

ENHANCED CENTRAL OFFICE BASED SERVICES

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ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES

A. General

1. Enhanced Custom Calling Services permit a customer to manage incoming and outgoing calls to their residence or business local exchange access line more effectively. For incoming and outgoing calls, Enhanced Custom Calling Services function only when the central offices that serve both the originating and terminating caller are equipped for enhanced services.
2. Enhanced Custom Calling Services apply to single line. Residence and business service, excluding pay telephone access service. Enhanced Custom Calling Services are only offered where technical facilities are available.
3. A monthly recurring rate applies to all Enhanced Custom Calling Services with the exception of Caller ID and for Customer Originated Call Trace, which is billed at an individual charge when the feature is successfully invoked.
4. Both seven- and ten-digit telephone numbers can be identified and/or selected with Enhanced Custom Calling Services.
5. When multiple services are activated on a customer's line, certain Enhanced Custom Calling Services may take precedence over others.
6. Services with call forwarding capabilities (including Call Forwarding, Call Forward Busy-Line, Call Forward Don't Answer) cannot be used on a continual basis by a customer to expand the local calling scope beyond that normally available to a customer's premises.
7. In cases of emergency, an operator may assist the caller to override conditions imposed by Enhanced Custom Calling Services on a telephone line.

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By: Mr. Justin Haynes
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS
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ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:

- a. Call Block (Selective Call Rejection) - Permits the customer to block an incoming call and/or calls from a maximum of thirty-one (31) specified telephone numbers. Call Block functions as a screening service for the customer. A customer may create, by dialing an activation code, the list of telephone numbers. In addition, if a customer receives an unwanted call from an unknown telephone number, the customer may block future calls from that unknown number by immediately dialing the Call Block activation code after the unwanted call is terminated.

The Company's equipment will review all incoming calls and block those calls from numbers that appear on the customer's list. Blocked telephone numbers are directed to a Company recorded announcement which advises the caller that the called party does not wish to receive the call.

Standard call completion will occur if a call originates from a central office that is not equipped for Enhanced Custom Calling functions.

- b. Call Return (Automatic Recall) - Permits the customer to automatically redial the telephone number of the most recently completed incoming call by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed. If the redialed number is a toll call, the customer will be prompted by a recording that gives the customer the option to continue and complete the toll call or to hang up and avoid toll charges.

Call Return cannot operate when a call originates from a central office that is not equipped for Enhanced Custom Calling functions. In addition, this feature will not operate when the calling party's (redialed) number has been Call Forwarded.

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:
(Continued)

- c. Customer Originated Call Trace (1) - Permits the customer to activate a trace of the last completed incoming call immediately after the call is terminated. Customer Originated Call Trace is billed per successful trace invoked by the customer. If the trace is successfully completed, the customer receives a success announcement. If a trace is successful, the Company's equipment will record the incoming call detail. If the call is interrupted by a Call Waiting call prior to the trace activation, the Call Waiting call is considered the last incoming call and would be the one traced. Call detail does not include recording of the telephone conversation.

The Company will not provide any call detail which results from a trace to the customer subscribing to Customer Originated Call Trace. The Company will provide the call detail of a successful trace only to appropriate law enforcement authorities when the Company receives a proper request. If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

- (1) At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using manual Call Tracing as detailed in Section 2. This may occur when, in the judgement of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. In addition, when the customer is located in an exchange where Customer Originated Call Trace is not available or the unwanted calls originate from a central office that is not equipped for Enhanced Custom Calling functions or linked to appropriate facilities, manual Call Tracing may be invoked.

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ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:
(Continued)

- d. Priority Call (Distinctive Ringing) - Permits the customer to preselect a maximum of thirty-one (31) telephone numbers that can be given a distinctive alerting signal, ring or Call Waiting tone. A customer creates, by dialing an activation code, the list of telephone numbers. The Company's equipment will screen incoming calls and provide the appropriate signal, ring or tone for those numbers that appear on the customer's list.

Calls from telephone numbers not included on the screening list will produce a normal ring. A normal ring will also occur if a call originates from a central office that is not equipped for Enhanced Custom Calling functions.

A customer may subscribe to both Priority Call and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.

Some customer premises equipment may not be able to produce a distinctive signal, ring or tone. The Company accepts no liability for customer premises equipment that is not compatible with Priority Call service.

- e. Repeat Dialing (Automatic Callback) - Permits the customer to automatically redial the last outgoing telephone number. If the redialed number is busy, the customer may dial an activation code, and the Company's equipment will monitor the redialed number for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed.

The Repeat Dialing feature will not operate to monitor and place a call to a telephone number served by a central office that is not equipped for Enhanced Custom Calling functions. Repeat Dialing will not operate if the calling number is Call Forwarded.

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

1. Enhanced Custom Calling Services are optional telephone service arrangements which provide one or more of the following services:
(Continued)

- f. Select Call Acceptance - Permits a customer to select a maximum of thirty-one (31) specified telephone numbers within the customer's local calling scope, Extended Area Calling scope, or Long Distance Telecommunications network (where facilities permit) from which the customer is receiving calls. A customer may create, by dialing an activation code, the screening list of telephone numbers from which the customer is accepting calls.

