

# LARGE FILING SEPERATOR SHEET

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APPLICATION

PART 6 - Central Office Services  
SECTION 1 - Direct Inward Dialing (DID) Service

Original Sheet A

Material now located in the AT&T Ohio Guidebook, Part 6, Section 1, for non-residential tier 2 services. (N)

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

# **PART 6 – SECTION 3**

## **EXHIBIT A**

PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD) Services

3rd Revised Sheet 1  
Cancels 2nd Revised Sheet 1

**1. AUTOMATIC CALL DISTRIBUTION SERVICE**

**A. General**

Automatic Call Distribution (ACD) Service is an optional service arrangement for Centrex Service. ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions. Incoming calls are served on a first-in, first-out basis and if all agent positions are busy, calls may be held in an incoming queue until an agent position becomes available or the caller disconnects.

The ACD Service switching function is performed in the Company central office and is available only from digital central offices where facilities have been provisioned for the service. (T)

All customer-provided equipment used to interface with ACD Service is required to conform with the Technical Reference Specifications as used by the Company and found in Technical References AM-TR-NPL-000004 and AM-TR-PSS-000032, respectively. (T)

ACD Service can be provided as Basic ACD service or Deluxe ACD service. The customer may have more than one ACD group, but within an ACD group, all positions must be either Basic or Deluxe. Deluxe ACD service provides for the capability for the optional feature Management Information System Data Stream (MIS).

An ACD Basic or Deluxe position may be configured as an agent position, a supervisor position or an agent position with supervisor capabilities.

**B. Regulations**

Provision of Service

ACD Service is available to Centrex Service customers. All rates and charges applicable to Centrex Service are as stated in this Section.

ACD Groups

The customer may have more than one ACD group, but all service within a group must be either Basic ACD Service or Deluxe ACD Service.

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TFA No. OH-0-7-17819

PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

1st Revised Sheet No. 2  
Cancels  
Original Sheet No. 2

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**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

**B. Regulations (cont'd)**

**Agent and Supervisor Positions**

A customer may change a Basic ACD Agent Position to a Deluxe ACD Agent Position or vice versa; however, all positions in an ACD group must be changed.

Agent positions may be serviced by standard telephone sets or electronic key line telephone sets. Supervisor position, however, must be serviced by Electronic Key Line telephone sets.

Payment for ACD Service is offered to Centrex Service customers under the terms and conditions of the Variable Term Payment Plan for the Centrex Contract Plan as specified in this Tariff. The contract rates are payable over a period selected by the customer from those available. (T)  
(T)

**C. System Requirements**

Agent positions may be served by standard (2500) or Electronic Key Telephones; supervisor positions must be served by Electronic Key Telephones. When served by Electronic Key Telephones, the rates and charges for the Electronic Key Line feature for agent and supervisor positions are as stated in Part 5, Section 1 of this Tariff and apply on a per ACD line basis.

**D. Description**

**1. Basic ACD**

**a. System Features**

**Abandoned Call Clearing**

Abandoned ACD calls are removed from incoming call queues and recorded announcements.

**ACD Directory Numbers**

An ACD Directory Number (DN) is a unique number for receiving incoming ACD calls. ACD DNs are assigned to ACD groups and are not associated with individual ACD lines. The primary ACD DN and up to 16 supplementary DNs are available as standard and assignable to different ACD splits (groups) within a customer group. Priority answering levels for each DN can be assigned by the customer and disseminated to different groups of callers as appropriate.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 3

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

D. Description (cont'd)

1. Basic ACD (cont'd)

a. System Features (cont'd)

ACD 2500 Set Capability - Allows a 2500 set to be used as an agent position. Many of the ACD features can be used by 2500 sets through the use of access codes.

Agent Queue

Ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.

Automatic Overflow

The customer can specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. If either of these thresholds are exceeded, any new incoming calls are rerouted according to the customer's direction: another ACD group, a directory number, an announcement or a busy tone.

Call Source Identification

To help the agent distinguish the type of incoming call, this feature enables CPE to display the extension number of the calling party (if the call originated from within the customer's Centrex group) or the identification code of the incoming trunk group.

Call Transfer/Three Way Calling

Allows an agent or supervisor to transfer an ACD call to another directory number. The agent or supervisor initiating the transfer may also establish a three-way call involving the incoming ACD call, the agent or supervisor and the third party.

Call Transfer With Time

Allows a call that has been answered by an ACD agent and then transferred to another ACD group, to be time inserted in the new group's highest priority queue based on the total time the call has previously been enqueued and talking in the original ACD group.

Direct Outward Dialing

Allows an agent, while on an incoming call, to place a Direct Outward Dialed call.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 4

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

D. Description (cont'd)

1. Basic ACD (cont'd)

a. System Features (cont'd)

Forced Announcement for New and Overflowed Calls

Provides the option of a forced announcement to all newly arrived and overflowed calls regardless of current queue length.

Incoming Call Queuing

Calls terminating on an ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Priority levels can be assigned to incoming calls based on internal switch algorithms and specified by the customer. Calls of a higher priority get answered before calls of a lower priority. To ensure that low priority calls do not remain unanswered, low priority calls can be promoted to higher priority queues after a specified waiting period. This feature requires Queue Slots.

Log-In/Log-Out

Offers agent log-in identification numbers and password options to control access to the ACD group. All agents and supervisors are required to log-in to a position before they can receive incoming ACD calls. When an agent is logged out, no ACD calls can be presented to the agent.

Night Service

Night Service is activated when all agents in an ACD group have activated Make Set Busy. Calls newly arriving for the ACD group are rerouted to the night service route specified for the ACD group. The treatment can be another ACD location, a night service number within the Centrex system, to an external location, or to an optional recorded announcement.

Overflow of Enqueued Calls

Calls that have been enqueued for a predetermined amount of time are routed to a defined overflow queue or directory number for appropriate action. The call also remains in the original queue after being routed to the overflow queue.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 5

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

D. Description (cont'd)

1. Basic ACD (cont'd)

a. System Features (cont'd)

Overflow to ACD Groups

Upon reaching a queuing threshold, future ACD calls may be routed to another ACD group for handling.

Queue Slots

Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue. Basic ACD Service allows for an equivalent number of queue slots equal to the total number of agent positions in the ACD system as standard. Additional Queue Slots are optional.

Ring Threshold

If an agent does not answer an incoming ACD call before a threshold timer expires, the call is rerouted to the agent who has been idle the longest or is placed at the front of the incoming call queue if all agents are busy.

Transfer to Incalls Key

Allows an agent to transfer an ACD call directly to another agent's incalls key within the same customer group.

b. Agent Features

Call Forcing

Absent the prior establishment of a Not Ready or Make Set Busy condition, an agent position equipped for Call Forcing will automatically be connected to the next incoming call. An audible alert is provided with this feature.

Call Park By Agent

Allows an ACD agent to park calls. If the call is not retrieved within a customer-defined interval, then the call is recalled to the agent who parked it.

Call Supervisor

Allows the ACD agent quick access to the supervisor for help or consultation.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 6

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

D. Description (cont'd)

1. Basic ACD (cont'd)

b. Agent Features (cont'd)

Called Name/Number Display

Provides display of the directory number the caller dialed and the associated ACD group name.

Distinctive Ringing on 2500 Sets

Enables agents with 2500 sets to distinguish between ACD and non-ACD calls.

Emergency Notification

Allows an ACD agent to immediately conference a supervisor, and/or a customer-provided auxiliary device (e.g., emergency recording device). If the intended supervisor or auxiliary device is not available at the time of the call, a backup route can be specified. A Centrex line is required to interface with the CPE auxiliary device.

Incalls Key

Allows an agent to answer an incoming ACD call to any of the ACD group's DNS by pressing the Incalls key on their electronic business set.

Make Set Busy

When Make Set Busy is activated, incoming calls are blocked from routing to the agent and the agent is logged out.

Not Ready

Allows the ACD position to be temporarily unable to receive incoming ACD calls. The feature is typically used when an agent needs time to complete a transaction between calls.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 7

1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)

(N)

D. Description (cont'd)

1. Basic ACD (cont'd)

c. Supervisor Features

Agent Key

Allows a supervisor to access an agent position by pressing an assigned key rather than dialing the agent's directory number.

Agent Observation

Allows the supervisor to observe ACD calls or calls presented to an agent's secondary directory number. A special tone may be provided to alert the agent when observation is activated on a call.

Agent Status Indication

Helps the supervisor track the status of each agent position in the group. One agent key-lamp pair is assigned for each agent for which status indication is desired. This feature provides the following status:

<u>Lamp</u>	<u>Position Status</u>
OFF	Agent position has Make Set Busy activated
ON	Agent handling an ACD or non-ACD call
FLASH	Agent waiting for an ACD call
WINK	Agent position has Not Ready activated

Answer Agent

Allows a supervisor to answer calls from agent positions.

Answer Emergency

Allows a supervisor to answer an emergency call from an agent.

Call Agent

Allows a supervisor to directly call an ACD agent position, or when used in conjunction with the Agent Observation feature, to conference into a call.

Controlled Interflow

Allows the ACD supervisor to divert a group's new incoming ACD calls to a customer-predefined route.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD) Services

2nd Revised Sheet 8  
Cancels 1st Revised Sheet 8

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

**D. Description (cont'd)**

**1. Basic ACD (cont'd)**

**c. Supervisor Features (cont'd)**

Extended Agent Observe

Allows a supervisor to observe calls presented to an agent in any ACD group within the same customer group.

Forced Agent Availability

Allows the ACD supervisor to require an agent to receive available incoming ACD calls by deactivating "Not Ready" on the agent's line.

Observe Agent/Three-Way Calling

Allows a supervisor to monitor (visual) or observe (audio) three-way calls in which an agent is taking part.

Supervisor Control of Night Service

The supervisor position may control the activation of Night Service for an entire ACD group so that no new ACD calls enter the incoming call queue.

**2. Deluxe ACD**

**a. The following features are available with Deluxe ACD.**

All Basic ACD System features, Agent features and Supervisor features.

Management Information System (MIS) Data Stream

Provides a data stream containing call event records from the Company central office to a customer-provided downstream processor. The downstream processor can use this information to produce and display current statistics and to produce historical reports. In addition, MIS provides the ability to change ACD parameters for load management control. ACD/MIS capability requires the MIS Interface from this Section and, in addition, a (Digital, 9.6 Kbps) Base Rate Service Channel as specified in Part 15, Section 3 of this Tariff with a Digital, 9.6 Kbps Exchange Termination as listed in Part 6, Section 2 of this Tariff are also required. (T) (D)

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 9

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

D. Description (cont'd)

2. Deluxe ACD (cont'd)

a. (cont'd)

Line-of-Business Code

Allows a Line-of-Business (LOB) Code key to be assigned to each agent's position. When the agent presses this key and dials a multi-digit code associated with a particular line of business, the call category is recorded. More than one Line-of-business code may be entered per call. On call release, the LOB code is sent to a customer-premises down stream processor through the MIS interface.

Walkaway/Closed Key Operation

Allows agents to enter a code after activating the Not Ready Key that specifies the reason for being unavailable. Tracking of these codes in the Management Information System (MIS) allows management of agent activities by project.

Variable Wrap-Up Time

Provides the ability to vary the interval between call completion and presentation of a new incoming call to an agent position on an individual agent or per group basis.

Virtual Facility Group (VFG) Data in MIS

Conveys VFG call handling information over the MIS data stream at regular intervals.

3. Optional Features available with ACD Basic or ACD Deluxe Service

a. Display Status Package

Display Agent Summary

Enables the ACD supervisor, using a business set with display, to quickly check the status of all ACD agent positions assigned to a particular agent group.

Display Queue Status

Displays the following information on the supervisor's set for the corresponding ACD number when the Display Status Key is pressed:

- Number of manned agent positions
- Number of calls waiting in the incoming call queue
- Number of calls logically queued against the group
- Waiting time (in seconds) of the oldest call in queue

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 10

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

D. Description (cont'd)

3. Optional Features available with ACD Basic or ACD Deluxe Service  
(cont'd)

a. Display Status Package (cont'd)

Multistage Queue Status Display

Allows supervisors with display sets to determine the length of time calls are held in queue before being answered.

Multistage Queue Status Refresh

Allows Multistage Queue Status Display to be automatically updated on a regular basis.

b. Other Optional Features

Announcements Services/Music

May be used to advise callers of a call delay when a delay threshold is exceeded, to direct calls to after regular call center service hours or for some other customer-specified purpose. Customer-provided music can be provided for callers in an ACD queue while waiting for an available agent. Multiple announcements may be used in succession following a specified sequence of events. Two types of announcement options are available:

Central Office Recorded Announcement - A central office announcement machine is utilized to provide up to 24 seconds of recorded announcement or silence provided by the customer. This feature requires Queue Slots and the Central Office Recorded Announcement.

Customer-provided (CPE) Announcement Interface - Provides an interface to the customer premises for recorded announcement or music. This feature requires Queue Slots, the Interface to Customer Premises for Recorded Announcement or Music and a Telecommunications Channel facility.

Secondary Directory Telephone Numbers

Agent or supervisor positions can be assigned secondary directory telephone numbers that are Centrex (non-ACD) numbers for purposes of receiving and originating non-ACD calls.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD) Services

1st Revised Sheet 11  
Cancels Original Sheet 11

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

**D. Description (cont'd)**

**3. Optional Features available with ACD Basic or ACD Deluxe Service (cont'd)**

**b. Other Optional Features (cont'd)**

Call Waiting Indications

When incoming calls waiting in queue have exceeded a predetermined threshold, a signal is sent from the central office to customer-provided equipment for visual indication. There may be individual or multiple thresholds. Requires the Call Waiting Indication interface and a Telecommunications Channel facility, per unique timing state threshold.

Switch to Computer Applications Interface (SCAI) provides Centrex customers with the capability of the simultaneous exchange of data between telecommunications and data processing environments. This service is available in appropriately equipped offices. The end user must have Centrex service equipped with the ACD capability and all lines in the ACD Group must be equipped with the same SCAI features. This service also requires a Dedicated Network Access Link (DNAL) with the SCAI interface which can be ordered out of the interstate access tariff, F.C.C. No. 2, or out of the intrastate access tariff. The DNAL will terminate in the Centrex and connect to the host computer, either on the end users' premises or at an enhanced service provider's location.

There are four features available with the SCAI service. These are Coordinated Voice and Data Acceptance, Call Redirection Acceptance, Computer Assisted Call Transfer Acceptance, and Computer Assisted Dialing Acceptance.

- Coordinated Voice and Data Acceptance allows for the simultaneous delivery of voice and data for incoming calls. This feature is required for SCAI service. Additional caller information may be provided to the agent line; however, this is determined by the customer's application."<sup>1/</sup>

<sup>1/1</sup> Caller Identification of the calling number is not available in all Company areas at this time. When available, calling party number identification will be provided with this feature. (T)

PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD) Services

2nd Revised Sheet 12  
Cancels 1st Revised Sheet 12

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

**D. Description (cont'd)**

**3. Optional Features available with ACD Basic or ACD Deluxe Service (cont'd)**

**b. Other Optional Features (cont'd)**

- Call Redirection Acceptance allows the customer's host computer to notify the switch to allow the call to complete as dialed or redirect the call to an alternate number prior to the call being accepted by an agent. This feature also requires Coordinated Voice and Data Acceptance.
- Computer Assisted Call Transfer Acceptance allows the customer's host computer to notify the switch to transfer/conference the call to another agent after it has been delivered to an agent. This feature also requires Coordinated Voice and Data Acceptance.
- Computer Assisted Dialing Acceptance allows the customer's host computer to notify the switch to place a call to a selected number on behalf of the particular agent. This arrangement allows the customer's computer to dial a predetermined list of numbers and connect the call to the agent's line when the called party answers. Customers using this feature must comply with the provisions of the Telephone Consumer Protection Act of 1991 as set forth in Part 64 and 68 of the Commission's Rules. This feature also requires Coordinated Voice and Data Acceptance.

ACD Supergroup Capability - Enables multiple ACD groups, situated in either single or multiple locations and service by the same Company Central Office, to distribute calls dynamically among the separate groups based on the resources available at the time.

(T)

Operational Measurement Interface - Provides central office traffic data to the customer's premises. Requires the Operational Measurement Interface as specified in this Section and a Type 3002 Channel as specified in Part 15, Section 2 of this Tariff with an Exchange Termination (Analog, Dedicated, 2.4 Kbps) specified in Part 20, Section 6 of this Tariff are also required.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 13

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

E. Rates and Charges

1. The following rates and charges are in addition to the rates and charges for Centrex Lines, ISDN Lines, Electronic Key Lines and any other service necessary to furnish a communications system, as well as, Telecommunications Channel charges, as required.

Description /Billing Code/	<u>Nonrecurring Charge</u>
2. Service Establishment Charge, per ACD Group /SEPDE/	\$350.00

3. Rate Schedule

Description /Billing Code/	Non- Recurring Charge	Variable Term Option Monthly Rate			
		1 Month	36 Month	60 Month	84 Month
<b>Basic ACD, per position /AP01X/</b>	\$ 75.00	\$27.00	\$20.00	\$18.00	\$17.00
Deluxe ACD, per position /AP02X/	125.00	29.00	21.00	19.00	18.00
MIS Data Stream, per interface /AM1/	225.00	90.00	75.00	65.00	60.00
Optional Features - Basic or Deluxe ACD					
Display Status Package, per position /KFS/	-	3.50	3.50	3.50	3.50
Secondary Directory Telephone Number, per number /SOT/			/1/		
Queue Slots, per queue slot equipped, each /AQA/			/2/		

/1/ See Part 8, Section 8 of this Tariff.  
/2/ See Part 5, Section 1 of this Tariff.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 14

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

E. Rates and Charges (cont'd)

3. Rate Schedule (cont'd)

Description /Billing Code/	Non- Recurring Charge	Variable Term Option Monthly Rate			
		1 Month	36 Month	60 Month	84 Month
Optional Features					
Basic or Deluxe ACD					
(cont'd)					
Central Office					
Recorded					
Announcement, per					
channel (per 24					
seconds or fraction					
thereof) /RKQ/					
			/1/		
Interface for					
Customer-Provided					
Recorded					
Announcement or					
Music, per interface					
/N5A					
			/1/		
ACD Supergroup					
Capability					
- per supergroup					
/SGPPG/	\$200.00	\$30.00	\$20.00	\$20.00	\$20.00
- per ACD group					
within supergroup					
/SGPGG/	50.00	10.00	5.00	5.00	5.00
Operational					
Measurements					
Interface, per					
interface /AQZ/					
	225.00	40.00	40.00	35.00	30.00

/1/ See Part 5, Section 1 of this Tariff.

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 15

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

E. Rates and Charges (cont'd)

3. Rate Schedule (cont'd)

Description /Billing Code/	Non- Recurring Charge	Variable Term Option Monthly Rate			
		1 Month	36 Month	60 Month	84 Month
<b>Switch to Computer Applications Interface (SCAI)</b>					
Agent line					
- per line activation /NR92A/	\$ 12.00	-	-	-	-
ACD Group Translation					
- per ACD Group /NR92B/	185.00	-	-	-	-
Coordinated Voice and Data Acceptance					
- per Agent line /UDV/	-	\$3.00	\$3.00	\$3.00	\$3.00
Call Redirection Acceptance					
- per Agent line /URE/	-	1.50	1.50	1.50	1.50
Computer Assisted Call Transfer Acceptance					
- per Agent line /UTE/	-	1.50	1.50	1.50	1.50
Computer Assisted Dialing Acceptance					
- per Agent line /UD5/	-	1.50	1.50	1.50	1.50

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PART 6 - Central Office Services  
SECTION 3 - Automatic Call Distribution (ACD)  
Services

Original Sheet No. 16

**1. AUTOMATIC CALL DISTRIBUTION SERVICE (cont'd)**

(N)

E. Rates and Charges (cont'd)

4. The rates for Centrex Service and/or Electronic Key Service are as stated in Part 5, Section 1 of this Tariff and apply to ACD Basic and ACD Deluxe, agent and supervisor, positions on a per ACD line basis.
5. Subsequent Change Charges

Description /Billing Code	Nonrecurring Charge
System Change Charges, per occurrence /REAG9/ - Delete or change an ACD System feature - Add or change a feature access code - Change a recorded announcement - Change an operational measurement table	/1/
Station (line) Feature Change Charge per occasion /REAEW/ - Add, remove, or change (one or more) ACD features	/1/
Reconfigure an entire ACD line or change from agent to supervisor position (or vice versa), per line /REAAR/	\$ 25.00
Change from Basic to Deluxe ACD, per position /REAAS/	50.00
Add or change an operational measurement table /REAAAT/	100.00
To reconfigure an entire ACD group the Service Establishment per ACD group charge applies.	

/1/ See Part 5, Section 1 of this Tariff.

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## **PART 6 – SECTION 3**

### **EXHIBIT B**

The Ohio Bell  
Telephone Company

# AT&T TARIFF

P.U.C.O. NO. 20  
Part 6 Section 3

PART 6 - Central Office Services  
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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

# **PART 6 – SECTION 5**

## **EXHIBIT A**

**1. AREA WIDE NETWORKING (AWN) SERVICE**

(C)

**A. Description**

Area Wide Networking (AWN) Service allows subscribers to originate calls within geographically different locations using abbreviated dialing where the Company is the intraLATA usage provider. The called party and the calling party may be in different Central Office switches and different telecommunication systems.

(C)  
(T)

AWN operates across the public network or private facilities and can be provided to customers via Private Branch Exchange (PBX), ISDN-Direct or Basic Exchange Service.

Customers may utilize AWN with In Network Numbers or Out of Network Numbers. In Network Numbers are the telephone numbers that participate in the AWN dialing plan. Out of Network Numbers are telephone numbers of locations that may be dialed on an abbreviated basis but cannot dial back on the abbreviated basis. Out of Network Numbers may include telephone numbers that are not part of the customer's telecommunications system or that are served from areas where the service is not available.

**B. Terms and Conditions**

1. Appropriate usage charges will apply to all calls routed across the public network.
2. When a PBX is included in the dialing plan, designated outgoing trunks are provisioned for the service and are dedicated to the AWN dialing plan.
3. AWN Service is furnished subject to the availability of Central Offices equipped and programmed to provide such service.
4. Some Central Office features will require dialing of the complete telephone number when the AWN feature is utilized. AWN dialing will also impact some line restrictions provided by certain Central Office features.

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**1. AREA WIDE NETWORKING (AWN) SERVICE (cont'd)**

(C)

**C. Features**

**1. Standard Features**

Dialing Plan

Two dialing plan formats are available: Extension and Custom. A combination of both dialing plans may be provided.

Extension Dialing utilizes sequential digits from the North American Numbering Plan (the seven digit telephone number) to originate a call, typically the last four digits of the telephone number.

Custom Dialing utilizes a number pattern designed by the customer and unrelated to the actual telephone number. If a Custom Dialing format is used, it is the option of the customer to define the dialing format and input all Custom Dialing numbers associated with their dialing plan.

