

## 1. OBSOLETE REMOTE CALL FORWARDING (RCF) SERVICE

## A. GENERAL

1. On local RCF, both the call forwarding location and the terminating premises equipment location must be within the same exchange, or between exchanges with identical local calling areas.
2. Eligible business customers who commit to a 2-year agreement to Remote Call Forwarding (RCF) service will receive the service for \$4.50 per line per month for the duration of the term. The monthly rate will be discounted for each local path and for each additional path. Usage charges will be applicable as tariffed.

Eligible customers are existing business customers who currently have RCF with the Company who call in to disconnect their service, then reconsider and keep the service. To qualify for this offer, the Call Forward Number of the Remote Call Forwarding service must terminate to a Company business access line.

The customer can add lines during the term period, however, this discounted rate is only applicable until the end of the originally contracted term period. At the end of the term period, the rates will revert to the then current month-to month RCF guidebook rates.

Customers must maintain a minimum of one line equipped with RCF service on their account or they are subject to early termination fees (ETF's). If the customer does not maintain this minimum requirement they are subject to pay an ETF of \$2.25 times the number of months remaining on the term.

Customers may choose to terminate their existing service agreement before the end of the term period without paying termination charges provided they subscribe to a new 24-month RCF service term agreement.

This offer cannot be combined with any other RCF promotional offers or with any plans that do not allow RCF service to be on the account.

**COMPLETE CHOICE® BASIC<sup>/1/</sup>**

/2/ (C)

**A. Description**

Complete Choice Basic 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 Basic 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
- Busy Line Transfer (optional)
- Alternate Answering (optional)
- Message Waiting Tone (optional)
- Star Code Access to Voice Mail (optional)

**C. Terms and Conditions**

1. 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.
2. All services must be purchased on the same access line in order for the customer to be eligible for the Complete Choice Basic price. The package may be ordered on the customer's primary and/or additional line.
3. Existing residence customers who currently subscribe to all component services in Complete Choice Basic may request billing at the package price.
4. Complete Choice Basic subscribers will benefit from the package price until they disconnect any of the required component services. If the customer disconnects any required components of the package, the remaining services will be billed at their individual standard guidebook rates.
5. Discounted monthly rates for any other combinations of the services provided in the Complete Choice Basic on the same access line, as specified elsewhere in this guidebook, do not apply under the Complete Choice Basic.
6. Complete Choice Basic is available to any residence customer where all the package components are available.

/2/

/1/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. (N)  
Existing customers may keep the package until they move or make changes to their service. (N)

/2/ Material formerly appeared in Part 7 Section 5.

**COMPLETE CHOICE® BASIC<sup>/1/</sup> (Cont'd)****C. Terms and Conditions (Cont'd)**

7. Complete Choice Basic may be included in other packages or bundles - that are marketed under other names. Complete Choice Basic may also be bundled with the other additional services at a combined price that exceeds the Complete Choice Basic guidebook price.
8. Complete Choice Basic component services may be purchased individually at their standard guidebook rates.
9. Features and services purchased in excess of those allowed in the package will be charged at their standard individual guidebook rates.
10. A nonrecurring charge as shown in D. will apply to the installation of the Complete Choice Basic the first time a new or existing customer subscribes to the package. The Complete Choice Basic nonrecurring charge will not apply if the customer changes or adds features as long as the customer maintains the Complete Choice Basic on the same line. The Complete Choice Basic nonrecurring charge is a line-level charge. If the customer subscribes to Complete Choice Basic on an additional line, the nonrecurring package charge will be applied to that line.
11. 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.

**D. Prices**

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

| <u>Description</u>                              | <u>Monthly Price</u> | <u>Nonrecurring Charge</u> |
|---|----------------------|----------------------------|
| Primary / Additional Line Complete Choice Basic | \$41.75 (I)          | \$5.00                     |

**E. References**

Complete Choice Basic components are provided in accordance to the terms and conditions of their applicable guidebook except as noted in Paragraphs C. and E. of this Guidebook.

| <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/ Effective February 1, 2021, Complete Choice Basic Package is no longer available to new customers. Existing customers may keep the package until they move or make changes to their service.

/2/ Material formerly appeared in Part 7 Section 5.

## 10. ECONOMY 200 SOLUTION PACKAGE

## A. DESCRIPTION

The Economy 200 Solution Package offers residence customers a combination of services including Residence Network Access Line, Local Saver Pack 200, Anytime Rate Calling Plan, Caller ID, Caller ID with Name and Call Waiting at a package rate.

## B. DEFINITIONS

The Economy 200 Solution Package includes the following services as indicated:<sup>1</sup>

- Residence Network Access Line
- Local Saver Pack 200
- Anytime Rate Calling Plan
- Caller ID
- Caller ID with Name
- Call Waiting

NOTE 1: Discounted Line-Backer™ Maintenance Plan Service (as described in Part 8, Section 8 of this Guidebook) is available as an optional add-on to the Economy Solution Package.

