

## 1. TOUCH-TONE CALLING SERVICE

## A. GENERAL

1. TOUCH-TONE Calling Service provides for the origination of calls by means of instruments equipped for tone-type address signaling and special office facilities. The service is furnished subject to the availability of the Central Office facilities. TOUCH-TONE Service is not available to existing Semi-Public rotary telephone service customers.
2. It is not necessary that all instrumentalities on a line be equipped for TOUCH-TONE, however, all lines appearing on the same instrumentality must be compatible.

## B. REGULATIONS

## 1. VACANT

TOUCH-TONE Service is available to all Residence and Business Basic Exchange Service and PBX Trunk customers at no additional monthly rate.

2. Service Connection Charges are not applicable when an existing customer establishes or discontinues TOUCH-TONE Service.

## C. RATES AND CHARGES

	<u>USOC</u>	<u>Per Month</u>
Residence service, - per line	TTR	NA
Business service, - per line	TTB	NA
Business trunk service - per trunk equipped	TJB	NA

**DIRECT CONNECT SERVICE****A. Description**

Direct Connect Service provides for automatic call completion to only a single predetermined telephone number. The feature is available only on Network Access Lines served from properly equipped ESS Central Offices and is not provided with Semi-Public Telephone Service or Customer Owned Coin Operated Telephone Service.

**B. Rates and Charges**

The following charges are in addition to the applicable charges for the Basic Exchange Service that is arranged with the Direct Connect option and to any local or toll Message charges associated with the completed call.

	<u>USOC</u>	<u>Install Charge</u>	<u>Per Month</u>
Direct Connect Service	ODC	\$70.00	\$147.00(I)

## 3. ANSWER SUPERVISION WITH LINE SIDE INTERFACE

## A. Description

1. This feature offers the capability of determining when positive answer supervision has been returned by the terminating station. This feature is only available from appropriately equipped Central Offices and may be incompatible with other optional Central Office features. This feature is further described in Technical Reference AM-TR-MKT-000071.

Technical References may be obtained from:

APEX Support Team  
(734) 523-7348

## B. Rates and Charges

	<u>USOC</u>	<u>Install<sup>1</sup> Charge</u>	<u>Monthly Rate</u>
Answer supervision equipped with Line side interface - per line equipped	USW1X	\$2.50	\$1.60

NOTE 1: Charge does not apply when a Line Connection Charge is otherwise applicable.

4. FEATURELINK<sup>SM</sup> SERVICE

## A. DESCRIPTION

FeatureLink Service is a service arrangement offered from a Company central office which provides an enhanced feature capability to individual business exchange access customers requiring 1 to 30 lines.

FeatureLink Service provides a set of standard features on each line. Optional features are also available at an additional charge.

## B. DEFINITIONS

Term Payment Plan

A period of time selected by the customer from among those currently offered by the Company, over which the customer agrees to pay a specified price for a product/service.

## C. TERMS AND CONDITIONS

1. Provision of Service

FeatureLink Service is provided on individual business exchange access lines and is offered for only 1 to 30 lines subject to the availability of facilities. Variations in the switching and control equipment used may cause differences in the operations or availability of certain features. FeatureLink Service is furnished subject to central office switching capacity and the availability of outside plant facilities.

FeatureLink Service is not available on FX Service, Remote Switching Service, WATS access lines, PBX, Centrex, Public or Semi-Public Coin Service.

FEATURELINK<sup>SM</sup> is a service mark of SBC Communications Inc.

4. FEATURELINK<sup>SM</sup> SERVICE (Cont'd)  
C. TERMS AND CONDITIONS (Cont'd)

2. Transmission Requirements

Loop Start Signaling

All lines are provided on a single two-wire facility with loop start signaling. Ground Start is available as an option.

3. Cancellation of Service

In the event of a customer initiated cancellation of service, equipment and/or facilities before completion, or after installation is completed, but prior to service being established, the loss of equipment and facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses will apply. In addition, Service Connection Charges may also be applicable.

4. FEATURELINK<sup>SM</sup> SERVICE (Cont'd)

## D. FEATURES

## 1. Features Availability

The following features are available on all FeatureLink Service lines as either standard or optional (provided at an additional charge):

Std. – Standard

Opt. – Optional

**FeatureLink Service**

Call Forwarding - Busy Line	Std.
Call Forwarding - Don't Answer	Std.
Call Forwarding - Variable	Std.
Call Transfer Deluxe	Std.
Caller ID	Opt.
Caller ID with Name	Opt.
Conference Calling – 3-Way	Std.
Consultation Hold	Std.
Ground Start Line	Opt.
Message Waiting Indicator – Audible	Std.
Simultaneous Ring One Number	Opt.
Speed Calling – Thirty	Opt.

