

No supplement to this tariff will be issued except for the purpose of cancelling this tariff.

GENERAL EXCHANGE TARIFF
Section 8
Original Sheet 1.01A

CUSTOM CALLING SERVICE

8.1 GENERAL REGULATIONS - (Continued)

8.1.1 Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:
(Continued)

(AT) I. Remote Access to Call Forwarding

Permits a customer that also subscribes to the Call Forwarding feature (described in Paragraph 1.1.B) to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters including "*" and "#". All charges incurred to access the remote number will be billed appropriately.

No supplement to this tariff will be issued except for the purpose of cancelling this tariff.

General Exchange Tariff
Section 8
2nd Revised Sheet 1.02

CUSTOM CALLING SERVICE

8.1 GENERAL REGULATIONS - (Continued)

(CT)

8.1.2 Custom Calling Services are subject to availability, compatibility with central office, compatibility with access line, and compatibility with customer premises equipment. Custom Calling Services will not be provided in connection with party line, centrex, plexar, public or semi-public telephone service.

(RT)

(CT)

8.1.3 The service will be furnished only at locations where adequate and suitable facilities are available.

(CT)

8.1.4 Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this Tariff.

(CT)

8.1.5 When multiple features are activated on the same line, certain features may take precedence over others.

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By R. McRae Geschwind, President - Arkansas Division
Southwestern Bell Telephone Company
Little Rock, Arkansas

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GENERAL EXCHANGE TARIFF
Section 8
11th Revised Sheet 2

CUSTOM CALLING SERVICE

8.2 RATES

A. The following rates and charges apply in addition to the established rates and charges for the services with which these features are associated.

1. Call Waiting, Call Forwarding, Selective Call Forwarding, Three Way Calling, Speed Calling - 8 code capacity and Speed Calling - 30 code capacity, and Remote Access to Call Forwarding.

The priority indicators listed below determine which rates apply to a feature. If a single feature is ordered, the single feature rate will apply. If an account has more than one feature, the feature with the lowest numeric value priority indicator will receive the single feature rate and the other features will receive the additional feature rate.

Feature	USOC	Priority Indicator		Monthly Rate				S&E Charge	
		Res	Bus	RES sngl fea	RES addl fea	BUS sngl fea	BUS addl fea	RES(1)	BUS(2)
Call Waiting (3)	ESX	1	2	\$4.25	NA	\$4.50	\$3.00	\$10.00	\$20.00
Call Forwarding	ESM	2	1	3.00	\$1.60	5.00	NA	10.00	20.00
Three Way Calling	ESC	3	3	3.00	1.60	3.50	2.50	10.00	20.00
Speed Calling 8	ESL	4	4	3.00	1.60	3.50	2.50	10.00	20.00
Speed Calling 30 (4)	ESF	NA	NA	3.50	NA	4.00	NA	10.00	20.00
(AT) Remote Access to (NR) Call Forwarding	RC3	NA	NA	1.00	NA	2.75	NA	10.00	20.00

2. Selective Call Forwarding

Feature	USOC	RES		BUS	
		Monthly Service Rate	Charge(1)	Monthly Service Rate	Charge(2)
Selective Call Forwarding only	SFA	\$3.00	\$10.00	\$3.50	\$20.00
Selective Call Forwarding combined with other CCS features	SFAP1	1.00	10.00	2.00	20.00

- (1) Maximum Service and Equipment Charge per line is \$10.00, except when the Simultaneous Call Forwarding feature is established.
- (2) Maximum Service and Equipment Charge per line is \$20.00, except when the Simultaneous Call Forwarding feature is established.
- (3) This rate is inclusive of the Cancel Call Waiting option where available.
- (4) Only offered at single feature rate.

