

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

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SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

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|-------|---|---|
| 3.6 | AT&T Long Distance Toll Free SM Services ² (continued) | T |
| 3.6.6 | AT&T Long Distance Enhanced Toll Free SM Services ¹ (continued) | T |
| | (D) (continued) | |
| | .4 Call Routing (continued) | |
| | .5 CTS Features | |
| | CTS features allow an agent to hand off a caller to a second agent at a different destination. This can be done with or without the first agent staying on the call. | |
| | .a Call Transfer | |
| | With call transfer, the caller can be transferred to another destination. | |
| | .b Call Transfer Consult | |
| | This arrangement allows the Customer to place the caller on hold, hear call progress (ie. ringing or busy signal) and either; (1) transfer the caller to the target party without remaining on the call or (2) terminate the redirection and return to the caller for further call handling. | |
| | .c Call Transfer Conference | |
| | This arrangement allows the Customer to conference with the target party and the caller. The Customer may consult with the target party prior to adding the caller to the three way conference. Following the three way conference, the caller may remain connected to the Customer or to the target party. If the target party is busy or does not answer, the Customer may return to the caller and may attempt another transfer. | |
| | .d Menu Again Unattended | |
| | This arrangement allows the Customer to return to the original menu for choices of Service without agent assistance. | |
| | .e Menu Again Attended | |
| | This arrangement allows the Customer to return to the original menu for choices of Service with agent assistance. | |
| | .f Redirection Attempt | |
| | With redirection attempt the caller is charged for a redirection attempt to another location. | |
| | .g Complete Call | |
| | With complete call the caller is charged for a complete call to another location. | |

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 AT&T Long Distance Toll FreeSM 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.

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