

AT&T TEXAS GUIDEBOOK

PART 6 - Central Office Services
SECTION 6 - Custom Business Services

2nd Revised Sheet 1
Replacing 1st Revised Sheet 1

DISASTER ROUTING SERVICE (DRS)

Effective July 15, 2024, Disaster Routing Service 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)

A. General Regulations

1. Disaster Routing Service (DRS) enables customers to forward incoming telephone calls placed to multiple telephone numbers, en masse, to multiple telephone numbers at one or more locations, based on one of three predetermined destination options being active. Calls may only be forwarded to direct-dial telephone numbers, excluding international numbers. The customer can identify up to three destination routing options; however, only one destination option can be active at any time. The destination options will be denoted as Option 1, 2 or 3. Option 1 will be active when service is initially established. The Company will provide the customer with a Password for each DRS group. For security purposes, the password and the group number will be required to change the destination routing options. DRS groups may also include telephone numbers equipped with Intelligent Redirect. (N)

This service is not designed to restore telephone service in the event of service interruptions at Company central offices. This service, by itself or in combination with any other service, cannot be used to expand the customer's local calling scope or that of any calling or called party, except for existing customers at existing locations as of February 6, 2006. Existing customers at existing locations as of February 6, 2006 cannot add to, cannot outside move and cannot supersede.

2. All telephone numbers equipped with DRS must be included in one of the customers groups. A group is a set of telephone numbers that will be forwarded in the same way. The size of a group may be one telephone number or greater. A telephone number may only be included in one group. DRS logic may only be present once for each group.
3. DRS is available on telephone numbers associated with business lines or trunks. DRS will not be provided in connection with Residence, Pay Telephone Exchange Access Service, Telebranch or Mobile Telephone Service.
4. The customer must identify the PIC for telephone numbers that cannot initiate outbound calls and therefore have no PIC, such as DID, for calls forwarded to interLATA locations. For other telephone numbers equipped with DRS, the PIC in the central office used for 1+ interLATA traffic will be used. The appropriate charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, are applicable for PIC changes.
5. Applicable toll charges will apply for each call forwarded beyond the local calling area of the dialed number. Charges for calls between the DRS-equipped telephone number and the telephone number to which these calls are forwarded are the responsibility of the DRS customer.
6. The calling party is responsible for payment of regularly applicable charges for sent-paid messages.
7. It is the responsibility of the customer, forwarding calls to a third party, to obtain the third party's permission prior to the calls being forwarded.
8. For collect calls, the customer subscribing to DRS is responsible for the payment of charges if a person at the number to which the calls are forwarded accepts the call.^{/1/}

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

DISASTER ROUTING SERVICE (DRS) (cont'd)**A. General Regulations (cont'd)**

9. The customer must have sufficient lines and associated facilities at the forwarded to location(s) to handle the estimated number of calls without interfering with exchange or toll service. In the event there is interference with exchange or toll service, the Company reserves the right to disconnect the service.
10. DRS will be available where appropriate Company facilities and capacity exist.
11. Services with call forwarding capabilities (including, but not limited to, Call Forwarding, Selective Call Forwarding, Simultaneous Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer Disaster Routing Service) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

B. Service Rearrangement

Customers may change the active destination option (Option 1, 2 or 3) after service has been initially established. The active destination option can be changed by contacting a Company representative or by calling into a mechanized system, at no additional charge. Customers may also change their password and review their existing arrangement, via the mechanized system, at no additional charge. Other rearrangements will require appropriate charges as outlined in paragraph E. *Rates*.

C. Liability

The Company assumes no liability for forwarding calls to numbers that are inaccurately provided to the Company by the customer.

D. Application of Rates**1. Service Establishment Charge**

A one-time charge will apply for the original order for DRS per account, per location. If DRS is ordered in conjunction with Intelligent Redirect, this charge will only apply once.

2. Forwarded Telephone Number, Per Telephone Number Equipped

A one-time charge will apply for installing DRS on each existing telephone number. If DRS is ordered in conjunction with Intelligent Redirect, these charges will only apply once.