4. FEATURELINK<sup>SM</sup> SERVICE (Cont'd)  
D. FEATURES (Cont'd)

2. Standard Features

**Call Forwarding – Busy Line**

Allows incoming calls to a busy line to be routed to a preselected line.

**Station Activation** allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

**Call Forwarding – Don't Answer**

Allows incoming calls to automatically route to a preselected line when the called station is not answered after a present number of rings.

**Ring Cycles** defines a predetermined number of rings before the Call Forwarding – Don't Answer feature is invoked on a per line or per system basis.

**Station Activation** allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

**Call Forwarding – Variable**

Allows a customer to activate routing of incoming calls to another line in their key system or to an external number.

**Reminder Ring** provides a ring splash when a call is forwarded and the called number is idle.

**Station Activation** allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

- 4. FEATURELINK<sup>SM</sup> SERVICE (Cont'd)
- D. FEATURES (Cont'd)
- 2. Standard Features (Cont'd)

**Call Transfer Deluxe**

Allows incoming and outgoing calls to be transferred to another line in the key system or to an external number.

**Conference Calling – 3-Way**

Allows a customer to add a third party to an existing call.

**Consultation Hold**

Allows a customer to place a call in progress on hold and originate another call from the same line with privacy.



- 4. FEATURELINK<sup>SM</sup> SERVICE (Cont'd)
- D. FEATURES (Cont'd)
- 2. Standard Features (Cont'd)

**Message Waiting Indicator – Audible**

Provides an audible tone signal, e.g., stutter dial tone, on a line to indicate a message waiting condition.

4. FEATURELINK<sup>SM</sup> SERVICE (Cont'd)

## D. FEATURES (Cont'd)

## 3. Optional Features

**Caller ID**

Allows incoming numbers from outside the system to be displayed, where facilities permit, on compatible Customer Provided Equipment. In addition, the date and time of the call is displayed.

Free per Call Blocking Service is available for customers who are served from appropriately equipped central offices. Customers may prevent delivery of their telephone numbers to Caller ID subscribers on a per call basis by activating the appropriate Caller ID activation code prior to placing the call.

Blocked Calling Party Number Identification 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.

**Caller ID with Name**

Provides the name associated with the calling party number, or an indication of anonymity or unavailability in lieu of the name, to the called party where facilities permit. Caller ID with Name is an optional feature to Caller ID and is not provided without Caller ID.

**Ground Start Line Operation**

Permits a FeatureLink Service line, equipped with ground start signaling, to be terminated in a PBX System, Automatic Call Distributor or Multifunction System (hybrid), i.e., a system that can be arranged through the common equipment to satisfy both the definition of Dial Private Branch Exchange Service and Button Telephone Service.

**Simultaneous Ring One Number (SR-ON)**

Causes one additional telephone number of the customer to ring simultaneously whenever the FeatureLink station number is dialed. The customer's FeatureLink station and the SR-ON telephone number must be served from the same central office switch.

SR-ON is only available in suitably equipped central offices. Other restrictions and limitations may apply.

**Speed Calling – Thirty**

Allows a customer to place calls to a customer programmed list of 30 numbers by dialing an access code.

**4. FEATURELINK<sup>SM</sup> SERVICE (cont'd)**

<b><i>E. TECHNICAL REFERENCES</i></b>
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All Customer Provided Equipment used to interface with FeatureLink Service is required to conform with the Technical Reference Specifications as used by the Company.

**4. FEATURELINK<sup>SM</sup> SERVICE (cont'd)****F. Prices**

The following prices are applicable to standard installations of FeatureLink Service and are in addition to all other charges for exchange access lines or other associated services and equipment necessary to provide telecommunications service.

Refer to the *Other Applicable Charges* section for additional charges associated with the provision of FeatureLink Service.

**1. Service Elements**

<u>Description</u> <u>/Billing Code/</u>	<u>Nonrecurring</u> <u>Charge</u>	<u>Monthly</u>	<u>Monthly Payment</u> <u>Term Payment Plans</u>	
			<u>36</u> <u>Months</u>	<u>60<sup>/1/</sup></u> <u>Months</u>
<b>Service Establishment Charge</b> /E2P/	\$50.00			
<b>Rate Group A</b> Per Package, Per Line /PGOEA/				
1+ pkg category		\$15.00(I)	-	-
2+ pkg category		15.00	\$7.00	\$6.00
5+ pkg category		15.00	5.50	5.00
12+ pkg category		15.00	4.25	4.00
20+ pkg category		15.00(I)	3.50	3.25
<b>Rate Group B</b> Per Package, Per Line /PGOEB/				
1+ pkg category		15.00(I)	-	-
2+ pkg category		15.00	7.00	6.00
5+ pkg category		15.00	5.50	5.00
12+ pkg category		15.00	4.25	4.00
20+ pkg category		15.00(I)	3.50	3.25

