maximum Monthly Charge</u>	<u>USOC</u>
Auto Redial <sup>6,7/</sup>	\$1.99	None	NV8
Call Return <sup>6,7/</sup>	3.00	None	NV9

See Sheet 6 for footnotes

**CUSTOM CALLING SERVICES (cont'd)****C. Rates (cont'd)****3. Rates and Charges (cont'd)****Footnotes**

- /1/ For residence customers, the footnoted monthly rate or monthly credit is effective coincident with customer bill periods March 1, 2021, through March 31, 2021. (C)
- /2/ 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.
- /3/ One Call Forwarding feature (ESM) is applicable per line/trunk arranged.
- /4/ One Simultaneous Call Forwarding feature (ESD) and one Call Forwarding feature (ESM) are applicable per line/trunk (non-hunting) used to establish connection.
- /5/ Applies in addition to the installation charge for other Custom Calling Services established on the same line.
- /6/ This feature will be offered to customers at no charge for the first 30 days following its introduction in an exchange.
- /7/ This feature will be deactivated, at no charge to the customer, upon request.
- /8/ 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.
- /9/ 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.
- /10/ This service is grandfathered for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.
- /11/ One Call Forwarding feature (ESM) is applicable per line/trunk arranged.
- /12/ One *Simultaneous Call Forwarding* feature (ESD) and one *Call Forwarding* feature (ESM) are applicable per line/trunk (non-hunting) used to establish connection.
- /13/ 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.

**CALLER ID****A. General Regulations**

1. Caller ID Service is the general category of the following services which assist customers in the management of incoming calls.
2. *Calling Number Delivery* - Allows the transmission of Calling Party Number (CPN) to the subscriber's access lines. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Call Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.
3. *Calling Name Delivery* - Enables the Caller ID subscriber to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide and connect their own compatible CPE to process the Calling Name Delivery transmission. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of the Company's network and calls carried over facilities that do not transmit Caller ID information.
4. *Anonymous Call Rejection (ACR)<sup>/1</sup>* - Allows customer to automatically reject all calls that have been marked anonymous (see paragraph A.5 following) by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.
5. Any Company calling party may prevent the delivery of CPN and of Calling Party Name to the called party by dialing an access code (\*67 on their touch-tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activated per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the CPN and Calling Party Name will not be transmitted across the line. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name and number delivery.

Blocked Caller ID information 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 the Company compliance with the waiver order's eligibility requirements.

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The blocking of CPN and Calling Name Delivery will not be provided on calls originating from Pay Telephone Exchange Access Service.

/1/ Anonymous Call Rejection is grandfathered for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

**CALLER ID (cont'd)****A. General Regulations (cont'd)**

6. Caller ID will be provided in connection with individual and multiline residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side connections, such as DID. In addition, party line, Centrex and Plexar, are excluded from this guidebook offering. For the provisioning of Caller ID for Plexar customers, please refer to Part 5, Section 4 or Part 5, Section 5.
7. Caller ID Service is offered on a subscription basis which requires the customer to order the service. Where Caller ID Service is available, any calling party, whether they subscribe to Caller ID or not, has per Call Blocking capability, unless that customer is calling from a *Pay Telephone Exchange Access Service*.
8. The Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party has requested to be omitted from the Listing Information System or the disclosing of such name or telephone number to any person.

The Company shall not liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

The Company shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Company.

**B. Feature Interactions**

1. A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent of approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from:
  - a. Verifying network performance or testing the provision of caller identification service;
  - b. Compiling, using, and disclosing aggregate Caller ID information; or
  - c. Complying with applicable law or legal process.
2. Calling Party Number blocking (per-call) 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 emergency services or to a party that subscribes to an ANI or charge number based service and the call is paid for by the called party, such as toll-free numbers. (C)
3. Caller ID information will not be displayed under the following conditions:
  - If the called party is off-hook
  - If the called party answers during the first ring interval

**CALLER ID (cont'd)****B. Feature Interactions (cont'd)**

4. Caller ID is not available with distinctive ringing services having a silent interval length insufficient for CPN transmission.
5. Identification of specific stations or extensions served by CPE is not possible. The main listing number and name of the CPE will be displayed.
6. Caller ID will not be identified or transmitted for calls made on a multi-party line. The called party will receive appropriate facilities.
7. Caller ID will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.
8. When Caller ID service is provided in connection with line-side PBX trunk connections, the Company makes no guarantee that the calling party information will be delivered in a manner such that the customer's equipment will be able to transmit that information to the stations or extensions served by the CPE. Customers subscribing to Caller ID services in conjunction with line-side PBX connections are responsible for the provision of compatible CPE which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with Caller ID services on line-side PBX connections will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any damage to the customer's equipment due solely to the transmission of the calling party information or for any incompatibility of the customer's equipment to perform satisfactorily with the information transmitted.
9. Caller ID service is required for the provision of Call Waiting ID Options and Call Waiting ID features.