The customer has the two following purchasing choices for the quantity of telephone number(s) forwarded, per Telephone Number equipped:

- a. Monthly charge, with no per completed call charge, per telephone number
- b. Monthly charge, with a per completed call charge, per telephone number.

DISASTER ROUTING SERVICE (DRS) (cont'd)**D. Application of Rates (cont'd)**

2. Forwarded Telephone Number, Per Telephone Number Equipped (cont'd)

The second choice is applicable only when destination routing options 2 or 3 have been activated by the customer. The second choice is not applicable if the customer subscribes to Intelligent Redirect and DRS services on the same telephone number(s). The monthly rate will vary depending upon the quantity of telephone numbers equipped. All of the telephone numbers in a group must be configured as Choice 1 or Choice 2. If DRS is ordered in conjunction with Intelligent Redirect, these charges will apply only once. The Choice 1 sliding scale will be applied based on the sum of all Choice 1 DRS-equipped telephone numbers plus Intelligent RedirectSM-equipped telephone numbers, in all groups. The Choice 2 sliding scale will be applied based on the sum of all equipped telephone numbers in all groups.

3. Group Of Telephone Numbers Equipped, Per Group

A one-time and a monthly rate will apply per each group of telephone numbers equipped with DRS.

4. Rearrangement Charges, Per Rearrangement

A one-time charge will apply per rearrangement. A rearrangement includes the move, change or addition of an item. The addition of a telephone number, equipped with DRS or the addition of a group, will incur the appropriate one-time charge associated with the establishment of DRS telephone numbers or a group, respectively. If DRS and Intelligent Redirect exist on the same account and arrangements for both are ordered at the same time, this charge will only apply once.

The Rearrangement Charge is applicable to a change of the Primary Interexchange Carrier (PIC) for DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Tariff FCC 73, Section 13.3.1.

5. Password Reinitialization Charge

This charge applies per customer request each time the Company initializes the DRS security password, after it has been provided with the initial order.

DISASTER ROUTING SERVICE (DRS) (cont'd)

Effective July 15, 2024, Disaster Routing Service 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.

E. Rates

	<u>Monthly Charge</u>	<u>Installation Charge</u>	<u>USOC</u>
Service Establishment, per account, per location ^{/1/}	N/A	\$195.00	SEPRE
Forwarded Telephone Numbers, per Telephone Number <i>Choice 1^{/4/}</i>			
Telephone Numbers To Be Forwarded, per Telephone Number			
1 – 20	\$138.00 (I)	2.75	R7UFX
21 – 100	138.00 (I)	2.75	
101 – 250	138.00 (I)	2.75	
251 – 500	138.00 (I)	2.75	
501 – 1000	138.00 (I)	2.75	
1001 or more	138.00 (I)	2.75	
or			
<i>Choice 2^{3,4/}</i>			
Telephone Numbers To Be Forwarded, per Telephone Number and per completed call			
1 – 20	138.00 (I)	2.75	R7UFC
21 – 100	138.00 (I)	2.75	
101 – 250	138.00 (I)	2.75	
251 – 500	138.00 (I)	2.75	
501 – 1000	138.00 (I)	2.75	
1001 or more	138.00 (I)	2.75	
Per Completed Call			
\$0.15			
Group of Telephone Numbers equipped, per group	1,559.00 (I)	45.00	R7NPG
Rearrangement Charges, per rearrangement ^{/1,2/}	N/A	95.00	RCHAX
Password Re-initialization, per occasion	N/A	20.00	NR91P

/1/ If ordered/rearranged with Intelligent Redirect only one charge applies.

/2/ A one-time charge will apply to the move, change or addition of an item. The addition of a telephone number to be equipped with DRS will incur the appropriate one-time charge. The addition of a group will incur the appropriate one-time charge. For a change to the Primary Interexchange Carrier (PIC) for DID and telephone numbers the charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, will apply. If DRS and Intelligent Redirect exist on the same account, and rearrangements for both are ordered at the same time, these charges will only apply once.