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By Michael T. Flynn, President - Arkansas
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Little Rock, Arkansas

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GENERAL EXCHANGE TARIFF
Section 8
2nd Revised Sheet 2.01

CUSTOM CALLING SERVICE

(RT)

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GENERAL EXCHANGE TARIFF
Section 8
5th Revised Sheet 3

CUSTOM CALLING SERVICE

(RT)

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GENERAL EXCHANGE TARIFF
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CUSTOM CALLING SERVICE

(RT)

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GENERAL EXCHANGE TARIFF
Section 8
4th Revised Sheet 4

CUSTOM CALLING SERVICE

8.2 RATES - (Continued)

3. Call Forwarding Busy Line and Call Forwarding Don't Answer

	USOC	<u>Residence</u>		<u>Business</u>	
		<u>Monthly Rate</u>	<u>Service Charge (1)</u>	<u>Monthly Rate</u>	<u>Service Charge (2)</u>
(CR) Call Forwarding Busy Line	EVB	\$ 0.75	\$10.00	\$ 3.00	\$20.00
(CR) Call Forwarding Don't Answer	EVD	\$ 0.75	\$10.00	\$ 3.00	\$20.00
(CR) Call Forwarding Busy Line/ Don't Answer	E5E	\$ 1.00	\$10.00	\$ 4.00	\$20.00

	USOC	<u>Service and</u>		
		<u>Monthly Rate</u>	<u>Complex Installation Move Charge</u>	<u>Equipment Charge (3)</u>
4. Simultaneous Call Forwarding	ESD	\$ 3.50	\$5.50	\$20.00

- (1) Maximum Service and Equipment Charge per line is \$10.00, except when the Simultaneous Call Forwarding feature is established.
- (2) Maximum Service and Equipment Charge per line is \$20.00, except when the Simultaneous Call Forwarding feature is established.
- (3) Applies in addition to the Service and Equipment Charge for other Custom Calling features.

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By Michael T. Flynn, President-Arkansas Division
Southwestern Bell Telephone Company

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General Exchange Tariff
Section 8
Original Sheet 5

CUSTOM CALLING SERVICE

8.3 CHANGES

1. The Service and Equipment Charge will apply per line when changing Speeding Calling from the 8-code capacity to the 30-code capacity, or vice versa.
2. Relative to Call Forwarding - Busy Line and Call Forwarding - Don't Answer, the Service and Equipment Charge will apply per line when the forwarded to number and/or the customer designated number of rings is changed at the customer's request.
3. A Service and Equipment Charge will apply per line when the Speed Calling codes are changed by the Telephone Company at the customer's request.
4. A Service and Equipment Charge will apply per line when the customer's telephone number is changed for his convenience.
5. The Service and Equipment Charge does not apply for outside moves of service if there is no telephone number change.

Issued: July 25, 1990

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By R. McRae Geschwind, President-Arkansas Division
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BY: M. S. FANNIN, President-Kansas
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Sheet

(CP) CALL MANAGEMENT SERVICES (Continued)

(Reserved for future use)

ISSUED: AUG 19, 1994 EFFECTIVE: OCT 26, 1994

BY: M. S. FANNIN, President-Kansas
Southwestern Bell Telephone Company
Topeka, Kansas

CALL MANAGEMENT SERVICES

6.0 DESCRIPTIVE SUMMARY

Call Management Services are optional telephone services individually described in paragraph 6.2, which allow customers to efficiently manage the call flow generated over their local exchange access line(s). Call Management Services include:

- Auto Redial
- Call Blocker
- Call Forwarding
- Call Forwarding-Busy Line
- Call Forwarding-Don't Answer
- Remote Access to Call Forwarding
- Selective Call Forwarding
- Simultaneous Call Forwarding
- Call Return
- Call Trace
- Call Waiting
- Priority Call
- Speed Calling
- Three-Way Calling
- Personalized RingSM
- Customer Alerting Enablement
- Caller ID
 - (CP) - Calling Number Delivery
 - (AT) - Calling Name Delivery
- Preferred Number Service
- Caller ID Value Package
- (AT) • Caller ID Value Package Plus
- THE WORKSSM
- BizSaverSM

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CALL MANAGEMENT SERVICES

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CALL MANAGEMENT SERVICES

(Reserved for future use)

