
CUSTOM 800 SERVICE^{/1/}

(C)

General

The regulations contained herein are specific to the service involved and are in addition to the General Regulations applicable to all services of the Telephone Company.

Description

Custom 800 Service is the furnishing of dial type telecommunications from stations within Indiana to a station associated with an 800 termination point within Indiana, in accordance with the regulations and schedules of charges specified in this Guidebook. Custom 800 Service will be arranged at the customer's option for Dedicated 800 Service or Common Line Termination Service:

Dedicated 800 Service provides for the completion of dial type telecommunications originated to the customer's Dedicated 800 Service access line by regular exchange telephone callers.

Common Line Termination Service provides termination of calls over non-dedicated local exchange service lines. The Custom 800 Service charges set forth in this Guidebook are in payment for the service furnished between the calling and called stations.

Custom 800 Service can be provisioned with either an 800 or 888 service number.

Dial type telecommunications as specified above is a call dialed and completed to a Custom 800 Service Common Line Termination or Dedicated 800 Service access line without the assistance of a Telephone Company operator or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.

Generally, an 800 termination is a path between the Network Interface at the customer's premises and the point in a Telephone Company central office where access to the switched network is obtained for the purpose of completing 800 calls. Custom 800 access will provide, where facilities are available, for the termination of 800 calls on a customer's new or existing local exchange service access line or Dedicated 800 Service access line.

^{/1/} Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

CUSTOM 800 SERVICE^{/1/} (cont'd)

(C)

General (cont'd)Limitations

Custom 800 Service does not include conference calls or any other calls requiring operator assistance, except as provided on the preceding page. Custom 800 Service is not represented as adapted for connection to 800 Service as described in the 800 Service Section of this Guidebook.

A customer may retain the same Custom 800 Service telephone number when moving to another location.

The minimum service period for Custom 800 Service is one day.

Connection of Custom 800 Service to other services is permitted on a switched basis only. No permanent connection between Custom 800 Service and other services may be established. Satisfactory transmission cannot be assured when the Custom 800 Service is connected to other Company services or to customer-provided equipment or services.

Availability of Service

The furnishing of service under this Guidebook will require certain physical arrangements of the facilities of the Company and is therefore subject to the availability of such facilities.

Use of the Service by the Customer.

This service has been classified for general use up to and including resale by authorized carriers.

^{/1/} Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

CUSTOM 800 SERVICE^{/1/} (cont'd)

(C)

General (cont'd)Subscribing to Adequate Service

Custom 800 Service is furnished upon condition that the customer obtain adequate lines to permit use of this service without injurious effect upon it or any other service rendered by the Telephone Company. This requirement refers to both the local exchange service lines to which the Common Line Termination Service terminates and to Dedicated 800 Service. (access lines.)

The Telephone Company may terminate or refuse to furnish Custom 800 Service to any customer, without incurring any liability, if the use of the service would interfere with or impair any other service rendered by the Telephone Company.

Fractional Periods

The charge for a fractional part of a month will be the proportionate part of the monthly charge for the Common Line Termination, based on the actual number of days the service is furnished. For the purpose of administering this regulation every month is considered to have thirty days.

Allowance for Interruptions

No credit is allowed for interruptions to Custom 800 Service of less than two hours. For interruptions of two hours or over of Customer 800 Service, a credit based on the hourly prorated amount of the monthly recurring charges is allowed.

No credit allowance will be made for interruptions of service due to negligence of the customer; due to customer-provided equipment or systems; during any period in which the Company is not afforded access to the premises; or during any period when the customer has released the access line to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangement.

Message Telecommunication Service furnished at a customer's request when his Custom 800 Service is interrupted is charged for at the Message Telecommunication Service prices.

^{/1/} Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

CUSTOM 800 SERVICE^{/1/} (cont'd)

(C)

General (cont'd)Connections with Equipment or Systems of Others

Customer-provided terminal equipment or communications systems and Other Common Carrier-provided communications systems may be connected to Custom 800 Service, subject to conditions specified in Part 2, Section 9 of the Guidebook.

Chargeable Time

Chargeable time begins when connection is established between a station associated with the Common Line Termination and the called or calling station, and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

Minimum Average Time Requirement

All messages completed in one billing period must average at least 15 seconds duration. If the average is less than 15 seconds, the total usage will be the number of messages multiplied by .25 minutes.

