

**AT&T ARKANSAS GUIDEBOOK**

PART 8 - Miscellaneous Services  
SECTION 8 - Other Miscellaneous Services

11th Revised Sheet 1  
Replacing 10th Revised Sheet 1

**BUSY-OUT ARRANGEMENT - ROTARY NUMBER GROUP<sup>1,3/</sup>**

**A. Rates**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service and Equipment Charge</u>
For each group of Central Office Lines or PBX Trunks so arranged Control equipment at the central office .....	P89	\$377.00 <sup>2/</sup> (I)	\$5.00	\$8.50
Signaling channel.....		As specified in Part 15, Section 2		
Change in point of break in rotary number group.....		---	5.00	8.50

**PRIVATE BRANCH EXCHANGE SYSTEMS**

**A. Rates**

Night Number Terminal Arrangement Terminals, each <sup>4,5/</sup> .....	NCB, NCBTN	\$4.40	/6/	8.50
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**SPECIAL BILLING SERVICE NUMBERS**

**A. Rates**

Each group of 50 numbers or fraction thereof .....	BLN	\$6.00	---	6.25
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/1/ The Company reserves the right to limit the number of trunks or lines that can be busied out in any Electronic Switching System.

/2/ Includes the provision of two busy out arrangements over separate signaling channels within a rotary number group.

/3/ For WATS Service, this arrangement busies-out Dial Access and is provided only in connection with outward WATS.

/4/ Also applicable to non-lead numbers assigned to terminals in electronic switching systems - multi-line hunt group.

/5/ This arrangement is not provided in connection with WATS Service.

/6/ An installation charge of \$1.50 also applies.

**TOLL DIVERSION – BATTERY REVERSAL**

**A. Regulations**

Toll Diversion using Central Office Battery Reversal provides the means to deny access to the Long Distance Telecommunications Network as well as operator services. This service may be provided on an individual line or PBX trunk basis. It is available only where facilities permit and when the lines or trunks are served out of the same Central Office as the customer premise equipment.

Equipment located at the customer premise is required in conjunction with Central Office Battery Reversal. This equipment, when activated by the Central Office Battery Reversal, diverts or disposes of the toll call attempt, usually by diverting the call to the attendant.

This service is subject to equipment regulations as defined in this and other Guidebooks. It prevents a station from dialing the Long Distance Network for all purposes including emergencies and directory assistance. These attempts will be diverted to either the attendant or to a recorded announcement depending upon the customer's system. The customer identifies and saves harmless the Company from any and all claims, losses or damages caused by this denial.

**B. Rates**

These rates and charges are in addition to the established monthly and non-recurring charges applicable to services or equipment associated with Toll Diversion-Battery Reversal service.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Battery Reversal Per line or trunk equipped.....	TDU	\$1.30	\$8.50

**MESSAGE REGISTER EQUIPMENT**

**A. Rates**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation and Move Charge</u>	<u>Service and Equipment Charge</u>
Busy Condition Register (Timing Equipment) Overflow Register Relay Equipment in Central Office, each <sup>/1,2/</sup> .....	MRG	\$10.50	---	\$8.50

/1/ Charges for channel between the serving office and the customer's premises are those specified in Part 15, Section 2 as Series 100 Channels.

/2/ This equipment shall not be provided to customers served by electronic switching equipment unless the electronic switching equipment has been designed to accommodate this service, including associated provisions for network protection.

**CUSTOMER STUDY**

**A. Description of Service**

Customer Study is a network traffic measurement report service that provides counts of usage, peg count and overflow of calls terminating on the customers local exchange access lines from the serving office. This study is intended to assist customers in designing and administering their telephone systems.