/3/ Applicable only when the customer has selected Choice 2 and has activated destination options 2 or 3. Customers who subscribe to DRS and Intelligent Redirect, on the same telephone number, are not eligible for Choice 2.

/4/ Choice 1 and Choice 2 can be provided to the same customer. However, all of the telephone numbers in each group must be all Choice 1 or Choice 2 charges.

INTELLIGENT REDIRECTSM**A. General Regulations**

1. Intelligent Redirect enables customers to forward incoming telephone calls placed to multiple telephone numbers, en masse, to multiple telephone numbers at one or more locations, based on predetermined options. Calls may only be forwarded to direct-dial telephone numbers, excluding international telephone numbers. Intelligent Redirect groups may also include telephone numbers equipped with Disaster Routing Service. Intelligent Redirect offers the following four routing features that can be ordered separately or combined with any of the other features:

Time-Of-Day/Day-Of-Week (TOD/DOW) Routing

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers based on a predetermined list of TOD/DOW forwarding combinations. Customers may select up to ten different TOD/DOW combinations per group. All twenty-four hours in the day and all seven days in the week must be accounted for. This may be accomplished either by specifying all twenty-four hours in a day and all seven days in a week, or by denoting an 'other' category.

Specific Date Routing

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers based on the specific date the call is received. Customers may select up to ten different specific dates per group. Calls received on dates other than those specified will be completed based on an 'other' category, as provided by the customer. The 'other' option is not counted in the ten allowable specific dates. The date may be denoted only in terms of the month and the date or the month, date and year.

Percentage Allocation Routing

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers on a percentage basis. Customers may select up to five percentages, in whole numbers, per group. The sum of all percentages must equal 100% for a given group.

Originating Location Routing

This routing feature enables customers to have their incoming calls, to a group of telephone numbers, forwarded based on the origination of those calls. Customers may select up to ten screening lists per group. Incoming calls will be forwarded to a single predetermined alternate telephone number, per group, per screening list for calls originated from telephone numbers on the customer's screening list(s). If those calls originated from telephone numbers not on the screening list(s) (including the absence of an originating telephone number), the calls will be completed based on another category, per telephone number, as provided by the customer. There are no limits on the quantity of telephone numbers in the customer's screening list. This feature will only function when the calling party number is delivered in the telephone network.

INTELLIGENT REDIRECTSM (cont'd)**A. General Regulations (cont'd)**

2. All telephone numbers equipped with Intelligent Redirect must be included in one of the customer's groups. A group is a set of telephone numbers that will be forwarded in the same way. The size of a group may be one telephone number; however, there is no upper limit on the number of telephone numbers in one group. A telephone number may only be included in one group.
3. Intelligent Redirect is available on telephone numbers associated with business lines or trunks. Intelligent Redirect will not be provided in connection with Residence, Pay Telephone Exchange Access Service, Telebranch or Mobile Telephone Service.
4. The customer must identify the PIC for telephone numbers that cannot initiate outbound calls and therefore have no PIC, such as DID, for calls forwarded to interLATA locations. For other telephone numbers equipped with Intelligent Redirect, the PIC in the central office used for 1+interLATA traffic should be used. The appropriate charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, are applicable for PIC changes.
5. Applicable toll charges will apply for each call forwarded beyond the local calling area of the dialed number. Charges for calls between the Intelligent Redirect-equipped telephone number and the telephone number to which these calls are forwarded are the responsibility of the Intelligent Redirect customer.
6. The calling party is responsible for payment of regularly applicable charges for sent-paid messages.
7. It is the responsibility of the customer, forwarding calls to a third party, to obtain the third party's permission prior to the calls being forwarded.
8. For collect calls, the customer subscribing to Intelligent Redirect is responsible for the payment of charges if a person at the number to which the calls are forwarded accepts the call.^{/1/} (C)
9. The customer must have sufficient lines and associated facilities at the forwarded-to location(s) to handle the estimated number of calls without interfering with exchange or toll service. In the event there is interference with exchange or toll service, the Company reserves the right to disconnect the service.
10. Intelligent Redirect will be available where appropriate Company facilities and capacity exist.