/1/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

**4. FEATURELINK<sup>SM</sup> SERVICE (cont'd)****F. Prices (cont'd)**

## 1. Service Elements (cont'd)

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	<u>Monthly</u>	Monthly Payment <i>Term Payment Plans</i>	
			36 <u>Months</u>	60 <sup>1/</sup> <u>Months</u>
<b>Rate Group C</b>				
Per Package, Per Line /PGOEC/				
1+ pkg category		\$15.00(I)	-	-
2+ pkg category		15.00	\$7.00	\$6.00
5+ pkg category		15.00	5.50	5.00
12+ pkg category		15.00	4.25	4.00
20+ pkg category		15.00(I)	3.50	3.25
<b><u>Optional Features</u></b>				
<b>Speed Calling – Thirty</b>				
- including initial access to list , per list /ZSCC3/	\$10.75	6.80	3.00	2.75
<b>Ground Start Line</b>				
- per line /GST2Y/	5.00	10.00	4.50	4.00
<b>Caller ID</b> (see <i>Other Applicable Charges</i> )				
<b>Caller ID with Name</b> (see <i>Other Applicable Charges</i> )				
<b>Simultaneous Ring One Number</b> (see <i>Other Applicable Charges</i> )				

/1/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

4. FEATURELINK<sup>SM</sup> SERVICE (Cont'd)  
F. PRICES (Cont'd)

## 2. Other Applicable Charges and Payments

**Subsequent Activity**

Charges apply for subsequent moves and changes as specified for exchange access lines.

## References:

<u>Service</u>	<u>Reference</u>
Exchange Access	P.S.C. OF W. 20 Part 4, Section 2
Caller ID	P.S.C. OF W. 20 Part 7, Section 2
Caller ID with Name	P.S.C. OF W. 20 Part 7, Section 2
Simultaneous Ring One Number	P.S.C. OF W. 20 Part 5, Section 1

**4. FEATURELINK<sup>SM</sup> SERVICE (cont'd)****F. Prices (cont'd)****3. Payment Plan**Month to Month

The minimum period is one month, unless otherwise specified.

Term Payment Plans

The Term Payment Plan (TPP) is a plan which allows customers to pay a fixed price for equipment and service over optional payment periods. A different monthly price applies for the duration of each payment period. The monthly price varies inversely with the length of the payment period, e.g., the monthly price for a shorter period is greater than a longer period. The same payment plan must apply to all lines and features.

Term Payment Plans are available for periods of 36- and 60-months<sup>/1/</sup>.

(C)

During the effective term period, the monthly price is not subject to Company-initiated changes for payment periods longer than one month.

Contract Options

Prior to the completion of a contract, a customer may enter into a new contract for a period equal to, or greater than, the life of the original contract at the prices currently in effect at the time of the new contract. The customer will begin paying the new contract prices on the day of signing the new contract.

Upon expiration of a contract, if the customer does not elect to subscribe to a new contract and does not request discontinuance of the service, service will be continued on a month-to-month basis. The month-to-month prices currently in effect at the time of expiration of the contract will apply. Once on a month-to-month basis the customer will not have an additional service commitment and will no longer be subject to termination charges. The month-to-month payment plan will be subject to Company initiated price changes.

/1/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

(N)

(N)

**4. FEATURELINK<sup>SM</sup> SERVICE (cont'd)****F. Prices (cont'd)****4. Termination Charges**Full Termination

Discontinuance of the entire service within the initial service contract period will result in termination charges.

The termination liability for 36- and 60-month<sup>/1/</sup> Term Payment Plan is calculated as follows: (C)

$$\text{Termination Liability} = 50\% * [\text{number of packages contracted for}] * [\text{remaining number of months under contract}] * [\text{monthly price}]$$

Partial Termination

Partial Termination applies when the actual number of packages drops below the contracted amount in any given month. The customer will be liable for the billing shortfall.

No Termination Liability Condition

A customer may upgrade to Centrex Service without termination liability if the Centrex Service agreement is signed for an equal or greater line commitment and an equal or greater term commitment.

/1/ Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60 month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

(N)  
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(N)



/1/ Material now appears in Part 20 Section 7 on Sheet 78.

/1/ Material now appears in Part 20 Section 7 on Sheet 79.

(D) /1/

/1/ Material now appears in Part 20 Section 7 on Sheet 80.

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

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

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

**COMPLETE CHOICE® ENHANCED****A. Description**

Complete Choice Enhanced offers residence customers a combination of Custom Calling and Advanced Custom Calling features with a network access line and unlimited local calling at a package rate.