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CALL MANAGEMENT SERVICES

6.1 GENERAL REGULATIONS

- 6.1.1 The prices for Call Management Services (with the exception of Customer Alerting Enablement) may be changed in accordance with the Flexible Pricing Plan rules and regulations as specified in the Rules and Regulations Applying to All Customers' Contracts section of this tariff. Current prices are specified in the Call Management Services Price List.
- 6.1.2 Call Management Services are available to residence and business customers and are subject to availability of facilities, technology, and compatibility with customer access line, associated service(s) and premises equipment.
- 6.1.3 Call Management Services are not available to Centrex, Plexar^R, Customer-Owned Pay Telephone Service, Public Telephones and to Semi-Public Telephone Service subscribers unless otherwise specified in paragraph 6.2. following. Additional service restrictions and hunting limitations may also apply to specific services as specified in paragraph 6.2 following.
- (CT) 6.1.4 Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding, Caller ID-Calling Number Delivery and Caller ID-Calling Name Delivery are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the calling name and number and are linked by appropriate facilities.
- (CT)
- 6.1.5 When multiple services are activated on the same line, certain services may take precedence over others.
- 6.1.6 Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to any service of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this tariff.

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CALL MANAGEMENT SERVICES

6.1 GENERAL REGULATIONS (Continued)

6.1.7 Additional regulations specific to each Call Management Services service are included in the individual service descriptions as set forth in paragraph 6.2 following.

6.2 SERVICE DESCRIPTIONS

6.2.1 Auto Redial

Enables the customer to redial automatically the last outgoing telephone number. If that telephone number is busy, the Telephone Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

6.2.2 Call Blocker

Enables the customer to block calls from preselected telephone numbers (quantity varies by technology) and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Telephone Company recorded announcement.

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CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.3 Call Forwarding(1)

Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and the routing necessary.

6.2.4 Call Forwarding-Busy Line(1)

Allows incoming calls that encounter a busy condition to be forwarded to a predesignated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

6.2.5 Call Forwarding-Don't Answer(1)

Allows incoming calls which are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

6.2.6 Remote Access to Call Forwarding

Provides the customer that also subscribes to Call Forwarding (described in paragraph 6.2.3) with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a touch-tone telephone. All charges incurred to access the remote number will be billed appropriately.

(1) Call Forwarding, Call Forwarding-Busy Line and Call Forwarding-Don't Answer are available to Customer-Owned Pay Telephone Service subscribers.

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CALL MANAGEMENT SERVICES

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CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.7 Selective Call Forwarding

Provides the customer with the ability to forward incoming calls from preselected telephone numbers (quantity varies by technology) to another telephone number. The customer can construct or modify a telephone number screening list. The Telephone Company equipment will screen incoming calls against the customer's list and forward only those from telephone numbers on the list. Customers subscribing to Call Forwarding and Selective Call Forwarding may have only one feature activated at a time (depending on serving technology). The Selective Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion.

6.2.8 Simultaneous Call Forwarding

Provides the customer that also subscribes to Call Forwarding (described in paragraph 6.2.3) with the ability to transfer multiple incoming calls simultaneously between switching entities. The number of calls transferred simultaneously is limited to the number of hunting lines/trunks subscribed to by the customer at the originating end. Simultaneous Call Forwarding is limited to customers served by No. 1 or 1A Electronic Switching Systems central offices and may be established only on another line which is not part of a hunting group. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded.

6.2.9 Call Return

Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, the Telephone Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

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CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.10 Call Trace

Enables the customer to initiate a trace of the last incoming call by dialing an activation code before receiving another call. If a trace is successful, the Telephone Company's equipment will record the incoming call detail (not the conversation). The call detail may be provided only to law enforcement authorities upon proper request. The results of the trace will not be provided to the customer directly. For further action to be taken, the customer can contact the Telephone Company via the telephone number provided in the Call Trace Announcement.

At its sole option, the Telephone Company will set up a tracing arrangement at no charge to the customer when in the judgment of the Telephone Company, the unwanted call(s) present a serious threat of bodily harm or destruction of property and Call Trace is not available or is not otherwise a suitable solution. In such situations, the Telephone Company, not the customer, will perform the entire call trace function.