B. Liability

The Company assumes no liability for forwarding calls to numbers that are inaccurately provided to the Company by the customer.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)
(N)

INTELLIGENT REDIRECTSM (cont'd)**C. Application of Rates**

1. Service Establishment Charge

A one-time charge will apply for the original order for Intelligent Redirect per account, per location. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service (DRS), this charge will apply only once.

2. Forwarded Telephone Numbers, Per Telephone Number Equipped

A monthly charge will apply per telephone number equipped. The monthly rate will vary depending upon the quantity of telephone numbers equipped. A one-time charge will apply for installing Intelligent Redirect on each existing telephone number. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service, these charges will only apply once. The sliding scale will be applied based on the sum of all Choice 1 DRS-equipped telephone numbers plus Intelligent Redirect-equipped telephone numbers, in all groups.

3. Service Features, per Feature, per Group

Time-Of-Day/Day-Of-Week Routing, Specific Date Routing and Percentage Allocation Routing Service Features:

A one-time charge and a monthly charge applies for each equipped Service Feature, per group of telephone numbers.

Originating Location Routing Service Feature:

A one-time charge applies for each group of telephone numbers and a monthly charge applies for each increment of 100 telephone numbers or a fraction thereof, per screening list, per group.

4. Rearrangement Charges, Per Rearrangement

A one-time charge will apply per rearrangement. A rearrangement includes the move, change or addition of an item. The addition of a telephone number, equipped with Intelligent Redirect or the addition of a feature, will incur the appropriate one-time charge associated with the establishment of Intelligent Redirect telephone numbers or the feature, respectively. If Intelligent Redirect and DRS exist on the same account and rearrangements for both are ordered at the same time, these charges will only apply once.

The Rearrangement Charge is applicable for a change of the Primary Interexchange Carrier (PIC) and DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Service Tariff FCC 73, Section 13.3.1.

INTELLIGENT REDIRECTSM (cont'd)

D. Rates

	<u>Monthly Charge</u>	<u>Installation Charge</u>	<u>USOC</u>
Service Establishment, per account, per location ^{/1/}	N/A	\$195.00	SEPRE
(D)			
(D)			
Service Features Charges			
Time-Of-Day/Day-Of-Week Routing, per group equipped	35.00	45.00	R7MPG
Specific Date Routing, per group equipped	35.00	45.00	R7VPG
Percentage Allocation Routing, per group equipped	35.00	45.00	R7WPG
Originating Location Routing, per group equipped	N/A	45.00	NR9EO
per group per 100 telephone numbers or a fraction thereof, per screening list	35.00	N/A	R7GLX
Rearrangement Charges, per rearrangement ^{/1,2/}	N/A	95.00	RCHAX

/1/ If ordered/rearranged with Disaster Routing Service, only one charge applies.

/2/ A one-time charge will apply to the move, change or addition of an item. The addition of a telephone number to be equipped with Intelligent Redirect will incur the appropriate one-time charge associated with the establishment of Intelligent Redirect telephone numbers. The addition of a feature will incur the appropriate one-time charge. For a change to the Primary Interexchange Carrier (PIC) for DID telephone numbers, the charges outlined in the Access Service Tariff, FCC 73, Section 13.3.1, will apply. If Intelligent Redirect and Disaster Routing Service exist on the same account and rearrangements for both are ordered at the same time, these charges will only apply once.

POSITIVE ID**A. General Regulations**

1. Positive ID (Positive ID) enables customers to screen incoming telephone calls by specifying the telephone numbers from which calls will be accepted (the "screening list") or via the use of customer defined Access Code (or "override" Personal Identification Number (PIN)). The screening list has a maximum capacity of 500 telephone numbers.

