ADVANCED CUSTOM CALLING FEATURES

A. **Description of Services**

Advanced Custom Calling features are designed to give customers improved means for managing incoming calls, returning calls, and reaching busy parties. These features are offered with individual line residence and business service except semi-public telephone service. Where technically capable switching equipment is available and where compatible equipment configurations exist at the customer premises, these features may also be provided with multi-line Business Lines. The following Advanced Custom Calling Features are only available from Telephone Company Central Offices equipped for the features and necessary signaling facilities subject to technical limitations and availability of such equipment and facilities.

B. **Feature Descriptions**

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.

Caller ID - 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. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The company will forward all telephone numbers subject to technical limitations.

The Caller ID feature is available to single line residential and business exchange access lines and on exchange access lines arranged in multi-line hunting groups, where facilities permit.

Calling Party Number Blocking (per-call or per-line) 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 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.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

B. Feature Descriptions (cont'd)

Caller ID (cont'd)

Unless blocking is activated, the telephone numbers associated with all calls originating from appropriately equipped switches will be displayed, including private listing numbers.

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.

All customer-provided equipment used to interface with Caller ID is required to conform with the Technical Reference Specifications as used by the Telephone Company.

   The technical reference documents are available from:

   SBC Help Desk and Document Center
   1-517-788-6872

Caller ID with Name (CNAM) - This feature allows a subscriber to identify the point of origin, based on the associated name, from which the call is being made. The listed name associated with the calling number is sent to the CNAM subscriber to be displayed on a customer-provided display device. Blocking availability and activation are the same as those for Caller ID Service. This feature requires Caller ID Service at applicable charges. Caller ID with Name may not be delivered when the calling party's name information is stored in a third party database.

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.

Calling Party Number Blocking (per-call or per-line) 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 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.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

B.   Feature Descriptions (cont'd)

Caller ID with Name (CNAM) (cont'd)

All customer-provided equipment used to interface with CNAM is required to conform with the Technical Reference Specifications as used by the Telephone Company.

  The technical reference documents are available from:

  SBC Help Desk and Document Center
  1-517-788-6872

Call Screening - This service gives the customer the ability to prevent repeated calls from a caller whose directory number may or may not be known. Immediately after having received a nuisance call, the called customer may hang up and dial a service access code which causes the network to deny the nuisance caller the ability to ring the customer's telephone. Further calls to the customer are screened by originating directory number, and rejected calls terminate in an appropriate announcement. In addition, the customer may optionally input a list of directory numbers from which he does not wish to receive any calls.

Call Waiting ID - Where facilities permit, 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:

•   Customers must also subscribe to Call Waiting, Caller ID, and Caller ID with Name.

•   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.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

B.   Feature Descriptions (cont'd)

Repeat Dialing - This service enables customer to automatically redial a call to the last number
dialed by activating the Repeat Dialing activation code which requests the network to periodically
retry the call. Intended primarily to help a customer reach someone whose line is busy, the
service is activated independent of the disposition of the prior call. The network periodically test
the status of the called line. When it is found idle and the calling line is also idle, the calling line
rings in a distinctive pattern indication a callback. If the calling customer answers, the network
attempts to set up the call. If the calling party fails to answer, distinctive ringing is terminated by
the time out, and the retry interval is increased. Repeat Dialing remains in effect for at most 30
minutes. A customer may have several calls being Repeat Dialed to different parties at the same
time.

Feature Discount

A discount will apply on a per feature basis for a combination of two or more different Custom
and/or Advanced Custom Calling features on a line.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

C. **Prices**

The following prices are for the features only and are in addition to applicable charges for service and equipment with which they are used.

1. Service Elements

Description /Billing Code/	Nonrecurring Charge	Monthly Price, per line	
		Residence	Business
Automatic Callback /NSQ/	-	$5.99	$6.00
Caller ID /NSD/	-	7.95	9.59
Caller ID with Name /NMP/[1]	-	2.00	3.86
Call Waiting ID /NWT/[2]	-	1.99	2.00
Call Waiting ID with uSelect**SM**3, 2-Line uSelect**SM**3, uSelect**SM**6, 2-Line uSelect**SM**6 or The WORKS	-	.00	-
Call Screening /NSY/	-	5.99	6.00
Repeat Dialing /NSS/	-	5.99	6.50
Feature Discount Per Feature /ESY+F/	-	.05	.05

[1]   This feature requires Caller ID Service at applicable charges.
[2]   This feature requires Call Waiting, Caller ID, and Caller ID with Name Service at applicable charges.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

C.   Prices (cont'd)

Pay Per Use Prices

Certain Advanced Custom Calling features (described preceding) and Custom Calling features
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 following, are available on a Pay Per Use
(per attempt) 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.

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.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to
the feature on a Pay Per Use basis may be blocked. Such blocking will be provided at no charge
to the customer.

ADVANCED CUSTOM CALLING FEATURES (cont'd)

C.   Prices (cont'd)

Pay Per Use Prices (cont'd)

The following prices apply on a per attempt basis:

Description	Per Attempt Price	
	Residence	Business
Automatic Callback	$1.99	$1.99
Repeat Dialing	.75	.75
Three-Way Calling	1.99	1.99

PRIVACY MANAGER®

A.   Description

Privacy Manager - This feature is available to residential and business customers and intercepts calls that are marked "private", "out of area", or "unavailable" on Caller ID units. When unidentified callers dial the subscriber's number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to state their name or the company they represent and the service will then attempt to connect the call. Only if the caller states their name will the call be connected.

The subscriber's Caller ID CPE will display the platform number and the name of the service. When the subscriber picks up the phone, they will receive a recording identifying the caller by name and will have three options: Press 1 to accept the call, Press 2 to deny the call or Press 3 to play the sales call refusal to the caller.