**B. Rules and Regulations**

1. The following rules, regulations and rates are in addition to those established for all associated services, as well as, other regulations as stated in this guidebook.
2. Based on individual customer facilities, this offering is limited to measurements currently available from the local central office.
3. Central office measurements are subject to the availability of facilities and equipment.
4. An initial study week will consist of five consecutive business days, beginning on Monday and ending on Friday. Additional study weeks, provided upon customer request, will run subsequent with the initial week and also consist of five consecutive business days.
5. Requests for a Customer Study require a two to four week interval for installation of central office equipment prior to the start of a measurement period. This interval will vary based upon spare register capacity availability.
6. Upon completion of the study period, the customer will be furnished with the collected data for customer analysis within two to four weeks.
7. Data collected from a previous day and provided to the customer by telephone on a daily basis is considered expedited service.
8. In the event of operational problems, the quality of the study data is not assured.
9. When a customer has service provided from more than one serving office a separate study is required for each serving office and all appropriate charges will apply to each individual study.

**C. Charges**

	<u>Nonrecurring Charge</u>
Initial study week	
Includes all facilities or groups of facilities studied .....	\$70.00
Registers, per each.....	15.00
Additional study week, per week .....	15.00
Expedited service, per week <sup>/1/</sup> .....	35.00

/1/ Applies in addition to the non-recurring charges for an initial study week and an additional study week.

**SPECIAL HIGH VOLTAGE PROTECTION SERVICE AND EQUIPMENT****A. General**

Company services provided on metallic facilities that extend to electric power generating, switching, and distributing locations may require special high voltage protection equipment to protect against the effects of Ground Potential Rise (GPR) and/or induction caused by faults in the customer's electric power system. The special protection equipment is designed to isolate or neutralize the fault-produced hazardous voltages. The protection objectives on Company services and facilities at these locations are as follows:

- to minimize electrical hazards to personnel engaged in construction, operation and maintenance or use of the telecommunications systems
- to prevent electrical damage to telecommunications equipment and cable or wire facilities
- to provide the required service continuity and integrity of telecommunications transmission as specified by the customer

**B. Requirements for Special High Voltage Protection Equipment**

1. Special high voltage protection equipment is required on the telephone facilities at the customer location under either of the following conditions:
  - when the fault-produced GPR and/or induction at the customer locations is 1000 Volts peak-asymmetrical (Vpk) or greater;
  - or, at the customer's option, when the fault-produced GPR and/or induction at the customer location is greater than 300 but less than 1000 Vpk and at least one telecommunications service has been assigned a Class A Service Performance Objective (defined in paragraph F. following) by the customer.
2. Special protection equipment may also be required on the serving telephone facilities at the Company Central Office and on the right-of-way at remote drainage locations.

**SPECIAL HIGH VOLTAGE PROTECTION SERVICE AND EQUIPMENT (cont'd)****C. Responsibility of the Customer**

1. The customer shall be responsible for providing to the Company, in writing, (form SW6060A) the following technical information:
  - The technical data needed by the Company to determine the level and method of protection required at each location where service is requested. This data includes, but is not limited to, the GPR (in root-mean-square volts) under worst case single phase fault conditions, the ground grid area, impedance of the station ground grid to remote earth, X/R ratio of the power system at the worst case point of fault, the GPR profile, and fault current diagrams and maps of relevant power feed routes
  - The Service Type, quantity and projected forecast of each service requested at a given location, including those requested by contractors or any other temporary service needs, in accordance with the definitions given in paragraph E. following
  - The Service Performance Objective Classification for each service requested in accordance with the definitions in paragraph F. following
2. Changes in the information previously provided in A. preceding will require written notification. Notification of these changes shall be provided with sufficient lead time to permit Company reevaluation, redesign, implementation and tests of the required modified or new protection method.
3. Sufficient floor space and the necessary power wiring, power outlets, backboards, etc. are to be furnished by the customer who assumes all responsibility for the safe condition of same.
4. The customer representative shall, when ordering telephone service, specifically inform the Company agent of the fact that the service will be terminating in a high voltage environment.

**D. Responsibility of the Company**

The Company, working in conjunction with the customer and with data provided by the customer, shall determine the proper methods of protection required to achieve the objectives set forth in paragraph A. above. The method of protection for every service in a cable shall be coordinated, by the Company, to be compatible with the protection provided for the most critically important service in that cable.