The Access Code allows the calling customer to override the call restriction logic contained on the customer's screening list and be connected to the telephone number equipped with Positive ID. This type of code may be supplied to selected callers, e.g., company employees. A maximum of 100 Access Codes can be assigned per Positive ID-equipped telephone number.

An incoming call from a restricted telephone number will be routed to an announcement and disconnected, unless a valid Access Code is used.

Each Positive ID customer will have a Customer Administration PIN. This PIN enables the customer to establish or change the list of non-restricted telephone numbers on the screening list and the customer's Access Codes via an Interactive Voice Response system. Customers may also manipulate their screening lists of Authorized Telephone Numbers and Access Codes through a PC User Interface software provided by the Company.

2. As an option, the customer may subscribe to one or all of the following Positive ID reports:^{/1/}
 - a. Successful Attempt Log provides a detail report identifying the NPA/NXX of calls completed to the Positive ID-equipped telephone number. This report identifies authorized usage from authorized telephone numbers and authorized usage from unauthorized telephone numbers that utilized an authorized PIN. This report is available on a floppy diskette only.
 - b. Unsuccessful Attempt Log provides a detailed report identifying the NPA/NXX of unsuccessful attempts to access the Positive ID-equipped telephone number. This report is available on paper or a floppy diskette.

The customer is responsible for providing compatible premises equipment in order to utilize the diskette.

3. Incoming calls from telephone numbers that are classified as "private" will be identified on the above reports as "PRIVATE" instead of the actual calling party's NPA/NXX.
4. Positive ID is available on telephone numbers associated with business lines or trunks. Positive ID will not be available with Pay Telephone Exchange Access Service, Mobile Telephone Service, TeleBranch or IntelliNumberSM.
5. Positive ID will be available where appropriate Company facilities exist or technically feasible.

B. Service Activation

The customer can establish or modify his subscriber data by using one of the following methods:

- Touch-tone input information via an interactive voice response
- Personal Computer Interface via Service Management System

/1/ The reports option is obsolete as of June 26, 2003.

POSITIVE ID (cont'd)**C. Liability**

The Company cannot guarantee that this service will prevent unauthorized access to a customer's computer system. The Company assumes no liability for any harm caused or resulting from unauthorized access to the customer's computer system.

D. Applications of Rates

1. A one-time charge will apply for the establishment of Positive ID, per telephone number. The installation charge will apply when a telephone number change occurs on a telephone line equipped with this service.

A monthly charge will apply to each telephone number equipped with Positive ID.

2. A one-time charge will apply whenever the Customer Administrator PIN is reset by the Company, at the customer's request.
3. A monthly charge will apply for each Positive ID report ordered. There reports can be distributed on a weekly or a monthly basis.^{/1/}
4. A monthly discount charge is applicable on each Positive ID-equipped line, per location, per billing number, whenever the discount range of lines is met. Discount is not available to customers who subscribe to less than four (4) Positive ID-equipped lines.

E. Rates and Charges

	<u>Monthly Charge</u>	<u>Installation Charge</u>	<u>USOC</u>
Positive ID Basic Service, per line	\$20.00	\$50.00	SCMBX
Positive ID Basic Service Discount, per line, per location ^{/2/}			
For 4-7 equipped lines	2.00	N/A	RCRSA
For 8 or more equipped lines	3.50	N/A	RCRSB
Reset Customer Administrator PIN	N/A	20.00	NR9SP
Obsolete Reports ^{/1/}			
Successful Attempt Log – Weekly	42.00	N/A	RS6WX
Successful Attempt Log – Monthly	8.50	N/A	RS6MX
Unsuccessful Attempt Log – Weekly	20.00	N/A	RU6WX
Unsuccessful Attempt Log – Monthly	4.00	N/A	RU6MX

/1/ The reports option is obsolete as of June 26, 2003.

/2/ The monthly discount is applicable to all of the customer's Positive ID-equipped lines, per location, per billing number, whenever the customer subscribes to the number of lines within the discount range (4-7 lines or 8 or more lines).