Additional business or residence telephone numbers may be added to the abbreviated dialing plan as Out of Network Numbers designated for terminating calls only.

**2. Optional Features**

Call Management Reports

AWN Service provides customers call management reports without additional charge. These reports will generate daily, weekly or monthly information for the dialing plan based on originating, terminating or total dialing plan utilization. Customers may access the report feature via SMS with a customer-provided VT 100 compatible terminal.

Service Management System (SMS)

Out of Network Numbers may be administered by the customer via a customer-provided VT 100 compatible terminal by accessing the Service Management System (SMS). The customer is responsible for any usage charges incurred when accessing the SMS system.



PART 6 - Central Office Services  
SECTION 5 - Area Wide Networking Services

1st Revised Sheet 3  
Cancels Original Sheet 3

**1. AREA WIDE NETWORKING (AWN) SERVICE (cont'd)**

(C)

**D. Prices**

1. Service Elements

Description /Billing Code/	Monthly Price
PBX Trunk	
- per trunk /D6PLX/	\$ 5.00
Basic Exchange Lines, ISDN-Direct lines	
- per line /D6PLX/	1.00
Out of Network Number(s)	
- up to 10 numbers /D7P1X/	1.00
- each block of 50 numbers /D7PBX/	2.50
PBX trunks, Basic Exchange lines, ISDN-Direct lines, per Central Office Switch	
- 1 to 9 trunks/lines /NR9AH/	700.00
- 10 to 50 trunks/lines /NR9AJ/	1,000.00
- each additional 50 trunks/lines /NR9AK/	800.00
PBX trunks with associated Centrex	
- 1 to 9 trunks /NR9AP/	600.00
- each group of 50 trunks /NR9AQ/	800.00
Out of Network Number(s), Database initialization	
- up to 10 numbers /NR9AL/	30.00
- establish block(s) of 50 numbers /NR9AM/	30.00
Numbers input by the Company	
- up to 10 numbers /NR9AN/	75.00
- each block of 50 numbers /NR9AO/	300.00
Additions/Deletions/Changes to Dialing Plan in existing Dialing Plan Central Office Switches	
- to add/delete/change up to 10 PBX trunks, Business Exchange lines, ISDN Direct lines, per occasion /REAH4	350.00 300.00

(T)

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# **PART 6 – SECTION 5**

## **EXHIBIT B**

PART 6 - Central Office Services  
SECTION 5 - Area Wide Networking Services

Original Sheet A

Material now located in the AT&T Ohio Guidebook, Part 6, Section 5, for non-residential tier 2 services. (N)

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# **PART 6 – SECTION 7**

## **EXHIBIT A**

THE OHIO BELL  
TELEPHONE COMPANY

**SBC**  
Tariff

P.U.C.O. NO. 20

PART 6

SECTION 7

PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

2nd Revised Sheet No. 1  
Cancels  
1st Revised Sheet No. 1

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**1. DIGITAL TRUNK SERVICE**

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Issued: August 25, 2003

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By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL  
TELEPHONE COMPANY

**SBC**  
Tariff

P.U.C.O. NO. 20

PART 6

SECTION 7

PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

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**1. DIGITAL TRUNK SERVICE (cont'd)**

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**SBC**  
Tariff

P.U.C.O. NO. 20  

PART 6	SECTION 7
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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

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2.

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THE OHIO BELL  
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**SBC**  
Tariff

P.U.C.O. NO. 20  
PART 6 SECTION 7

PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

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THE OHIO BELL  
TELEPHONE COMPANY

**SBC**  
Tariff

P.U.C.O. NO. 20  

PART 6	SECTION 7
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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

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2.

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TELEPHONE COMPANY

**SBC**  
Tariff

P.U.C.O. NO. 20

PART 6	SECTION 7
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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

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**SBC**  
Tariff

P.U.C.O. NO. 20  

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SECTION 7 - Digital Transport Services

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**SBC**  
Tariff

P.U.C.O. NO. 20

PART 6

SECTION 7

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SECTION 7 - Digital Transport Services

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**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E)**

**A. Description**

Digital Transport Service - Enhanced (DTS-E) delivers voice grade service from a Company serving central office to a customer's premises. DTS-E is available in four serving arrangements, also known as Modules (see Paragraph D. in this tariff). DTS-E Modules 1, 2 and 3 are provided in conjunction with DS1 Service (1.544 Mbps). DTS-E Module 4 (Access Advantage Plus) is provided in conjunction with Access Advantage Plus (AA+) Transport. The 24 channels may be used for the transport of services for termination on customer provided equipment.

**B. Definition**

Access Advantage Plus (AA+) Transport

Access Advantage Plus (AA+) Transport denotes the channelized 1.544 Mbps DS1 facility between a customer premises and the nearest Digital Cross-Connect System (DCS) office for that location. This element is used in conjunction with Module 4 (Access Advantage Plus) and is purchased from Ameritech Operating Companies Tariff F.C.C. No. 2, subject to availability. (T)

DS1 Service

DS1 Service denotes the channelized 1.544 Mbps DS1 facility between a customer premises and the serving central office for that location. This element is used in conjunction with Modules 1, 2 and 3, and is purchased from Part 15, Section 3 of this Tariff.

Integrated Voice Access Line

This element is offered only in connection with DTS-E Module 4 (Access Advantage Plus). The Integrated Voice Access Line denotes the serving office switching and trunking equipment needed to connect the serving office with the Access Advantage Plus (AA+) Transport. These facilities are Company provided and maintained, and provide access to and from the public switched telecommunications network appropriate to the tariffed offering selected by the customer.

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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

1st Revised Sheet No. 9.1  
Cancels  
Original Sheet No. 9.1

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

(C)

**B. DEFINITIONS (cont'd)**

**Integrated Voice Access Trunk**

This element is offered only in connection with DTS-E Module 4 (Access Advantage Plus Transport). It provides PBX customers access to the public switched telecommunications network through the Access Advantage Plus (AA+) Transport. This rate element entitles customers to the calling capabilities available for their serving central office as stated in Part 4, Section 2 of this Tariff.

(C)

**Term Payment Plan**

A period of time selected by the customer from among those currently offered by the Company, over which the customer agrees to pay a specified price for a product/service.

(C)

**C. TERMS AND CONDITIONS**

1. Digital Transport Service - Enhanced is offered from central offices where the Company has arranged for facilities for such service. At the request of the customer and at the discretion of the Company, DTS-E may be extended to central offices within the same Local Access Transport Area (LATA) through the application of DS1 Service, DS3 Service, OC-n Point-to-Point Service, OC-n Dedicated Ring Service or other suitable services. This arrangement is not available in Independent Telephone Company serving areas.
2. The availability, functionality and capabilities of DTS-E features may vary based on the serving central office.

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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

4th Revised Sheet No. 10  
Cancels  
3rd Revised Sheet No. 10

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

(C)

**C. TERMS AND CONDITIONS (cont'd)**

3. The Company reserves the right to determine when trunk-side or line-side terminations are required and whether or not DTS-E may be provisioned with the customer's service and equipment. Serving central office limitations may require restricting certain customer applications to only trunk-side terminations. (C)
4. Clear Channel capability is an optional DS1 feature that may be used in conjunction with DTS-E. Clear Channel allows the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on the quantity or bit sequence. Clear Channel nonrecurring charges, as noted elsewhere in this tariff, are applicable only when Clear Channel is ordered subsequent to initial installation of this service. (C)
5. When a DTS-E subscriber is also the customer of record for the Company's high speed transport services, the DTS-E customer may request provisioning of DTS-E over their high speed transport service's vacant bandwidth. (C)
6. The same customer of record is required for both DTS-E and the associated Company DS1 facility. Sharing of common transport or DTS-E arrangements between multiple customers is not permitted. (C)
7. Base Rate non-switched 56 Kbps service may be limited by certain combinations of switch type, signaling and frame format, to a maximum of 12 channels per DTS-E DS-1 facility. (C)

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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

5th Revised Sheet 11  
Cancels 4th Revised Sheet 11

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**D. Features**

DTS-E is available in four serving arrangements and is furnished where facilities permit. Availability and functionality of DTS-E and its features may vary by serving central office and switch type.

Module 1

Module 1 is an arrangement that supports Business Trunk Services (e.g., 1-Way In non-DID, 2-Way Combination); toll terminals; Custom Dedicated 800 Service; and Foreign Exchange Service. Toll billing exclusion service and 900-976 Call Blocking are also available with Module 1.

Module 2

Module 2 supports all services provided in Module 1 plus Direct Inward Dialing (DID) Service.

Module 3

In addition to services supported in Module 1 and Module 2, Module 3 supports the following: Business Basic Exchange Service; Base Rate non-switched 56 Kbps Service; Direct Inward Dialing with Call Transfer Service; and Off Premises Extension Service. Call Waiting, Call Forwarding Variable, and Three-Way Calling are available with Business Basic Exchange Service.

Module 4 (Access Advantage Plus)

DTS-E Module 4 (also known as Access Advantage Plus, or AA+) supports Integrated Voice Access Lines, Integrated Voice Access Trunks, and Opti-Centrex service. Module 4 may only be used in conjunction with Access Advantage Plus Transport purchased from Ameritech Operating Companies Tariff F.C.C. No. 2. (T)  
(T)

All services and features supported by Modules 1, 2 and 3, with the exception of Base Rate non-switched 56 Kbps Service, are also supported by Module 4, at the current prevailing tariffed rates for those services. Additionally, Caller ID is available with Integrated Voice Access Lines, Integrated Voice Access Trunks (line-side only), and Opti-Centrex service.

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**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**E. Technical References**

Customer Provided Equipment (CPE) compatibility requirements are listed in Company Technical References. All Customer Provided Equipment used to interface with Digital Transport Service - Enhanced is required to conform with the Technical Reference specifications as used by the Company.

<u>Subject</u>	<u>Technical Reference</u>
Network Channel Terminating Equipment Digital Transport Service	TR-NPL-000054 AM-TR-TMO-000101

The Technical Reference can be obtained from:

APEX Support Team  
(734) 523-7348

(C)  
(C)

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THE OHIO BELL  
TELEPHONE COMPANY

**SBC**  
Tariff

P.U.C.O. NO. 20

PART 6

SECTION 7

PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

1st Revised Sheet No. 13  
Cancels  
Original Sheet No. 13

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**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

(C)

**F. PRICES**

The following prices are applicable to standard installations of Digital Transport Service - Enhanced and are in addition to all other charges for associated services and equipment necessary to provide telecommunications service.

(C)

Refer to *Other Applicable Charges and Payments* section of this tariff for additional charges associated with the provision of Digital Transport Service - Enhanced.

(C)

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**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**F. Prices (cont'd)**

1. Service Elements

Description	USOC	Non-recurring Charge	Monthly Payment			
			Term Payment Plans			
			Monthly	12 Months	36 Months	60 Months
<b>DS1 Facility</b>						
- per module (see tariff reference in 2. following)						
<b>Module 1<sup>HI</sup></b>						
- per DS1 equipped	EMZ1X	\$240.00	\$600.00(I)	\$400.00	\$375.00	\$365.00
<b>Module 2<sup>HI</sup></b>						
- per DS1 equipped	EMZ2X	280.00	850.00(I)	570.00	500.00	470.00
<b>Module 3<sup>HI</sup></b>						
- per DS1 equipped	EMZ3X	300.00	900.00(I)	600.00	560.00	510.00

(1) Rates for Modules 1, 2 and 3 include services and features supported by Modules 1, 2 and 3 as described in Paragraph 1.D. of this Tariff. However, other charges may be applicable as noted in Paragraph 1.F. of this Tariff.

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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

3rd Revised Sheet No. 14.1  
Cancels  
2nd Revised Sheet No. 14.1

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

(C)

**F. PRICES (cont'd)**

**1. Service Elements (cont'd)**

Description /Billing Code/	Non- recurring Charge	Monthly Payment			
		Term Payment Plans			
		Monthly	12 Months	24 Months	36 Months
<b>Module 4<sup>/1/</sup></b>					
per F.C.C. Access Advantage Plus Transport equipped					
Integrated Voice Access Line					
Message /1HM/	-	\$15.00	\$13.20	\$12.30	\$11.40
Measured /1B7/	-	9.00	7.20	6.30	5.40
Integrated Voice Access Trunk					
Opti-Centrex /NUC/	-	8.00	8.00	8.00	7.80
PBX Trunks					
- Message /T1C1X/ /T3WCX/ /T3XCX/ /TE+++/ /TZ6/ /TZ5XA/	-	15.00	13.20	12.30	11.40
- Measured /T351X/ /T4+++/ /T5+++/	-	9.00	7.20	6.30	5.40
DID Trunk Termination /NDT/	-	10.00	10.00	10.00	10.00

/1/ Rates for Module 4 do not include toll terminals; Custom Dedicated 800 Service; Foreign Exchange Service; Toll billing exclusion service; 900-976 Call Blocking; Off Premises Extension Service; Caller ID; Call Waiting; Call Forwarding Variable; or Three-Way Calling. Rates for these services are applicable as specified elsewhere in this tariff.

(C)

(C)

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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

5th Revised Sheet No. 14.2  
Cancels  
4th Revised Sheet No. 14.2

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**F. PRICES (cont'd)**

**1. Service Elements (cont'd)**

			Monthly Payment			
			Term Payment Plans			
Description	USOC	Non-recurring Charge	Monthly	12 Months	36 Months	60 Months
<b>Additional Equipment Charge</b>						
- Module 1, 2, 3	FD5EX	\$240.00	\$155.00(I)	\$110.00	\$110.00	\$110.00
			Monthly	12 Months	24 Months	36 Months
<b>Additional Equipment Charge</b>						
- Module 4	FD5EX	240.00	\$155.00(I)	\$110.00	\$110.00	\$110.00
<b>Subsequent Additional/Rearrangement Charge:</b>						
- Modules 1, 2, 3						
per Channel	NR9DT	10.00				
- Modules 4,						
per Channel	NR9DT	/1/				

/1/ Access Advantage Plus Transport Service Rearrangement charge applicable, as per Ameritech Operating Companies Tariff, F.C.C. No. 2. (T)

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**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**F. Prices (cont'd)**

**2. Other Applicable Charges and Payments**

In addition to the DTS-E rates and charges noted above, the following rates and charges as specified elsewhere in this tariff may also apply:

- Base Rate channel mileage, channel mileage termination charges, and local distribution channel charges for the terminating equipment
- Success 800 Service usage charges
- DS1 recurring and nonrecurring charges
- DS1 Clear Channel nonrecurring charge
- Caller ID recurring charges
- DID Station Number recurring and nonrecurring charges
- Foreign Exchange channel mileage charges
- Off Premise Extension channel mileage charges
- Centrex Service recurring and nonrecurring charges
- Primary Interexchange Carrier Charge (PICC)<sup>/1/</sup>
- End-User Common Line charges<sup>/2/</sup>

/1/ See Section 3 of Ameritech Operating Companies Tariff F.C.C. No. 2.

/2/ See Section 4 of Ameritech Operating Companies Tariff F.C.C. No. 2.

(T)  
(T)

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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

1st Revised Sheet No. 16  
Cancels  
Original Sheet No. 16

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**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

(C)

**F. PRICES (cont'd)**

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**2. Other Applicable Charges and Payments (cont'd)**

Where both a trunk-side and line-side connection is requested an Additional Equipment Charge as noted in 1 preceding is applicable.

The Per Channel Subsequent Addition/Rearrangement Charge as noted in 1 preceding, in addition to any applicable service connection charges normally associated with the installation or rearrangement of module services or features.

Local or Message Toll Service calls established through the use of DTS-E Service will be charged for at the rates specified elsewhere in this tariff.

(C)

A Business Service Ordering Charge as specified in Part 3, Section 1 of this tariff is applicable in addition to the Module Installation Charge.

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**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**F. Prices (cont'd)**

**2. Other Applicable Charges and Payments (cont'd)**

References:

The rates and charges in 1. preceding are for Digital Transport Service - Enhanced. Additional applicable rates and charges for services specified preceding can be found in the tariff references listed below.

<u>Service</u>	<u>Reference</u>
Access Advantage Plus Transport	Ameritech Operating Companies Tariff F.C.C. (T) No. 2
Base Rate Service	P.U.C.O. NO. 20 Part 15, Section 3
Business Basic Exchange Usage Service	P.U.C.O. NO. 20 Part 4, Section 2
Caller ID	P.U.C.O. NO. 20 Part 7, Section 2
Success 800 Service	Catalog, Part 10, Section 2
Direct Inward Dialing (DID) Service	P.U.C.O. NO. 20 Part 6, Section 1
DS1 Service	P.U.C.O. NO. 20 Part 15, Section 3
End-User Common Line Charges	Ameritech Operating Companies Tariff F.C.C. (T) No. 2, Section 4.1.7(c)
Foreign Exchange Service	P.U.C.O. NO. 20 Part 15, Section 2
Message Toll Service	P.U.C.O. NO. 20 Part 9, Section 1
Off Premises Extension Service	P.U.C.O. NO. 20 Part 15, Section 2

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PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

2nd Revised Sheet No. 18  
Cancels  
1st Revised Sheet No. 18

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

(C)

**F. PRICES (cont'd)**

**3. Payment Plans**

- **Month to Month**

The minimum period is one month, unless specified otherwise.

- **Term Payment Plans**

The Term Payment Plan (TPP) is a plan which allows customers to pay a fixed price for equipment and service over optional periods. A different monthly price applies for the duration of each payment period. The monthly price varies inversely with the length of the payment period. The same payment plan must apply to all services and features.

DTS-E Modules 1, 2 and 3 Term Payment Plans are available for 1, 3 or 5 years. DTS-E Module 4 (Access Advantage Plus) Term Payment Plans are available for 1, 2 or 3 years.

(C)

(C)

During the effective term period, the monthly price is not subject to Company-initiated changes for payment periods longer than one month.

Prior to completion of a term period, a customer may enter into a new service agreement for a period equal to, or greater than, the life of the original contract at the prices currently in effect at the time of the new contract. The new term prices are effective upon execution of the new term period service agreement.

Issued: August 25, 2003

Effective: August 25, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

4th Revised Sheet No. 19  
Cancels  
3rd Revised Sheet No. 19

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**F. PRICES (cont'd)**

**4. Termination Charges**

Customers subscribing to DTS-E under the Term Payment Plan (TPP) will remain liable for payment of a percentage of the monthly TPP charges for the remainder of the term as indicated below, which shall upon any such termination immediately become due and payable in its entirety.

Customers requesting termination of service prior to the expiration date of the TPP term will be liable for a termination charge.

The termination charge for all TPP terms will be calculated as follows:

For service term agreements which become effective on or after  
May 3, 2004:

- in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of DTS-E Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term

(N)

For service term agreements in effect prior to May 3, 2004:

(N)

- The dollar difference between the current monthly TPP price for the TPP term that could have been completed during the time the service was actually in service and the customer's current TPP price for each month the service was provided.

Example:

A customer subscribes to a 60-month TPP and discontinued service during the 37th month. This customer's termination charge would be:

$(36\text{-month TPP} - 60\text{-month TPP}) \times 37 \text{ months} = \text{Termination Charge}$

The 36-month TPP term could have been completed during the months the service was actually in service.

Issued: May 3, 2004

Effective: May 3, 2004

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

**3. DIGITAL TRANSPORT SERVICE - ENHANCED (DTS-E) (cont'd)**

**F. Prices (cont'd)**

**4. Termination Charges (cont'd)**

- Termination charges are not applicable to changes in the physical location of the customer's DTS-E services as long as the service originates in the same serving central office.
- Termination charges are not applicable if the customer converts their DTS-E Module 1, 2, or 3 service to another Company provided business exchange voice service that utilizes a Company provided DS1 or DS1 equivalent transport service as part of the service offering. The following terms and conditions apply to this termination charge waiver:
  - the customer must agree to a TPP that equals or exceeds the number of months remaining on the existing DTS-E Module 1, 2, or 3 TPP, and
  - the number of circuits on the new TPP must be equivalent to or exceed the number of circuits under the existing TPP, and
  - the new TPP shall begin immediately upon conversion from the existing TPP, and
  - the new service must be provided between the same customer locations and with the same customer of record as the disconnected service, and
  - nonrecurring charges for the new service will apply.
- Customers may convert their DS1 Service provided from P.U.C.O. Tariff 20, to Access Advantage Plus Transport provided from Ameritech Operating Companies Tariff, F.C.C. No. 2 without incurring termination charges, provided the new service period is equal to or greater than the original service period. (T)

All termination charges will be based on the TPP prices in effect at the time of termination. Termination charges are applicable for DS1 Service used in conjunction with DTS-E Service Modules 1, 2 and 3, as specified in Part 15, Section 3 of this Tariff. (T)

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of dispute signators to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17819

# **PART 6 – SECTION 7**

## **EXHIBIT B**

The Ohio Bell  
Telephone Company

# AT&T TARIFF

P.U.C.O. NO. 20  
Part 6 Section 7

PART 6 - Central Office Services  
SECTION 7 - Digital Transport Services

Original Sheet A

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Material now located in the AT&T Ohio Guidebook, Part 6, Section 7, for non-residential tier 2 services. (N)

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Effective: April 1, 2008

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Case No. 06-1345-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

# **PART 6 – SECTION 8**

## **EXHIBIT A**

**1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES**

**A. General**

Individual residence and non-residence exchange service, PBX trunks, PBX stations (where facilities permit) and Centrex stations furnished to patrons may be (1) extended (as secretarial lines) for direct termination in a TAS customer's equipment or (2) extended to such TAS equipment via concentrator-identifier (C/I) equipment and facilities furnished to such TAS customer. The rates and charges applicable for such C/I equipment and facilities and for the connection of patrons' exchange service to the concentrator are as follows:

**B. C/I Equipment**

Capacity: 100 lines and a maximum of 6 talking paths

Note: The manufacture of C/I equipment has been discontinued and except where reuse of such equipment is involved, no further installations can be made.

	Monthly Rate	Termination Liability	USOC
1. C/I equipment for use with 2 or 4 talking paths			
a. Concentrator	\$271.10	\$4,871.85	ST5
b. Identifier	135.00	2,421.50	ST7
2. C/I equipment required in addition to C/I equipment specified in 1. above, to provide C/I equipment for use with 6 talking paths			
a. Concentrator	66.90	1,210.15	SNU
b. Identifier	45.00	807.55	SNV
3. For a move of an identifier, the charge based on the expense incurred by the Company applies.			(T)

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17819

PART 6 - Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

2nd Revised Sheet 2  
Cancels 1st Revised Sheet 2

**1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES**

**C. Talking Paths**

1. Talking paths between the central office in which the concentrator is located and the identifier on the TAS customer's premises, may be furnished in a Company exchange area, or between Company exchange areas each of which is in the local service area of the other. The talking paths (including required signaling arrangements) are provided at the monthly rates specified under Circuits in this tariff as indicated below:
  - a. Two talking paths  
Requires the equivalent of two talking path circuits and one signaling circuit.
  - b. Four talking paths  
Requires the equivalent of four talking path circuits.
  - c. Six talking paths  
Requires the equivalent of six talking path circuits.
2. An all talking paths busy lamp and register arrangement may be furnished to provide the TAS customer with a supervisory aid for determination of busy load conditions on the C/I talking paths associated with the customer's attendant positions.