**SPECIAL HIGH VOLTAGE PROTECTION SERVICE AND EQUIPMENT (cont'd)****E. Service Type**

1. Services (telecommunications channels) which the Company offers in other sections of this guidebook are identified according to the following Service Types:
  - Type 1 Service requiring either dc transmission or ac and dc transmission used for:
    - basic exchange telephone service and/or private line voice telephone service.
    - teletypewriter, telemetering, supervisory control, etc.
  - Type 2 Private line services requiring ac and/or dc transmission used for pilot wire protective relaying or dc tripping
  - Type 3 Private line services requiring ac transmission only used for telemetering, supervisory control, data, Supervisory Control and Data Acquisition (SCADA), etc
  - Type 4 Private line services requiring ac transmission only used for audio tone protective relaying
2. When a nonstandard, less than economic type of construction or facility is required at the customer's request, a one-time charge will apply, equal to the difference between the estimated cost of the special facilities and the estimated cost of standard construction.

**F. Service Performance Objective Classifications**

1. Interruptions or outages of telecommunications circuits serving electric power stations may occur for physical reasons such as cable damage due to extraordinarily heavy storm loading, a vehicle striking and breaking a utility pole, a direct lightning strike, or acts of God. Circuit failures caused by such events cannot be anticipated and the Company expressly states that provision of the equipment provided in this section cannot preclude such service outages as may normally occur due to the above-mentioned circumstances. To minimize service interruptions caused by man-made accidents and/or acts of God, "dual alternate routing" should be employed, wherein critical operating circuits are duplicated, end-to-end, over two geographically diverse routes such that an interruption on one route will unlikely result in an interruption on the other. Rates for Special Routing may be found in either Part 15, Section 2 (or Section 3) or Access Tariffs, depending upon jurisdiction and type of circuit involved.
2. Because of the customer's need for service continuity during power system faults on some types of telecommunications services provided to power locations, the following system of Service Performance Objective Classifications has been established for the purpose of permitting the customer to specify the *performance objectives* for all types of telecommunications services provided to power locations. These Service Performance Objective Classifications, which are defined with respect to power system fault conditions, are as follows:
  - Class A Noninterruptible service performance (must function before, during and after the power fault condition) for services requiring ac transmission only. Class A service cannot tolerate even a momentary service interruption. Nontolerable service interruptions include both loss of dependability (failure to deliver a valid trip or control signal) and loss of security (delivery of false trip or control signal).

**SPECIAL HIGH VOLTAGE PROTECTION SERVICE AND EQUIPMENT (cont'd)****F. Service Performance Objective Classifications (cont'd)**

2. (cont'd)

Class B Self-restoring interruptible service performance (must function before and after the power fault condition) for any service. Class B service can tolerate a service interruption for the duration of a power system fault but service continuity must be restored immediately after the fault without requiring any repair personnel activity.

Class C Interruptible service performance (can tolerate a normal station visit to restore service) for power stations with a fault environment of less than 1000 Vpk asymmetrical. Class C service can tolerate a service interruption which requires a station visit by repair personnel to restore service. Class C service cannot be provided in conjunction with Class A or Class B service.

**G. Provision of Special High Voltage Protection Service and Equipment**

1. The Company or the Customer may provide the necessary special high voltage protection equipment at the customer's premises. If the customer elects to provide the special high voltage protection equipment, all the high voltage protection equipment at that premises will be provided by the customer. In addition, the Company will provide high voltage protection at the Company Central Office and at the remote drainage location if required. The Company will inspect and verify the protection equipment when service is established at new or existing customer locations, and at future times as deemed necessary due to additions, deletions, rearrangements, or maintenance.<sup>/1/</sup>
2. The customer may add to and make changes in his equipment at existing locations provided such additions and changes meet the Company's technical requirements and are covered by the preceding service types in paragraph E.<sup>/1/</sup> Some examples of primary special high voltage protection equipment which may be owned by the customer under these conditions are high voltage neutralizing and isolation transformers, high voltage isolation relays, optical coupler devices and lightning arresters for communications applications.
3. The Company reserves the right to suspend any service without adequate high voltage protection until adequate protection is provided.
4. Whenever the hazardous voltage caused by GPR and/or induction which results from AC power faults exceeds the technical capability (18,000 volts rms) of off-the-shelf high voltage protection equipment, the customer may order primary high voltage protection equipment via the special charge request routine.