Billing for Service

Detail billing will be provided for Custom 800 Service.

Custom 800 Service may be furnished in association with interexchange carriers for intrastate interLATA and/or interstate calling. Calls within the customer's home Local Access and Transport Area (LATA) are completed by the Telephone Company and calls outside the customer's home LATA are completed by the interexchange carrier.

At the request of the customer, and when facilities are available, Custom 800 numbers will be reserved at charges set forth in the following.

^{/1/} Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

CUSTOM 800 SERVICE^{/1/} (cont'd)

(C)

General (cont'd)Custom 800 Service Optional Features

These features are provided on an intraLATA basis:

Time of Day Routing - Allows Custom 800 Service calls to be routed via either a different carrier or to a different location, at the customer's request, based on the customer's time of day needs.

Day of Week Routing - Allows Custom 800 Service calls to be terminated to a different location, at the customer's request, based on the day of week; alternatively, the feature allows calls to be routed, at the customer's request, to a different interexchange carrier based on the of the week.

Specific Dates Routing - Allows Custom 800 Service calls to be terminated to a different location based, at the customer's request, on a specific date; alternatively, the feature allows calls to routed, at the customer's request, to a different interexchange carrier based on a specific date.

Percent Allocation Routing - Allows Custom 800 Service calls to be routed, at the customer's request, to several different interexchange carriers using a predefined percentage split.

Originating Location Routing - Allows Custom 800 Service calls originating in predefined NPAs, NXXs, or 10-digit telephone numbers to be routed, at the customer's request, to a given destination while other calls complete to another destination.

Specialized Area of Service Routing - Allows a Custom 800 Service customer to define a geographic location from which to accept Custom 800 Service calls, routed to a single interexchange carrier. The area of service may range from a single 10-digit number to an area consisting of many LATAs, and/or NPAs, within the state of Indiana. It is not intended for use for the entire state of Indiana or a single LATA or NPA.

^{/1/} Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

CUSTOM 800 SERVICE^{/1/} (cont'd)

(C)

PricesPrice Structure

The monthly charges for Custom 800 Service consist of the following:

Common Line Termination Service - A charge for each Common Line Termination (and associated local exchange service line, as set forth in the Exchange Channel Service part of this Guidebook), which includes the first hour of use, plus usage charges for each additional hour of use.

Dedicated 800 Service - A charge for each Dedicated 800 Service Access Line, plus usage charges for each hour of use.

Method of Determining Usage Charges

Determine the total actual hours used for each Custom 800 number, rounded to the nearer .1 hours.

Determine the total number of completed calls for each Custom 800 number.

Determine the equivalent hours used by multiplying the total number of completed calls by the Minimum Average Time Requirement, then dividing by 60 minutes. The result is rounded to the nearer .1 hours.

The total chargeable usage hours will be whichever is greater: actual hours as determined above, or equivalent hours as determined in the preceding paragraph.

Determine the usage charge by multiplying the hourly rate by the number of hours used.

^{/1/} Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

CUSTOM 800 SERVICE^{/1/} (cont'd)

(C)

Monthly Prices

Common Line Termination Service

The monthly charges for Common Line Termination Service consist of a charge for Routing of Common Line Termination Service which includes the first hour of use plus usage charge for each additional hour of use.

Charges as set forth in Guidebook also apply for the associated local exchange service line(s) to which the Common Line Termination Service terminates.

Description /Billing Code/	Monthly Price
Common Line Termination Service, including first hour of use, - per 800 number /WF8/	\$23.00
Usage Prices, - each additional hour of use	23.00

The price per hour is applied to the total hours of use.

/1/ Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

CUSTOM 800 SERVICE^{/2/} (cont'd)

(C)

Prices (cont'd)

Dedicated 800 Service

Description /Billing Code/	Monthly Price	Per Hour
Dedicated 800 Service Access Line, per month, each ^{/1/} /8U9/	\$45.00	-
Usage Prices, per hour of use		
1 to 15 hours	-	\$15.00
15.1 to 40 hours	-	12.50
40.1 to 80 hours	-	10.50
Over 80 hours	-	9.50

Custom 800 Service Optional Features

Description	Nonrecurring Charge
No monthly price applies to Custom 800 Service Optional Features.	
Custom 800 Activation Price per 800 Number	\$46.00
Specialized Area of Service Charge Price per 800 Number	36.50
Custom 800 Number Basic Charge Price per 800 Number	22.75
800 Number Reservation	3.70

Extensions of Access Lines

For extensions within the same exchange, regulations, rates and charges for Extension Service Channels shown in the Exchange Channel Services Section of this Guidebook apply.