The Company's equipment will screen incoming calls and will transmit calls to the customer only if the caller's number appears on the customer's screening list. When a call is placed to the customer from a number not on the screening list, the caller receives an announcement indicating that the called party does not wish to receive calls at this time.

- g. Select Call Forwarding - Permits a customer to forward incoming calls from a maximum of thirty-one (31) specified telephone numbers within the customer's local calling scope, Extended Area Calling scope, or Long Distance Telecommunications Network (where facilities permit). A customer may create, by dialing an activation code, the list of telephone numbers to be forwarded. The Company's equipment will screen incoming calls and forward only those calls from numbers that appear on the customer's list. Calling numbers that do not appear on the customer's screening list will terminate as normal.

Where applicable, the customer is responsible for the charges associated with each toll call between his local call access line equipped with Select Call Forwarding and the distant exchange access line to which the call was transferred.

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

C. Rates and Charges ⁽¹⁾⁽²⁾

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these services are associated.

<u>Individual Service</u>	<u>Monthly Rates</u>	
	<u>Business</u>	<u>Residential</u>
Call Block (Selective Call Rejection)	\$3.00	\$2.00
Call Return (Automatic Recall)	\$4.00	\$3.00
Customer Originated Call Trace ⁽³⁾⁽⁴⁾ (per successful trace)	\$10.00	\$10.00
Priority Call (Distinctive Ringing)	\$3.00	\$2.50
Repeat Dialing (Automatic Callback)	\$4.00	\$2.00
Select Call Acceptance	\$3.00	\$2.00
Select Call Forwarding	\$2.65	\$2.00
<u>Feature Discount ⁽⁵⁾</u>		
Applies to Second Feature And Each Additional Feature Subscription	(\$0.50)	(\$0.25)

- (1) Rates for Enhanced Custom Calling Services do not include a charge for an instrument or other customer premises equipment. D
- (2) Service Order Charges outlined in Section 2 of this Local Exchange Tariff shall apply as indicated herein. When any two (2) or more Custom Calling Services are ordered at the same time, only one (1) Service Order Charge applies. The Service Order Charge(s) will be waived the first ninety (90) days a service is offered in an exchange. T
- (3) The ability to invoke the Customer Originated Call Trace feature is provided to all customers at no charge, and cannot be considered as a subscription service when applying a Package discount. T
- (4) The charge for Customer Originated Call Trace is only billed per successful activation of the service.
- (5) The feature discount is applied on a per feature basis as a credit to individual enhanced custom calling service monthly rates, with the exception of Customer Originated Call Trace, when a customer subscribes to two or more additional enhanced custom calling services.

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ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE

A. General Regulations

1. Caller ID Service 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 PBX connections, such as DID. In addition, pay telephone services are excluded from this tariff offering.
2. Caller ID Service is provided with basic local 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. The blocking of Calling Number Delivery and/or Calling Name Delivery will not be provided on calls originating from pay telephones. T
3. Caller ID Service is available only in areas where technically feasible and where facilities are available.
4. Caller ID Service allows customers to manage incoming calls to their residence or business local exchange access line more effectively. Caller ID Service functions only when the central office that serves the originating call as well as the customer's serving central office are both equipped for the service. In cases of emergency, an operator may assist the caller to override conditions imposed by Caller ID Service on a telephone line. D
5. Any Telephone Company calling party may prevent the Calling Name Delivery or Calling Number Delivery 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 activates per-call blocking. Per-call blocking is available at no charge. T
6. If a calling party activates per-call blocking, the calling party name and/or number will not be transmitted across the line. Instead, Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name/number delivery. T

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ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

A. General Regulations (Continued)

7. Per-line blocking will be offered at no charge to a particular customer if the Commission receives from the customer written certification that the customer has a compelling need for per-line blocking. Customers who request per-line blocking also have the ability to unblock their line on a per call basis by dialing an access code (*82 on their touch tone pad or 1182 from a rotary telephone) immediately prior to placing the call. The *82 (or 1182) access code deactivates per-line blocking and delivers the calling party name and/or number for that call. Per-line blocking is automatically reactivated when the customer terminates the call. T
8. The Telephone 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 and/or telephone number which the calling party has requested to be omitted from the telephone directory or the disclosing of such telephone number to any person. T
9. The Telephone 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 and/or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason. T
10. The Telephone 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 on to the telecommunication utility by the Telephone Company. T
11. A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from: (1) verifying network performance or testing the provision of caller identification service; (2) compiling, using, and disclosing aggregate Caller ID information; or, (3) complying with applicable law or legal process. T

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ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

A. General Regulations (Continued)

12. When a call is placed from a telephone number associated with a non-published listing, the number and name may be disclosed if the called party has equipment to display Calling Number and/or Calling Name Delivery. Customers may prevent the display of the calling number and name by activating Caller ID blocking. Caller ID blocking is available, at no charge, in areas where Caller ID disclosure is possible.

