

**ADVANCED CUSTOM CALLING SERVICES****A. GENERAL**

Advanced Custom Calling Services are basic exchange telecommunications services that consist of one or more of the optional service features described in section C. following.

**B. REGULATIONS**

1. Advanced Custom Calling Services, with the exception of Caller ID Service and Caller ID with Name Service, are available to Single Line Residence and Business Exchange Service, Ameritech ISDN Direct Service, or Ameritech Centrex Service customers served by Central Offices arranged to provide such service. Caller ID and Caller ID with Name are available to Single Line Residence and Business Exchange Service customers, and on access lines arranged in multi-line hunting groups, where facilities permit. Advanced Custom Calling Services are available on a Monthly basis. However, certain Advanced Custom Calling Services are also available on a Pay Per Use basis. The Monthly and Pay Per Use rates are located in Section D. following. The charges and rates for Caller ID service for Ameritech Centrex Service (ACS) are specified in Part 5, Section 1.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped stored program control offices.
3. To activate a feature, the subscriber must dial a Company designated code.

**ADVANCED CUSTOM CALLING SERVICES (Cont'd)****B. Regulations (Cont'd)**

4. Advanced Custom Calling Services are not available with the following: PBX Trunks, DID Trunks, Centrex Lines other than Ameritech Centrex Service Lines, Semi-Public Telephone Service, Customer Owned Coin Operated Telephone Service, Dormitory Communications Service, or lines terminating in Multifunction Systems (Hybrid) or button telephone systems. (C)
5. It shall be the responsibility of the customer to provide terminal equipment (CPE) compatible with Advanced Custom Calling Services.

All Customer-provided Equipment (CPE) used to interface with Caller ID is required to conform with Technical Reference Specifications as used by the Company.

Technical Reference documents may be obtained from:

APEx Support Team  
(734) 523-7348

If available, the Company shall offer CPE that permits customers to withhold their telephone number from delivery to Caller ID subscribers for all calls origination from the customer's access line, and CPE that prevents a Caller ID subscriber from receiving a call for which the calling telephone number is not identified (block-the-blocker).

6. Variations in Central Office equipment and the activation of other Central Office features by the called and/or calling party may cause differences in the operation of features.
7. Automatic Callback and Repeat Dialing features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dialing service.
8. During the sixty days prior to the introduction of Caller ID/Caller ID with Name Service in a Central Office, the Company will notify customers served by that office of its intention to provide Caller ID Service, the date on which the service will be operational, the availability of and operating instructions for free Per Call Blocking, the effect of blocking on emergency telephone systems, and a number to call if they have additional questions about the service.

**ADVANCED CUSTOM CALLING SERVICES (Cont'd)****B. REGULATIONS (Cont'd)**

## 9. Caller ID Blocking Services

## a. Per Call Blocking

1. Free Per Call Blocking Service will be available to Residence and Business customers who are served from appropriately equipped Central Offices. Customers may prevent delivery of their telephone number to Caller ID subscribers on a per call basis by activating the appropriate Caller ID activation code prior to placing the call.
2. Per Call Blocking capability is not available with Dormitory Communications Service, WATS, Public and Semi-Public Telephone Service, and Customer Owned Coin Operated Telephone Service.

## b. Per Line Blocking

1. Per Line Blocking Service will be available at no charge to the following customers:
  - a. Any person protected by an injunction, temporary restraining order, or other court order relating to domestic abuse, harassment, or child abuse issued by any magistrate or judge in any jurisdiction in the United States.
  - b. Upon written request, to battered women's shelters or other organizations that provide a safe haven for victims of domestic violence, and domestic violence service programs.
  - c. Upon written request, to any municipal, county, state or federal law enforcement agency, fire department, public social service agency or parole office within an area where Caller ID Service is offered.
2. Per Line Blocking eligible individuals may order Per Line Blocking for any access line, regardless of whether or not he or she is the listed subscriber for that access line, with a simple statement to the Company, either orally or in writing, to the effect that the access line will be used by the eligible person.
3. Upon written request, free Per Line Blocking is made available for the residential access line of any staff member employed by an eligible organization, or any residential access line designated by an eligible organization as serving a victim of domestic violence.

**ADVANCED CUSTOM CALLING SERVICES (Cont'd)****B. REGULATIONS (Cont'd)**

## 9. Caller ID Blocking Services (Cont'd)

4. Eligible public safety agencies may obtain free Per Line Blocking for any access line it designates, regardless of whether the agency is the listed subscriber, with a written request to the Company to the effect that the access line will be used by that eligible agency for its official purposes.

An eligible agency may also obtain free Per Line Blocking for any individual where the agency determines Per Line Blocking is necessary to prevent a threat of violence, or protect the safety of any person in that subscriber's household.