For extensions in a different exchange the regulations, rates and charges for Dedicated Communications Services apply.

/1/ A Nonrecurring Charge also applies to establish service.

/2/ Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

800 CALLING OPTION^{/1/}

(C)

General

The regulations contained herein are specific to the service involved and are in addition to the General Regulations applicable to all services of the Telephone Company as set forth in the General Section of this Guidebook.

Definition

800 Calling Option is an optional plan that offers an alternate billing arrangement for all dial type incoming (800 Service) usage, subject to the limitations on such usage, as specified elsewhere in this Section, that is billed based on originating recording. This usage is intraLATA usage and includes local calls. The 800 Calling Option provides two plans: Plan 1 is a fixed rate plan and Plan 2 is a variable price plan.

800 Calling Option is not distance or time-of-day sensitive.

800 Calling Option is provided per account. An account includes all 800 Services billed to the same account telephone number. Summary billing, consolidated billing or other forms of combined billing do not qualify as one account.

Detail billing will be provided for all 800 Service calls included in the 800 Calling Option account.

Regulations

800 Calling Option is offered to customers throughout Indiana; however, it is applicable only to calls within the same LATA.

800 Calling Option cannot be combined with any other calling plan.

If subsequent to the establishment of the 36-month Term Payment Plan, prices for 800 Calling Option are reduced to less than the prices for the customer's existing Term Payment Plan, then the customer's prices under the existing Term Payment Plan will be lowered to reflect that reduction.

^{/1/} Effective December 31, 2021, 800 Calling Option is withdrawn for residential customers.

(N)

800 CALLING OPTION^{/1/} (cont'd)

(C)

General (cont'd)Regulations (cont'd)

The Minimum Average Time Requirement (MATR) for each 800 Calling Option call is 15 seconds.

Payment Options

800 Calling Option will be provided under a Term Payment Plan option.

Term Payment Plan Options (TPP)

The TPP option allows a customer to pay a fixed price for 800 Calling Option usage over payment periods of either 12 months or 36 months. A payment period is the period of time selected by the customer from those offered by the Telephone Company over which the specified prices for the 800 Calling Option are to be paid.

In addition to the monthly account price, the customer will select a usage price from the matrix following, based upon the customer's projected usage. For Plan 1 usage, the selected usage price will apply regardless of the actual level of usage used. For Plan 2 usage, usage will be billed each billing period according to the total actual usage for that period.

During the effective term of the payment period, the contract price is not subject to change, except as specified in the following paragraphs or preceding page.

Subsequent to the establishment of service under the TPP and prior to the termination of the TPP, the 800 Calling Option subscriber may convert to a new TPP at the then prevailing prices. A conversion in payment period is subject to the following conditions:

No credit toward the new TPP will be given for that portion of the former TPP which has been utilized.

/1/ Effective December 31, 2021, 800 Calling Option is withdrawn for residential customers.

(N)

800 CALLING OPTION^{/1/} (cont'd)

(C)

General (cont'd)Payment Options (cont'd)

Term Payment Plan Options (TPP) (cont'd)

The new payment period will begin on the first billing date after the request has been processed by the Telephone Company.

No termination charges will apply to the former payment period, provided that the customer subscribes to a new TPP equal to or longer than the time remaining in the former payment period.

Prices in effect for the new TPP are not retroactive.

If the selected usage band understates the customer's actual usage, the customer may initiate a move to a higher band, subject to the conditions provided in the paragraphs above.

No termination charges will apply for conversions to a longer contract period; or to a higher usage band (Plan 1); or to convert to a lower usage band if at the same time a longer TPP period is selected.

If, subsequent to the establishment of a 36-month TPP, 800 Calling Option prices are reduced to a level less than the customer's existing TPP prices, then the customer's prices will be reduced to reflect the reduction.