**B. Definitions**

Complete Choice Enhanced is offered to residence customers and consists of the following services:

- Residence Network Access Line,
- Local/ECC Saver Pack Unlimited
- Caller ID
- Caller ID with Name
- Call Waiting
- Three-Way Calling
- Call Forwarding
- Speed Calling 8
- Automatic Callback
- Call Screening
- Busy Line Transfer (optional)
- Alternate Answering (optional)
- Message Waiting Tone (optional)
- Star Code Access to Voice Mail (optional)

**C. Terms and Conditions**

1. Caller ID (including Caller ID with Name) and Call Waiting may be de-selected from the Complete Choice Enhanced at the customer's request and subsequently reselected with no adjustment to the package price. Nonrecurring charges specified in Part 3, Section 1 of this Guidebook will not apply to these changes.
2. Caller ID and Caller ID with Name and Call Screening will not be included in the Complete Choice Enhanced where facilities preclude the provisioning of these features. A credit will apply to Complete Choice Enhanced when Caller ID is not available. No credit is given if the customer deselects Caller ID and/or Caller ID with Name.
3. Reserved (C)
4. Pay per use features and their associated charges are not included in the Complete Choice Enhanced price. (D)
5. Busy Line Transfer, Alternate Answering and Message Waiting Tone and Star Code Access to Voice Mail may be added to Complete Choice Basic Package, at any time, with no adjustment to the package price. The Service Order Add/Change charge specified in Part 3, Section 1 of Guidebook No. 20 will not apply to these changes.

12. COMPLETE CHOICE<sup>®</sup> ENHANCED (Cont'd)

## C. Terms and Conditions (Cont'd)

6. All services must be purchased on the same access line in order for the customer to be eligible for the Complete Choice Enhanced price. The package may be ordered on the customer's primary or additional line.
7. Existing residence customers who currently subscribe to all component services in Complete Choice Enhanced may request billing at the package price.
8. Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the required component services. If the customer disconnects any required component service of the package, the remaining services will be billed at their individual standard guideline rates.
9. Discounted monthly rates for any other combinations of the services provided in the Complete Choice Enhanced on the same access line, as specified elsewhere in this guideline, do not apply under the Complete Choice Enhanced.
10. Complete Choice Enhanced is available to any residence customer where all the package components are available, except as noted in C.2 above.
11. Complete Choice Enhanced may be included in other packages or bundles that are marketed under other names. Complete Choice Enhanced may also be bundled with the other additional services at a combined price that exceeds the Complete Choice Enhanced guideline price.
12. Features and services purchased in excess of those allowed in the package will be charged at their individual standard guideline rates.
13. A nonrecurring charge as shown in D. will apply to the installation of the Complete Choice Enhanced the first time a new or existing customer subscribes to the package. The Complete Choice Enhanced nonrecurring charge will not apply if the customer changes or adds features as long as the customer maintains the Complete Choice Enhanced on the same line. The Complete Choice Enhanced package nonrecurring charge is a line-level charge. If the customer subscribes to Complete Choice Enhanced on an additional line, the nonrecurring package charge will be applied to that line.
14. Nonrecurring charges, except as shown in D. will not apply when existing customers add the package to existing lines. Nonrecurring charges may apply to the installation of new Access Lines.



**12. COMPLETE CHOICE® ENHANCED (Cont'd)****D. Prices**

The per line rates specified for Complete Choice Enhanced are as follows:

<u>Description</u>	<u>Monthly Price</u>	<u>Nonrecurring Charge</u>
Primary / Additional Line Complete Choice Enhanced	\$48.00 (I)	\$5.00
Primary / Additional Line Complete Choice Enhanced where Caller ID cannot be provisioned <sup>/1/</sup>	47.00 (I)	5.00

**E. References**

Complete Choice Enhanced components are provided in accordance to the terms and conditions of their applicable guidebooks except as noted in Paragraphs C. and E.

<u>Service</u>	<u>Reference</u>
Network Access Line	Part 4, Section 2
Local/ECC Saver Pack Unlimited	Part 4, Section 2
Custom Calling Features	Part 7, Section 1
Advanced Custom Calling Features	Part 7, Section 2
Complementary Central Office Services	Part 7, Section 3
Star Code Access to Voice Mail	Part 7, Section 3

/1/ The rate reflects a \$1.00 monthly credit as described in Terms and Conditions C.2. No credit is given if the customer deselects Caller ID and/or Caller ID with Name.

**12. COMPLETE CHOICE® ENHANCED (Cont'd)****E. References (Cont'd)****Complete Choice Enhanced Retention Offer**

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)  
(N)

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines. The following rules apply:

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package, the nonrecurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer benefit period.
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention offer.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location.
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

(D)

(D)