If the subscriber dials 2, the caller will continue to hear the recording as if the party they are calling were not at home. Forwarding on don't answer will not take place in this scenario as the call has been rejected. If the subscriber dials 3, the calling party will hear a recording stating that the called party does not accept phone solicitations and to please place this person's name and number on a "do not call" list.

If the subscriber has an answering machine or network Voice Mail which intercepts the call, the Privacy Manager feature will identify that the call has been answered and connect the caller to the answering system. The service will identify the call as being answered by an answering system and immediately connect the caller.

The subscriber can override the Privacy Manager platform through the use of a Personal Identification Number (PIN) which is changeable through a Voice Response Unit (VRU). The subscriber would establish this PIN in the event they receive frequent calls from friends and family that register as "unknown", "private" or "unavailable", i.e., cellular phones, payphones, and some long distance calls. The subscriber would then provide the PIN to those callers who would invoke the PIN upon being intercepted by platform which would enable the caller to bypass the Privacy Manager platform and the call would be directly connected. The subscriber would hear a distinctive ring and upon answering the call would not hear any of the Privacy Manager messages or prompts.

PRIVACY MANAGER® **(cont'd)**

B.   Definitions

This service will be available when facilities permit. Subscribers need to have Caller ID with
Name as well as Touch-Tone service to subscribe to the Privacy Manager. This service will be
provisioned on a line-by-line basis and customers with more than one line would need to have the
service activated on each line if they want the ability to intercept unknown and blocked calls to
each line.

C.   Prices

  1.   Standard Features

Description /Billing Code/	Monthly Price
Residence	
Privacy Manager /WHO/	$6.99
Business	
Privacy Manager /WHO/	7.00

HOME OFFICE TO GO PACKAGE

A.   Description

The Home Office to Go Package offers a combination of optional service features 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 Ameritech Voice Mail service will be eligible for any promotion associated with this service during the period from November 11, 1996, through December 31, 1996.

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 Service Guide, 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 Ameritech Paging service, the nonrecurring charge for installing Paging service applies.

HOME OFFICE TO GO PACKAGE (cont'd)

D. Prices (cont'd)

1. Service Elements

Description /Billing Code/	Monthly Price
Home Office to Go Package /PKB4Q/	
Call Waiting, Call Forwarding, Caller ID and Caller ID with Name features	$10.62[1]
Each package requires the purchase of one customer selected Voice Mail Service Option and Paging Service at the existing rates.	

/1/   Individual rates for Custom Calling Service features are listed in Part 7, Section 1.

TALKING CALL WAITING

A. Description

Talking Call Waiting allows a residential customer to know who is calling while they are on the telephone with another party. Talking Call Waiting enhances Call Waiting by allowing the customer to hear who is calling after hearing the call waiting tone while the customer is on the line. Any and all names will be voiced to the subscriber. This includes "private" or "unknown" to be voiced in the appropriate situation. Talking Call Waiting subscribers will hear both a call waiting tone plus the name of the calling party on an incoming call. The customer then presses the switch hook-flash to place the current call on hold and talk to the call waiting party. Subsequent switch hook-flashes will allow the subscriber to "toggle" between the two parties, placing one on hold so that they can speak to the other party.

B. Terms and Conditions

Talking Call Waiting will be available on a monthly subscription basis. Customers with more than one line will need to subscribe to the service for each line they wish to have Talking Call Waiting made available. This service requires no additional adjunct or telephone display equipment. Talking Call Waiting is not available on ISDN.

TALKING CALL WAITING (cont'd)

C.   Prices

1.   Standard Features

Description/Billing Code/	Monthly Price
Talking Call Waiting - Residence /TW1/	$5.00

The rates above are in addition to the applicable nonrecurring charges.

DISTINCTIVE RING

A. **Description**

Distinctive Ring permits a residence customer to designate a distinctive ring on up to 5 telephone numbers from which calls have been forwarded. The customer will designate the distinctive ring telephone numbers on the initial service order. The customer may designate distinctive ring for calls forwarded from a cellular service. Forwarded calls will activate the distinctive ring pattern, while retaining any characteristics present with the original incoming call, such as Caller Name and Number. Customers must call the Business office to change their designated Distinctive Ring number.

B. **Terms and Conditions**

Distinctive Ring is provided subject to the availability of Central Office capacity and facilities. Distinctive Ring is available to residence exchange services unless specified otherwise. Distinctive Ring is not available to customers with the following types of service: Centrex, PBX, Primary Rate ISDN, Payphone Exchange Access Service, and other non-POTS classes of service (e.g. Inmate or hotel-motel lines). The service will not be available with 900, 976, WATS, 800 lines or data access lines.

Service Interactions/Limitations

1. Privacy Manager and Anonymous Call Rejection will take priority over Distinctive Ring on lines equipped with these features.
2. If the forwarded call is "unknown" and the customer has Privacy Manager, the Privacy Manager will take priority and intercept the call and the call will be completed without a distinctive ring tone.
3. If the customer subscribes to Call Waiting, a distinctive ring tone is heard on the forwarded call.
4. Distinctive Ring is not available with Multi-Ring 2nd dependent number.
5. Distinctive Ring is not compatible with Call Forwarding features.
6. Distinctive Ring may not work with CPE containing pre-set ring tones.
7. Distinctive Ring will not provide a special ring tone when Call Waiting is activated in DMS10 switches.

DISTINCTIVE RING (cont'd)

C. Prices

1. Service Elements

Description /Billing Code/	Monthly Rate Residence	Nonrecurring Rate
Distinctive Ring /AWXDR/	$6.00	$0.00