## 10. ECONOMY 200 SOLUTION PACKAGE (Cont'd)

## C. TERMS AND CONDITIONS

1. The Economy 200 Solution Package is available to any residence customer where all package components are available.
2. Residence customers currently subscribing to all services in the Economy 200 Solution Package may request billing at the package price.
3. The service components of the Economy 200 Solution Package are provided on a per line or per account basis as follows:
  - Residence Network Access Line - Line Level
  - Local Saver Pack 200 - Account Level
  - Anytime Rate Calling Plan - Account Level
  - Caller ID - Line Level
  - Caller ID with Name - Line Level
  - Call Waiting - Line Level
4. Customers subscribing to the Economy 200 Solution Package will benefit from the package rate until they either change or disconnect their service or change any of the features provided in the package. When a customer chooses a toll provider other than SBC/Ameritech or if their line is toll restricted, they will no longer qualify for the Economy 200 Solution Package.
5. When the customer changes or disconnects any component of the Economy 200 Solution Package, then the remaining components of the package will be billed at their individually tariffed rates. Non payment or partial payment of your bill may result in the removal of the regulated services that are included in a package. If your payment is sufficient to cover them, the regulated components of the package will remain on the account and be billed at their tariffed rates.
6. Reductions in monthly rates for any other combinations of the services provided in this package on the same line, as specified elsewhere in this guidebook, do not apply to the Economy 200 Solution Package.
7. Nonrecurring installation charges do not apply to the Economy 200 Solution Package itself.

## 10. ECONOMY 200 SOLUTION PACKAGE (Cont'd)

## D. REFERENCES

The Economy 200 Solution Package components are provided in accordance to the terms and conditions of their applicable tariffs except as noted in Sections C. and D. of this Guidebook.

| <u>Service</u>                                  | <u>Reference</u>        |
|---|-------------------------|
| Residence Network Access Line                   | Part 4, Section 2       |
| Local Saver Pack 200                            | Part 4, Section 2       |
| Anytime Rate Calling Plan                       | Part 9, Section 3       |
| Call Waiting, Caller ID,<br>Caller ID with Name | Part 7, Section 1 and 2 |

## E. PRICES

The rates specified for the Economy 200 Solution Package are as follows:

## 1. Service Elements

| <u>Description</u>           | <u>Monthly Price</u> |
|------------------------------|----------------------|
| Economy 200 Solution Package | \$37.33(l)           |

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**7. THE BASICS® Package for Business****A. Description**

The BASICS® Package for Business offers business customers a combination of services including Custom Calling and Advanced Custom Calling services at a package rate.

**B. Definitions**

The BASICS package for Business includes the following services as indicated:

Caller ID  
Caller ID with Name  
Call Forwarding  
Call Waiting  
Three Way Calling (subscription only)  
Automatic Call Back (subscription only)

**C. Terms and Conditions**

1. Customers must commit to all of the above listed features to be eligible for the discounted package rate.
2. The discount rate will apply to all of the above listed Custom Calling and Advanced Custom Calling features on a per line basis. This package is not available on Billed Under lines.
3. This package is not available with ISDN, PBX, Coin, Centrex, 800/900, FeatureLink, Cellular, Semi-pub, WATS, FX, DID, COCOTS, Direct Connect and Choke Networks.
4. This package is not available in conjunction with other Custom Calling and/or Advanced Custom Calling feature packages.

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## 7. THE BASICS® Package for Business (Cont'd)

## C. TERMS AND CONDITIONS (Cont'd)

5. Nonrecurring installation charges do not apply to The BASICS package itself; however, customers will pay any applicable installation charges for the individual services in the package.
6. The BASICS Package for Business will carry a one-year term agreement. Customers who do not meet the term agreement will be billed back the savings they have received to date for the months they had The BASICS Package for Business on their account.<sup>11</sup>
7. Termination charges will not apply on upgrades to other packages or when a customer maintains at least one BASICS package on his account.

## D. PRICES

The rates specified for The BASICS Package for Business are in addition to applicable Service Charges for network access lines.

## 1. Service Elements

| <u>Description /Billing Code/</u> | <u>Monthly Price</u> |
|-----------------------------------|----------------------|
| The BASICS /PKB6Z/                | \$23.95              |

NOTE 1: Effective June 1, 2004, new subscribers to the BASICS Package for Business who do not meet their term agreement will be billed 50% of the remaining charges in the term for the BASICS package.

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**10. SELECT FEATURE PACKAGE<sup>SM</sup>**

Effective November 14, 2008, no further installation of, or changes to the Select Feature Package will be made. Select Feature Package in service on November 14, 2008 will be continued in service only for as long as such service remains at the location at which service is being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be re-established.