/1/ Rates and charges for High Voltage Protection as specified in H. Rates following will apply.

**SPECIAL HIGH VOLTAGE PROTECTION SERVICE AND EQUIPMENT (cont'd)**

**H. Rates and Charges<sup>/1/</sup>**

Rates for each two-wire-power station service channel termination of the type and performance objective are as shown. A four-wire channel is equivalent to two two-wire channels.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Type 1, Class B Service.....	HVC <sup>/2/</sup>	\$5.50	\$40.00
Type 2, Class B Service.....	HVE <sup>/2/</sup>	5.50	40.00
Type 3, Class A Service.....	HVF <sup>/2/</sup>	5.00	140.00
Type 3, Class B Service.....	HVH <sup>/2/</sup>	5.50	40.00
Type 4, Class A Service.....	HVK <sup>/2/</sup>	5.00	140.00
Type 4, Class B Service.....	GVM <sup>/2/</sup>	5.50	40.00
Type 1,2,3 or 4 Class C Svc. ....	GVN <sup>/2/</sup>	2.70	25.00
Primary Voice Grade High Voltage Customer Premises Protection Equipment One per each two-wire channel termination at a power station.....	GVP <sup>/2/</sup>	32.50	65.00
Primary Carrier Frequency Customer Premises High Voltage Protection Equipment for one Four-Wire DS1 Channel termination at a power station .....	GVQ <sup>/2/</sup>	51.00	230.00
Additional Cable Charge per each 5,500 Pair feet or fraction thereof.....	SESHV <sup>/2/</sup>	None	310.00
Removal of bridge taps, multiple appearances and adding special services protection markings, per channel equipped .....	9Y8 <sup>/2/</sup>	None	50.00
Multiple draining transformer, per required at the customer's premises, remote drainage location or central office location.....	HV7X1 <sup>/2/</sup>	10.25	40.00

/1/ Equipment cabinets, nonmetallic conduits, mounting pads, and other mounting arrangements on the customer's premises may be provided by the customer or by the Company at additional costs.

/2/ In addition, a \$6.25 Service and Equipment Charge applies.



**CHARTER NUMBER SERVICE**

**A. Service Description**

Charter Number allows both Business and Residential customers to retain and port their current telephone number to another serving wire center within the same Rate Center when the customer either changes locations and/or changes types of service. Charter Number allows customers to maintain their existing telephone number eliminating the need to change telephone numbers. This service only provides for the porting of telephone numbers within the same Rate Center.

**B. General Regulations**

1. Charter Number Service is available to Local Exchange Access Line/Plexar®, DigiLine®, SmartTrunk<sup>SM</sup>, SelectData® and SelectVideo service customers.
2. Charter Number Service only provides porting of a working in service telephone number within the same Rate Center.
3. InterLATA porting is not allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries.
4. No porting is allowed outside of Metropolitan Statistical Area's as described in FCC Tariff No. 73.
5. After an end user Customer's telephone number is ported using Charter Number Service, subsequent telephone numbers (i.e. Additional Lines) are assigned from the serving wire centers in which the main telephone number resides not from the original serving wire centers.
6. A ported number only functions from one location, dual service is not available
7. Charter Number Service available only where facilities and operating conditions permit.

**C. Rates**

	Charge per Telephone Number	
	<u>Residence</u>	<u>Business</u>
Charter Number Service	\$20.00	\$20.00