	<u>Monthly Rate</u>	<u>USOC</u>
a. All talking paths busy lamp, register and control unit, per C/I equipped	\$10.85	STB

3. Conversion from:	<u>Charge</u>
2 to 4 talking paths	\$116.50
4 to 6 talking paths	116.50
2 to 6 talking paths	234.20

**D. Extensions of Patrons' Exchange Service Directly to TAS Equipment**

Patron's exchange service, PBX trunks, Centrex stations and, where facilities permit, station lines of the patron's PBX system may be extended via a direct circuit, hereinafter referred to as a secretarial line, terminating in TAS equipment on the TAS customer's premises. Secretarial lines are furnished subject to the rates and charges for Circuits in Part 4, Section 5 of this tariff.

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17819



PART 6 - Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

1st Revised Sheet 3  
Cancels Original Sheet 3

**1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (cont'd)**

**E. Extensions of Patrons' Exchange Service to TAS Equipment via Concentrators Provided by the Company**

(T)

	Monthly Rate	USOC
1. Bridging connection, each service	\$ 4.05	ST2
2. When the patron and the concentrator are located in the same central office area but the patron's service cannot be bridged in the central office, in addition to the rate specified in 1 above, a circuit (within the same central office area) is required.		
3. When patrons are located in a central office area contiguous to that in which the concentrator is located, in addition to the rate specified in 1 above, an interoffice circuit is required.		
4. When patrons are located in central office areas other than those specified in 2 and 3 above, circuits may be furnished, at the rates specified in 3 above, if the circuit facilities normally used between the central office areas involved meet transmission, signaling and other requirements. If such circuit facilities do not meet transmission, signaling and other requirements, at the request of the TAS customer the circuit will be conditioned for suitable operation at additional rates and charges based on costs incurred.		

**F. Direct Connection of Lines to TAS Equipment**

**1. Regulations**

- a. A non-residence service furnished to a patron or to the TAS customer may be terminated directly in TAS equipment on the TAS customer's premises or may terminate directly, via a bridging connection, in a concentrator furnished to the TAS customer by the Company. Extension service may not be provided on such services.
- b. When the telephone service of the patron or the TAS customer is so connected, the address associated with the directory listing for the telephone number of such service shall be the address of the location at which calls to such telephone number will be answered.

(T)

**2. Rates and Charges**

	Monthly Rate
a. Where the terminals of the exchange service are in	
(1) the same central office area	Non-residence service rate
(2) different central office areas in the same exchange area service rate plus	Non-residence circuit rates for foreign central office service.

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17819

Tariff

PART 6- Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

Original Sheet No. 4

1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (Cont'd)

F. Direct Connection of Lines to TAS Equipment (Cont'd)

2. Rates and Charges (Cont'd)

a. (Cont'd)

Monthly Rate

(3) different exchange areas, whether or not in the same local service area	Non-residence service rate plus circuit rates for foreign exchange service.
--	---

b. When an exchange service is connected to TAS equipment via a bridging connection at a concentrator, the concentrator location is treated as one terminal of the exchange service. In addition to the rates specified in a. preceding, the monthly rate specified in E.1 preceding for a bridging connection also applies.

G. AUTOTAS Concentrators

1. The following equipment is subject to the provisions of Part 2, Section 3 of this tariff.

2. Plan 1

USOC

a. Initial electronic concentrator

HXJ

Minimum installation charge	\$7,299.15
Minimum nonrecurring charge options	
- Single payment	7,145.70
- 36 Monthly payments	236.50
- 60 Monthly payments	155.75
- 84 Monthly payments	121.15
Minimum monthly rate	233.05

Additional electronic concentrator in the same central office as the initial concentrator (A maximum of 2 additional concentrators may be provided in each central office in which an initial concentrator is provided.)

HXN

Minimum installation charge	2,209.25
Minimum nonrecurring charge options	
- Single payment	2,371.90
- 36 Monthly payments	78.45
- 60 Monthly payments	51.90
- 84 Monthly payments	40.35
Minimum monthly rate	79.60

Material formerly appeared in Exchange and Network Services Tariff, Section 8, 1st Revised Sheet No. 34 and 2nd Revised Sheet No. 35

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By J. F. Woods, President, Cleveland, Ohio

PART 6 - Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

1st Revised Sheet 5  
Cancels Original Sheet 5

**1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (cont'd)**

**G. AUTOTAS Concentrators (cont'd)**

2. Plan 1 (cont'd) (T)

a. (cont'd) (T)

	Rates	USOC	(T)
Concentrator line card, per 32 patrons' lines or fraction thereof		HXL	(T)
Minimum installation charge	\$ 31.15		
Minimum nonrecurring charge options			
- Single payment	1,135.20		
- 36 Monthly payments	38.05		
- 60 Monthly payments	25.10		
- 84 Monthly payments	19.30		
Minimum monthly rate	20.20		
Patron line control, per 25 patrons' lines or fraction thereof		HXQ	
Minimum installation charge	148.80		
Minimum nonrecurring charge options			
- Single payment	807.55		
- 36 Monthly payments	27.10		
- 60 Monthly payments	17.30		
- 84 Monthly payments	14.40		
Minimum monthly rate	17.30		

3. Plan 2

	Minimum Nonrecurring Charges	Minimum Monthly Rate	USOC
a. Initial electronic concentrator	\$7,299.15	\$ 263.05	HXJ
b. Additional electronic concentrator in the same central office as the initial concentrator	2,209.25	87.70	HXN
c. Concentrator line card, per 32 patrons' lines or fraction thereof	31.15	39.20	HXL
d. Patron line control, per 25 patrons' lines or fraction thereof	148.80	28.85	HXQ

Note: A maximum of 2 additional concentrators may be provided in each central office in which an initial concentrator is provided.

**H. Central Office Concentrator Service**

1. Regulations

- a. Central office concentrator service is designed to work with all premises equipment which is capable of receiving standard Bell System DID type signaling. However, the Company does not guarantee the compatibility of central office concentrator service with any particular manufacturer's premises equipment. (T)

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17819

Tariff

PART 6- Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

Original Sheet No. 6

1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (Cont'd)

H. Central Office Concentrator Service

1. Regulations

- b. Central office concentrator service includes the following equipment:
  - (1) Master concentrators, each of which provide for up to 256 patrons' line terminations (bridging connections) and 16 talking paths to the TAS customer's premises.
  - (2) Additional (slave) concentrators located in same central office as a master concentrator (Maximum per central office-2).
  - (3) Concentrator line cards, each of which provides for connection of up to 32 patron lines to the concentrator/matrix switch. Eight of these cards may be connected for a single 256 line concentrator assembly. This card is used in both the master and slave concentrators
  - (4) Line control which provides capability for the concentrator to transfer control of a completed call from the answering service attendant back to the patron (originally called party) if the patron goes off-hook, thus eliminating any possible interference between the answering service attendant and the patron.
- c. Central office concentrator service is offered under the Variable Term Payment Plan (VTPP) as specified in Part 2, Section 3 of this tariff. All conditions and regulations pertaining to the VTPP apply except as modified in the following paragraphs:
  - (1) A TAS customer may convert from an AUTOTAS concentrator being furnished under Plan 1 to central office concentrator service subject to the following and at the charge set forth in 2-a-(3) following.
    - (a) Any Plan 1 nonrecurring charges which were referred must be paid in full before the change occurs. However, any other Plan 1 nonrecurring charges do not apply to equipment which is converted provided the TAS customer selects a VTPP period longer than one month.
    - (b) The TAS customer's entire concentrator service (i.e., master and slave concentrators, line cards and patron control circuits) in a given central office must all be converted to VTPP.
    - (c) The installation charges included in 2-b following do not apply to converted concentrator equipment.

Material formerly appeared in Exchange and Network Services Tariff,  
Section 8, 3rd Revised Sheet No. 36 and 1st Revised Sheet No. 36.1

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By J. F. Woods, President, Cleveland, Ohio

PART 6- Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

Original Sheet No. 7

1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (Cont'd)

H. Central Office Concentrator Service (Cont'd)

1. Regulations (Cont'd)

c. (Cont'd)

(2) Termination charges are as follows:

<u>Optional Payment Periods</u>	<u>Termination Charge</u>
1 month	None
48 months	60% of the remaining amount due.
72 months	60% of the remaining amount due.

2. Rates and Charges

a. Nonrecurring Charges

The following charges apply in addition to any which may apply under the provisions of Part 3, Section 1 of this tariff.

	<u>Nonrecurring Charge</u>
(1) System charge, each occasion	\$ 634.50
(2) Unit charge, each unit	
Slave concentrator	1615.10
Concentrator line card	259.55
Patron line control	69.20
(3) In lieu of the nonrecurring and installation charges in (1) and (2) preceding and in b. following, the following charge applies to convert existing AUTOTAS concentrators being furnished under the provisions of G. preceding to central office concentrator service per master concentrator	5768.25
(4) Assignment or transfer of service The following charge is applicable in lieu of the charge set forth in Part 3, Section 1 of this tariff	86.50

b. Rate Schedule

(1) Master concentrator	
Installation Charge	8652.35
Variable term option monthly rate	
1 month	755.65
48 months	646.05
72 months	548.00

USOC

ECR

Material formerly appeared in Exchange and Network Services Tariff, Section 8, 1st Revised Sheet Nos. 36.1 and 36.2

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PART 6- Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

Original Sheet No. 8

1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (Cont'd)

H. Central Office Concentrator Service (Cont'd)

2. Rates and Charges (Cont'd)

b. Rate Schedule (Cont'd)

USOC

(2) Slave concentrator

ECV

Installation Charge	2543.80
Variable term option monthly rate	
1 month	242.25
48 months	213.40
72 months	184.60

(3) Concentrator line card

EC2

Installation Charge	55.35
Variable term option monthly rate	
1 month	77.30
48 months	66.90
72 months	55.40

(4) Patron line control, per 25 patron line terminations  
or fraction thereof

USOC

EC7

Installation charge	\$173.05
Variable term option monthly rate	
1 month	48.45
48 months	40.35
72 months	34.60

c. Associated Facilities

- (1) Talking paths are provided subject to the regulations, rates and charges set forth in 1-C of this section of this tariff.
- (2) Bridging connections are provided subject to the regulations, rates and charges set forth in 1-E of this section of this tariff.
- (3) Variable Ring Count is a feature which allows the patron's line to be answered immediately or after three or five rings; selection is also provided for no-answer. The no-answer alternative would be employed for non-24 hour customers and would effectively deactivate service as desired. The variable ring count feature requires a Type 3002 channel between each master concentrator and the customer's premises and a customer-provided combined sending and receiving data set (300 bits per second).

Material formerly appeared in Exchange and Network Services Tariff,  
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**PART 6 - Central Office Services**  
**SECTION 8 - Telephone Answering Service (TAS)**

**1st Revised Sheet 9**  
**Cancels Original Sheet 9**

**1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (cont'd)**

**I. Customer Operating Center Service**

**1. Description of Service**

- a. Telephone answering service customers who utilize large quantities of circuits between their premises and their normal serving central office (i.e., local circuits) in connection with concentrator-identifier (CI) talking paths and patron's secretarial lines which terminate at such customer's premises may optionally subscribe to Customer Operating Center (COC) Service. COC Service is an arrangement under which the Company will provide dedicated complements of cable pairs between the customer's premises and the normal serving central office, and will charge for such dedicated complements of cable pairs under the provisions of Paragraph I-2-b in lieu of local loop charges in Part 4, Section 2 of this tariff. In addition, the COC customer will be billed for the appropriate Service Area Function and S&E charges as specified in I-2-c following for each local circuit activated. (T)
- b. The customer of COC Service will also be billed for all patrons' secretarial lines connected through the COC and interoffice mileage, where applicable, at the rates and regulations specified in Part 4, Section 5 and this section of this tariff.
- c. The rates in I-2-b following for each complement of cable pairs are based on the specific quantity, size and length of cable dedicated to the customer's use.
  - (1) At the time COC Service is initially requested, the customer is responsible for furnishing to the Company an estimate of the number of dedicated cable pairs which will be required. The rates and charges specified in I-2-b following apply for each dedicated cable pair, whether activated or not. (T)
  - (2) Complements are available in 100, 200, 300, 600, 900, or 1200 pair sizes.
  - (3) Length is measured in one-quarter mile increments from the customer's premises to the normal serving central office. The maximum length which will be furnished under the provisions of this Paragraph I is one mile.
- d. Provided no physical modification of circuits is required for existing TAS customers that convert to COC Service, the S&E charge to convert to COC Service as specified in Part 3, Section 1 will be waived.

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TFA No. OH-07-17819

PART 6- Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

Original Sheet No. 10

1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (Cont'd)

I. Customer Operating Center Service (Cont'd)

2. Rates and Charges

		<u>Nonrecurring Charge</u>	
a. To establish and to convert to or from COC Service		\$56.00	
b. Each dedicated complement of cable pairs			
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
(1) Within 1/4 mile			
100 pair cable	\$ 470.00	\$ 4,718.00	1LZ1A
200 pair cable	611.00	6,121.00	1LZ2A
300 pair cable	795.00	7,969.00	1LZ3A
600 pair cable	1,399.00	14,025.00	1LZ6A
900 pair cable	1,756.00	17,604.00	1LZ9A
1200 pair cable	2,118.00	21,935.00	1LZCA
(2) Within 1/2 mile			
100 pair cable	790.00	7,922.00	1LZ1B
200 pair cable	1,003.00	10,058.00	1LZ2B
300 pair cable	1,293.00	12,957.00	1LZ3B
600 pair cable	2,253.00	22,580.00	1LZ6B
900 pair cable	2,706.00	27,122.00	1LZ9B
1200 pair cable	3,362.00	33,694.00	1LZCB
(3) Within 3/4 mile			
100 pair cable	1,048.00	10,504.00	1LZ1C
200 pair cable	1,320.00	13,226.00	1LZ2C
300 pair cable	1,693.00	16,970.00	1LZ3C
600 pair cable	2,941.00	29,481.00	1LZ6C
900 pair cable	3,471.00	34,797.00	1LZ9C
1200 pair cable	4,307.00	43,165.00	1LZCC
(4) Within 1 mile			
100 pair cable	1,401.00	14,036.00	1LZ1D
200 pair cable	1,754.00	17,581.00	1LZ2D
300 pair cable	2,244.00	22,486.00	1LZ3D
600 pair cable	3,887.00	38,952.00	1LZ6D
900 pair cable	4,523.00	45,336.00	1LZ9D
1200 pair cable	5,606.00	56,192.00	1LZCD

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PART 6- Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

Original Sheet No. 11

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1. TELEPHONE ANSWERING SERVICE (TAS) EQUIPMENT AND FACILITIES (Cont'd)

I. Customer Operating Center Service (Cont'd)

2. Rates and Charges (Cont'd)

- c. In addition to rates and charges in a and b preceding, the following rates and charges apply to activate each local circuit from the normal serving central office to the customer's premises:
- (1) The S&E charges specified in Part 3, Section 1 of this tariff apply per circuit.
  - (2) The monthly rates specified in Part 4, Section 5, for the appropriate Service Area Function and for interoffice mileage, if applicable.
  - (3) If a local circuit is required from the patron's premises to the normal serving central office, the regulations as specified in this section, Paragraph 1-D as well as the rates as specified in Part 4, Section 5 of this tariff apply.

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# **PART 6 – SECTION 8**

## **EXHIBIT B**

The Ohio Bell  
Telephone Company

# AT&T TARIFF

P.U.C.O. NO. 20  
Part 6 Section 8

PART 6 - Central Office Services  
SECTION 8 - Telephone Answering Service (TAS)

Original Sheet A

Material now located in the AT&T Ohio Guidebook, Part 6, Section 8, for non-residential tier 2 services. (N)

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## PART 6 – SECTION 9

### EXHIBIT A

The Ohio Bell  
Telephone Company

# AT&T TARIFF

P.U.C.O. NO. 20  
Part 6 Section 9

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 1  
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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17768

The Ohio Bell  
Telephone Company

# AT&T TARIFF

P.U.C.O. NO. 20  
Part 6 Section 9

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

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# AT&T TARIFF

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# AT&T TARIFF

P.U.C.O. NO. 20  
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PART 6 - Central Office Services  
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# AT&T TARIFF

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# AT&T TARIFF

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THE OHIO BELL  
TELEPHONE COMPANY

# Ameritech

Tariff

P.U.C.O. NO. 20

PART 6

SECTION 9

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 8  
Cancels  
Original Sheet No. 8

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/1/

/1/ Material now appears in Part 20 Section 6, Original Sheets 10-15.

March 29, 2001

April 30, 2001

In accordance with Case No. 01-757-TP-ATA, issued April 30, 2001.

By James C. Smith, President, Cleveland, Ohio

THE OHIO BELL  
TELEPHONE COMPANY

# Ameritech

Tariff

P.U.C.O. NO. 20

PART 6

SECTION 9

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

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THE OHIO BELL  
TELEPHONE COMPANY

**Ameritech**  
Tariff

P.U.C.O. NO. 20

**PART 6** **SECTION 9**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

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TELEPHONE COMPANY

# Ameritech

Tariff

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PART 6

SECTION 9

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

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/1/

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/2/

/1/ Also cancels Original Pricing List Sheet No. 11 in this Section.

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Tariff

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PART 6

SECTION 9

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

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/2/

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THE OHIO BELL  
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# Ameritech

Tariff

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PART 6 SECTION 9

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

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2.

/1/

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By James C. Smith, President, Cleveland, Ohio

**2. BASELINE 3-1-1 SERVICE**

**A. Description**

Baseline 3-1-1 nonemergency service is an intraLATA local service that will provide the local government entity ("customer") the ability to terminate all 3-1-1 dialed incoming calls to a central location or to alternate customer-defined location(s) based on the originator's Calling Party Number (CPN), service address, and the associated nine-digit zip code.

Baseline 3-1-1 can also be used to provide access to local government offices (such as the Mayor's Office, Department of Parks and Recreation, Planning Commission, etc.). Access to local government offices can only be provided in addition to nonemergency access to police and fire. This capability is dependent upon ancillary Customer Premise Equipment (CPE) (i.e., IVR, ACD, etc.) capabilities or customer resources (i.e., Operators to transfer calls).

Baseline 3-1-1 Service will recognize, route and deliver 3-1-1 dialed calls to Customer Provided Equipment which either (i) originate from AT&T Ohio end offices serving the customer, or (ii) originate from non-AT&T Ohio end offices, provided that the customer, AT&T Ohio and other service providers have reached an agreement as to the interconnection and processing of 3-1-1 calls originating from non-AT&T Ohio end offices. (C)

Calls to "3-1-1" will be routed via the AT&T Ohio public switched network utilizing Advanced Intelligent Network platforms and features to route the call to customer designated location(s). (C)

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**2. BASELINE 3-1-1 SERVICE (cont'd)**

**B. Definitions**

**Advanced Intelligent Network (AIN)**

AIN is a telecommunications network that is software controlled. The network "intelligence" is located in computer nodes which are distributed throughout the network, rather than being confined to the originating and terminating switching offices. Before calls (either outbound or inbound) are sent to their final destination, the network queries a database for disposition of the call.

**Calling Party Number (CPN)**

The ten digit telephone number of the calling party.

**Route To Number**

Ten digit telephone number(s) designated by the customer for terminating 3-1-1 calls.

**SecurID**

A security application to be utilized by authorized personnel to access the Service Management System.

**Service Management System**

A computerized database containing relational customer data information that is utilized to route 3-1-1 calls.

**Signaling System No. 7 (SS7)**

The telecommunications signaling system using protocols recommended by the International Consultative Committee for Telegraphy and Telephony (ICCTT) used by AT&T Ohio to route calls over the public switched network. (C)

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 16

**2. BASELINE 3-1-1 SERVICE (cont'd)**

(N)

**C. TERMS AND CONDITIONS**

In addition to the general regulations found in Part 2, Section 2, the following regulations apply to Baseline 3-1-1 Service:

1. A prospective Baseline 3-1-1 Service customer must make separate arrangements for business Local Exchange Access Service prior to establishment of Baseline 3-1-1 Service.
2. Baseline 3-1-1 Service is available on a twelve (12), and thirty-six (36) and sixty (60) month term payment plan basis. The term period will begin on the completion date of the Service Order.
3. Local calls placed to Baseline 3-1-1 may be subject to local usage charges as specified in Part 4, Section 2, of this tariff.
4. Baseline 3-1-1 Service is compatible with Caller ID Service network functionality when used in conjunction with basic exchange services. Caller ID Service is available where facilities permit at the applicable tariff price.
5. Upon establishment of Baseline 3-1-1 Service, the customer will be provided with a SecurID access card which provides the customer access to the Baseline 3-1-1 Service network system for viewing its Routing Table or Database, and for accessing standard Baseline 3-1-1 Service reports.

Upon receipt of the SecurID card(s), the customer assumes responsibility for safeguarding the use of their assigned card(s) and for any breaches to security resulting from the loss or misuse of the SecurID card(s).

6. Before Baseline 3-1-1 Service will be provided to a customer, the customer must:
  - a. Identify the geographic boundaries of the proposed 3-1-1 service area.
  - b. verify that it is a governmental entity that intends to use the 3-1-1 service code to provide non-emergency access to entities that provide police and fire protection within the geographic boundaries of its proposed service area;

(N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 17

**2. BASELINE 3-1-1 SERVICE (cont'd)**

(N)

**C. TERMS AND CONDITIONS (cont'd)**

6. (cont'd)

- c. verify whether or not the customer also intends to use the 3-1-1 service code to provide non-emergency access to other government services;
- d. verify that the customer has provided notice of its intent to use the 3-1-1 service code throughout its proposed service area to all government entities that could use the 3-1-1 service code within that proposed service area. Such notice must provide those government entities upon whom it is served an opportunity to respond to the notice in a way that effectively preserves their ability to seek to use the 3-1-1 service code, either on their own, or in cooperation with other governmental entities; and
- e. acknowledge the authority of the Public Utilities Commission of Ohio (PUCO) to ultimately decide which governmental entity shall provide 3-1-1 service when, within any particular geographic area of Ohio, there are conflicting or competing requests by two or more governmental entities to use the 3-1-1 service code, to the extent that negotiations between or among the affected governmental entities fail.

(N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 18

**2. BASELINE 3-1-1 SERVICE (cont'd)**

(N)

**D. FEATURES**

**1. Standard Features**

**Call Routing**

3-1-1 dialed calls can be terminated to a customer defined location or to alternate locations.

**Management Reports**

Baseline 3-1-1 Management Reports can be accessed via dial-up access. Reports available include the Default Number Report and Summary Report.