**A. Description**

Select Feature Package 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**

Select Feature Package 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
- Repeat Dialing
- Call Screening

**C. Terms and Conditions**

1. Call Waiting and Caller ID (including Caller ID with Name) may be de-selected from the Select Feature Package at the customer's option and reselected in the future, 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 Select Feature Package where facilities preclude the provisioning of these features. A credit will apply to Select Feature Package when Caller ID is not available. No credit will be given if the customer deselects Caller ID and/or Caller ID with Name.
3. Reserved
4. Pay per use features and their associated charges are not included in the Select Feature Package price.

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**10. Select Feature Package<sup>SM</sup> (cont'd)**

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**C. TERMS AND CONDITIONS (cont'd)**

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

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/1/ Material formerly appeared on Original Sheet 74 in Part 7, Section 5 of this tariff.

(N)

**SELECT FEATURE PACKAGE<sup>SM</sup> (cont'd)****D. Prices**

The per line rates specified for Select Feature Package are as follows:

| Description   | Monthly Price | Nonrecurring Charge |
|---|---------------|---------------------|
| Primary / Additional Line<br>Select Feature Package   | \$52.00 (I)   | \$3.95              |
| Primary / Additional Line<br>Select Feature Package where Caller ID cannot be<br>provisioned <sup>/1/</sup> | 51.00 (I)     | 3.95                |

**E. References**

Select Feature package components are provided in accordance to the terms and conditions of their applicable tariffs 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 |

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

**FEATURE SELECT<sup>/1/</sup>**

/2/

**A. DESCRIPTION**

Feature Select offers business customers a combination of five Custom Calling and/or Advanced Custom Calling Services at a package rate.

**B. DEFINITIONS**

Feature Select includes a choice of five of the following services:

- Call Waiting
- Call Forwarding
- Three-Way Calling
- Caller ID/Caller ID w/Name
- Repeat Dialing
- Automatic Callback
- Speed Calling 30
- Call Screening

/2/

/1/ Effective September 28, 2012, Feature Select will not be available, except to existing customers at existing locations.

/2/ Material formerly appeared in Part 7 Section 5 on Sheet 17.

**FEATURE SELECT (Cont'd)<sup>/1/</sup>****C. TERMS AND CONDITIONS**

1. To be eligible for the discounted Feature Select rate, customers must select five features from the feature list described in *B. Definitions*.
2. Feature Select is available on customer's main/primary line or any additional line(s). To be eligible for the Business Feature Select price, all component services must be purchased on the same line.
3. Business customers currently subscribing to all Feature Select component services may request billing at the Feature Select price.
4. Feature Select is available where facilities permit.
5. This package is not available with ISDN, PBX, Coin, Centrex, 800/900, FeatureLink, Cellular, Semi-Public Service, WATS, Foreign Exchange Service, DID, COPTS, Remote Call Forwarding and Direct Connect. (C)
6. Feature Select components are only available as monthly subscription services. Pay-per-use services are not available with Feature Select.
7. Customers subscribing to Feature Select will benefit from the package price until they disconnect one or more of the package component services. If any of the package component services are removed the remaining services will be billed at the prevailing individual feature guidebook rate.
8. Subscribers will continue to benefit from the Feature Select price if they remove one or more component services and replace those services with other services from the selection list.
9. If the customer subscribes to more than five Custom Calling and/or Advanced Custom Calling services from the Feature Select feature list, the five features to be included in the Feature Select package will be the five highest priced features based on current, stand alone feature rates. Services purchased in excess of those purchased as components of Feature Select package will be charged at their standard guidebook rates and may include any applicable discounts.

<sup>/1/</sup> Effective September 28, 2012, Feature Select will not be available, except to existing customers at existing locations.

**FEATURE SELECT (Cont'd)<sup>/1/</sup>**

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**C. TERMS AND CONDITIONS (Cont'd)**

10. Discounted monthly rates for any other combinations of the services provided in Feature Select on the same access line, as specified elsewhere in this guidebook, do not apply to Feature Select services.
11. Custom Calling and Advanced Custom Calling Services nonrecurring charges are not applicable when the customer subscribes to additional Custom Calling and/or Advanced Custom Calling Services to meet the eligibility requirements of Feature Select.

**D. PRICES**

The rates specified for Feature Select are in addition to applicable Service Charges for the establishment of network access lines.

**1. Service Elements**

Description /Billing Code/

Feature Select

- with Caller ID /C5PCX/
- without Caller ID /C5PBX/

**E. REFERENCES**

Feature Select components are provided in accordance to the terms and conditions of their applicable guidebooks except as noted in Paragraphs C. and D. of this Guidebook.

ServiceReference

Custom Calling Features

Part 7, Section 1

Advanced Custom Calling Features

Part 7, Section 2

/2/

/1/ Effective September 28, 2012, Feature Select will not be available, except to existing customers at existing locations.

/2/ Material formerly appeared in Part 7 Section 5 on Sheet 19.



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