

ENHANCED CENTRAL OFFICE BASED SERVICES

CONTENTS

	Page	
I. ENHANCED CUSTOM CALLING SERVICES	2	
A. General	2	
B. Services	3	
C. Rates and Charges	6	
II. CALLER ID SERVICE	7	
A. General	7	
B. Service Description	7	
C. General Regulations	8	
D. Service Interactions	10	T
E. State and Local Government Undercover Operations Special Service Arrangement	11	
F. Rates and Charges	13	

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

OCT - 1 '08 DOCKET 35777

CONTROL # \_\_\_\_\_

By: Toney Prather  
Title: President

T  
T

ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES

A. General

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 calls, Enhanced Custom Calling 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. For outgoing calls, Enhanced Custom Calling functions only when the customer's serving central office as well as the central office that serves the called number are both equipped for the service.

Enhanced Custom Calling Services apply to single line residence and business service, excluding pay telephone service. Enhanced Custom Calling services are only offered where technical facilities are available.

A monthly recurring rate applies to all Enhanced Custom Calling Services with the exception of Customer Originated Call Trace, which is billed at an individual charge when the service is successfully invoked.

In cases of emergency, an operator may assist the caller to override conditions imposed by Enhanced Custom Calling Services on a telephone line, except instances where a customer has implemented Priority Call on their access line.

Both seven and ten digit telephone numbers can be identified and/or selected with Enhanced Custom Calling Services.

N

N

By:  
Title:

FOR COMMISSION STAMP

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

DEC - 1 '85  
14669

**ENHANCED CENTRAL OFFICE BASED SERVICES**

**I. ENHANCED CUSTOM CALLING SERVICES (Continued)**

**B. Services**

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

1. **Call Block** - Permits the customer to block an incoming call and/or calls from a maximum of six (6) specified telephone numbers and 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.

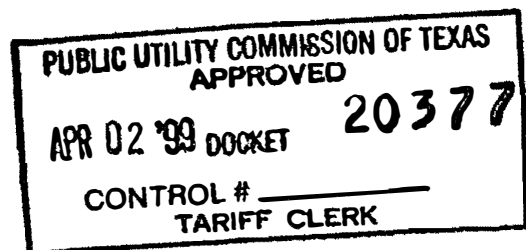
The Company's equipment will review all incoming calls and block those from numbers that appear on the customer's list. Blocked telephone numbers are directed to a Company recorded announcement.

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

2. **Call Return** - Permits the customer to automatically redial the telephone number of the most recently completed incoming local call or call attempt by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number every forty-five (45) seconds 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.

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

By: Toney Prather  
Title: President



ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

3. Priority Call - Permits the customer to T  
preselect a maximum of six (6) telephone numbers that can be  
given a distinctive alerting signal, ring or Call Waiting tone  
for priority calls. 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 Service  
functions.

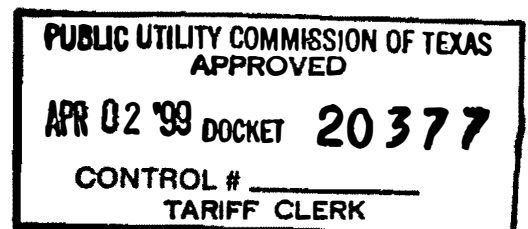
A Priority Call customer may subscribe to  
Call Waiting. A distinctive Call Waiting tone is provided with  
the Priority Call service for telephone numbers selected.

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.

4. Repeat Dialing - Permits the customer to T  
automatically redial the last outgoing telephone number dialed.  
If the redialed number is busy, the customer may dial an  
activation code, and the Company's equipment will monitor the  
redialed number every forty-five (45) seconds 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 service 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  
Service functions. Neither will it operate if the calling  
number is currently Call Forwarded, nor if the call is made  
from a line or trunk from a multi-line hunt group that has no  
associated telephone number.

By: Toney Prather  
Title: President



ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

B. Services (Continued)

5. **Select Call Forwarding** - Permits a customer T  
to forward incoming calls from a maximum of six (6) 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.

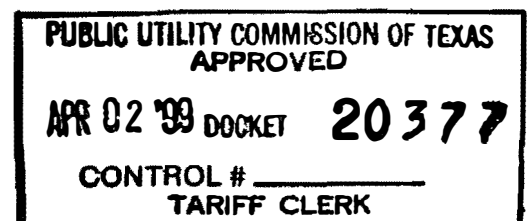
The Company's equipment will screen  
incoming calls and forward only those calls from numbers that  
appear on the customer's list.

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.

6. **Select Call Acceptance** - Permits a T  
customer to select a maximum of six (6) 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 forward 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.

By: Toney Prather  
Title: President



ENHANCED CENTRAL OFFICE BASED SERVICES

I. ENHANCED CUSTOM CALLING SERVICES (Continued)

C. Rates and Charges

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.

D  
|  
D

. Enhanced Custom Calling Services (1)

	<u>Monthly Rates</u>	
	<u>Business</u>	<u>Residence</u>
Call Block	\$3.00	\$2.00
Call Return	\$4.00	\$3.00
Priority Call	\$3.00	\$2.00
Repeat Dialing	\$3.00	\$2.00
Select Call Forwarding	\$3.00	\$2.00
Select Call Acceptance	\$3.00	\$2.00
Service Discount, (2) Per second service and each additional service	(\$0.50)	(\$0.50)

- (1) Rates for Enhanced Custom Calling Services do not include a charge for an instrument or other customer premises equipment.
- (2) Discounts may be applied to additional Custom Calling Services or Enhanced Custom Calling Services, with the exception of Customer Originated Call Trace.