6.2.11 Call Waiting

Alerts a customer who is using their telephone that another caller is trying to reach them. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call. Call Waiting is automatically reactivated for the next originating or terminating call.

6.2.12 Priority Call

Provides the customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers (quantity varies by technology). The customer can construct or modify a telephone number screening list. The Telephone Company equipment will screen incoming calls against the customer's list and provide the distinctive ring for telephone numbers on the list.

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CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.13 Speed Calling

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Eight code capacity and/or 30 code capacity may be provided on the same line, however, duplicate code capacities may not be provided. The combination of code capacities is not available on multiline hunting lines. Business Speed Calling 8 is obsolete and residence Speed Calling 30 is obsolete for existing installations, at existing locations for existing customers.

6.2.14 Three-Way Calling(1)

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may not meet normal standards depending on the distance and routing necessary.

6.2.15 Personalized RingSM

A. Description

Allows a customer to establish up to three telephone numbers on the same access line and distinguish calls to each number by a distinctive ring. The billing telephone number is called the Primary number and the dependent telephone numbers are called the Personalized Ring numbers. A standard ringing pattern is provided for the Primary number and distinctive ring patterns are provided for a maximum of two Personalized Ring numbers.

B. Service Interactions

1. When a Personalized Ring customer subscribes to Call Forwarding, the Personalized Ring numbers can either be forwarded to the same number or receive no forwarding treatment at all. When a customer subsequently requests a change in the forwarding pattern of his Personalized Ring numbers, the Service Connection charge will apply.
2. If a Personalized Ring line also has Call Waiting, incoming calls to the Primary number will activate the standard Call Waiting tone. Incoming calls to the Personalized Ring numbers will activate a distinctive Call Waiting tone with a pattern analogous to the distinctive ring pattern, but at a more rapid cadence.

(1) Three-Way Calling is available to Customer-Owned Pay Telephone Service subscribers.

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(CP)

CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.15 Personalized RingSM (Continued)

C. General Regulations

1. A directory listing is provided for each Personalized Ring number. If a customer requests the Personalized Ring number to be non-published or non-listed, the Telephone Company will furnish either without charge. However, if the Primary number is non-published and/or non-listed, the appropriate rates and charges in the Directory Services of this tariff apply to the Primary number.
2. Regular Extra Listing and Special types of Extra Listing rates, as shown in the Directory Services section of this tariff, apply to the Primary or Personalized Ring numbers.
3. If a customer requests a change in the directory listing associated with the Personalized Ring number(s), the Directory Listing Service Connection charge specified in the Directory Services section of this tariff is applicable.
4. If a customer requests a Personalized Ring number to be changed, the Service Connection charge applies.
5. Other than allowances for calls to Directory Assistance Service which are furnished with the Primary number in accordance with the Directory Services section of this tariff, no additional allowances for Directory Assistance Service are provided with Personalized Ring service.

6.2.16 Customer Alerting Enablement

A. Description

Allows customer lines to receive an audible tone (intermittent dial tone) transmitted from the central office.

B. General Regulations

In addition to the availability restrictions specified in paragraph 6.1.3 preceding, Customer Alerting Enablement is not available with remotely call forwarded lines, all types of PBX trunks and with foreign exchange service.

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CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.17 Caller ID