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ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE

B. Service Descriptions

1. Caller ID Service (Caller ID) is the general category of the following services which assist customers in the management of incoming calls.
 - a. Anonymous Call Rejection (ACR) - Allows customers to automatically reject all calls that have been "blocked" and, therefore, marked anonymous by the calling party. When Anonymous Call Rejection 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.
 - b. Calling Name Delivery (CNAM) - Allows 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 CNAM transmission.
 - c. Calling Number Delivery (CND) - Allows the transmission of the Calling Party Number (CPN) to the subscriber's access lines. When a line equipped with Calling Number Delivery is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

B. Service Descriptions (Continued)

1. Caller ID Service (Caller ID) is the general category of the following services which assist customers in the management of incoming calls. (Continued)

d. Call Waiting ID - When a person is already speaking on the telephone and- receives another phone call, Call Waiting ID will allow 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 receive Call Waiting.
- 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.

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ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

C. Feature Interactions

1. Caller ID information will not be displayed under the following conditions:
 - a. If the called party is off-hook.
 - b. If the called party answers during the first ring interval.
2. Caller ID is not available with services based on distinctive ringing which have a silent interval length insufficient for CPN and CNAM transmission.
3. Identification of specific stations or extensions served by customer premise equipment is not possible. The main directory name and number associated with the customer premise equipment will be displayed.
4. Caller ID will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.
5. When Caller ID Service is provided in connection with line-side PBX trunk connections, the Telephone 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 serviced by the customer premise equipment. Customers subscribing to Caller ID Services in conjunction with line-side PBX connections are responsible for the provision of compatible customer premise equipment 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 Telephone 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.

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

D. State and Local Government Undercover Operations Special Service Arrangements

1. The parameters of the special service arrangement are as follows: State and Local government entities authorized to conduct undercover or surreptitious civil or criminal investigations, where the existence or conduct of an investigation or the identity of the investigator may be disclosed or compromised by Calling Number Delivery Service or Calling Name Delivery Service, may be eligible to receive at no charge, for a period not to exceed ninety (90) calendar days, local exchange business, key or line-side PBX access service to be used only in connection with a service arrangement that will mask the identity of the calling number or calling party name. In addition, any nonrecurring charges and the FCC Subscriber Line charge associated with these access lines will be waived. All monthly and nonrecurring charges will begin to accrue for each access line on the 91st calendar in service day.
2. The services provided under the special service arrangement will be offered only in exchanges where Caller ID Service, as furnished by the Telephone Company, is available.
3. Each State or Local government entity must request and receive sponsorship, on a individual access line basis, from the Texas Attorney General for access or subscription to this special service arrangement. The special service arrangement must be requested by the Texas Attorney General on behalf of any State or Local government entity which, in the judgement of the Texas Attorney General, is authorized to conduct undercover or surreptitious civil or criminal investigations.
4. For the purpose of requesting the special service arrangement, the State Attorney General will designate a representative that will act as liaison between all State and Local government agencies and the Telephone Company. The Telephone Company will also designate a representative to coordinate with the State Attorney General representative. In addition, the Telephone Company will establish internal procedures to administer requests for the special service arrangement.

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

D. State and Local Government Undercover Operations Special Service Arrangements (Continued)

5. The total number of in-service local exchange access lines provided for under the special arrangement for use by all State and/or Local government entities in the conduct of undercover or surreptitious civil or criminal investigations cannot exceed ten (10) at any given time.
6. The Texas Attorney General will be responsible for ensuring that the services provided at no charge under the special service arrangement are to be used only by authorized representative(s) of State and/or Local government entities and only in the conduct of undercover or surreptitious civil or criminal investigations.

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

E. Rates and Charges ⁽¹⁾⁽²⁾

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these services are associated.

<u>Individual Service</u>	<u>Monthly Rates</u>		
	<u>Business</u>	<u>Residential</u>	
Anonymous Call Rejection	\$1.00	\$1.00	R
Calling Number Delivery	NC	NC	R
Calling Name Delivery	NC	NC	R
Calling Number Delivery AND Calling Name Delivery	NC	NC	R
Calling Number Delivery OR Calling Name Delivery with Anonymous Call Rejection	\$1.00	\$1.00	R
Calling Number Delivery AND Calling Name Delivery with Anonymous Call Rejection	\$1.00	\$1.00	R
Call Waiting ID	\$1.50	\$1.00	
<u>Feature Discount ⁽³⁾</u>			
Applies to Second Feature And Each Additional Feature Subscription	(\$0.50)	(\$0.25)	T

- (1) Caller ID Service does not include a charge for an instrument or other customer premises equipment.
- (2) Service Order Charges outlined in Section 2 of this Local Exchange Tariff shall apply as indicated herein. When any two (2) or more Custom Calling Services are ordered at the same time, only one (1) Service Order Charge applies. The Service Order Charge(s) will be waived the first ninety (90) days a service is offered in an exchange.
- (3) The feature discount is applied on a per feature basis as a credit to individual feature monthly rates when a customer subscribes to two or more calling features. When a customer orders a combined package of features that is already offered at a reduced rate, that package will be considered an individual feature for the purposes of the feature discount.

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