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

OCT - 1 '08 DOCKET -35777

By: Toney Prather  
Title: President

CONTROL # \_\_\_\_\_

**ENHANCED CENTRAL OFFICE BASED SERVICES**

**II. CALLER ID SERVICE**

**A. General**

Caller ID Service (Caller ID) permits a customer to manage incoming and outgoing calls to their residence or business local exchange access line more effectively. For incoming calls, 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. For outgoing calls, Caller ID Service functions only when the customer's serving central office as well as the central office that serves the called number are both equipped for the services.

T

Caller ID Service applies to single line residence and business service, excluding pay telephone service.

A monthly recurring rate applies to each Caller ID Service.

In cases of emergency, an operator may assist the caller to override conditions imposed by Caller ID Service on a telephone line.

**B. Service Description**

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

1. **Calling Number Delivery (CND)** - Allows the transmission of the Calling Party Number (CPN) to the subscriber's access line. 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.

2. **Calling Name and Number Delivery (CNAME)** - Allows the transmission of the Calling party Name and Number (CNAME) to the subscriber's access line. When a line equipped with Calling Name and Number Delivery is on-hook, CNAME is transmitted across the line during the silent interval between the first and second ring. Calling Name and Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CNAME transmission.

N  
|  
N

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

By: Toney Prather  
Title: President

OCT - 1 '08 DOCKET 35777

CONTROL # \_\_\_\_\_

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

B. Service Description (Continued)

3. **Anonymous Call Rejection (ACR)** - Allow 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.

TM  
|  
TM

C. General Regulations

1. Any Comanche County calling party may prevent the delivery of their CPN 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.

If a calling party activates blocking, the CPN 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 number delivery.

Per-line blocking is available 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 or 1182) immediately prior to placing the call. The \*82 (or 1182) access code deactivates per-line blocking and delivers the CPN for that call. Per-line blocking is automatically reactivated when the customer terminates the call.

The blocking of CPN will not be provided on calls originating from pay telephones.

2. 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, public and semi-public telephone services are excluded from this tariff offering.

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

By: Toney Prather  
Title: President

OCT - 1 '08 DOCKET 35771

CONTROL # \_\_\_\_\_

T  
T



ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

C. General Regulations (Continued)

3. Caller ID Service is offered on a subscription basis which requires the customer to order the 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 public, semi-public or private pay telephone service.

4. Comanche County 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 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.

Comanche County 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 telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason.

Comanche County 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 Comanche County.

5. 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:

a. verifying network performance or testing the provision of caller identification service;

b. compiling, using, and disclosing aggregate Caller ID information; or

c. complying with applicable law or legal process.

By: Toney Prather  
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

OCT - 1 '08 DOCKET 35777

CONTROL # \_\_\_\_\_

M  
|  
M

T  
T

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

D. Service 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 transmission.

3. Identification of specific stations or extensions served by customer premise equipment is not possible. The main directory 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, Comanche County 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. Comanche County 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.

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

OCT - 1 '08 DOCKET 35777

By: Toney Prather  
Title: President

CONTROL # \_\_\_\_\_

T  
T

**ENHANCED CENTRAL OFFICE BASED SERVICES**

**II. CALLER ID SERVICE (Continued)**

**E. 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, may be eligible to receive at no charge, for a period not to exceed ninety (90) calendar days, Key System Trunk local exchange service access lines which allow for multiline hunting (as offered in this local exchange tariff) and Touch Tone Dialing; both services to be used only in connection with a service arrangement that will mask the identity of the calling number. 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 Comanche County, is available.

3. Each State or Local government entity must request and receive sponsorship, on an 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 judgment 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 Comanche County. Comanche County will also designate a representative to coordinate with the State Attorney General representative. In addition, Comanche County will establish internal procedures to administer requests for the special service arrangement.

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

OCT - 1 '08 DOCKET 35777

By: Toney Prather  
Title: President

CONTROL # \_\_\_\_\_

T  
T

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

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

5. The total number of in-service local exchange access lines and Touch Tone Dialing services 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.

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

OCT - 1 '08 DOCKET 35777

By: Toney Prather  
Title: President

CONTROL # \_\_\_\_\_

T  
T

ENHANCED CENTRAL OFFICE BASED SERVICES

II. CALLER ID SERVICE (Continued)

F. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which this service is associated.

D  
|  
D

Caller ID Service (1)

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
Calling Number Delivery (CND)	\$7.50	\$4.95
Anonymous Call Rejection	\$1.00	\$1.00
Calling Number Delivery with Anonymous Call Rejection	\$8.00	\$5.25
Calling Name and Number (CNAME)	\$8.95	\$6.50

N

(1) Rates for Caller ID Service does not include a charge for an instrument or other customer premises equipment.

PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED

By: Toney Prather  
Title: President

OCT - 1 '08 DOCKET 35777

CONTROL # \_\_\_\_\_