**2. Optional Features**

**Day of Year and Time of Day Routing**

Allows a Baseline 3-1-1 Service customer to select the location to which calls will be routed based upon the time of day and day of year (specific date) that calls originate.

**Day of Week and Time of Day Routing**

Allows a Baseline 3-1-1 Service customer to select the location to which calls will be routed based upon the time of day and day of week that calls originate.

(N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 19

**2. BASELINE 3-1-1 SERVICE (cont'd)**

(N)

**E. PRICES**

**1. Service Elements**

Description	Non-recurring Charge	Monthly Payment		
		Term Payment Plans		
		12 Months	36 Months	60 Months
Baseline 3-1-1 Service, per customer, per LATA	\$5,500.00	\$250.00	\$250.00	\$250.00
<b>Routing Table</b>				
<b>Development/Updates</b>				
First 500 records	100.00	-	-	-
Each additional 500 records, or fraction thereof	70.00	-	-	-
<b>Routing Table</b>	-			
<b>Maintenance Charges</b>	-			
per Route to Number		15.00	15.00	15.00
<b>Distribution/Routing Criteria</b>				
per subscription				
NPA or NPA/NXX	75.00	50.00	35.00	30.00
NPA/NXX with Zip +4	125.00	75.00	75.00	50.00
<b>Additional Routing Options</b>				
Day of Year Time of Day	50.00	25.00	25.00	25.00
Day of Week Time of Day	50.00	25.00	25.00	25.00

(N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 20

2. BASELINE 3-1-1 SERVICE (cont'd)

(N)

**E. PRICES (cont'd)**

1. Service Elements (cont'd)

Description	Price Per Call		
	Term Payment Plans		
	12 Months	36 Months	60 Months
<b><u>Query/Routing Charge</u></b>			
Total 3-1-1 calls, per month, per LATA			
0 - 50,000 calls	\$0.10	\$0.08	\$0.06
50,001 + calls	0.08	0.06	0.05
<b><u>Additional Minutes of Use,</u></b>			
Per minute, for each minute of use beyond the first twenty (20) minutes of each minute			
	0.04	0.04	0.04

(N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 21

**2. BASELINE 3-1-1 SERVICE (cont'd)**

(N)

**E. PRICES (cont'd)**

**2. Payment Plans**

• **Term Payment Plans**

Baseline 3-1-1 Service is offered under a Term Payment Plan for periods of 12, 36, and 60 months.

**3. Termination Charges**

In the event that a customer initiates a Service Order request for Baseline 3-1-1 Service, and subsequently cancels the Service Order prior to full operational establishment of service, the customer remains liable for all nonrecurring service establishment charges specified in this Tariff.

Customers that cancel their Baseline 3-1-1 Service before the term expiration date will be billed a termination liability which consists of a lump sum equal to the non-usage sensitive monthly recurring charges specified in this tariff times the number of months remaining on the term period, rounded up to the nearest whole month.

Any cancellation or termination liability lump sum payment will become due and payable in its entirety immediately upon calculation and presentation of the lump sum bill statement.

At the expiration of the term period, subsequent monthly billing will revert to the 12 Month Term Payment Plan monthly prices in effect at that time, as specified in this Tariff until another Term Payment Plan is agreed upon. Termination liability charges are no longer applicable once the term period has expired.

(N)

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### 3. OPT-E-MAN<sup>®</sup> Service

#### A. Description

OPT-E-MAN Service is an optically switched data service which allows for versatile scalability and flexibility over an Ethernet network provided by the Company. OPT-E-MAN Service allows businesses to interconnect customer locations within a Metropolitan Area Network (MAN) as if they were segments on the same LAN using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the MAN over fiber and/or copper facilities (at the Company's discretion). OPT-E-MAN Service provides dedicated bandwidth from 2 Mbps up to 1 Gbps. (N)  
(C)

Customers connect to OPT-E-MAN Service via one of the following standard connections, as requested by the customer:

- 10/100BaseT (100 Mbps) (T)
- Gigabit Ethernet (1000BaseSX, 1000BaseLX/LH or 1000 BaseZX)<sup>/1/</sup> (T)

Customers may connect any two or more locations together when utilizing a point-to-point or point-to-multipoint configuration, and a minimum of three or more locations when utilizing a multipoint-to-multipoint configuration<sup>/2/</sup>, as long as they are in the same LATA or MAN and the service is available.

OPT-E-MAN Service includes the connection from the customer's premise to the Ethernet network, a port on the Ethernet network, a Committed Information Rate (CIR), and Ethernet Virtual Connections (EVCs). Ethernet Virtual Connections (EVCs) are logical connections that establish a logical path for customer traffic between two customer locations. A portion of the CIR is assigned to each EVC to establish how much bandwidth each path should have.

/1/ CIR is inclusive of allowances for overhead within the Ethernet network. If a customer orders 1 Gbps of CIR on a single port, the Company reserves the right to use up to 10% of the bandwidth for traffic management.

/2/ This provisioning requirement will only apply to new service installed after November 29, 2006.  
® OPT-E-MAN is a registered trademark of AT&T Intellectual Property. (T)

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 22.1  
Cancels  
Original Sheet No. 22.1

**3. OPT-E-MAN® Service (cont'd)**

(T)

**A. DESCRIPTION (cont'd)**

OPT-E-MAN is provided under several service configurations:

- |            |  |
|------------|--|
| Basic      | The OPT-E-MAN Basic service configuration provides the customer a switched, logical point-to-point or point-to-multipoint connection between customer locations, using a physical connection to the network, and virtual connections through the OPT-E-MAN network.                                |
| Basic Plus | The OPT-E-MAN Basic Plus service configuration provides the customer a switched, logical point-to-point, point-to-multipoint or multipoint-to-multipoint connection between customer locations, using a physical connection to the network, and virtual connections through the OPT-E-MAN network. |

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

3rd Revised Sheet 23  
Cancels 2nd Revised Sheet 23

**3. OPT-E-MAN® Service (cont'd)**

**A. Description (cont'd)**

Service configurations include a choice of one of three underlying Grades of Service: Best Effort, (T) (N) Bronze and Silver. Each Grade of Service offers a different level of service performance. The following describes the service parameters for each Grade of Service.

Best Effort      This Grade of Service supports non-critical data applications with more tolerance (N)  
for delay and/or those that are lower in priority (i.e. LAN traffic). There are no  
service performance parameters associated with this Grade of Service. (N)

Bronze      The applications best suited for this Grade of Service are general data  
applications with more tolerance for delay and/or those that are lower in priority.  
This Grade of Service is the appropriate selection for general data traffic since it  
tolerates bursty and time-varying traffic. The service parameters associated with  
this Grade of Service are Packet Delivery Rate (PDR) and Latency.

Packet Delivery Rate is at least 99.5% of total traffic from source Network  
Terminating Equipment (NTE) to the destination NTE to which the customer port  
is attached.

Latency is limited to a delay across a connection of no more than 27 ms (54 ms  
roundtrip) one-way end-to-end within the Company's network for packets 1500  
bytes or less.

Silver      This Grade of Service supports applications that require minimal loss and low  
latency variation (jitter). Data in this Grade of Service will be provisioned in a  
priority queue indicating that it is delay sensitive. The service parameters  
associated with this Grade of Service are Packet Delivery Rate (PDR), Latency  
and Jitter.

Packet Delivery Rate is at least 99.9% of total traffic from source Network  
Terminating Equipment (NTE) to the destination NTE to which the customer port  
is attached.

Latency is limited to a delay across a connection of no more than 18 ms (36 ms  
roundtrip) one-way end-to-end within the Company's network for packets 1500  
bytes or less.

Jitter is limited to less than 12 ms one-way end-to-end within the Company's  
network.

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TFA No. OH-07-17062

**3. OPT-E-MAN® Service (cont'd)**

(T)

**B. DEFINITIONS**

**Jitter**

Jitter is the delay that occurs between 2 packets or Ethernet frames that are traversing the network. Jitter is calculated as the delay variance of the packets transported across the network or the delta of delay between two consecutive packets. It is measured between two endpoints, and will consist of measuring the time between a set of packets. Jitter is measured by averaging sample measurements taken during a 30 day period between network terminating equipment to which the customer ports are attached when the OPT-E-MAN network is available.

**Latency**

Latency is the amount of time necessary for a typical frame to traverse the network. Latency is calculated as the measurement of time taken for a customer frame to go from one end of the network (origination point) to the other end (termination point). The measurement will consist of measuring the time it takes to "ping" or travel from the origination to termination ports for the connection in question. Latency is measured by averaging sample measurements taken during a 30 day period between network terminating equipment to which the customer ports are attached when the OPT-E-MAN network is available.

**Media Access Control (MAC) Addresses**

Denotes a data link layer protocol used for Layer 2 connectivity.

**Packet Delivery Rate (PDR)**

Packet Delivery Rate (PDR) is a measurement of the actual amount of useful and non-redundant information that is transmitted or processed from end-to-end across the network. It is a function of bandwidth, error performance, congestion and other factors. PDR is expressed as a percentage of Ethernet frames offered to the network that successfully traverse the network, end-to-end, within the CIR, and within a 30 day period. PDR is calculated as the total number of effective Ethernet frames, per port, that successfully traverse the network divided by the total number of effective Ethernet frames, per port, offered to the network within a 30 day period. Those frames that violate the maximum range will be excluded from the calculation. PDR is measured by averaging sample measurements taken during a 30 day period from network terminating equipment to network terminating equipment to which the customer ports are attached when the OPT-E-MAN network is available.

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**3. OPT-E-MAN® Service (cont'd)**

**C. Terms and Conditions**

In addition to regulations set forth elsewhere in this Tariff, the following regulations apply to OPT-E-MAN Service:

1. OPT-E-MAN Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply. OPT-E-MAN Service is available in Company Central Offices as specified in National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4 (NECA Tariff F.C.C. No. 4).
2. The customer provided equipment (CPE) must deliver the data signal for the OPT-E-MAN transport within the industry specification for the subscribed data service. See Paragraph E. – *Technical References*.
3. OPT-E-MAN Service supports full duplex communication.
4. OPT-E-MAN Service does not allow for oversubscription. The sum total of the Usage assigned to EVCs are mapped to a single port, and cannot exceed the ordered CIR.
5. If a customer connects to the OPT-E-MAN network using a bridge or switch for Layer 2 connectivity, only 50 MAC addresses can be used per Layer 2 device, per port. Any additional addresses will be assessed an additional charge, with a limit of 100 MAC addresses total per port. See *Prices* following.
6. If a customer desires service from a Serving Wire Center that is not equipped to provide OPT-E-MAN Service, additional charges may apply for use of a Repeater. A network engineering study will need to be completed to ensure adequate service provisioning is capable. See *Prices* following.
7. For Basic Service, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100BaseT connection, and a total of 64 EVCs may be configured per 1 Gbps connection. (T)  
For Basic Plus Service, a total of 7 EVCs may be configured per 10/100BaseT connection, (T)  
and a total of 63 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a Basic Service 1 Gbps connection, or more than 63 EVCs on a Basic Plus Service 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more EVCs.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet No. 26  
Cancels  
1st Revised Sheet No. 26

**3. OPT-E-MAN® Service (cont'd)**

(T)

**C. TERMS AND CONDITIONS (cont'd)**

8. If a customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply. See **PRICES** below.
9. If the customer cancels service prior to installation being completed, a Service Order Cancellation Charge (per port, per location) will apply. See **PRICES** below. The customer's intent to cancel service must be made in writing.
10. The CIR selected by the customer must be committed to for a 30 day period before an increase in CIR can be requested.
11. OPT-E-MAN Service is not available in a meet-point billing arrangement involving other Carriers.
12. A Letter of Authorization (LOA) will need to be established if customers want to purchase a logical connection via an Ethernet Virtual Connection (EVC) to another customer in order to ensure security and accuracy in the connection.

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By Connie Browning, President, Cleveland, Ohio

**3. OPT-E-MAN® Service (cont'd)**

**C. Terms and Conditions (cont'd)**

13. Service Level Agreements (SLAs) are offered with this service for the Bronze and Silver Grades of Service, and provide customers with end-to-end performance backed by service credits if minimum quality standards are not met by the Company. (C) (C)

Network Availability

- Network Availability of 99.95% per month, including the local loop, is provided by the Company. This equates to less than 21.6 minutes of downtime per month (based on a 30-day month), excluding maintenance windows and other appropriate exclusions (see *Exclusions* following). Network Availability is calculated as the percentage of time that the OPT-E-MAN network is capable of accepting and delivering customer data to the total time in the measurement period. The calculation for Network Availability for a given calendar month is as follows:

Network Availability =

$$\frac{[24 \text{ hours} \times \text{days in month} \times 60 \text{ minutes} \times \text{number of customer sites}] - \text{network outage time (measured in minutes)}}{[24 \text{ hours} \times \text{days in month} \times 60 \text{ minutes} \times \text{number of customer sites}]}$$

- As noted in the above formula, all ports included in a customer's network are utilized in calculating Network Availability.
- The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter within the calendar month falls below the committed level, and (2) requesting a service credit.
- Upon verification by the Company that the actual service performance for that parameter was less than the committed level, the customer will be provided a service credit equal to 10% of the monthly recurring charge for that service parameter for all affected ports.

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TFA No. OH-07-17062



**3. OPT-E-MAN® Service (cont'd)**

**C. Terms and Conditions (cont'd)**

14. Grade of Service SLAs are provided for OPT-E-MAN Service for the Bronze and Silver Grades of Service. If the Company fails to meet service parameters defined for the Bronze or Silver Grades of Service, a service credit will be offered to the customer given certain conditions are met: (C)
- The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter falls below (or above) the committed level, and (2) requesting a service credit. (C)
  - Upon notification by the customer that the actual service performance for that parameter was less than the committed level, the Company has 30 days to correct the problem.
  - If after 30 days, the service performance for that parameter is still less than the committed level, the customer will be provided a service credit equal to 25% of the monthly recurring charge for that service parameter for all affected ports for the month in which the service parameters fall below (or above) the committed level.
  - Packet Delivery Rate, Latency and Jitter calculations will be measured only when the OPT-E-MAN network is available.

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TFA No. OH-07-17062

**3. OPT-E-MAN® Service (cont'd)**

**C. Terms and Conditions (cont'd)**

**15. Exclusions (Service Level Agreements and Grade of Service credits)**

The Company will be excluded from providing Service Level Agreements credits and Grade of Service credits for the Bronze and Silver Grades of Service should any of the following conditions occur: (C)

- Force major events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes. Loss or damage resulting from any cause beyond the Company's reasonable control such as acts of war, civil disturbances, acts of civil or military authorities or public enemy.
- All SLAs are offered across the Company's network. The failure of any components beyond the local facility, including the Network Interface (NI), are excluded from the SLA calculation. (T) (T)
- Data loss during the Company's scheduled maintenance window.
- Data exceeding subscribed Usage.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.
- Any type of Customer Network Management functionality is not included in SLAs.

- 16.** For Basic Plus multipoint-to-multipoint service, the Company will use controls to limit the amount of multicast and broadcast traffic to protect the OPT-E-MAN network against traffic storms. The maximum throughput of multicast traffic will be set at 1 Mbps per customer port, while the maximum throughput of broadcast traffic will be set at 200 packets per second per port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s).

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

4th Revised Sheet No. 29.1  
Cancels  
3rd Revised Sheet No. 29.1

**3. OPT-E-MAN<sup>®</sup> Service (cont'd)**

**C. TERMS AND CONDITIONS (cont'd)**

17. For Basic and Basic Plus point-to-point and point-to-multipoint service, the Company will use controls to limit the amount of broadcast traffic to protect the OPT-E-MAN network against broadcast storms. The maximum throughput of broadcast traffic will be set at 10 Mbps per customer port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for broadcast traffic within the customer network(s).<sup>/1/</sup> (N)
18. Data exiting the network through the customer ports are excluded from SLA calculations to the extent that it exceeds the CIR for those ports. /2/ (T) (N)
19. The responsibility of the Company shall be limited to furnishing the OPT-E-MAN network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting OPT-E-MAN to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of OPT-E-MAN render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law. (T)

/3/

- /1/ This provisioning requirement will only apply to new service installed after April 30, 2007. (N)
- /2/ Material formerly appeared on 3rd Revised Sheet 29 in this Section. (N)
- /3/ Material now appears on Original Sheet 29.2 in this Section.

Issued: April 30, 2007

Effective: April 30, 2007

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By Connie Browning, President, Cleveland, Ohio

**3. OPT-E-MAN® Service (cont'd)**

**C. Terms and Conditions (cont'd)**

20. Customers will be permitted to move from a 10/100BaseT to a Gigabit Ethernet interface option where facilities and equipment permit (staying within the Basic or Basic Plus Connection or moving from the Basic to the Basic Plus Connection), however, the Nonrecurring Charge associated with the new Gigabit Ethernet Connection will apply. However, should a customer simply wish to move from Basic to Basic Plus (without any change to the interface option; for example, retaining the 10/100BaseT interface), only the Service Order Change Charge will apply. See *Prices* following. (T)  
(T)
21. The aggregate assigned Committed Information Rate (CIR) across all Ethernet Virtual Connections (EVCs) between any two customer connections cannot exceed 600 Mbps per Basic or Basic Plus connection.<sup>/1/</sup> (T)

/1/ This provisioning requirement will only apply to new service installed after November 29, 2008.

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Issued: December 18, 2007

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17062

### 3. OPT-E-MAN® Service (cont'd)

#### D. Features

##### 1. Standard Features

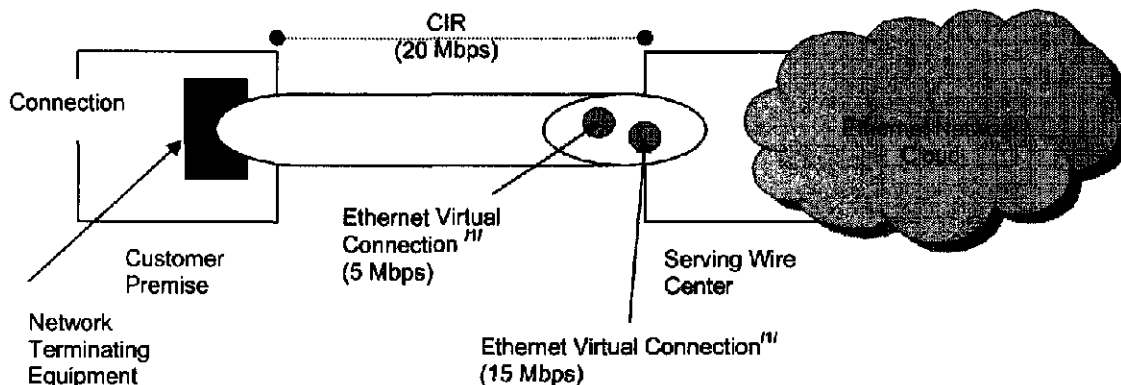
###### Committed Information Rate (CIR)

CIR provides a committed level of transmission (or bandwidth) to the Connection. The customer can select a CIR from 2 Mbps to 1 Gbps per connection. The CIR is shared among one or more (C) Ethernet Virtual Connections (EVCs), which provide a logical point-to-point connection between two customer locations.

###### Connection

Provides for the physical connection between the customer's premise and the serving wire center. This is comprised of a transport component, interface component and a port connection component. Several interface protocols are available: 10/100BaseT and Gigabit Ethernet (T) (1000BaseSX, 1000BaseLX/LH or 1000BaseZX). (T)

The following diagram describes a standard service configuration:



<sup>/1/</sup> Ethernet Virtual Connections are used to establish a path for certain traffic between two customer locations, and do not have a charge associated with them. Each EVC must have a portion of the Committed Information Rate (CIR) service element assigned to it.

3. OPT-E-MAN® Service (cont'd)

D. Features (cont'd)

2. Optional Features

Ethernet Virtual Connections (EVC)

An Ethernet Virtual Connection is a logical point-to-point connection between two customer locations, and goes from the customer demarcation point at one location through the OPT-E-MAN network to terminate at the demarcation point at the second customer location. When multiple EVCs are provisioned, the customer must designate the portion of the CIR assigned to each EVC. For point-to-point and point-to-multipoint connections, EVCs can be set in 1 Mbps increments from 2 Mbps to 600 Mbps<sup>1/1</sup>. For multipoint-to-multipoint connections, EVCs can be set in 1 Mbps increments for 2 Mbps to 1 Gbps.

(C)  
(C)

If a customer purchases the Silver Grade of Service for CIR, the initial EVC will be prioritized as Silver. Additional EVCs can be prioritized as Silver, Bronze or Best Effort.

(C)

If a customer purchases the Bronze Grade of Service for CIR, additional EVCs cannot be prioritized as Silver, but only as Bronze or Best Effort.

(T)

If a customer purchases the Best Effort Grade of Service for CIR, additional EVCs can only be prioritized as Best Effort.

(N)  
(N)

Repeater

For those customers who are located outside normal transmission parameters, or who are served by a Serving Wire Center that is not equipped for OPT-E-MAN Service, service can be provided using a repeater. An engineering study will be completed to ensure transmission parameters can be met using a repeater, and the Company will determine when Repeaters are necessary. Additional charges will apply. Provisioning of OPT-E-MAN Service is subject to the availability and operational limitations of the equipment and associated facilities.

Additional MAC Addresses

If a customer connects to the OPT-E-MAN network using a bridge or switch for Layer 2 connectivity, only 50 MAC addresses can be used per Layer 2 device, per port. Any additional addresses will be assessed an additional charge, with a limit of 100 MAC addresses total per port.

<sup>1/1</sup> This provisioning requirement will only apply to new service installed after November 29, 2006.

THE OHIO BELL  
TELEPHONE COMPANY

**AT&T**  
Tariff

P.U.C.O. NO. 20  
**PART 6** **SECTION 9**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 32  
Cancels  
Original Sheet No. 32

**3. OPT-E-MAN® Service (cont'd)**

(T)

**E. TECHNICAL REFERENCES**

The customer interface to OPT-E-MAN Service is as specified in:

Subject

Technical Reference

Ethernet Standards  
Network Equipment Design Requirements

SBC TP-76412-000  
SBC TP-76200MP

These publications may be obtained from:

APEx Support Team  
(734) 523-7348

(T)  
(T)

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By Connie Browning, President, Cleveland, Ohio

**3. OPT-E-MAN® Service (cont'd)**

**F. Prices**

1. Service Elements

Description	Non-recurring Charge <sup>/1/</sup>	Monthly Payment				Monthly Extension
		Term Payment Plans				
		12 Months	24 Months	36 Months	60 Months	
<b>Connection, each customer location</b>						
<u>Basic Service</u>						
10/100BaseT	\$1,925.00	\$ 780.00	\$ 750.00	\$ 650.00	\$575.00	\$ 925.00 (T)
Gigabit Ethernet	2,100.00	1,200.00	1,150.00	1,000.00	850.00	1,400.00
<u>Basic Plus Service</u>						
10/100BaseT	1,925.00	780.00	750.00	650.00	575.00	925.00 (T)
Gigabit Ethernet	2,100.00	1,200.00	1,150.00	1,000.00	850.00	1,400.00

/1/ Nonrecurring charges will be waived for those customers selecting the 24-, 36- or 60-month Term Payment Plan (TPP) period for new service.