A. Description

- (AT) Caller ID is the category of services which assist customers in the management of incoming calls.
- (AT) Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access line. When a Calling Number Delivery equipped line 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 to process the CPN transmission.
- (CT)
- (CT)
- (AT) Calling Name Delivery - Enables the terminating customer to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. Calling Name Delivery subscribers must provide and connect their own compatible customer premises equipment to process the Calling Name Delivery transmission.
- (AT)
- (CT) Any Telephone Company calling party, whether they subscribe to Caller ID services or not, may prevent the delivery of calling party name and/or number to the called party by dialing an access code immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.
- (CT)
- (CT) If a calling party activates blocking, the calling party name and/or number will not be transmitted across the line to the display equipment of the Caller ID subscriber. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block calling party name and/or number delivery.
- (CT)
- (CT) The blocking of calling party name and/or number will not be provided on calls originating from public, semi-public or customer-owned pay telephone services.
- (CT)
- (CT) Per line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted, including those at the residence of employees/volunteers, where an executive officer of the agency registers with the Telephone Company a need for blocking: (a) private, nonprofit, tax exempt, domestic violence intervention agencies, and (b) federal, state and local law enforcement agencies.
- (CT) The calling name and/or number will not be transmitted from a line equipped with this capability.

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BY: M. S. FANNIN, President-Kansas
Southwestern Bell Telephone Company
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CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.17 Caller ID (Continued)

(AT)

A. Description (Continued)

In addition to the provisions of the General Exchange Tariff, the Telephone Company shall not be liable for any 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 by the disclosing of such name and/or telephone number to any person. The Telephone Company shall not be liable for any 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, including but not limited to the way in which the calling party's name has been abbreviated. The Telephone Company shall not be liable for any claims for damages caused by a telecommunications utility's failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Telephone Company.

(AT)

(MT)

(MT)

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CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.17 Caller ID (Continued)

(MT) B. Service Interactions

- (CT) 1. Calling name and/or number will not be displayed if the called party is off-hook.
- (CT) 2. Calling name and/or number will not be displayed if the called party answers during the first ring interval.
- (CT) 3. Calling name and/or number are not available with distinctive ringing services having a silent interval length insufficient for name and/or number transmission.
4. Identification of specific stations or extensions served by a PBX is not possible. The main directory number of the PBX will be displayed.
- (CT) 5. Calling name and/or number cannot be identified or transmitted for calls made on a multi-party line. The called party will receive an "unavailable" indicator.
- (CT) 6. Calling name and/or number will be displayed for calls made from another central office only if it is linked by appropriate facilities.
- (CT) 7. Calling name and/or number will not be displayed if the calling party has activated name and/or number blocking.

(MT) 6.2.18 Preferred Number Service

A. Description

(MT) Offers residence customers a service whereby incoming calls to the subscriber's Preferred Number Service (PNS) number are automatically forwarded by the Telephone Company central office equipment to the subscriber's current Telephone Company residence number. The terminating number must have incoming call capability.

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(CP)

CALL MANAGEMENT SERVICES

6.2 SERVICE DESCRIPTIONS (Continued)

6.2.18 Preferred Number Service (Continued)

B. General Regulations

1. PNS is not offered where the terminating number is a business.
2. A unique ringing signal is available as an option to Preferred Number Service. A unique ringing signal will allow the PNS subscriber to distinguish if the incoming call was placed by dialing the subscriber's PNS number or the subscriber's current residence local exchange telephone number. The termination with unique ringing must be in the Telephone Company's service area.
3. The Unique Ring option cannot be provided on Preferred Number Service if more than one unique ringing pattern is already on the customer's local exchange number (e.g., two Personalized RingSM numbers).
4. Transmission quality may vary depending on the distance and routing necessary to complete the forwarded call. Preferred Number Service is not suitable for transmission of data.
5. Preferred Number Service is available when used in connection with local exchange services, long distance telecommunications services, or inward wide area telecommunications services. Appropriate charges for these services are in addition to the charges for PNS.
6. Incoming calls to the Preferred Number Service number can be forwarded within the local exchange calling scope or the exchange in which the customer is located and cannot be used to expand the local calling scope beyond that available to the PNS subscriber. Preferred Number Service may result in a toll call if the incoming call is forwarded outside of the local calling scope.
7. The originating caller is responsible for any charges incurred from the point of origination to the PNS number.

The PNS subscriber is responsible for all charges incurred between the PNS number and the terminating number. If calls between the PNS number and the terminating number are within the same local calling scope, only the monthly rate applies. If such calls go outside the calling scope, toll charges apply in addition to the monthly rate.

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