**C. 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.<sup>/1/</sup> (C)
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).

/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.

**CALLER ID (cont'd)****C. Rates (cont'd)**

## 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>	<u>First</u>	<u>Monthly Rate</u>	<u>Additional</u>	<u>Installation Charge</u>	<u>USOC</u>
<i>Caller ID</i>					
Calling Number Delivery <sup>1/</sup>		\$11.99 (I)		\$11.99 (I)	\$9.95
Calling Name Delivery <sup>1/</sup>		11.99 (I)		11.99 (I)	9.95
Monthly Subscription Credit, per line (Package Discounts)					
<u>Service</u>				<u>Monthly Credit</u> <sup>2/</sup>	<u>USOC</u>
Caller ID Credit <sup>1/</sup>				(\$11.99)	NNK (C)

## 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>	<u>First</u>	<u>Monthly Rate</u>	<u>Additional</u>	<u>Installation Charge</u> <sup>7,9/</sup>	<u>USOC</u>
<i>Caller ID</i>					
Calling Number Delivery <sup>8/</sup>		\$30.43		\$30.43	\$10.75
Calling Name Delivery <sup>8/</sup>		30.43		30.43	10.75
Monthly Subscription Credit, per line (Package Discounts)					
<u>Service</u>				<u>Monthly Credit</u>	<u>USOC</u>
Caller ID Credit <sup>8/</sup>				(\$5.00)	NNK

See Sheet 11 for footnotes

**CALLER ID (cont'd)****C. Rates (cont'd)**

## 3. Rates and Charges (cont'd)

## Footnotes

- /1/ If Calling Number and Calling Name are purchased together, the customer receives the Caller ID Credit of \$11.99 for residence.
- /2/ 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.
- /3/ Reserved
- /4/ Reserved
- /5/ Reserved
- /6/ Reserved
- /7/ 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.
- /8/ If Calling Number and Calling Name are purchased together, the customer receives the applicable Caller ID Credit in paragraph C.3.
- /9/ 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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**CALL TRANSFER DISCONNECT****A. General**

1. Call Transfer Disconnect is a service that allows business customers to initiate a three-way call with either an incoming or originated call and then disconnect leaving the two remaining parties connected.
2. Call Transfer Disconnect will not be available to residence customers, payphone, DigiLine, Centrex or Plexar customers.
3. The Call Transfer Disconnect feature cannot be used to expand a calling scope and is therefore not available to customers subscribing to any optional flat rated local, toll, or expanded calling plan. Call Transfer Disconnect cannot be used to avoid toll charges.
4. Call Transfer Disconnect customers will be restricted from making international calls due to toll fraud concerns. Customers who contact the business office with a request to make international calls will be allowed to unblock their line for international calls provided they meet the following guidelines:
  - Established service on that line for at least three months, and
  - Paid their telephone bill in full by the due date for the previous three months
5. Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate.

**B. Rates and Charges**

Business Service <u>Service</u>	Monthly <u>Rate</u>	Installation <u>Charge</u> <sup>/1/</sup>	<u>USOC</u>
Call Transfer Disconnect	\$15.00	\$10.75	FG3
With Business Essentials	7.50	0.00	RCR3W
With Business Preferred	7.50	0.00	RCR3W

/1/ 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. (C)

**CALL WAITING ID OPTIONS AND CALL WAITING ID****A. Description****Call Waiting ID Options**

Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Where facilities permit, Call Waiting ID Options service will display the name and/or number of the person calling on the customer's Customer Premises Equipment (CPE). Using this information, the customer may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The Disposition Codes appear on the customer's CPE as menu options. The available options for the disposition of the second caller include:

- Talk to the second caller
- Provide the caller with a busy announcement
- Forward the call to a "wait a minute" or "call me back" message
- Route the new call to a voice mail box
- Allow the caller to join the conversation in progress

Call Waiting ID Options is offered subject to the following limitations:

1. Customers must also subscribe to Call Waiting and Caller ID Name and Number and Call Waiting ID.
2. Customers wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
3. Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Call Waiting ID options.
4. Available only where central office facilities permit.

**Call Waiting ID**

Allows customers to subscribe to a part of the Call Waiting ID Options service. 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 also subscribe to Call Waiting and Caller ID Name and Number.
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.

