

TARIFF DISTRIBUTION

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.22 WatchAlert Service (*Obsolete – See Section A113*)

(O)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.22 WatchAlert Service (Cont'd) (*Obsolete – See Section A113*)

(T)(O)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.22 WatchAlert Service (Cont'd) (*Obsolete – See Section A113*)

(O)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.22 WatchAlert Service (Cont'd) (Obsolete – See Section A113)

(T)(O)

A13.23 Reserved for Future Use

A13.24 Duplicate Bill Charges

A13.24.1 General

- A. A Duplicate Bill Charge will be applied upon a customer's request for duplicate copies of the telephone bill(s) in accordance with the charges specified following. Concessions are not applicable for this service.
- B. A Duplicate Bill Charge will not be applied in the following instances:
 - 1. When customers programmatically receive additional copies of their bills each month;
 - 2. When customers request a copy of the bill because of non-receipt of an initial bill after new connect, transfer or change of address orders;
 - 3. When customers have not received a bill due to Company error in the address of the bill;
 - 4. When customers request a copy of a toll credit limit bill or a final bill; or
 - 5. When customers request a copy of the current month bill.

A13.24.2 Charges

- A. Duplicate Bill Charge
 - 1. Per copy of bill requested

	Residence	Business	USOC
(a) Previous month	\$3.50	\$4.50	NA
(b) 3 months or older	4.50	6.00	NA

A13.25 Reserved for Future Use

A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

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A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.19 TouchStar Service (Cont'd)

A113.19.3 Rates and Charges (Cont'd)

- C. Caller ID - Multi-Line¹
 - 1. Rotary (Grouping) Arrangements
 - a. Caller ID - Multi-Line (per line)¹

Quantity of Calls Per Calling Number-Delivered Usage Charge	Rate		Current	USOC
	Minimum	Maximum		
(1) Residence				
(a) First 50,000	\$.005	\$.06	\$.02	NSDUS
(b) 50,001 - 400,000	.005	.06	.015	NSDUS
(c) Over 400,000	.005	.06	.01	NSDUS
(2) Business				
(a) First 50,000	.005	.06	.02	NSDUS
(b) 50,001 - 400,000	.005	.06	.015	NSDUS
(c) Over 400,000	.005	.06	.01	NSDUS

A113.20 Reserved for Future Use

A113.21 Reserved for Future Use

A113.22 WatchAlert Service

(Obsolated, Effective July 15, 2014) WatchAlert Service is restricted to existing customers. No new customers will be accepted after the July 15, 2014. (T)(O) (N)

A113.22.1 General

- A. WatchAlert Service is offered to alarm and/or monitoring companies (hereinafter referred to as agencies) for residential and business line customers (hereinafter referred to as clients) or to other entities that perform alarm and/or security monitoring. WatchAlert provides for the continuous transmission of signals which can identify a change in the status of alarm monitoring sensors located on a client's premises. WatchAlert Service utilizes a scanner located in the client's serving central office and connected to that client's single party exchange access line. The scanner is used to repetitively poll a customer provided Subscriber Terminal Unit (STU), connected to alarm or monitoring sensors. A change in status in an alarm/sensor is recorded in the STU, which is then polled by the scanner, with the change in status being transmitted through the scanner to two (2) centrally located message switches. These message switches will then transmit the change in status of the STU involved to the appropriate alarm agency via two private line Type 2141 channels. (T)(O)
- B. All terms and regulations governing agency/client relationships, as stated *paragraph* A13.22.2 are also applicable to those entities performing their own private alarm/security monitoring. (T)(O)

Note 1: Effective June 5, 1995, all existing Caller ID - Multi-Line customers may retain this service as specified in this section of the Guidebook or change to the service provided under Caller ID - Basic or Caller ID - Deluxe as specified in A13.19. If existing Caller ID - Multi-Line customers change or add to their existing service, then they will have to convert to Caller ID - Basic or Caller ID - Deluxe. Service Charges from Section A4. shall not apply for such conversions. All new single and multi-line residence and business customers desiring a TouchStar service calling information delivery feature will have to use Caller ID - Basic or Caller ID - Deluxe. Call Tracking (BCLID) is available for PBX customers as well as business multi-line customers.

(M)

Material previously appearing on this page now appears on page(s) 18.2 of this section.

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A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.22 WatchAlert Service