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TFA No. OH-07-17062



PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

6th Revised Sheet 34  
Cancels 5th Revised Sheet 34

**3. OPT-E-MAN® Service (cont'd)**

**F. Prices (cont'd)**

**1. Service Elements (cont'd)**

Description	Nonrecurring Charge <sup>/1/</sup>	Monthly Price Grade of Service			(N)
		Best Effort	Bronze	Silver	
<b>Committed Information Rate (CIR) (Mbps) - per port</b>					
2	\$75.00	\$255.00	\$ 300.00	\$ 500.00	(N)
4	75.00	295.00	350.00	550.00	(N)
5	75.00	N/A	450.00	650.00	
8	75.00	465.00	550.00	750.00	(N)
10	75.00	N/A	650.00	850.00	
20	75.00	N/A	900.00	1,100.00	
50	75.00	N/A	1,025.00	1,225.00	
100	75.00	N/A	1,200.00	1,400.00	
150	75.00	N/A	1,375.00	1,775.00	
250	75.00	N/A	1,575.00	1,975.00	
500	75.00	N/A	1,900.00	2,300.00	
600	75.00	N/A	2,225.00	2,625.00	
1000	75.00	N/A	2,575.00	2,975.00	(N)

/1/ Nonrecurring charges will be waived for those customers selecting the 24-, 36- or 60-month Term Payment Plan (TPP) period for new service.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

3rd Revised Sheet 35  
Cancels 2nd Revised Sheet 35

**3. OPT-E-MAN® Service (cont'd)**

**F. Prices (cont'd)**

**1. Service Elements (cont'd)**

		Monthly Price				
		Grade of Service				
Description	Nonrecurring Charge	Best Effort	Bronze	Silver	(N)	
<b><u>Optional Charges</u></b>						
<b>Ethernet Virtual Connection (EVC) <sup>/1/</sup></b>						
- per connection	\$0.00	\$0.00	\$0.00	\$0.00	(N)	
		Monthly Payment				
		Term Payment Plans				
Description	Nonrecurring Charge <sup>/2/</sup>	12 Months	24 Months	36 Months	60 Months	Monthly Extension
Repeater, each	\$250.00	\$400.00	\$375.00	\$325.00	\$300.00	\$475.00

- /1/ Ethernet Virtual Connections (EVCs) are required for provisioning purposes only, and as such will not have a charge associated with them.
- /2/ Nonrecurring charges will be waived for those customers selecting the 24-, 36- or 60-month Term Payment Plan (TPP) period for new service.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet No. 36  
Cancels  
1st Revised Sheet No. 36

**3. OPT-E-MAN® Service (cont'd)**

(T)

**F. PRICES (cont'd)**

**1. Service Elements (cont'd)**

Description	Nonrecurring Charge	Monthly Price
<b><u>Optional Charges (cont'd)</u></b>		
<b>Additional MAC Addresses</b>		
- 51-100 MAC addresses	\$ 70.00 <sup>/1/</sup>	\$5.00
<b>Service Order Cancellation</b>		
- per location	200.00	-
<b>Expedite Order Charge</b>		
- per location	300.00	-
<b>Service Order Change Charge</b>		
- applies to CIR Changes, EVC Changes and Configuration Changes, per location	75.00	-

/1/ Nonrecurring charges will be waived for those customers selecting the  
24, 36 or 60 month Term Payment Plan (TPP) period for new service.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 37  
Cancels  
Original Sheet No. 37

3. OPT-E-MAN® Service (cont'd)

(T)

**F. PRICES (cont'd)**

**2. Payment Plans**

• **Term Payment Plans**

OPT-E-MAN Service is only available under the Term Payment Plan (TPP) whereby customers must select either a 12, 24, 36 or 60 month period. Decreases in OPT-E-MAN monthly recurring charges will be passed onto customers who participate in a TPP. After the selected Term Payment Plan period is satisfied, the Monthly Extension Price in effect at the time of contract expiration will apply unless a new TPP is selected. Refer to **Term Payment Plans** in Part 2, Section 3.

• **Single Payment Option (SPO)**

A single payment option is available for this service. Refer to **Term Payment Plans** in Part 2, Section 3 for calculating Single Payment Options.

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**3. OPT-E-MAN® Service (cont'd)**

**F. Prices (cont'd)**

**3. Termination Charges**

Termination Charges will apply to service terminated prior to the contracted period. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:

- 50 percent (50%) of all recurring charges for the remaining months of the customer's term

Commission approval of the above termination charge language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of dispute, signatories to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

Customers may upgrade their CIR to a higher speed without incurring Termination Charges, depending on facilities used. The Company will determine whether such an upgrade is permissible based on the type of facilities currently used to provide the service. In addition, customers may upgrade their Grade of Service without incurring Termination Charges provided the upgrade does not include any reduction in the customer's existing CIR. (N)  
(N)  
(D)

Customers may move their existing service to a new location without incurring Termination Charges provided all of the following conditions are met:

- The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location;
- During the TPP, a customer may move an OPT-E-MAN Service location to another premises in the same LATA and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs;
- The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service;
- Moves of one location to a premise in a different serving office may result in a change in the monthly charges. Nonrecurring charges as appropriate are applicable.
- If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.

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PART 6 - Central Office Services  
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Original Sheet 38.1

**3. OPT-E-MAN® Service (cont'd)**

(N)

**F. Prices (cont'd)**

**3. Termination Charges (cont'd)**

For service installed after July 10, 2007, customers will be permitted to upgrade to a higher-speed service provided by the Company, without incurring Termination Charges, given all of the following conditions are met:

- An upgrade is considered an increase in speed or capacity when comparing OPT-E-MAN® Service to the new service.
- The customer must issue a disconnect order for the existing OPT-E-MAN Service and place a service order for the new higher-speed service at the same locations such that there is no more than 90 days overlap in service. Termination Charges for OPT-E-MAN Service at the current locations will be waived.
- The term of the new higher-speed service contract must be equal to or greater than the remaining time left on the existing OPT-E-MAN contract.
- The existing OPT-E-MAN Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract.
- For customers upgrading from OPT-E-MAN to Customized Switched Metro Ethernet (CSME) Service, the number of CSME locations must be greater than or equal to the current number of OPT-E-MAN locations.

(N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 39  
Cancels  
Original Sheet No. 39

**3. OPT-E-MAN® Service (cont'd)**

(T)

**F. PRICES (cont'd)**

**4. Credit Allowance**

In case of an interruption to service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user, shall be as follows: no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more as follows: the credit shall be at the rate of 10/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. The credit allowance(s) for service interruptions shall not exceed 100% of the applicable monthly rates.

The Company's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 40  
Cancels  
Original Sheet No. 40

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE**

**A. DESCRIPTION**

Customized Switched Metro Ethernet (CSME) Service is a switched Layer 2 Ethernet network allowing for basic metropolitan Ethernet connectivity. CSME Service allows businesses to interconnect multiple customer locations within a LATA as if they were segments on the same LAN using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the MAN over fiber facilities. CSME Service provides bandwidth of either 10 Mbps, 100 Mbps or 1 Gbps<sup>/1/</sup>.

(N)

Customers connect to CSME Service via one of the following standard connections, as requested by the customer:

- 10/100 Base T (10 Mbps or 100 Mbps)
- Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX)

(N)

Customers may connect multiple locations together, as long as they are in the same LATA or MAN and the service is available. This service acts as an Ethernet bridge supporting LAN-to-LAN connections.

CSME Service includes the connection from the customer's premise to the Ethernet network, a port on the Ethernet network and the bandwidth that will be used across the network. An optional feature is the ability to segregate customer traffic, as deemed necessary by the customer. This traffic segregation is accomplished using Ethernet Virtual Connections (EVCs), at an additional charge.

/1/ Bandwidth is inclusive of allowances for overhead within the Ethernet network. If a customer orders 1 Gbps of bandwidth on a single port, the Company reserves the right to use up to 10% of the bandwidth for traffic management.

(C)

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PART 6 - Central Office Services  
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1st Revised Sheet No. 41  
Cancels  
Original Sheet No. 41

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**B. TERMS AND CONDITIONS**

In addition to regulations set forth elsewhere in this Tariff, the following regulations apply to CSME Service:

1. CSME Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply. (D)  
|  
(D)
2. The customer provided equipment (CPE) must deliver the data signal for the CSME transport within the industry specification for the subscribed data service. See Paragraph E. - **TECHNICAL REFERENCES** following. (T)
3. CSME Service supports full duplex communication. (T)
4. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. See **PRICES** following. (T)  
(C)  
(C)  
(C)
5. CSME Service is distance limited, based on circuit configuration as determined by the Company. A repeater may be used to extend the transmission of CSME Service. See Repeater under **FEATURES (Optional)** following for further definition. See **PRICES** following. (T)

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By Connie Browning, President, Cleveland, Ohio

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4th Revised Sheet No. 42  
Cancels  
3rd Revised Sheet No. 42

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**B. TERMS AND CONDITIONS (cont'd)**

6. Should the customer wish to segregate traffic, a total of 8 Ethernet Virtual Connections (EVCs) may be configured per 10/100 Base T connection. A total of 64 EVCs may be configured per 1 Gbps connection. Should the customer request more than 64 EVCs on a 1 Gbps connection, a technical review will need to be conducted to determine whether the network will support more than 64 EVCs.
7. If a customer desires that service be provided on a due date less than the standard interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply. See **PRICES** following.
8. If the customer cancels service prior to installation being completed, a Service Order Cancellation charge (per port, per location) will apply. See **PRICES** following. The customer's intent to cancel service must be made in writing.
9. CSME Service is available in a meet-point billing arrangement involving other Carriers. When the Company and another Carrier jointly provision CSME Service, the other Carrier involved shall bill at their tariffed rates for their portion of the circuit located in their operating territory. An engineering study will be required to ensure the service can be provided end-to-end under a joint provisioning scenario.
10. Service Level Agreements are not offered with this service. However, Credit Allowances are applicable. See **PRICES** following.
11. (D)  
|  
(D)
12. If the 10 Mbps or 100 Mbps connection is ordered, it will only be provisioned using the 10/100 Base T connection.

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By Connie Browning, President, Cleveland, Ohio

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet No. 42.1  
Cancels  
1st Revised Sheet No. 42.1

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**B. TERMS AND CONDITIONS (cont'd)**

13. The responsibility of the Company shall be limited to furnishing the CSME network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting CSME to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of CSME render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.
14. Customers will be permitted to move from a 10 Mbps or 100 Mbps Connection to a 1 Gbps Connection, however, the Nonrecurring Charge associated with the new 1 Gbps Connection will apply. See **PRICES** following.
15. The Company will use controls to limit the amount of multicast and broadcast traffic to protect the CSME network against traffic storms. The maximum throughput of multicast traffic will be set at 1 Mbps per customer port, while the maximum throughput of broadcast traffic will be set at 200 packets per second per port. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s). (N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 43  
Cancels  
Original Sheet No. 43

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**C. FEATURES**

**1. Standard Features**

**Usage, Port, Transport and Interface**

Provides for the physical connection between the customer's premise and the serving wire center, as well as the bandwidth that will be used by the customer at each location. Several interface protocols are available: 10/100 Base T and Gigabit Ethernet (1000 Base SX, 1000 Base LX/LH or 1000 Base ZX).

**2. Optional Features**

**Additional MAC Addresses**

Media Access Control (MAC) Addresses denote a data link layer protocol used for Layer 2 connectivity. If a customer connects to the CSME network using a bridge or switch for Layer 2 connectivity, only 150 MAC addresses can be used per Layer 2 device, per port. Any additional addresses over the first 150 will be assessed an additional charge, with a limit of 200 MAC addresses total per port. An additional charge will be assessed per block of 151-200 addresses. (C)  
(C)  
(C)

**Ethernet Virtual Connections (EVC)**

An Ethernet Virtual Connection is a logical point-to-point connection between two customer locations, and goes from the customer demarcation point at one location through the network to terminate at the demarcation point at the second customer location. Customers use EVCs if they desire traffic segregation, but EVCs will not provide for traffic prioritization. EVCs may be ordered to establish additional virtual connections over the same physical connection. When EVCs are ordered, the customer must designate the amount of bandwidth to be assigned to each EVC. EVCs can be set in 1 Mbps increments from 5 Mbps to 1 Gbps.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 44  
Cancels  
Original Sheet No. 44

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**C. FEATURES (cont'd)**

**2. Optional Features (cont'd)**

(D)  
|  
(D)

**Repeater**

For those customers who are located outside normal transmission parameters, service can be provided using a repeater to be placed in Company wire centers. An engineering study will be completed to ensure transmission parameters can be met using a repeater, and the Company will determine when Repeaters are necessary. Additional charges will apply. Provisioning of CSME Service is subject to the availability and operational limitations of the equipment and associated facilities.

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THE OHIO BELL  
TELEPHONE COMPANY

**AT&T**  
Tariff

P.U.C.O. NO. 20  
**PART 6** **SECTION 9**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 45  
Cancels  
Original Sheet No. 45

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**D. TECHNICAL REFERENCES**

The customer interface to CSME Service is as specified in:

<u>Subject</u>	<u>Technical Reference</u>
Ethernet Standards	SBC TP-76412-000
Network Equipment Design Requirements	SBC TP-76200MP

These publications may be obtained from:

APEX Support Team  
(734) 523-7348

(T)  
(T)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet No. 46  
Cancels  
1st Revised Sheet No. 46

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**E. PRICES**

**1. Service Elements**

Description	Nonrecurring Charge	Monthly Payment		Monthly Extension	(C)
		Term Payment Plans			
		36 Months	60 Months		
<b>Usage, Port, Transport, Interface, each customer location</b>					
10 Mbps Connection /P9FYX/	\$1600.00	\$1170.00 (R)	\$1100.00 (R)	\$1550.00 (R)	
- Subsequent 10 Mbps Connection <sup>/1/</sup> /P9FZX/	1150.00	950.00	800.00	1200.00	
100 Mbps Connection /P9FKX/	1925.00	1665.00 (R)	1600.00 (R)	2500.00 (R)	
- Subsequent 100 Mbps Connection <sup>/1/</sup> /P9FPX/	1200.00	1200.00	1025.00	1560.00	
1 Gbps /P9FLX/	2500.00	3220.00 (R)	3080.00 (R)	3900.00 (R)	(C)

/1/ Any Subsequent 10 Mbps or 100 Mbps Connections must terminate at the same locations as the original 10 Mbps or 100 Mbps Connections.

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SECTION 9 - Other Central Office Services

2nd Revised Sheet No. 47  
Cancels  
1st Revised Sheet No. 47

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**E. PRICES (cont'd)**

**1. Service Elements (cont'd)**

Monthly Payment					
Term Payment Plans					
Description	Nonrecurring Charge	36 Months	60 Months	Monthly Extension	(C)
<u>Optional Charges</u>					
Repeater					
- each /VU4/	\$250.00	\$400.00	\$375.00	\$475.00	(C)
Description		Nonrecurring Charge		Monthly Price	
Ethernet Virtual Connection (EVC)					
- per connection /EVNDE/			\$70.00	\$25.00	
Additional MAC Addresses					
- 151-200 MAC addresses /M2CAX/			70.00	5.00	

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet No. 48  
Cancels  
Original Sheet No. 48

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**E. PRICES (cont'd)**

**1. Service Elements (cont'd)**

Description	Nonrecurring Charge	
<u>Optional Charges (cont'd)</u>		
<b>Service Order Cancellation</b> - per location /OCGEO/	\$ 200.00	(T)
<b>Expedite Order Charge</b> - per location /EODEO/	300.00	(T)
<b>Service Order Change Charge</b> - applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for pending, initial service orders, per location /NHCEO/	75.00	(T)
<b>Miscellaneous Change Charge</b> - applies to Bandwidth Usage Changes, EVC Changes and Configuration Changes for subsequent changes to existing service, per location /NHCEN/	100.00	(T)

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**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**E. PRICES (cont'd)**

**2. Payment Plans**

• **Term Payment Plans**

CSME Service is only available under the Term Payment Plan (TPP) whereby customers must select either a 36 or 60 month period. (C)  
Decreases in CSME monthly recurring charges will be passed onto customers who participate in a TPP. After the selected Term Payment Plan period is satisfied, the Monthly Extension Price in effect at the time of contract expiration will apply unless a new TPP is selected. Refer to **Term Payment Plans** in Part 2, Section 3.

• **Single Payment Option (SPO)**

A single payment option is available for this service. Refer to **Term Payment Plans** in Part 2, Section 3 for calculating Single Payment Options.

**3. Termination Charges**

Termination Charges will apply to service terminated prior to the contracted period. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:

- 50 percent (50%) of all recurring charges for the remaining months of the customer's term

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of dispute, signators to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

(N)  
|  
(N)

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 49.1

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

(N)

**E. PRICES (cont'd)**

**3. Termination Charges (cont'd)**

Customers may move their existing service to a new location without incurring Termination Charges provided all of the following conditions are met:

- The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location;
- During the TPP, a customer may move a CSME Service location to another premises in the same LATA and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs;
- The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service;
- Moves of one location to a premise in a different serving office may result in a change in the monthly charges. Nonrecurring charges as appropriate are applicable;
- If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.

(N)

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**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

**E. Prices (cont'd)**

**3. Termination Charges (cont'd)**

Customers will be permitted to upgrade from CSME Service to a higher-speed service provided by the Company, without incurring Termination Charges, given all of the following conditions are met:

- An upgrade is considered an increase in speed or capacity when comparing CSME Service to the new service (N)
- The customer must issue a disconnect order for the existing CSME locations and place a service order for the new higher-speed service at the same locations such that there is no more than 90 days overlap in service<sup>/1/</sup>. Termination Charges for CSME Service at the current locations will be waived. (C)
- The term of the new higher-speed service contract must be equal to or greater than the remaining time left on the existing CSME contract. (C)
- The existing CSME Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract. (D)
- For customers upgrading from CSME to OPT-E-MAN<sup>®</sup> Service, the customer's network configuration must remain the same (i.e. multipoint CSME to multipoint OPT-E-MAN). The number of OPT-E-MAN locations must be greater than or equal to the current number of CSME locations. (C)
- For customers upgrading from CSME to OPT-E-MAN Service, a minimum of 50% of the connection speed for each individual connection must be maintained: (C)
  - If customer has a 1 Gbps CSME connection, then customer must purchase a minimum 500 Mbps OPT-E-MAN connection
  - If customer has a 100 Mbps CSME connection, then customer must purchase a minimum 50 Mbps OPT-E-MAN connection
  - If customer has a 10 Mbps CSME connection, then customer must purchase a minimum 5 Mbps OPT-E-MAN connection

/1/ The "90 day overlap in service" condition only applies to customers wishing to upgrade service installed after July 10, 2007. (N)

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet No. 50

**4. CUSTOMIZED SWITCHED METRO ETHERNET (CSME) SERVICE (cont'd)**

(N)

**E. PRICES (cont'd)**

**4. Credit Allowance**

In case of an interruption to service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user, shall be as follows: no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more as follows: the credit shall be at the rate of 10/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. The credit allowance(s) for service interruptions shall not exceed 100% of the applicable monthly rates.

The Company will be excluded from providing a Credit Allowance should any of the following conditions occur:

- Force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.
- The failures of any components beyond the local facility including the Network Interface (NI), the CSU/DSU/Channel band/Extended Demarcation are excluded from the service outage calculation.
- Data loss during the Company's scheduled maintenance window.
- Failures attributed to facilities or equipment provided by customer or its contractors, equipment vendors, another local exchange carrier or inter-exchange carrier.

(N)

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# **PART 6 – SECTION 9**

## **EXHIBIT B**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

Original Sheet A

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Material formerly located on Sheets 22 through 50 now located in the AT&T Ohio Guidebook,  
Part 6, Section 9.

(N)  
(N)

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TFA No. OH-08-18005

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet 1  
Cancels 1st Revised Sheet 1

**1. BASELINE 3-1-1 SERVICE**

(T)/1/

**A. Description**

Baseline 3-1-1 nonemergency service is an intraLATA local service that will provide the local government entity ("customer") the ability to terminate all 3-1-1 dialed incoming calls to a central location or to alternate customer-defined location(s) based on the originator's Calling Party Number (CPN), service address, and the associated nine-digit zip code.

Baseline 3-1-1 can also be used to provide access to local government offices (such as the Mayor's Office, Department of Parks and Recreation, Planning Commission, etc.). Access to local government offices can only be provided in addition to nonemergency access to police and fire. This capability is dependent upon ancillary Customer Premise Equipment (CPE) (i.e., IVR, ACD, etc.) capabilities or customer resources (i.e., Operators to transfer calls).

Baseline 3-1-1 Service will recognize, route and deliver 3-1-1 dialed calls to Customer Provided Equipment which either (i) originate from AT&T Ohio end offices serving the customer, or (ii) originate from non-AT&T Ohio end offices, provided that the customer, AT&T Ohio and other service providers have reached an agreement as to the interconnection and processing of 3-1-1 calls originating from non-AT&T Ohio end offices.

Calls to "3-1-1" will be routed via the AT&T Ohio public switched network utilizing Advanced Intelligent Network platforms and features to route the call to customer designated location(s).

/1/

/1/ Material formerly appeared on 1st Revised Sheet 14 in this Section.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet 2  
Cancels 1st Revised Sheet 2

1. **BASELINE 3-1-1 SERVICE (cont'd)**

(T)/1/

**B. Definitions**

Advanced Intelligent Network (AIN)

AIN is a telecommunications network that is software controlled. The network "intelligence" is located in computer nodes which are distributed throughout the network, rather than being confined to the originating and terminating switching offices. Before calls (either outbound or inbound) are sent to their final destination, the network queries a database for disposition of the call.

Calling Party Number (CPN)

The ten digit telephone number of the calling party.

Route To Number

Ten digit telephone number(s) designated by the customer for terminating 3-1-1 calls.

SecurID

A security application to be utilized by authorized personnel to access the Service Management System.

Service Management System

A computerized database containing relational customer data information that is utilized to route 3-1-1 calls.

Signaling System No. 7 (SS7)

The telecommunications signaling system using protocols recommended by the International Consultative Committee for Telegraphy and Telephony (ICCTT) used by AT&T Ohio to route calls over the public switched network.