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 and per-line) automatically prevents the display of the calling telephone number on calls dialed from an access line 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.

**C. Feature Descriptions**

1. Automatic Callback - 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 activated for all telephone numbers.

**ADVANCED CUSTOM CALLING SERVICES (Cont'd)****C. Feature Descriptions (Cont'd)**

2. Repeat Dialing - Automatically redials the last outgoing number dialed, whether the call was answered or not. If the called number is busy, the number is automatically redialed up for up to 30 minutes.
3. Call Screening - Allows the customer to block incoming calls from up to a maximum of ten telephone numbers.
4. Caller ID<sup>/1/</sup> - Provides for the display of the incoming telephone number on a customer-  
provided device attached to the customer's access line or on a telephone or answering  
machine equipped with a built-in display screen. Caller ID Service will forward the calling  
number from the appropriately equipped Central Office to the customer provided display  
device. The Company will forward all telephone numbers subject to technical limitations. (C)

/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 SERVICES (Cont'd)****C. Feature Descriptions (Cont'd)**

5. Caller ID with Name<sup>/1</sup> - 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. Caller ID with Name is available with individual business and residence lines. 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. 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. (C)

6. Call Waiting ID - 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. 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:

- Customer must also subscribe to Call Waiting and Caller ID with Name.
- Service Terms and Conditions for both Custom Calling Services and Advanced Custom Calling Services will apply.
- 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.
- Available only where central office facilities permit.

**D. Rates and Charges**

- The rates and charges following are for Advanced Custom Calling Services only and are in addition to the applicable Service Connection Charges, monthly rates and non-recurring charges for access lines
- Local or Message Toll Service calls established by using Automatic Callback and Repeat Dialing will be charged for at the rates specified elsewhere in this guidebook.
- An Installation Charge and a Central Office Work Charge are applicable when adding Advanced Custom Calling Service(s) to an existing Business access line.

An Installation Charge per order is applicable when adding one Advanced Custom Calling Service to existing Residence Service. The Installation Charge is not applicable to Residence customers subscribing to more than one Advanced Custom Calling Service or a combination of Custom Calling, Advanced Custom Calling, or Multi-Ring Services on the same order.

<sup>/1</sup> 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 SERVICES (Cont'd)****F. Rates And Charges (cont'd)**

4. The Installation Charge and Central Office Work Charge to add Advanced Custom Calling Services, or a package consisting of Custom Calling Services and Advanced Custom Calling Services to an existing eligible Residence or Business access line, is waived for a period of ninety days after a Central Office is equipped to provide Advanced Custom Calling Services.

<u>Description/Billing Code/</u>	<u>Per Month, Per Line</u>	
	<u>Residence</u>	<u>Business</u>
Automatic Callback /NSQ/	\$11.99 (I)	\$ 5.00
Repeat Dialing /NSS/	11.99 (I)	7.00
Call Screening /NSY/	11.99 (I)	5.50
Caller ID Service /NSD// <sup>2</sup> /	11.99 (I)	38.04
Caller ID with Name <sup>1//2/</sup> /NMP, N8D/	.00	2.60
Call Waiting ID /NWT/	1.00	
<u>Description</u>	<u>Per Order</u>	
	<u>Residence</u>	<u>Business</u>
Installation Charge	\$6.00	\$10.00
CO Work Charge	0.00	5.30

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

/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.

1. ADVANCED CUSTOM CALLING SERVICES (Cont'd)  
F. RATES AND CHARGES (Cont'd)

## 6. Pay Per Use

- a. Certain Advanced Custom Calling Services (described in C. preceding), are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features, as specified in d(1) and d(2) following, are available on a Pay Per Use (per activation) basis. An 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.
- b. These features will be available on a Pay Per Use basis only from equipped central offices to residence and business customers. However, these features are not available on a Pay Per Use basis to Centrex or PBX customers.
- c. At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.
- d. Rates and Charges

The following rates apply on a per activation basis:

Description	Per Activation Rate	
	<u>Residence</u>	<u>Business</u>
Automatic Callback	\$3.00(I)	\$3.00(I)
Repeat Dialing	1.49	1.49

## 2. HOME OFFICE TO GO PACKAGE

## A. DESCRIPTION

The Home Office to Go Package offers a combination of optional service feature 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.

## 2. 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 catalog, do not apply to this package.

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.

2. HOME OFFICE TO GO PACKAGE (Cont'd)  
D. PRICES (Cont'd)**Service Elements**

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
Home Office to Go Package /PKB4Q/	
Call Waiting, Call Forwarding, Caller ID and Caller ID with Name features	\$11.26

Each package requires the purchase of one customer  
Selected Voice Mail Service Option and Paging  
Service at the existing rates.

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

(N)

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/1/

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

(N)