**CALL WAITING ID OPTIONS AND CALL WAITING ID (cont'd)****B. Rates****a. Residence Service**

Unless otherwise noted, the rates and charges for the individual services apply. Call Waiting ID or Call Waiting ID Options discount is applied as credit to the customer's account. In addition, if a customer chooses to discontinue Call Waiting ID or Call Waiting ID Options and notifies the Company of this decision within 30 days of the service connection, the Company will refund up to one month's monthly recurring charge. If the customer has subscribed to Call Waiting ID or Call Waiting ID Options for a period of less than 30 days, the amount of the refund will be prorated for the appropriate portion of the monthly recurring charge. The installation charge associated with the service will also be refunded. The customer will be entitled to this adjustment one time only.

Only one discount can apply per line. The Company will apply the largest applicable discount to the customer's account.

<u>Service</u>	<u>Monthly Rate</u>	<u>Installation Charge<sup>/1/</sup></u>	<u>USOC</u>
Call Waiting ID	\$4.50	\$9.95 (I)	NWT
Call Waiting ID Options	5.50 <sup>/2/</sup>	9.95 (I)	NWL

**b. Business Service**

<u>Service</u>	<u>Monthly Rate</u>	<u>Installation Charge<sup>/3/</sup></u>	<u>USOC</u>
Call Waiting ID <sup>/4/</sup>	\$5.40	\$10.75	NWT
Call Waiting ID Options <sup>/4/</sup>	0.60	10.75	NWL

/1/ The maximum installation charge is \$9.95 (R) per request per line, for two or more Custom Calling Services per request per line, except when the *Simultaneous Call Forwarding* service is established. (C) (C) (D)

/2/ The total rate for Call Waiting ID Options is comprised of the rate for Call Waiting ID plus \$1.00.

/3/ 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.

/4/ In order to get the functionality of Call Waiting ID Options (CWIDO), customers must also subscribe to Call Waiting ID (CWID).

**PERSONALIZED RING SERVICE****A. General Regulations<sup>/1/</sup>**

1. Personalized Ring service permits a customer to establish up to three telephone numbers on the same access line and to distinguish call to each number by distinctive incoming ring patterns. The billing telephone number is the "master" number and the other telephone numbers are "dependent" numbers. The standard ringing pattern is provided for the master number while distinctive ringing patterns are provided for a maximum of two dependent numbers.
2. Personalized Ring service is available to single line residence and business customers where facilities are available. A telephone number for a disconnected access line may be utilized as a Personalized Ring telephone number is available. Personalized Ring is not available with the following services: party lines, Centrex, Plexar, and Pay Telephone Exchange Access Service, hunting arrangements, foreign exchange and FGA lines that are Remote Call Forwarded.
3. When a Personalized Ring customer subscribes to any Call Forwarding feature, dependent numbers can either be forwarded to the same number as the master number or receive no forwarding treatment at all. If a customer subsequently requests the Company change the forwarding treatment of the dependent numbers, an installation charge equivalent to the one feature Call Forwarding installation charge will apply as specified in Part 7, Section. 1.
4. When a Personalized Ring customer subscribes to Call Waiting, incoming calls to the master number will activate the standard Call Waiting tone. Incoming calls to the dependent numbers will activate a distinctive Call Waiting tone per dependent number.
5. A listing is furnished per telephone number. When a customer requests the dependent numbers to be nonpublished or nonlisted, the Company will provide without charge. However, if the master number and all dependent numbers are nonpublished and/or nonlisted, the appropriate monthly rate, in accordance with the provisions of Part 12, Section 1, is applicable to the master number. (C)
6. Other than the allowances for calls to Directory Assistance Service which are furnished with the master number, in accordance with the provisions of Part 11, Section 2, no additional allowances for calls to Directory Assistance Service are provided with Personalized Ring service.
7. Service Connection Charges, in accordance with the provisions of Part 3, Section 1, are applicable for telephone number changes per telephone number.
8. The assigned Personalized Ring number must have the same class of service as the main telephone number to which the Personalized Ring is assigned.

<sup>/1/</sup> Some equipment may not be compatible with Personalized Ring service.

**PERSONALIZED RING SERVICE (cont'd)****B. Rates**

1. The following rates and charges apply in addition to the established rates and charges for the access line (master number) and any other services with which Personalized Ring service is associated.

	Residence		Business		<u>USOC</u>
	<u>Monthly Rate</u>	<u>Installation Charge</u> /1,2,3/	<u>Monthly Rate</u>	<u>Installation Charge</u> /1,2,3/	
One Dependent Number <sup>/4/</sup>	\$11.99 (I)	\$9.95	\$6.50	\$10.75	DRS
Two Dependent Numbers					
First <sup>/4/</sup>	11.99 (I)	9.95	6.50	10.75	DRS1X
Second <sup>/4/</sup>	11.99 (I)	--	5.00	--	DRS2X

2. Moves and Changes

- a. Installation charges will apply when the customer's telephone number is changed for his convenience.
- b. Installation charges will not apply on outside moves of service if there is no telephone number change.

