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/1/ Material now appears on Original Sheet 19, in Part 20 Section 8 of this Guidebook.

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/1/ Material now appears on Original Sheet 20, in Part 20 Section 8 of this Guidebook.

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/1/ Material now appears on Original Sheet 21, in Part 20 Section 8 of this Guidebook.

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/1/ Material now appears on Original Sheet 22, in Part 20 Section 8 of this Guidebook.

**CUSTOMER LOCATION ALTERNATE ROUTING (CLAR)****A. Description**

Effective July 15, 2024, Customer Location Alternate Routing will no longer be available for purchase by new or existing customers. In addition, requests to move, add or change will not be accepted. The Company will continue to provide existing service to existing customers until the service is discontinued.

(N)  
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(N)

Customer Location Alternate Routing (CLAR) is an Advanced Intelligent Network (AIN) based service that allows the customer to safeguard against the loss of incoming calls due to circumstances that make the customer's physical work location inaccessible (i.e., fire, flood, cable cut, etc.).

CLAR allows the customer to develop and maintain a contingency plan that can be activated at their command to reroute incoming calls to predetermined alternate customer locations.

CLAR provides the customer the ability to develop and test solutions to potential problems before they occur.

CLAR allows the customer to exercise their back-up facilities during normal conditions.

CLAR supports up to ten alternate routing plans with a maximum of 10,000 telephone numbers.

CLAR operates across the public network or private facilities.

A CLAR plan is subject to review by the Company in order to determine effects on network capability, capacity and control.

All telecommunications service required for rerouting must be in place or subscribed to at the same time as CLAR and will be reviewed by the Company.

The customer may activate CLAR 24 hours a day, seven days a week.

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**CUSTOMER LOCATION ALTERNATE ROUTING (CLAR) (cont'd)**

**B. Terms and Conditions**

1. CLAR service is available where central office facilities and equipment permit.
2. The CLAR customer is responsible for the payment of any applicable station-to-station charges for each call between the central office where the CLAR protected numbers reside and the telephone number to which the call is being rerouted.
3. CLAR is available to Centrex, ISDN, PBX and basic exchange business line customers.
4. Customer requested changes to an existing CLAR plan are subject to a charge as found in the Price section following.
5. The services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein. With respect to a claim or suit by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. (T)
6. Due to network capacity and capability limitations, some blocking of calls in the network may occur, and therefore, all incoming calls may not be routed and terminated to the alternate site. In all cases, the first priority will be to maintain the integrity of the public network. (T)
7. The Company will assess a termination charge if a customer terminates a term plan before the expiration of the term. The early termination charge will be the sum of all unpaid special construction charges or nonrecurring charges, if any (excluding any waived charges), plus fifty percent (50%) of all recurring charges for the remaining months of the customer's term plan. Termination charges will not apply if the customer converts to another AT&T telecommunications service under a term plan similar or greater in duration to the original term plan. (N)

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**CUSTOMER LOCATION ALTERNATE ROUTING (CLAR) (cont'd)**

**C. Features**

Standard Features

Customer Access

CLAR provides Touch Tone Access customer interface option.

(C)

(D)

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(D)

CLAR with Touch Tone Access provides the customer's service administrator the ability to activate or deactivate a contingency plan.

**CUSTOMER LOCATION ALTERNATE ROUTING (CLAR) (cont'd)**

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By new or existing customers. In addition, requests to move, add or change will not be accepted. The  
Company will continue to provide existing service to existing customers until the service is discontinued. (N)

**D. Prices**

Service Elements

<u>Description /Billing Code/</u>	<u>Non-recurring Charge</u>	<u>Monthly</u>	<u>Term Payment Plans<sup>/1/</sup></u>			
			<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
Service Establishment /SEPRH/	\$200.00	-	-	-	-	-
Per protected number, each 1st to 100th number /EL41X/	25.00	\$17.00	\$1.65	\$1.60	\$1.55	\$1.50
101st number and above	25.00	17.00	1.45	1.40	1.35	1.30
Per protected number, per additional routing plan, ordered on initial order /NR9FA/	25.00	-	-	-	-	-
Per Additional Alternate Routing Plan /EWP/	30.00	75.00	-	-	-	-
Routing plan change, per number via the service order process /NR9EV/	25.00	-	-	-	-	-
Activation of customer plan by the Company /NR9EW/	10.00	-	-	-	-	-

/1/ Effective September 15, 2009, the 12, 36, 60, and 84 month term payment plans are grandfathered. Existing customers may remain on their current plan until the existing term expires. Upon expiration, customers will be charged the current monthly rates.