

SBC Long Distance, LLC
d/b/a AT&T Long Distance
NY PSC Tariff No. 1 – Telephone

Original Page 94

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.6 AT&T Toll Free Services¹ (continued)

3.6.6 AT&T Enhanced Toll Free Services¹

(A) General

AT&T Enhanced Toll Free Services is a suite of complex features that allow Business Customers to route, manage and track calls for complex routing or call center applications. The majority of the AT&T Enhanced Toll Free Service features are controlled via an Internet-based Web Tool so the Customer can make changes or additions to their routing plans on an as-needed basis without interacting with the Company. AT&T Enhanced Toll Free Services provide the ability for a TFS Customer to route calls based on caller-selected menu choices.

(B) Availability

AT&T Enhanced Toll Free Services are add-on Services available to Customers that (1) subscribe to any of the Company's High Volume Calling Business Optional Calling Plans for the provision of AT&T Toll Free Service that sign a term plan agreement for one (1), two (2) or three (3) years.

(C) Billing In Advance of Service

Monthly recurring and non-recurring charges for Service components are billed in advance of Service and reflect the rates in effect as of the date of the invoice (e.g., bills generated in February will cover the month of March). A Customer's first invoice may contain charges from previous periods for Service provided from the date of installation through the current invoice period. An Applicant for Service may be required to pay in advance of the establishment of Service the applicable nonrecurring charges together with the fixed charges applicable for the first month.

(D) Service Features

.1 Alternate Routing

Alternate routing allows the Customer to make alternative routing changes at the phone group level effecting multiple Toll Free Numbers.

.2 Authorization Code

The authorization code feature allows the Customer to restrict access to the Customer's TFS by prompting callers to enter one of the valued authorization codes the Customer has defined for the Customer's TFS.

.3 Busy/No Answer Overflow

The busy/no answer overflow feature allows a Customer to define multiple routes in the event that the first or subsequent routes are busy or do not answer.

¹ This Service is no longer available for new Customer term plan agreements effective July 9, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. This Service is no longer available to existing Customers upon expiration of the Customer's Term Plan.

² Effective November 12, 2007, the dedicated service offering associated with Toll Free Service will no longer be available to new Customers. Existing term plan Customers may add, move, remove or change lines and/or locations for the duration of their current term plan agreement. Adds, moves and changes for this Service are no longer available to existing Customers upon expiration of the Customer's Term Plan Agreement or Customers currently on a month to month basis.

Issued: March 25, 2009

Effective: April 27, 2009

Donna Daniele, Area Manager
5130 hacienda Drive, Dublin California 94568