/1/

/1/ Material formerly appeared on 1st Revised Sheet 15 in this Section.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet 3  
Cancels 1st Revised Sheet 3

**1. BASELINE 3-1-1 SERVICE (cont'd)**

(T)/1/

**C. Terms and Conditions**

In addition to the general regulations found in Part 2, Section 2, the following regulations apply to Baseline 3-1-1 Service:

1. A prospective Baseline 3-1-1 Service customer must make separate arrangements for business Local Exchange Access Service prior to establishment of Baseline 3-1-1 Service.
2. Baseline 3-1-1 Service is available on a twelve (12), and thirty-six (36) and sixty (60) month term payment plan basis. The term period will begin on the completion date of the Service Order.
3. Local calls placed to Baseline 3-1-1 may be subject to applicable local usage charges. (T)
4. Baseline 3-1-1 Service is compatible with Caller ID Service network functionality when used in conjunction with basic exchange services. Caller ID Service is available where facilities permit at the applicable tariff price.
5. Upon establishment of Baseline 3-1-1 Service, the customer will be provided with a SecurID access card which provides the customer access to the Baseline 3-1-1 Service network system for viewing its Routing Table or Database, and for accessing standard Baseline 3-1-1 Service reports.

Upon receipt of the SecurID card(s), the customer assumes responsibility for safeguarding the use of their assigned card(s) and for any breaches to security resulting from the loss or misuse of the SecurID card(s).

6. Before Baseline 3-1-1 Service will be provided to a customer, the customer must:
  - a. Identify the geographic boundaries of the proposed 3-1-1 service area;
  - b. verify that it is a governmental entity that intends to use the 3-1-1 service code to provide non-emergency access to entities that provide police and fire protection within the geographic boundaries of its proposed service area;

/1/

/1/ Material formerly appeared on Original Sheet 16 in this Section.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

3rd Revised Sheet 4  
Cancels 2nd Revised Sheet 4

**1. BASELINE 3-1-1 SERVICE (cont'd)**

(T)/1/

**C. Terms and Conditions (cont'd)**

6. (cont'd)

- c. verify whether or not the customer also intends to use the 3-1-1 service code to provide non-emergency access to other government services;
- d. verify that the customer has provided notice of its intent to use the 3-1-1 service code throughout its proposed service area to all government entities that could use the 3-1-1 service code within that proposed service area. Such notice must provide those government entities upon whom it is served an opportunity to respond to the notice in a way that effectively preserves their ability to seek to use the 3-1-1 service code, either on their own, or in cooperation with other governmental entities; and
- e. acknowledge the authority of the Public Utilities Commission of Ohio (PUCO) to ultimately decide which governmental entity shall provide 3-1-1 service when, within any particular geographic area of Ohio, there are conflicting or competing requests by two or more governmental entities to use the 3-1-1 service code, to the extent that negotiations between or among the affected governmental entities fail.

/1/

/1/ Material formerly appeared on Original Sheet 17 in this Section.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

3rd Revised Sheet 5  
Cancels 2nd Revised Sheet 5

**1. BASELINE 3-1-1 SERVICE (cont'd)**

(T)/1/

**D. Features**

1. Standard Features

Call Routing

3-1-1 dialed calls can be terminated to a customer defined location or to alternate locations.

Management Reports

Baseline 3-1-1 Management Reports can be accessed via dial-up access. Reports available include the Default Number Report and Summary Report.

2. Optional Features

Day of Year and Time of Day Routing

Allows a Baseline 3-1-1 Service customer to select the location to which calls will be routed based upon the time of day and day of year (specific date) that calls originate.

Day of Week and Time of Day Routing

Allows a Baseline 3-1-1 Service customer to select the location to which calls will be routed based upon the time of day and day of week that calls originate.

/1/

/1/ Material formerly appeared on Original Sheet 18 in this Section.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

3rd Revised Sheet 6  
Cancels 2nd Revised Sheet 6

1. **BASELINE 3-1-1 SERVICE (cont'd)**

(T)/1/

**E. Prices**

1. Service Elements

Description	Nonrecurring Charge	Monthly Payment		
		Term Payment Plans		
		12 Months	36 Months	60 Months
Baseline 3-1-1 Service, per customer, per LATA	\$5,500.00	\$250.00	\$250.00	\$250.00
<b>Routing Table</b>				
<b>Development/Updates</b>				
First 500 records	100.00	-	-	-
Each additional 500 records, or fraction thereof	70.00	-	-	-
<b>Routing Table</b>				
<b>Maintenance Charges</b>				
per Route to Number	-	15.00	15.00	15.00
<b>Distribution/Routing Criteria</b>				
per subscription				
NPA or NPA/NXX	75.00	50.00	35.00	30.00
NPA/NXX with Zip +4	125.00	75.00	75.00	50.00
<b>Additional Routing Options</b>				
Day of Year Time of Day	50.00	25.00	25.00	25.00
Day of Week Time of Day	50.00	25.00	25.00	25.00

/1/

/1/ Material formerly appeared on Original Sheet 19 in this Section.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet 7  
Cancels 1st Revised Sheet 7

**1. BASELINE 3-1-1 SERVICE (cont'd)**

(T)/1/

**E. Prices (cont'd)**

1. Service Elements (cont'd)

Description	Price Per Call		
	Term Payment Plans		
	12 Months	36 Months	60 Months
<b>Query/Routing Charge</b>			
Total 3-1-1 calls, per month, per LATA			
0 - 50,000 calls	\$0.10	\$0.08	\$0.06
50,001 + calls	0.08	0.06	0.05
<b>Additional Minutes of Use</b>			
Per minute, for each minute of use beyond the first twenty (20) minutes of each minute			
	0.04	0.04	0.04

/1/

/1/ Material formerly appeared on Original Sheet 20 in this Section.

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PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet 8  
Cancels 1st Revised Sheet 8  
and Sheets 9 through 50 (N)

**1. BASELINE 3-1-1 SERVICE (cont'd)**

(T)/1/

**E. Prices (cont'd)**

**2. Payment Plans**

• **Term Payment Plans**

Baseline 3-1-1 Service is offered under a Term Payment Plan for periods of 12, 36, and 60 months.

**3. Termination Charges**

In the event that a customer initiates a Service Order request for Baseline 3-1-1 Service, and subsequently cancels the Service Order prior to full operational establishment of service, the customer remains liable for all nonrecurring service establishment charges specified in this Tariff.

Customers that cancel their Baseline 3-1-1 Service before the term expiration date will be billed a termination liability which consists of a lump sum equal to the non-usage sensitive monthly recurring charges specified in this tariff times the number of months remaining on the term period, rounded up to the nearest whole month.

Any cancellation or termination liability lump sum payment will become due and payable in its entirety immediately upon calculation and presentation of the lump sum bill statement.

At the expiration of the term period, subsequent monthly billing will revert to the 12 Month Term Payment Plan monthly prices in effect at that time, as specified in this Tariff until another Term Payment Plan is agreed upon. Termination liability charges are no longer applicable once the term period has expired.

/1/

/1/ Material formerly appeared on Original Sheet 21 in this Section.

Issued: April 1, 2008

Effective: April 1, 2008

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated June 6, 2007,  
Case No. 06-1345-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

# **PART 7 – SECTION 1**

## **EXHIBIT A**



PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

5th Revised Sheet No. 1  
Cancels  
4th Revised Sheet No. 1

**1. CUSTOM CALLING SERVICE FEATURES**

**A. DESCRIPTION**

Custom Calling Service Features are optional telecommunication services offered as additions to regular telephone exchange service.

**B. DEFINITIONS**

**Call Forwarding**

Allows the customer to activate and deactivate a transfer of incoming calls to another dialable telephone number.

(C)

**Call Forwarding/TAS**

Permits a Telephone Answering Service (TAS) subscriber to activate and deactivate a transfer of incoming calls to a TAS telephone number.

**Call Waiting<sup>/1/</sup>**

Provides a tone to alert a customer with a call in progress that a second party is calling them, and allows the customer to answer the incoming call while holding the original connection.

**Speed Calling**

Allows the customer to place local and long distance calls to a preselected group of telephone numbers by dialing abbreviated codes rather than the complete telephone number. Speed Calling is available with an eight- or thirty-code capacity.

**Three-Way Calling**

Allows the customer to add a third party to an established call without operator assistance.

/1/ Denotes Tier 1 Non-core service.

Issued: August 1, 2003

Effective: August 1, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

4th Revised Sheet No. 2  
Cancels  
3rd Revised Sheet No. 2

**1. CUSTOM CALLING SERVICE FEATURES (cont'd)**

**C. TERMS AND CONDITIONS**

Custom Calling Service Features are offered only where facilities are available and properly provisioned.

Service Charges are not applicable when Custom or Advanced Custom Calling features are added to existing service if installed within 60 days of the date on which these features are initially offered from the serving central office.

Custom Calling Service Features will be provided in connection with all grades, types and classes of service, except for Coin or DID services and as indicated below for specific Custom Calling Service Features.

**Call Forwarding**

The Call Forwarding feature is not provided in connection with OUTWATS or INWATS services.

The quality of transmission of forwarded calls may vary depending on the distance and the routing necessary for the completion of a call. Therefore, the normal grade end-to-end transmission is not guaranteed on any forwarded calls.

If calls are transferred to a number served by the same or different central office switch, up to 5 calls will be transferred simultaneously provided there are sufficient facilities to accept the calls. (C)

Call Forwarding/TAS is available only to TAS subscribers and must be ordered for installation on the TAS subscriber's exchange line by a TAS.

Issued: August 1, 2003

Effective: August 1, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

2nd Revised Sheet No. 3  
Cancels  
1st Revised Sheet No. 3

**1. CUSTOM CALLING SERVICE FEATURES (cont'd)**

**C. TERMS AND CONDITIONS (cont'd)**

**Call Waiting**<sup>/1/</sup>

The Call Waiting feature is not provided in connection with OUTWATS.

(C)

**Speed Calling**

The Speed Calling feature is not provided in connection with INWATS.

(N)

(N)

**Three-Way Calling**

The Three-Way Calling feature is not provided in connection with INWATS.

The quality of transmission on three-way calls may vary depending on the distance and the routing necessary to complete the calls. Therefore, the normal grade end-to-end transmission is not guaranteed on any three-way call.

/1/ denotes Tier 1 Non-core service.

Issued: January 9, 2003

Effective: January 9, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

THE OHIO BELL  
TELEPHONE COMPANY

# Ameritech

Tariff

P.U.C.O. NO. 20

PART 7

SECTION 1

PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

3rd Revised Sheet No. 4  
Cancels  
2nd Revised Sheet No. 4

## 1. CUSTOM CALLING SERVICE FEATURES (cont'd)

### D. PRICES

(D)

(D)

#### Pay Per Use

Certain Custom Calling Services are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features are available on a Pay Per Use (per attempt) basis. The customer will be charged for each attempt to activate the service, unless the central offices are not properly equipped.

These features will be available on a Pay Per Use basis only from equipped central offices to residence and non-residence customers. However, these features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

Issued: June 30, 1999

Effective: July 1, 1999

In accordance with Commission Entry in Case No. 93-487-TP-ALT, issued by The Public Utilities Commission of Ohio, June 22, 1999.

By J. F. Woods, President, Cleveland, Ohio

**1. CUSTOM CALLING SERVICE FEATURES (cont'd)**

**D. PRICES (cont'd)**

**1. Service Elements**

Description /Billing Code/	Maximum Monthly Price, per line		
	Residence	Business	
Call Waiting /ESX/			(T)
Non-Competitive Exchanges <sup>/1/</sup>	\$8.30	\$10.00	(N)
Competitive Exchanges <sup>/2/</sup>	-	-	(N)
Call Forwarding /ESM/	-	-	
Call Forwarding /TAS/CFW/	-	-	
Three-Way Calling /ESC/	-	-	
Speed Calling			
8 number capacity /ESL/	-	-	
30 number capacity /ESF/	-	-	

Description	Maximum Per Attempt Rate	
	Residence	Business
Pay Per Use		
Three-Way Calling	-	-

/1/ Denotes Tier 1 Non-core service.

/2/ Denotes Tier 2 pricing flexibility.

(N)

Issued: January 2, 2007

Effective: January 2, 2007

In accordance with an Opinion & Order, issued by the Public Utilities Commission of Ohio, dated 12-20-06, Case No. 06-1013-TP-BLS.

By Connie Browning, President, Cleveland, Ohio

**PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features**

18th Revised Sheet 5-P  
Cancels 17th Revised Sheet 5-P

**PRICING LIST**

**1. Custom Calling Service Features (cont'd)**

**D. Prices**

**1. Service Elements**

Description /Billing Code/	Monthly Price, per line	
	Residence	Business
Call Waiting <sup>/1/</sup> /ESX/		
Non-Competitive Exchanges <sup>/1/</sup>	\$5.44	\$6.50
Competitive Exchanges <sup>/2/</sup>	5.44	6.50
Call Forwarding /ESM/	5.99	7.50
Call Forwarding /TAS/CFW/	5.99	6.50
Three-Way Calling /ESC/	5.99	6.50
Speed Calling		
8 number capacity /ESL/	6.00	6.50(I)
30 number capacity /ESF/	6.00	7.00
Description /Billing Code/	Per Attempt Rate	
	Residence	Business
Pay Per Use		
Three-Way Calling	\$1.99	\$1.99

/1/ Denotes Tier 1 Non-core service.

/2/ Denotes Tier 2 service.

(C)

Issued: December 28, 2007

Effective: January 1, 2008

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated March 7, 2006,  
Case No. 05-1305-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17872

# **PART 7 – SECTION 1**

## **EXHIBIT B**

PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

Original Sheet A

Material formerly located on sheets 1 through 5 now also located in the AT&T Ohio Guidebook, Part 7, (N)  
Section 1, for non-residential tier 2 services. (N)

Issued: April 1, 2008

Effective: April 1, 2008

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated June 6, 2007,  
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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005



PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

6th Revised Sheet 1  
Cancels 5th Revised Sheet 1

**1. CUSTOM CALLING SERVICE FEATURES**

**A. Description**

Residential Tier 1 and Tier 2 Custom Calling Service Features and non-residential Tier 1 Custom Calling Service Features are optional telecommunication services offered as additions to regular telephone exchange service. (C) (C)

**B. Definitions**

Call Forwarding

Allows the customer to activate and deactivate a transfer of incoming calls to another dialable telephone number.

Call Forwarding/TAS

Permits a Telephone Answering Service (TAS) subscriber to activate and deactivate a transfer of incoming calls to a TAS telephone number.

Call Waiting<sup>/1/</sup>

Provides a tone to alert a customer with a call in progress that a second party is calling them, and allows the customer to answer the incoming call while holding the original connection.

Speed Calling

Allows the customer to place local and long distance calls to a preselected group of telephone numbers by dialing abbreviated codes rather than the complete telephone number. Speed Calling is available with an eight- or thirty-code capacity.

Three-Way Calling

Allows the customer to add a third party to an established call without operator assistance.

/1/ Denotes Tier 1 Non-core service in non-competitive exchanges and a Tier 2 service in competitive exchanges. (C) (C)

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Case No. 06-1345-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

3rd Revised Sheet 3  
Cancels 2nd Revised Sheet 3

**1. CUSTOM CALLING SERVICE FEATURES (cont'd)**

**C. Terms and Conditions (cont'd)**

Call Waiting<sup>/1/</sup>

The Call Waiting feature is not provided in connection with OUTWATS.

Speed Calling

The Speed Calling feature is not provided in connection with INWATS.

Three-Way Calling

The Three-Way Calling feature is not provided in connection with INWATS.

The quality of transmission on three-way calls may vary depending on the distance and the routing necessary to complete the calls. Therefore, the normal grade end-to-end transmission is not guaranteed on any three-way call.

<sup>/1/</sup> Denotes Tier 1 Non-core service in non-competitive exchanges and a Tier 2 service in competitive exchanges. (C)  
(C)

PART 7 - Central Office Optional Features  
SECTION 1 - Custom Calling Features

4th Revised Sheet 5  
Cancels 3rd Revised Sheet 5

**1. CUSTOM CALLING SERVICE FEATURES (cont'd)**

**D. Prices (cont'd)**

1. Service Elements

Description /Billing Code/	Maximum Monthly Price, per line	
	Residence	Business
Call Waiting /ESX/ Non-Competitive Exchanges <sup>/1/</sup>	\$8.30	\$10.00

(D)

Description /Billing Code/	Maximum Monthly Price, per line
	Residence
Call Waiting /ESX/ Competitive Exchanges <sup>/2/</sup>	-
Call Forwarding /ESM/	-
Call Forwarding /TAS/CFW/	-
Three-Way Calling /ESC/	-
Speed Calling	-
8 number capacity /ESL/	-
30 number capacity /ESF/	-

(T)

Description	Maximum Per Attempt Rate
	Residence
Pay Per Use	-
Three-Way Calling	-

(T)

/1/ Denotes Tier 1 Non-core service.

/2/ Denotes Tier 2 service.

(T)

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

**PART 7 - Central Office Optional Features**  
**SECTION 1 - Custom Calling Features**

20th Revised Sheet 5-P  
Cancels 19th Revised Sheet 5-P

**PRICING LIST**

**1. Custom Calling Service Features (cont'd)**

**D. Prices**

**1. Service Elements**

Description /Billing Code/	Monthly Price, per line	
	Residence	Business
Call Waiting /ESX/		
Non-Competitive Exchanges <sup>/1/</sup>	\$5.98	\$6.50
Competitive Exchanges <sup>/2/</sup>	5.98	<sup>/3/</sup>
		(C)
Description /Billing Code/	Monthly Price, per line	
	Residence	
Call Forwarding /ESM/	\$5.99	
Call Forwarding /TAS/CFW/	5.99	
Three-Way Calling /ESC/	5.99	
Speed Calling		
8 number capacity /ESL/	6.00	
30 number capacity /ESF/	6.00	
Description	Per Attempt Rate	
	Residence	
Pay Per Use		
Three-Way Calling	\$1.99	
		(T)

/1/ Denotes Tier 1 Non-core service.

/2/ Denotes Tier 2 service.

/3/ See AT&T Ohio Guidebook, Part 7, Section 1.

(N)

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Effective: April 1, 2008

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated June 6, 2007,  
Case No. 06-1345-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

## PART 7 – SECTION 2

### EXHIBIT A

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

3rd Revised Sheet 1  
Cancels 2nd Revised Sheet 1

**1. ADVANCED CUSTOM CALLING SERVICE**

**A. General**

1. Advanced Custom Calling Service as provided for in this Section is a telecommunications service that consists of one or more of the optional service features described in B. following.
2. Advanced Custom Calling Service is available to customers subscribing to residence and non-residence exchange services.
3. The service is offered from central offices where the Company has arranged the equipment for Advanced Custom Calling and is furnished subject to the availability of facilities. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, an appropriately equipped central office. (T)
4. Service Charges are not applicable when Custom or Advanced Custom Calling features are added to existing service if installed within 60 days of the date on which these features are initially offered from the serving central office.

Issued: December 19, 2007

Effective: December 19, 2007

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003,  
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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17839

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

2nd Revised Sheet No. 1.1  
Cancels  
1st Revised Sheet No. 1.1

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**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**B. Feature Description**

**1. Repeat Dialing**

This feature will enable a customer to reach a called party whose number is busy without having to continually redial the telephone number. The busy number will automatically be dialed, for a thirty (30) minute period, until it becomes available. The caller can make and receive calls during the 30-minute period that the busy number is being dialed. The caller will receive a special ring back when both numbers are freed for use. The feature can also be used to recall a called party after the conversation has been terminated.

**2. Calling Party Number Blocking**

Calling Party Number Blocking provides telephone customers with the capability to prevent the disclosure of the calling telephone number on calls made to an exchange service equipped with Caller ID and other Advanced Custom Calling services where the calling party number may be disclosed. Calling Party Number Blocking is available on a per call basis for residence and non-residence customers. Calling Party Number Blocking is available on a per service basis for residence and non-residence customers. (C)

Per call Calling Party Number Blocking is accomplished by the customer dialing an activation code (\*67 for Touch-Tone and 1167 for rotary dial pulse) prior to placing each call for which blocking is desired. Per call blocking is automatically provided without charge to all customers in central offices equipped to offer Caller ID or other Advanced Custom Calling Services where calling party number may be disclosed.

Calling Party Number blocking, (per-call or per-line) automatically prevents the display of the calling telephone number on calls dialed from an exchange service equipped with this option, except for calls made to 911 or to a party that subscribes to an ANI or charge number based service and the call if paid for by the called party.

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By Connie Browning, President, Cleveland, Ohio

**PART 7 - Central Office Optional Features**  
**SECTION 2 - Advanced Custom Calling Features**

**3rd Revised Sheet 2**  
**Cancels 2nd Revised Sheet 2**

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**B. Feature Description (cont'd)**

**2. Calling Party Number Blocking (cont'd)**

Per Line Calling Party Number Blocking automatically prevents the display of the calling telephone number on all calls dialed from an exchange service equipped with this option. It is not necessary to dial an activation code prior to placing the call. After being informed of their blocking options by the Company, customers may subscribe to Per Line Blocking at the rates set forth in Paragraph 1.C.1. following. (T)

No business, organization or other person may use Calling Party Number Blocking where the primary purpose is to make telephone solicitation calls. The term "telephone solicitation" means the initiation of a telephone message primarily for the purpose of encouraging a person to purchase, rent, or invest in property, goods, or services or to donate to any charity or similar organization or entity without that person's prior express invitation or permission.

Blocked Calling Party Number Identification will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements. (T)

**3. Caller ID**

Caller ID allows a customer to identify the telephone number from which a call is being made. The telephone number of the person initiating the call is displayed on a customer-provided display device. The customer-provided display device must conform with the Technical References. These technical reference documents may be obtained from:

APEX Support Team  
1-(734)-523-7348

(C)  
(C)

Caller ID is offered in appropriately equipped central offices.

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17839



**PART 7 - Central Office Optional Features**  
**SECTION 2 - Advanced Custom Calling Features**

4th Revised Sheet 2.1  
Cancels 3rd Revised Sheet 2.1

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**B. Feature Description (cont'd)**

**4. Caller ID With Name**

Caller ID with Name works along with Caller ID and provides for the display of an incoming telephone number and listed name associated with that telephone number, on a customer-provided display device attached to the customer's (called party's) line or set. The customer-provided display device used to interface with Caller ID and Caller ID with Name must conform with the Technical Reference Specifications as used by the Company.

The technical reference documents are available from:

APEX Support Team  
1-(734)-523-7348

(C)  
(C)

Unless Calling Party Number Blocking is activated, the telephone numbers and names associated with all calls originating from appropriately equipped switches will be displayed. Caller ID with Name may not be delivered when the calling party's name information is stored in a third party database.

Caller ID with Name is offered in appropriately equipped central offices and is available with individual non-residence and residence lines.

**5. Call Waiting ID**

Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Call Waiting ID service will allow for 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:

- a. Customer must also subscribe to Call Waiting and Caller ID with Name.
- b. Service Terms and Conditions for both Custom Calling Services and Advanced Custom Calling Services will apply.
- c. 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.
- d. Available only where central office facilities permit.

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By Connie Browning, President, Cleveland, Ohio

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

3rd Revised Sheet No. 3  
Cancels  
2nd Revised Sheet No. 3

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**B. Feature Description (cont'd)**

**6. Automatic Callback**

(T)

Automatically returns the last incoming call whether or not it was answered. To activate Automatic Callback, the customer dials a code. The network will then either attempt a callback, or in offices so equipped, the customer will hear an announcement of the telephone number of the last party that called. If the customer wishes to return the call immediately, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes.