A113.22.2 Regulations

- A. Explanation of Terms** (O)
1. **AGENCY** (O)
An alarm and/or monitoring company which utilizes WatchAlert Service for the provision of alarm and/or security monitoring services to its clients. (T)(O)
 2. **CLIENT** (O)
A customer of an agency who subscribes to WatchAlert Service. (T)(O)
 3. **SUBSCRIBER TERMINAL UNIT** (O)
Customer premises equipment provided by the customer through an agency or equipment dealer. The Subscriber Terminal Unit (STU) must be compatible with the Company's WatchAlert Service and must be registered under part 68 of FCC regulations. The STU must be connected to the client's single party exchange access line with a standard network interface. The STU cannot be connected to an exchange access line whose combined ringing equivalence, line and STU, exceeds five ringers. The STU cannot be connected to a ground start PBX trunk or station line, a coin telephone line, a mobile telephone, a data line, an FX line, a WATS line, a dual bridged line service, a Centrex line served by a Central Office other than the Central Office providing the main Centrex Service, any foreign Central Office type line or service, or an off-premises line or extension. (T)(O)
 4. **WATCHALERT SERVICE PORT** (T)(O)
The WatchAlert Service Port (WSP) enables the agency to access the Company's WatchAlert Service Central Office equipment. Connection between the agency's equipment and the Company's WSP is through a Type 2141 private line channel at rates and charges as contained in Section B3 of the Private Line *Guidebook*. Two WSP's and two Type 2141 channels are required per agency to provide complete redundancy. (T)(O)
- B. Area Served** (O)
WatchAlert Service will be provided where facilities and equipment are compatible and available. (T)(O)
- C. Liability of the Company** (O)
The liability of the Company for damages arising out of impairment in the provision of WatchAlert Service to the agencies and their respective clients, such as defects or failure in facilities or services furnished by the Company or mistakes, omissions, interruptions, delays, errors or defects in the provision of WatchAlert Service or any portion thereof and not caused by the negligence of the agencies or their clients, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption delay, error or defect in transmission or defect or failure in facilities or service occurs. (T)(O)
The Company shall be indemnified and saved harmless by the agencies and their clients, or any other person, firm or corporation against claims arising out of any act or omission of the agencies or their clients in connection with the Company's provision of WatchAlert Service. The liability of the Company is further limited to that expressed in Section A2. (T)(O)
Interruption of data transmission from a client's premises can be potentially realized when the same Exchange Access Line is used in conjunction with this service. The client and the agency further indemnify and save harmless the Company for any and all losses or damages arising from the interruption of data transmission. (T)(O)
- D. Billing** (O)
At the direction of the agency, the Company will bill either the agency for all its clients within an exchange or the clients individually for WatchAlert Service. In order to change from one option to the other, the agency must provide written notice 90 days in advance of the date of such change to both the Company and the agency's clients. Notice must be given to the agency's clients with respect to the change which will occur in their bill for telephone service. In changing from agency billing to client billing, applicable Secondary MultiElement Service Ordering charges as contained in Section A4 will be charged to the agency for each of its clients. (T)(O)
- E. Client's and Agency's Responsibilities** (O)
1. **Client's Service** (O)
 - a. Complete or temporarily suspended Exchange Access Line Service must be maintained by the client at the premises of the Subscriber Terminal Unit to be served by WatchAlert Service. In the event the service is fully terminated for any reason, the WatchAlert Service will also be terminated. The Company will not notify the agency of any change in the client's service. It is the client's responsibility to notify the agency of any changes in his service. It is the agency's responsibility to inform the client of this regulation. (T)(O)
 - b. A client who changes from one agency to another will be considered and treated as a new client incurring all applicable nonrecurring and monthly charges. (T)(O)

A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.22 WatchAlert Service (Cont'd)

A113.22.2 Regulations (Cont'd)

- E. Client's and Agency's Responsibilities (Cont'd)
 - 2. Alarm Agency
 - a. Nothing contained in this Guidebook shall be construed as establishing any agency agreement, partnership or joint venture between the Company and any alarm and security company or entity utilizing this service. Any such company or entity utilizing WatchAlert Service shall be responsible for obtaining all licenses, permits and authorizations as may be required by the appropriate federal, state or local governmental authorities and will comply with all codes, laws, regulations, restrictions or limitations governing the use of equipment or services employed by the agency in providing service to its clients.
 - b. Agency requests to connect or disconnect WatchAlert Service must be provided to the Company in writing.
 - c. Client requests to connect or disconnect WatchAlert Service will be to the agency.
 - d. WatchAlert requires the agency to subscribe to two Type 2141 channel services (one for each WSP) between its premises and its serving central office at standard rates and charges as contained in Section B3 of the Private Line Guidebook.
 - e. The agency will be responsible for notifying its clients of any billing changes as described in paragraph D.
 - f. WatchAlert Service will be utilized solely for the transmission of alarm/security signal status. Transmission of other signals or data is prohibited.
- F. Reporting Procedures
 - 1. The agency will, upon receipt of an alarm/security report, contact the client or the client's designated initial point of contact of a potential security problem. The agency will, under no circumstances, have the Company make the first dispatch in response to an alarm/security report at a client's premises. Company dispatch for repair will not be made until verification that the condition is not due to a security problem (burglary, fire). The agency or client must provide safe, personal access for repair service. In the event of an open customer line, the designated Company Repair Service will be the second point of contact.
 - 2. Repair and maintenance of customer premises equipment is not the Company's responsibility. Upon verification by the agency that the terminal equipment is not at fault, the client or agency will report the problem to the designated Company Repair Service. If it is subsequently discovered that the terminal equipment is at fault, the client will be billed the appropriate Dispatch Charge – Trouble Determination (TLCPR) specified for Basic Residence and Basic Business services.

A113.22.3 Rates and Charges

- A. Applicable Service Connection Charges are included in the Nonrecurring Charges associated with this service.
- B. The following rates and charges are in addition to those for other facilities required to furnish a communications system.
 - 1. WatchAlert Service

	Nonrecurring Charge	Monthly Charge	USOC	
(a) Per Business Line Equipped	\$ 70.00	\$ 11.70	A6SBX	(O)
(b) Per Residence Line Equipped	55.00	7.80	A6SRX	(O)
(c) WatchAlert Service Port Access, Per Port Activated - Two Required	500.00	100.00	PAK	(T)(O)

- A113.23 Reserved for Future Use** (M)
- A113.24 Reserved for Future Use** (M)
- A113.25 Reserved for Future Use** (M)
- A113.26 Reserved for Future Use** (M)
- A113.27 Reserved for Future Use** (M)
- A113.28 Reserved for Future Use** (M)
- A113.29 Reserved for Future Use** (M)
- A113.30 Reserved for Future Use** (M)

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