/1/ Only one installation charge applies when the second dependent number is ordered at the same time as the first dependent number. When the second dependent number is ordered after the first dependent number an installation charge of \$9.95 for residence and \$10.75 for business applies.

/2/ A maximum installation charge of \$9.95 for residence and \$10.75 for business customers is applicable when Personalized Ring service is ordered in conjunction with other Custom Calling Services.

/3/ Installation charge will not apply with purchase of BizSaver.

/4/ For residence customers, the footnoted monthly rate is effective coincident with the bill period date for customer bill periods March 1, 2021, through March 31, 2021.

(C)

**PREFERRED NUMBER SERVICE****A. General Regulations**

1. Preferred Number Service (PNS) is a residential service whereby incoming calls to the subscriber's PNS number are automatically forwarded by Company central office equipment to the subscriber's current Company residence number. The terminating number must have incoming call capability.
2. A unique ringing signal is available as an option to PNS. A unique ringing signal will allow the PNS subscriber to distinguish if the incoming call was placed by dialing the subscriber's PNS number or the subscriber's current residence local exchange telephone number. The termination with unique ringing must be in the Company's service area.
3. The Unique Ring option cannot be provided on PNS if more than one unique ringing pattern is already on the customer's local exchange number (e.g. two Personalized Rings.)
4. PNS and the Unique Ring capability are offered subject to the availability of Company central office facilities.
5. PNS is not offered where the terminating station is a business, or Pay Telephone Exchange Service class of service.
6. Transmission quality may vary depending on the distance and routing necessary to complete the forwarded call. PNS is not suitable for transmission of data.
7. PNS is available when used in connection with local exchange service or Long Distance Telecommunications Service (LDMTS) or inward Wide Area Telecommunications Service (WATS) lines (800 Service).
8. The originating caller is responsible for any charges incurred from the point of origination to the PNS number.

The PNS subscriber is responsible for all charges incurred between the PNS number and the terminating number. If calls between the PNS number and the terminating number are within the same local calling scope, only the monthly rate applies. If such calls go outside the local calling scope, toll charges apply in addition to the monthly rate.

9. The PNS subscriber may list either their PNS number or their current residence local exchange number, but not both, in the Listing Information System at no additional charge. (C)

If the customer wants both numbers to be listed, an additional listing may be obtained at the appropriate rates outlined in Part 12, Section 1. If the customer wants a non-published or non-listed telephone number, the appropriate charges as outlined in Part 12, Section 1 are applicable on the "forwarded-to" local residence exchange number.

10. Rules and Regulations pertaining to the application of residence service are the same in conjunction with PNS as with other exchange services. See 'Regulations Applying To All Customers' Contracts' in Part 2, Section 2.

**PREFERRED NUMBER SERVICE (cont'd)****B. Rates**

1. The following rates are applicable to PNS only:

	<u>Installation Charge</u> /1,2,3,4,5/	<u>Monthly Rate</u>	<u>USOC</u>
Preferred Number Service			
Without Unique Ring	\$5.00	\$5.99	P6N
With Unique Ring	5.00	5.99	PWN

2. The following optional local unmeasured/unlimited usage charge is applicable for PNS when the customer requests an Optional EMS or EACS telephone number and the terminating local number is not an optional EMS or EACS number. In addition, apply rates and charges for PNS as specified in B.1, preceding, and any applicable charges for service and equipment with which it is used.<sup>/6/</sup>

<u>Monthly Rate</u>	<u>USOC</u>
/7/	EXCAF (C)

/1/ The installation charge will not apply on outside moves of a customer's local exchange service if there is no telephone number change.

/2/ If the customer requests to change the PNS number, an installation charge applies.

/3/ If the customer requests to change the "forwarded-to" number, an installation charge applies.

/4/ If the customer requests a change to the PNS number and a change to the termination number at the same time, only one installation charge applies.

/5/ The subsequent addition of Unique Ring will require an installation charge.

/6/ Regulations for PNS are as specified in paragraph A., preceding.

/7/ Rates for Optional EMS or EACS are as specified in Part 4, Section 2.

(N)

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Replacing 3rd Revised Sheet 20

(D)

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

1st Revised Sheet 21  
Replacing Original Sheet 21

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 3.

(N)

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

8th Revised Sheet 22  
Replacing 7th Revised Sheet 22

/1/

/1/ Material now appears in Part 20, Section 7, Sheet 4.

(N)