If the caller uses per call or per line blocking, a called party who activates Automatic Callback will not receive the voiceback of the calling party's telephone number information but will be able to return the call. Additionally, where mandated, customers who activate call blocking on a per call or per line basis will be able to block the automatic return of calls that originate in the Youngstown Local Access Transport Area (LATA). The called party will not be charged for blocked calls.

This feature cannot be dialed from all telephone numbers.

Automatic Callback will be provided where facilities permit.

**7. Call Trace**

(T)

This feature will, upon successful customer activation, automatically trace the telephone number used for the last call received by the customer. The customer must dial a Company-designated code, and activation must occur prior to the time that either another call or the call waiting tone is received by the customer. A recording will indicate if the trace was successful or not. Within five business days after the successful activation of Call Trace, the customer must contact the Company to arrange for the continued retention of the trace record. The traced number will not be provided to the customer by the Company, but it will be provided to law enforcement officials. The practices of law enforcement officials vary, and the Company does not represent that any action will be taken by such officials with regard to the traced number. Call Trace will be available where facilities permit.

Issued: February 7, 2005

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By Connie Browning, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

1st Revised Sheet No. 3.1  
Cancels  
Original Sheet No. 3.1

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**1. ADVANCED CUSTOM CALLING SERVICE (Cont'd)**

**B. Feature Description (Cont'd)**

**8. Call Screening**

(T)

This feature provides the customer with the ability to prevent repeated calls from an unwanted caller whose number may or may not be known. The customer receiving the call needs only to hang up and immediately dial the Call Screening access code which will deny the caller the ability to ring the customer's telephone. In addition, the customer has the ability to create a list of telephone numbers from which the customer may not wish to receive calls. Calls from these telephone numbers will be sent an appropriate announcement indicating that the call cannot be completed because the customer has activated Call Screening.

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Issued: February 7, 2005

Effective: February 7, 2005

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**B. Feature Description (cont'd)**

**8. Call Screening (cont'd)**

Call Screening is available to Company subscribers where facilities permit. (T)

Note: Calling Party Number Blocking will provide the calling party with the capability of preventing disclosure of telephone number from which the call is made when the called party has the Call Screening service in place. Details of Calling Party Number Blocking have been filed and will be effective in this Section of this Part on April 1, 1993.

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Issued: December 14, 2007

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TFA No. OH-07-17821

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

5th Revised Sheet No. 5  
Cancels  
4th Revised Sheet No. 5

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**C. RATES**

1. The following monthly rates apply per exchange service:

Description		Maximum Monthly Rate		
		Non-Residence	Residence	
Repeat Dialing	NSS	-	-	
Caller ID				
Non-Competitive Exchanges <sup>/1/</sup>	NSD	\$7.00	\$6.00	(N)
Competitive Exchanges	NSD	7.50	6.50	(N)
Caller ID with Name	NMP	-	-	(T)
Automatic Callback	NSQ	-	-	
Call Screening	NSY	-	-	
Call Waiting ID	NWT	-	-	
Call Trace, per successful Activation				
Non-Competitive Exchanges <sup>/2/</sup>		7.00	7.00	(N)
Competitive Exchanges <sup>/3/</sup>		-	-	(N)

/1/ Denotes Tier 1 Core service.

/2/ Denotes Tier 1 Non-core service.

/3/ Denotes Tier 2 pricing flexibility.

(N)

Issued: January 2, 2007

Effective: January 2, 2007

In accordance with an Opinion & Order, issued by the Public Utilities  
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By Connie Browning, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 2 - Advance Custom Calling Features

18th Revised Sheet 5-P  
Cancels 17th Revised Sheet 5-P

**PRICING LIST**

**1. Advance Custom Calling Service (cont'd)**

**C. Rates (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Monthly Price	
		Residence	Non Residence
Repeat Dialing /NSS/	-	\$5.99	\$6.50
Caller ID w/Name /NMP/	-	3.95	7.00 (I)
Automatic Callback /NSQ/	-	5.99	6.00
Call Screening /NSY/	-	5.99	6.00
Call Waiting ID /NWT/	-	1.99 <sup>/3/</sup>	2.00
Call Trace, per successful activation			
Non-Competitive Exchanges <sup>/1/</sup>	-	4.99	5.00
Competitive Exchanges <sup>/2/</sup>	-	4.99	5.00

/1/ Denotes Tier 1 Non-Core service.

/2/ Denotes Tier 2 service.

/3/ This charge will not apply to residence customers who subscribe to Call Waiting ID as defined above in Paragraph 1.B.5., and also have the uSelect<sup>SM</sup>3, 2-Line uSelect<sup>SM</sup>3, uSelect<sup>SM</sup>6, 2-Line uSelect<sup>SM</sup>6 or The WORKS package established on the same line.

(C)

Issued: December 28, 2007

Effective: January 1, 2008

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated March 7, 2008,  
Case No. 05-1305-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17872

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

9th Revised Sheet 8  
Cancels 8th Revised Sheet 6  
and 1st Revised Sheet 6.1 (N)

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**C. Rates (cont'd)**

1. The following monthly rates apply per exchange service: (cont'd)

Per Line Calling Party Number Blocking Sales and Charges/1/

The following rates and charges are in addition to all other applicable rates and charges for the associated facilities and service:

Description	Nonrecurring Charge		Monthly Price			
	Current	Maximum	Residence		Non-Residence	
			Current	Maximum	Current	Maximum
Per Exchange Service Equipped <sup>/2/3/4/</sup>						
Non-Competitive Exchanges <sup>/1/</sup>	\$9.30	\$18.60	\$ .50	\$1.00	\$1.00	\$2.00
Competitive Exchanges <sup>/5/</sup>	9.30	-	.50	-	1.00	-

/1/ Denotes Tier 1 Non-core service.

/2/ A credit equal to the rate set forth in Part 12, Section 1 of this Tariff applies to the Per Line Calling Party Number Blocking rate for private and semi-private listing customers.

/3/ The monthly rate for Blocking will not exceed the monthly rate for private listing service.

/4/ Per Line Calling Party Number Blocking will be provided at no charge to qualified social service agencies, law enforcement organizations, and their certified employees, and volunteers. Per Line Calling Party Number Blocking will be provided at no charge to customer-owned coin operated telephone (COCOT) customers.

/5/ Denotes Tier 2 pricing flexibility.

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17821

**PART 7 - Central Office Optional Features**  
**SECTION 2 - Advanced Custom Calling Features**

6th Revised Sheet 7  
Cancels 5th Revised Sheet 7  
and 2nd Revised Sheet 7-P (N)

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**D. Pay Per Use**

1. Certain Advanced Custom Calling Services (described in B. preceding), are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features, as specified in 2.a. and 2.b. following, are available on a Pay Per Use (per attempt) basis. An Automatic Callback activation is considered complete and billable after the feature is activated by dialing the first code, regardless of whether or not the call is returned, except in those cases where the calling number is not available from the network.

These features will be available on a Pay Per Use basis only from equipped central offices to residence and non-residence customers. However, these features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

**2. Rates**

The following feature rates apply on a per attempt basis:

Description	Per Attempt Rate	
	Residence	Non-Residence
a. Repeating Dialing	\$ .75	\$ .75
b. Automatic Callback	1.99	1.99

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TFA No. OH-07-17821



**2. PRIVACY MANAGER®**

(T)

**A. DESCRIPTION**

Privacy Manager - This feature is available to residential and business customers and intercepts calls that are marked "private", "out of area", or "unavailable" on Caller ID units. When unidentified callers dial the subscriber's number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to state their name or the company they represent and the service will then attempt to connect the call. Only if the caller states their name will the call be connected.

(C)

The subscriber's Caller ID CPE will display the platform number and the name of the service. When the subscriber picks up the phone, they will receive a recording identifying the caller by name and will have three options: Press 1 to accept the call, Press 2 to deny the call or Press 3 to play the sales call refusal to the caller.

If the subscriber dials 2, the caller will continue to hear the recording as if the party they are calling were not at home. Forwarding on don't answer will not take place in this scenario as the call has been rejected. If the subscriber dials 3, the calling party will hear a recording stating that the called party does not accept phone solicitations and to please place this person's name and number on a "do not call" list.

If the subscriber has an answering machine or network Voice Mail which intercepts the call, the Privacy Manager feature will identify that the call has been answered and connect the caller to the answering system. The service will identify the call as being answered by an answering system and immediately connect the caller.

(C)

The subscriber can override the Privacy Manager platform through the use of a personal identification number which is changeable through a VRU. The subscriber would establish this PIN in the event they receive frequent calls from friends and family that register as "unknown", "private" or "unavailable", i.e., cellular phones, payphones, and some long distance calls. The subscriber would then provide the PIN to those callers who would invoke the PIN upon being intercepted by the platform which would enable the caller to bypass the Privacy Manager platform and the call would be directly connected. The subscriber would hear a distinctive ring and upon answering the call would not hear any of the Privacy Manager messages or prompts.

Issued: April 25, 2003

Effective: April 25, 2003

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By Connie Browning, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 2 - Advance Custom Calling Features

19th Revised Sheet 9  
Cancels 18th Revised Sheet 9

**2. PRIVACY MANAGER® (cont'd)**

**B. Definitions**

This service will be available when facilities permit. Subscribers need to have Caller ID with Name as well as Touch Tone service to subscribe to the Privacy Manager. This service will be provisioned on a line by line basis and customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

**C. Prices**

1. Service Elements

<u>Description /Billing Code/</u>	<u>Recurring Charge</u>
Privacy Manager – Residence /WHO/	\$6.99
Privacy Manager – Business /WHO/	7.50(l)

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

Original Sheet A

Material formerly located on sheets 1 through 9 now also located in the AT&T Ohio Guidebook, Part 7, (N)  
Section 2, for non-residential tier 2 services. (N)

Issued: April 1, 2008

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

4th Revised Sheet 1  
Cancels 3rd Revised Sheet 1

**1. ADVANCED CUSTOM CALLING SERVICE**

**A. General**

1. Residential Tier 1 and Tier 2, and non-residential Tier 1 Advanced Custom Calling Service as provided for in this Section is a telecommunications service that consists of one or more of the optional service features described in B. following. (C)
2. Advanced Custom Calling Service is available to customers subscribing to residence and non-residence exchange services.
3. The service is offered from central offices where the Company has arranged the equipment for Advanced Custom Calling and is furnished subject to the availability of facilities. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, an appropriately equipped central office.
4. Service Charges are not applicable when Custom or Advanced Custom Calling features are added to existing service if installed within 60 days of the date on which these features are initially offered from the serving central office.

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

4th Revised Sheet 2  
Cancels 3rd Revised Sheet 2

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**B. Feature Description (cont'd)**

**2. Calling Party Number Blocking (cont'd)**

Per Line<sup>/1/</sup> Calling Party Number Blocking automatically prevents the display of the calling telephone number on all calls dialed from an exchange service equipped with this option. It is not necessary to dial an activation code prior to placing the call. After being informed of their blocking options by the Company, customers may subscribe to Per Line Blocking at the rates set forth in Paragraph 1.C.1. following. (T)

No business, organization or other person may use Calling Party Number Blocking where the primary purpose is to make telephone solicitation calls. The term "telephone solicitation" means the initiation of a telephone message primarily for the purpose of encouraging a person to purchase, rent, or invest in property, goods, or services or to donate to any charity or similar organization or entity without that person's prior express invitation or permission.

Blocked Calling Party Number Identification will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

**3. Caller ID<sup>/2/</sup>** (T)

Caller ID allows a customer to identify the telephone number from which a call is being made. The telephone number of the person initiating the call is displayed on a customer-provided display device. The customer-provided display device must conform with the Technical References. These technical reference documents may be obtained from:

APEX Support Team  
1-(734)-523-7348

Caller ID is offered in appropriately equipped central offices.

/1/ Denotes Tier 1 Non-core service in non-competitive exchanges and a Tier 2 service in competitive exchanges. (N)

/2/ Denotes Tier 1 Core service in all exchanges. (N)

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

4th Revised Sheet 3  
Cancels 3rd Revised Sheet 3

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**B. Feature Description (cont'd)**

**6. Automatic Callback**

Automatically returns the last incoming call whether or not it was answered. To activate Automatic Callback, the customer dials a code. The network will then either attempt a callback, or in offices so equipped, the customer will hear an announcement of the telephone number of the last party that called. If the customer wishes to return the call immediately, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes.

If the caller uses per call or per line blocking, a called party who activates Automatic Callback will not receive the voiceback of the calling party's telephone number information but will be able to return the call. Additionally, where mandated, customers who activate call blocking on a per call or per line basis will be able to block the automatic return of calls that originate in the Youngstown Local Access Transport Area (LATA). The called party will not be charged for blocked calls.

This feature cannot be dialed from all telephone numbers.

Automatic Callback will be provided where facilities permit.

**7. Call Trace<sup>/1/</sup>**

(T)

This feature will, upon successful customer activation, automatically trace the telephone number used for the last call received by the customer. The customer must dial a Company-designated code, and activation must occur prior to the time that either another call or the call waiting tone is received by the customer. A recording will indicate if the trace was successful or not. Within five business days after the successful activation of Call Trace, the customer must contact the Company to arrange for the continued retention of the trace record. The traced number will not be provided to the customer by the Company, but it will be provided to law enforcement officials. The practices of law enforcement officials vary, and the Company does not represent that any action will be taken by such officials with regard to the traced number. Call Trace will be available where facilities permit.

<sup>/1/</sup> Denotes Tier 1 Non-core service in non-competitive exchanges and a Tier 2 service in competitive exchanges. (N)  
(N)

PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

6th Revised Sheet 5  
Cancels 5th Revised Sheet 5

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**C. Rates**

1. The following monthly rates apply per exchange service:

Description	USOC	Maximum Monthly Rate		(C)
		Non-Residence	Residence	
Caller ID <sup>11</sup>				
Non-Competitive Exchanges	NSD	\$7.00	\$6.00	
Competitive Exchanges	NSD	7.50	6.50	
Call Trace, per successful Activation				
Non-Competitive Exchanges <sup>12</sup>		7.00	7.00	
Description	USOC	Maximum Monthly Rate		(C)
		Residence		
Repeat Dialing	NSS		-	
Caller ID with Name	NMP		-	
Automatic Callback	NSQ		-	
Call Screening	NSY		-	
Call Waiting ID	NWT		-	
Call Trace, per successful Activation				
Competitive Exchanges <sup>13</sup>			-	

/1/ Denotes Tier 1 Core service.

/2/ Denotes Tier 1 Non-core service.

/3/ Denotes Tier 2 service.

(T)

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

19th Revised Sheet 5-P  
Cancels 18th Revised Sheet 5-P

**PRICING LIST**

**1. Advance Custom Calling Service (cont'd)**

C. Rates (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Price	
		Residence	Non Residence
Call Trace, per successful activation			
Non-Competitive Exchanges <sup>/1/</sup>	-	\$4.99	\$5.00
Competitive Exchanges <sup>/2/</sup>	-	4.99	<sup>/4/</sup>
			(T)
Description /Billing Code/	Nonrecurring Charge	Monthly Price	
		Residence	
Repeat Dialing /NSS/	-	\$5.99	
Caller ID w/Name /NMP/	-	3.95	
Automatic Callback /NSQ/	-	5.99	
Call Screening /NSY/	-	5.99	
Call Waiting ID /NWT/	-	1.99 <sup>/3/</sup>	(C)

/1/ Denotes Tier 1 Non-Core service.

/2/ Denotes Tier 2 service.

/3/ This charge will not apply to residence customers who subscribe to Call Waiting ID as defined above in Paragraph 1.B.5., and also have the uSelect<sup>SM</sup>3, 2-Line uSelect<sup>SM</sup>3, uSelect<sup>SM</sup>6, 2-Line uSelect<sup>SM</sup>6 or The WORKS package established on the same line.

/4/ See AT&T Ohio Guidebook, Part 7, Section 2.

(N)

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

10th Revised Sheet 6  
Cancels 9th Revised Sheet 6

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**C. Rates (cont'd)**

1. The following monthly rates apply per exchange service: (cont'd)

Per Line Calling Party Number Blocking Charges

(T)

The following rates and charges are in addition to all other applicable rates and charges for the associated facilities and service:

Description	Nonrecurring Charge		Monthly Price			
	Current	Maximum	Residence		Non-Residence	
			Current	Maximum	Current	Maximum
Per Exchange Service Equipped <sup>/2//3//4/</sup>						
Non-Competitive Exchanges <sup>/1/</sup>	\$9.30	\$18.60	\$ .50	\$1.00	\$1.00	\$2.00
Competitive Exchanges <sup>/5/</sup>	9.30	-	.50	-	<sup>/6/</sup>	-

(C)

/1/ Denotes Tier 1 Non-core service.

/2/ A credit equal to the rate set forth in Part 12, Section 1 of this Tariff applies to the Per Line Calling Party Number Blocking rate for private and semi-private listing customers.

/3/ The monthly rate for Blocking will not exceed the monthly rate for private listing service.

/4/ Per Line Calling Party Number Blocking will be provided at no charge to qualified social service agencies, law enforcement organizations, and their certified employees, and volunteers. Per Line Calling Party Number Blocking will be provided at no charge to customer-owned coin operated telephone (COCOT) customers.

/5/ Denotes Tier 2 Service.

/6/ See AT&T Ohio Guidebook, Part 7, Section 2.

(T)

(N)

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

7th Revised Sheet 7  
Cancels 6th Revised Sheet 7  
and 2nd Revised Sheet 7-P (N)

**1. ADVANCED CUSTOM CALLING SERVICE (cont'd)**

**D. Pay Per Use**

1. Certain Advanced Custom Calling Services (described in B. preceding), are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features, as specified in 2.a. and 2.b. following, are available on a Pay Per Use (per attempt) basis. An Automatic Callback activation is considered complete and billable after the feature is activated by dialing the first code, regardless of whether or not the call is returned, except in those cases where the calling number is not available from the network.

These features will be available on a Pay Per Use basis only from equipped central offices to residence and non-residence customers. However, these features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

**2. Rates**

The following feature rates apply on a per attempt basis:

Description	Per Attempt Rate		
	Residence	Non-Residence	
a. Repeating Dialing	\$ .75	//	(C)
b. Automatic Callback	1.99	//	(C)

// See AT&T Ohio Guidebook, Part 7, Section 2.

(N)

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

6th Revised Sheet 8  
Cancels 5th Revised Sheet 8

**2. PRIVACY MANAGER®**

**A. Description**

Privacy Manager – This feature is available to residential customers and intercepts calls that are marked "private", "out of area", or "unavailable" on Caller ID units. When unidentified callers dial the subscriber's number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to state their name or the company they represent and the service will then attempt to connect the call. Only if the caller states their name will the call be connected. (C)

The subscriber's Caller ID CPE will display the platform number and the name of the service. When the subscriber picks up the phone, they will receive a recording identifying the caller by name and will have three options: Press 1 to accept the call, Press 2 to deny the call or Press 3 to play the sales call refusal to the caller.

If the subscriber dials 2, the caller will continue to hear the recording as if the party they are calling were not at home. Forwarding on don't answer will not take place in this scenario as the call has been rejected. If the subscriber dials 3, the calling party will hear a recording stating that the called party does not accept phone solicitations and to please place this person's name and number on a "do not call" list.

If the subscriber has an answering machine or network Voice Mail which intercepts the call, the Privacy Manager feature will identify that the call has been answered and connect the caller to the answering system. The service will identify the call as being answered by an answering system and immediately connect the caller.

The subscriber can override the Privacy Manager platform through the use of a personal identification number which is changeable through a VRU. The subscriber would establish this PIN in the event they receive frequent calls from friends and family that register as "unknown", "private" or "unavailable", i.e., cellular phones, payphones, and some long distance calls. The subscriber would then provide the PIN to those callers who would invoke the PIN upon being intercepted by the platform which would enable the caller to bypass the Privacy Manager platform and the call would be directly connected. The subscriber would hear a distinctive ring and upon answering the call would not hear any of the Privacy Manager messages or prompts.

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PART 7 - Central Office Optional Features  
SECTION 2 - Advanced Custom Calling Features

20th Revised Sheet 9  
Cancels 19th Revised Sheet 9

**2. PRIVACY MANAGER® (cont'd)**

**B. Definitions**

This service will be available when facilities permit. Subscribers need to have Caller ID with Name as well as Touch Tone service to subscribe to the Privacy Manager. This service will be provisioned on a line by line basis and customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

**C. Prices**

1. Service Elements

<u>Description /Billing Code/</u>	<u>Recurring Charge</u>
Privacy Manager – Residence /WHO/	\$6.99

(D)

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## **PART 7 – SECTION 2**

### **EXHIBIT B**

# PART 7 – SECTION 3

## EXHIBIT A

**PART 7 - Central Office Optional Features**  
**SECTION 3 - Complementary Network Services (CNS)**

**2nd Revised Sheet 1**  
**Cancels 1st Revised Sheet 1**

**1. MULTI-RING SERVICE**

**A. General**

Multi-Ring Service will be provided only in Company central offices where facilities permit. (T)

Multi-Ring Service will enable a customer to have as many as three telephone numbers associated with a single exchange service. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third exchange service. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting as defined in Section 1 of this Part 7.

**B. Regulations**

Multi-Ring Service is available to customers with simple residence and non-residence exchange service, except as noted below:

Multi-Ring Service is not available with the following: Multi line Hunt Groups, Remote Call Forwarding Service, and Customer Owned Coin Operated Telephone Service (COCOT).

Multi-Ring Service may not be compatible with all types of customer-provided telephone equipment. Some types of customer-provided equipment may not be able to reproduce the distinctive ringing patterns that are sent out from the central office.

Customers subscribing to Multi-Ring Service may subscribe to all Custom Calling Service features available to them. However, regardless of the quantity of telephone numbers associated with a single access line, it can only have one set of Custom Calling features chargeable per access line which are applicable to all the telephone numbers.

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PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services  
(CNS)

Original Sheet No. 1.1

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**1. MULTI-RING SERVICE (Cont'd)**

**B. Regulations (Cont'd)**

A call directed to an off-hook line equipped with Multi-Ring Service will receive busy treatment regardless of which telephone number associated with the access line is dialed.

One distinctive ringing pattern is always associated with the first additional multi-ring number. A different ringing pattern is always associated with the second additional multi-ring number.

Each customer will be entitled to one directory listing with each Multi-Ring number. Listings are subject to regulations specified in Part 12, Section 1 of this tariff. Additional listings will also be provided under the terms and conditions described in Part 12, Section 1.

/1/

/1/

/1/ Material formerly appeared on Original Sheet 1 of this Section.

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PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

7th Revised Sheet 2  
Cancels 6th Revised Sheet 2  
and 2nd Revised Sheet 2-P (N)

**1. MULTI-RING SERVICE (cont'd)**

**B. Regulations (cont'd)**

Multi-Ring Service can only be provided on exchange services originating from the same central office switching machine.