At the expiration of the TPP the customer will continue to be billed the TPP prices and usage band level that were in effect prior to expiration, unless the customer elects another option or elects to terminate.

/1/ Effective December 31, 2021, 800 Calling Option is withdrawn for residential customers.

(N)

800 CALLING OPTION^{/1/} (cont'd)

(C)

General (cont'd)Payment Options (cont'd)

Term Payment Plan Options (TPP) (cont'd)

If the customer terminates the 800 Calling Option prior to the expiration of the selected TPP, the customer is responsible for payment of the full Minimum Revenue Guarantee (MRG) as specified in the following paragraph through the end of the current billing period. In addition, termination charges which include the monthly price for the account plus the MRG for the balance of the TPP time 50% will apply.

Minimum Revenue Guarantee (MRG)

The MRG is a guarantee by the customer to pay a minimum amount of 800 Calling Option usage.

The MRG will apply only to service provided under a TPP and applies to each account.

In any month where the actual 800 Calling Option usage is less than the minimum hours selected by the customer, the customer will be billed the MRG or the actual usage prices, whichever is greater.

The MRG is a monthly requirement for each account and any sum paid in excess of the MRG in one month cannot be applied to another month or to a different customer.

Where customers have aggregated usage billing for multiple accounts on a single bill, the same MRG will be applied to each account. The sum of the MRGs for all accounts will be applied to the total usage.

The MRG for the Fixed Price plan (either 12 or 36 months) is equal to 75% of the minimum hours for the monthly TPP price selected by the customer or a minimum of 10 hours, whichever is greater. The MRG for the Variable Price plan is 10 hours.

/1/ Effective December 31, 2021, 800 Calling Option is withdrawn for residential customers.

(N)

800 CALLING OPTION^{/1/} (cont'd)

(C)

General (cont'd)800 Service Pledge

Under conditions listed below, subscribers to the 12-month and 36-month 800 Calling Option will not be charged for certain changes made in Custom 800 Service Optional Features described on a preceding page, in the event of damage to the terminating service location, or other emergency. The conditions for 800 Service Pledge are:

Applies only to accounts having a 36-month Term Payment Plan.

Customer must place on file with the Telephone company a predefined plan that the Telephone Company may activate. This plan describes alternate routing, specialized area of service, and carrier selection/allocation as described on a preceding page. Customer is responsible for the selection of, and maintenance of, relationships with alternate carriers (if applicable).

The predefined plan will be activated at the customer's request when the customer and the Telephone Company determine that an emergency situation exists.

Monthly Prices and Nonrecurring Charges

Monthly prices apply for each account. The TPP usage prices are based upon a per minute of use.

Usage charges apply to the service provided under a TPP based upon the hours (or fraction thereof) of use and TPP selected by the customer.

A Nonrecurring Charge for Records Work applies to change existing 800 service to add 800 Calling Option.

No charge applies to discontinue 800 Calling Option.

Monthly price applies in lieu of the monthly price for Common Line Termination Service, as specified on a preceding page. Monthly price applies in addition to the monthly price for Dedicated 800 Service.

/1/ Effective December 31, 2021, 800 Calling Option is withdrawn for residential customers.

(N)

800 CALLING OPTION^{/2/} (cont'd)

(C)

General (cont'd)

Plan 1 - Fixed Price

Monthly Price^{/1/}

12 months TPP - \$20.00
36 months TPP - \$10.00

Usage Price, per minute of use

Hours of Use	Term Payment Plan (per minute)	
	12 months	36 months
0 – 20	\$.132	\$.128
20.1 – 50	.129	.121
50.1 – 100	.122	.117
100.1 – 250	.118	.110
Over 250	.111	.103

Plan 2 - Variable Price

Monthly Price^{/1/}

\$20.00

Usage Price, per minute of use

Hours of Use	Term Payment Plan (per minute)
	36 months
0 – 20	\$.138
20.1 – 50	.132
50.1 – 100	.129
100.1 – 250	.122
Over 250	.118

/1/ Monthly price applies in lieu of the monthly price for Common Line Termination Service. Monthly prices apply in addition to the monthly price for Dedicated 800 Service.

/2/ Effective December 31, 2021, 800 Calling Option is withdrawn for residential customers.

(N)