Multi-Ring Service customers subscribing to Call Forwarding, as defined in Part 7, Section 1 of this Tariff, must choose one of the following options when both Multi-Ring Service and the Call Forwarding feature are combined:

1. Calls to all telephone numbers associated with the service will be forwarded to a single number when Call Forwarding Service is activated.
2. Calls to the main telephone number only will be forwarded when Call Forwarding Service is activated. Calls to the additional Multi-Ring numbers will continue to ring and may be answered at the customer's premises.

**C. Rates and Charges**

The following charges are for Multi-Ring Service only and are in addition to applicable rates and charges for service and equipment with which this service is provided. In addition to a customer's exchange service telephone number, a customer may subscribe to one or two Multi Ring telephone numbers, at the following rates:

Description /Billing Code/	Residence Monthly Rate	Non-Residence Monthly Rate
1. Multi-Ring 1st Number /DRS1X/	\$4.99	\$5.50
2. Multi-Ring 2nd Number /DRS2X/	2.00	5.00

On residence service, when any combination of the following Custom Calling and/or Advanced Custom Calling Service features (Call Forwarding, Three-Way Calling, Speed Calling 8, Speed Calling 30, Call Waiting, Repeat Dialing, Automatic Callback, Call Screening) and/or Multi-Ring Service (Multi-Ring 1st Number only) are provided on the same service, a \$2.00 reduction in the monthly rate will apply for each such additional feature. However, when Call Waiting and any number of other such features are provided on the same service, the reduction in the monthly rate does not apply to Call Waiting, but will apply to the above listed features. Also, when one or more of these features and Caller ID are provided on the same service, a \$.50 reduction in the monthly rate for Caller ID will apply.

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PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

4th Revised Sheet 3  
Cancels 3rd Revised Sheet 3  
and 2nd Revised Sheet 3-P (N)

**2. MESSAGE WAITING INDICATION**

**2.1 General**

- A. Message Waiting Indication is a feature which allows a visual (i.e., a flashing light) and an audible tone signal (i.e., stutter dial tone) to be activated and deactivated on an exchange access line. Where facilities permit, customers with the appropriate Customer Premise Equipment (CPE) will receive a visual message waiting indication (i.e., a light) in addition to the audible tone signal.
- B. Message Waiting Indication is provided in connection with all grades, types and classes of service. This feature capability is available where facilities and conditions permit.

**2.2 Rates and Charges**

Such monthly rate is in addition to all other applicable rates and charges in Part 3, Section 1 of this Tariff to establish or change miscellaneous service:

Description /Billing Code/	Monthly Rate
Per Service Equipped /MWN/	\$.25

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PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

3rd Revised Sheet 4  
Cancels 2nd Revised Sheet 4  
and 2nd Revised Sheet 4-P (N)

**3. BUSY LINE TRANSFER**

**3.1 General**

- A. Busy Line Transfer is a feature that provides for the automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is busy. An enhancement to Busy Line Transfer allows customers with Busy Line Transfer to forward multiple calls simultaneously.
- B. Busy Line Transfer service is provided in connection with all grades, types and classes of service, except Centrex service. This feature capability is available where facilities and conditions permit.
- C. When the Busy Line Transfer feature is provided on an exchange service with Call Waiting service as outlined in Part 7, Section 1 of this Tariff, Call Waiting service takes precedence unless the Call Waiting cancel feature has been activated.
- D. Where a charge (local or toll) is applicable for a call between the customer's telephone and the telephone to which calls are being transferred, such charge is billed to the customer on every call transferred to and answered at that telephone.
- E. The Company cannot guarantee transmission on calls forwarded outside the local service area. (T)

**3.2 Rates and Charges**

Such monthly rate is in addition to all other applicable rates and charges in Part 3, Section 1 of this Tariff to establish or change miscellaneous service:

Description /Billing Code/	Monthly Rate
Per Service Equipped /EVB/	\$.60

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In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17821

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

3rd Revised Sheet 5  
Cancels 2nd Revised Sheet 5  
and 2nd Revised Sheet 5-P (N)

**4. ALTERNATE ANSWERING**

**4.1 General**

- A. Alternate Answering is a feature that provides for the automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is not answered by a specified number of rings. An enhancement to Alternate Answering allows customers with Alternate Answering to forward multiple calls simultaneously.
- B. Alternate Answering service is provided in connection with all grades, types and classes of service, except Centrex service. This feature capability is available where facilities and conditions permit.
- C. Where a charge (local or toll) is applicable for a call between the customer's telephone and the telephone to which calls are being transferred, such charge is billed to the customer on every call transferred to and answered at that telephone.
- D. The Company cannot guarantee transmission on calls forwarded outside the local service area. (T)

**4.2 Rates and Charges**

Description /Billing Code/	Monthly Rate
Per Service Equipped /EVD/	\$ .60

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PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

3rd Revised Sheet 6  
Cancels 2nd Revised Sheet 6  
and 1st Revised Sheet 6-P (N)

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**5. OPTIONAL FEATURES ON CENTRAL OFFICE OPTIONAL LINE FEATURES**

**5.1 Customer Control Option**

Customer Control Option allows customers with Alternate Answering and/or Busy Line Transfer service to activate and deactivate the service.

The following monthly rate applies to the Customer Control option. Such monthly rate is in addition to the monthly rate for Alternate Answering and Busy Line Transfer services. The rates and charges in Part 3, Section 1 of this Tariff to establish or change miscellaneous service also apply:

Description /Billing Code/	Monthly Rate
Per Service Equipped /ERB/	\$1.00

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PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

3rd Revised Sheet 7  
Cancels 2nd Revised Sheet 7  
and 1st Revised Sheet 7-P (N)

**6. EASY CALL**

**6.1 General**

- A. The Easy Call feature provides for the automatic dialing of a single fixed telephone number from an exchange access line when the customer's line is taken off hook and dialing does not commence within seven seconds.
- B. Easy Call is provided in connection with all grades, types and classes of service, except Centrex service. This feature capability is available where facilities and conditions permit.

**6.2 Rates and Charges**

Such monthly rate is in addition to all other applicable rates and charges in Part 3, Section 1 of this Tariff to establish or change miscellaneous service:

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
Per Service Equipped /WLS/	\$1.50

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TFA No. OH-07-17821

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services  
(CNS)

2nd Revised Sheet No. 8  
Cancels  
1st Revised Sheet No. 8

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**7. OPTIONAL LINE FEATURE PACKAGES**

**7.1 GENERAL**

- A. Central Office Optional Line Feature Packages are available where facilities and conditions permit, and subject to the provisions as specified for the applicable Optional Features.
- B. Unless specifically identified, the Feature Packages are available for both residence and non-residence customers.
- C. Optional Features that are not included in a Feature Package may be provided in addition to the Feature Packages at rates and charges specified in this tariff.

**7.2 RATES AND CHARGES**

Feature Packages are provided at a discount as follows:

- 1. Feature Package A - When Message Waiting Tone, Busy Line Transfer, and Alternate Answering are provided on the same line, a \$. 45 monthly credit will be applied. (R)  
(USOC VFZ3F)

**8. CALL FORWARDING - TEMPORARY /1/**

/1/ Effective September 23, 1997, this service is withdrawn.

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Issued: June 28, 2001

Effective: July 1, 2001

In accordance with and Opinion and Order in Case No. 93-487-TP-ALT, issued by The Public Utilities Commission of Ohio on April 27, 2000.

By James C. Smith, President, Cleveland, Ohio

THE OHIO BELL  
TELEPHONE COMPANY

# Ameritech

Tariff

P.U.C.O. NO. 20

PART 7

SECTION 3

PART 7 - Central Office Optional Features  
SECTION 3 - Complimentary Network Services  
(CNS)

1st Revised Sheet No. 9  
Cancels  
Original Sheet No. 9

8. CALL FORWARDING - TEMPORARY /1/ (cont'd)

(D)

(D)

/1/ Effective September 23, 1997, this service is withdrawn.

September 23, 1997

September 23, 1997

In accordance with Case No. 97-903-TP-ATA-TP-ATA, issued August 22, 1997.

By J. F. Woods, President, Cleveland, Ohio



THE OHIO BELL  
TELEPHONE COMPANY

**Ameritech**  
Tariff

P.U.C.O. NO. 20

PART 7

SECTION 3

PART 7 - Central Office Optional Features  
SECTION 3 - Complimentary Network Services  
(CNS)

1st Revised Sheet No. 10  
Cancels  
Original Sheet No. 10

/1/

8. CALL FORWARDING - TEMPORARY <sup>/2/</sup> (cont'd)

(D)

(D)

/1/ Also cancels Original Pricing List Sheet No. 10.

/2/ Effective September 23, 1997, this service is withdrawn.

September 23, 1997

September 23, 1997

In accordance with Case No. 97-903-TP-ATA-TP-ATA, issued August 22, 1997.

By J. F. Woods, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services  
(CNS)

1st Revised Sheet No. 11  
Cancels  
Original Sheet No. 11

**9. STAR CODE ACCESS TO VOICE MAIL**

**A. DESCRIPTION**

Star Code Access To Voice Mail Service is abbreviated dialing access to Voice Mail from the customer premises via an abbreviated code (\* and a two-digit code).

The customer, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (\* and a two-digit code). This action will forward the call to the customer's voice mailbox.

**B. TERMS AND CONDITIONS**

1. Star Code Access To Voice Mail Service requires Alternate Answering and/or Busy Line Transfer on the customer's exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Alternate Answering and/or Busy Line Transfer.
2. Star Code Access To Voice Mail Service is provided subject to the availability of Central Office capacity and facilities.
3. The Monthly Price for the Star Code Access To Voice Mail Service is in addition to the Monthly Prices for Alternate Answering and Busy Line Transfer services.
4. Star Code Access To Voice Mail Service is offered only in association with residence and business exchange services and unless specified otherwise, PBX trunks. Star Code Access To Voice Mail Service is not available with Centrex system stations, or party line (C) exchange service.

Issued: August 11, 2004

Effective: September 10, 2004

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

**PART 7 - Central Office Optional Features**  
**SECTION 3 - Complementary Network Services (CNS)**

3rd Revised Sheet 12  
Cancels 2nd Revised Sheet 12  
and 1st Revised Sheet 12-P (N)

**9. STAR CODE ACCESS TO VOICE MAIL (cont'd)**

**C. Prices**

**1. Service Elements**

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Star Code Access to Voice Mail Service /SQAV1, SQAV5, SQAVS/	-	\$ .30

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Effective: December 14, 2007

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Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17821

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services  
(CNS)

1st Revised Sheet No. 13  
Cancels  
Original Sheet No. 13

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**10. VOICE MAIL FEATURES PACKAGE**

(T)

**A. DESCRIPTION**

The Voice Mail Features package is an optional package that includes Message Waiting Indication, Busy Line Transfer, Alternate Answer and Star Code Access To Voice Mail Service. (T)

Message Waiting Indication provides for a visual and audible signal to be activated on a Network Access Line.

Busy Line Transfer automatically transfers incoming calls to alternate designated exchange telephone numbers or to a Direct Inward Dialing (DID) Station Number when the called telephone number is busy.

Alternate Answering automatically transfers incoming calls that encounter a do not answer condition after a predetermined number of rings to a designated exchange telephone number or to a Direct Inward Dialing (DID) Station Number.

Star Code Access To Voice Mail Service is abbreviated dialing access to Voice Mail from the customer premises via an abbreviated code (\* and a two-digit code).

**B. TERMS AND CONDITIONS**

1. The Voice Mail Features package is available where facilities permit and is subject to the Message Waiting Indication, Busy Line Transfer, Alternate Answer, and Star Code Access to Voice Mail optional feature provisions specified in this section of the tariff. (T)
2. The Voice Mail Features package is offered only in association with residence and business exchange services and unless specified otherwise, PBX trunks. Voice Mail Features package is not available with Centrex system stations. (T)  
(C)

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Issued: August 11, 2004

Effective: September 10, 2004

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

2nd Revised Sheet 14  
Cancels 1st Revised Sheet 14  
and 3rd Revised Sheet 14-P (N)

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**10. VOICE MAIL FEATURES PACKAGE (cont'd) (T)**

**F. Prices**

**1. Service Elements**

Description /Billing Code/	Nonrecurring Charge	Monthly Price	
<b>Residence</b>			
Voice Mail Features Package /FPR4K/	-	\$1.00	(T)
<b>Business</b>			
Voice Mail Features Package /FPR4L/	-	1.00	(T)

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17821

## **PART 7 – SECTION 3**

### **EXHIBIT B**

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

Original Sheet A

Material formerly located on sheets 1 through 14 now also located in the AT&T Ohio Guidebook, Part 7, (N)  
Section 3, for non-residential tier 2 services. (N)

Issued: April 1, 2008

Effective: April 1, 2008

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Case No. 06-1345-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

8th Revised Sheet 2  
Cancels 7th Revised Sheet 2

**1. MULTI-RING SERVICE (cont'd)**

**B. Regulations (cont'd)**

Multi-Ring Service can only be provided on exchange services originating from the same central office switching machine.

Multi-Ring Service customers subscribing to Call Forwarding, as defined in Part 7, Section 1 of this Tariff, must choose one of the following options when both Multi-Ring Service and the Call Forwarding feature are combined:

1. Calls to all telephone numbers associated with the service will be forwarded to a single number when Call Forwarding Service is activated.
2. Calls to the main telephone number only will be forwarded when Call Forwarding Service is activated. Calls to the additional Multi-Ring numbers will continue to ring and may be answered at the customer's premises.

**C. Rates and Charges**

The following charges are for Multi-Ring Service only and are in addition to applicable rates and charges for service and equipment with which this service is provided. In addition to a customer's exchange service telephone number, a customer may subscribe to one or two Multi Ring telephone numbers, at the following rates:

Description /Billing Code/	Residence Monthly Rate	(C)
1. Multi-Ring 1st Number /DRS1X/	\$4.99	 (C)
2. Multi-Ring 2nd Number /DRS2X/	2.00	

On residence service, when any combination of the following Custom Calling and/or Advanced Custom Calling Service features (Call Forwarding, Three-Way Calling, Speed Calling 8, Speed Calling 30, Call Waiting, Repeat Dialing, Automatic Callback, Call Screening) and/or Multi-Ring Service (Multi-Ring 1st Number only) are provided on the same service, a \$2.00 reduction in the monthly rate will apply for each such additional feature. However, when Call Waiting and any number of other such features are provided on the same service, the reduction in the monthly rate does not apply to Call Waiting, but will apply to the above listed features. Also, when one or more of these features and Caller ID are provided on the same service, a \$.50 reduction in the monthly rate for Caller ID will apply.

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TFA No. OH-08-18005



PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

3rd Revised Sheet 8  
Cancels 2nd Revised Sheet 8

**7. OPTIONAL LINE FEATURE PACKAGES**

**7.1 General**

- A. Central Office Optional Line Feature Packages are available where facilities and conditions permit, and subject to the provisions as specified for the applicable Optional Features.
- B. Unless specifically identified, the Feature Packages are available for residence customers. (C)
- C. Optional Features that are not included in a Feature Package may be provided in addition to the Feature Packages at rates and charges specified in this tariff.

**7.2 Rates and Charges**

Feature Packages are provided at a discount as follows:

- 1. Feature Package A - When Message Waiting Tone, Busy Line Transfer, and Alternate Answering are provided on the same line, a \$.45 monthly credit will be applied. (USOC VFZ3F)

**8. CALL FORWARDING - TEMPORARY<sup>1/</sup>**

<sup>1/</sup> Effective September 23, 1997, this service is withdrawn.

Issued: April 1, 2008

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TFA No. OH-08-18005

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

2nd Revised Sheet 9  
Cancels 1st Revised Sheet 9

**9. STAR CODE ACCESS TO VOICE MAIL**

/1/

**A. Description**

Star Code Access To Voice Mail Service is abbreviated dialing access to Voice Mail from the customer premises via an abbreviated code (\* and a two-digit code).

The customer, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (\* and a two-digit code). This action will forward the call to the customer's voice mailbox.

**B. Terms and Conditions**

1. Star Code Access To Voice Mail Service requires Alternate Answering and/or Busy Line Transfer on the customer's exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Alternate Answering and/or Busy Line Transfer.
2. Star Code Access To Voice Mail Service is provided subject to the availability of Central Office capacity and facilities.
3. The Monthly Price for the Star Code Access To Voice Mail Service is in addition to the Monthly Prices for Alternate Answering and Busy Line Transfer services.
4. Star Code Access To Voice Mail Service is offered only in association with residence exchange services and unless specified otherwise, PBX trunks. Star Code Access To Voice Mail Service is not available with Centrex System or party line exchange service.

(C)

/1/

/1/ Material formerly appeared on 1st Revised Sheet 11 in this Section.

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TFA No. OH-08-18005

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

2nd Revised Sheet 10  
Cancels 1st Revised Sheet 10

**9. STAR CODE ACCESS TO VOICE MAIL (cont'd)**

/1/

**C. Prices**

1. Service Elements

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Star Code Access to Voice Mail Service /SQAV1, SQAV5, SQAVS/	-	\$.30

/1/

/1/ Material formerly appeared on 3rd Revised Sheet 12 in this Section.

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TFA No. OH-08-18005

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

2nd Revised Sheet 11  
Cancels 1st Revised Sheet 11

**10. VOICE MAIL FEATURES PACKAGE**

/1/

**A. Description**

The Voice Mail Features package is an optional package that includes Message Waiting Indication, Busy Line Transfer, Alternate Answer and Star Code Access To Voice Mail Service.

Message Waiting Indication provides for a visual and audible signal to be activated on a Network Access Line.

Busy Line Transfer automatically transfers incoming calls to alternate designated exchange telephone numbers or to a Direct Inward Dialing (DID) Station Number when the called telephone number is busy.

Alternate Answering automatically transfers incoming calls that encounter a do not answer condition after a predetermined number of rings to a designated exchange telephone number or to a Direct Inward Dialing (DID) Station Number.

Star Code Access To Voice Mail Service is abbreviated dialing access to Voice Mail from the customer premises via an abbreviated code (\* and a two-digit code).

**B. Terms and Conditions**

1. The Voice Mail Features package is available where facilities permit and is subject to the Message Waiting Indication, Busy Line Transfer, Alternate Answer, and Star Code Access to Voice Mail optional feature provisions specified in this section of the tariff.
2. The Voice Mail Features package is offered only in association with residence exchange services and unless otherwise specified, PBX trunks. Voice Mail Features package is not available with Centrex system stations.

(C)  
/1/ |  
(C)

/1/ Material formerly appeared on 1st Revised Sheet 13 in this Section.

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TFA No. OH-08-18005

PART 7 - Central Office Optional Features  
SECTION 3 - Complementary Network Services (CNS)

4th Revised Sheet 12  
Cancels 3rd Revised Sheet 12  
and 1st Revised Sheet 13  
2nd Revised Sheet 14

**10. VOICE MAIL FEATURES PACKAGE (cont'd)**

/1/

**F. Prices**

1. Service Elements

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Residence		
Voice Mail Features Package /FPR4K/	-	\$1.00

(D)

/1/(D)

/1/ Material formerly appeared on 2nd Revised Sheet 14 in this Section.

Issued: April 1, 2008

Effective: April 1, 2008

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated June 6, 2007,  
Case No. 06-1345-TP-ORD.

By Connie Browning, President, Cleveland, Ohio

TFA No. OH-08-18005

# **PART 7 – SECTION 4**

## **EXHIBIT A**

PART 7 - Central Office Optional Features  
SECTION 4 - Remote Call Forwarding (RCF)  
Service

1st Revised Sheet No. 1  
Cancels  
Original Sheet No. 1

**1. REMOTE CALL FORWARDING (RCF)**

- A. RCF is a service feature whereby all calls placed to an RCF customer's telephone number (the call forwarding location) are automatically forwarded by the Company central office equipment to a designated terminating station of such RCF customer which is located in an exchange area of the Company or another telephone company. RCF is subject to the following regulations. (T)
1. RCF service cannot terminate on or be forwarded to: (C)  
(N)
    - Coin Service
    - Access services unless otherwise specified in the Access Service Tariff.
    - 700 numbers
    - International telephone numbers
    - Numbers associated with N11 services such as 911, 411, 511, 211
    - Other RCF telephone numbers (N)
  2. The service is offered from central offices where the Company has arranged the facilities for RCF and is furnished subject to the availability of facilities. (T)
  3. One primary directory listing, residence or non-residence, as appropriate, will be provided without charge for the exchange in which the RCF central office is located. Additional listings may be provided subject to the provisions in Part 12, Section 1 of this tariff.
  4. Since the grade of transmission on calls which are remotely forwarded may vary, depending upon the location of the calling party in relation to the terminating station, the Company cannot guarantee transmission on forwarded calls. (T)
  5. Each RCF feature allows for forwarding one call at a given time. An additional feature is necessary for each additional call to be forwarded simultaneously. The customer must subscribe to sufficient RCF features and facilities at the terminating station to adequately handle calls without impairing, disrupting or deteriorating services offered by the Company. (T)  
  
In the event that the use of RCF causes such impairment, disruption, or deterioration, the Company shall have the right to discontinue forthwith such service without prior notification to the customer. (T)
  6. The Company will not provide identification of the originating telephone number to an RCF customer. (T)

Issued: October 1, 2003

Effective: October 1, 2003

In accordance with an Order issued by the Public Utilities Commission of Ohio, dated January 6, 2003, Case No. 02-3069-TP-ALT.

By Connie Browning, President, Cleveland, Ohio

PART 7 - Central Office Optional Features  
SECTION 4 - Remote Call Forwarding (RCF) Service

4th Revised Sheet 2  
Cancels 3rd Revised Sheet 2  
and 3rd Revised Sheet 2-P (N)

**1. REMOTE CALL FORWARDING (RCF) (cont'd)**

- B. RCF is furnished at the following rates and charges in addition to the rates and charges for associated service.

Description /Billing Code/	Monthly Rate
1. RFC, per initial feature /RD8XS <sup>1/1</sup> /	\$20.45
RCF, per additional feature necessary for each additional call to be forwarded simultaneously /RCA/	\$20.45

2. The message charges applicable to RCF are as follows:

- a. The charge for the portion of the call from the originating station to the call forwarding location will be any regularly applicable tariff charge for the type of call involved.
- b. The charge for the portion of the call from the call forwarding location to the terminating station will be one of the following, as appropriate:
  - a charge equal to the message rate service additional local message charge specified in Part 4, Section 2 of this Tariff;
  - customer-dialed MTS charges; or
  - initial or additional period in-WATS (800 service) usage charges.
- c. The charges in a. and b. preceding apply to all calls answered at the terminating station, including operator handled-person and collect calls even though such calls are not accepted at such terminating station.

/1/ Additional codes appear in departmental practices.

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By Connie Browning, President, Cleveland, Ohio

TFA No. OH-07-17821