

**TARIFF DISTRIBUTION**

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## A30. EQUIPMENT FOR DISABLED CUSTOMERS

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## A30. EQUIPMENT FOR DISABLED CUSTOMERS

### A30.1 General

#### A30.1.1 *Terms and Conditions*

(T)

- A. Selected items of equipment will be offered for use by disabled customers. All equipment is customer installable.
- B. (DELETED)
- C. Use of equipment with the telecommunications network is subject to Part 68 of the FCC Rules and Regulations
- D. Each item specified in A30. will be provided contingent upon either the continued availability from the manufacturer or until superseded.

### A30.2 Outright Sale

#### A30.2.1 *Terms and Conditions*

(T)

- A. The items listed following are offered for outright sale.
- B. Equipment provided on an outright sale basis will be shipped directly to the customer.
- C. (DELETED)
- D. Title and risk of loss or damage passes to the customer upon delivery to the customer or the customer's agent. A warranty for each item of equipment is provided with each purchase.
- E. Payment of purchases will be handled directly with the vendor.
- F. Equipment may be returned for full refund of the purchase price within 30 days from the date of purchase provided that it is undamaged, unused or unaltered. The amount of such refunds or exchanges will be equal to the purchase price paid by the customer excluding any shipping charges. Equipment returns and refunds will be handled by the vendor.

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**A30. EQUIPMENT FOR DISABLED CUSTOMERS****A30.2 Outright Sale (Cont'd)**

(M)

**A30.2.2 Rates and Charges - Outright Sale****A.** Equipment for Disabled

## 1. One-time Payment

(a) TDD

**Price****\$489.00**

(b) Volume Control Handset

**48.00**

(c) Audible/Visual Ring Signaller

**49.95****B.** Reserved For Future Use**C.** Reserved For Future Use**D.** (DELETED)

## A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

### A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)

#### A32.1.3 FlexServ Service (Cont'd)

##### A. Terms and Conditions (Cont'd)

##### 1. Basic FlexServ Service (Cont'd)

With the customer's initial order for basic FlexServ service, the Company provides the capability for one connection to the Company for the communication of monitoring and reconfiguration signals. This capability is referred to in this Guidebook as access to FlexServ service or "User Access". One customer identification code with password security is included with such access.

With the customer's initial order, the Company provides one customer training class for up to five (5) persons. The class length of this initial training is two consecutive eight hour days. These training classes are conducted at a designated Company location. Transportation, lodging and food for the attendees will be the responsibility of the customer. If the customer desires for the initial training to be conducted on his premises, then the customer is responsible for the transportation, lodging, and food for the trainer. In addition, the customer is responsible for having the appropriate equipment on his premises.

Reconfiguration and monitoring are not available during the performance of routine maintenance of the Company's facilities and equipment used to provide FlexServ service.

Different switching options may be available in the same central office. If customers desire more than one switching option in the same central office and facilities are available, a channel connection is required for each FlexServ service switching option connected.

The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections of this Guidebook. (T)

The Company is authorized to provide FlexServ service for use in application testing subject to the general *terms and conditions* set forth in A2.5.11 and subject to the specific FlexServ service *terms and conditions* provided following: (T)

- a. Up to three (3) FlexServ service Digital DS0 Channel Connections (USOC: DSLSA) may be utilized in a typical applications test configuration for a customer. The Company is authorized to deviate from this average in order to fully participate in an application test with a customer which cannot otherwise be performed to the customer's satisfaction. Such Digital DS0 Channel Connections shall be available only in conjunction with SynchroNet service which is also being installed for the purpose of conducting an application test (subject to the general *terms and conditions* set forth in B2.1.16. of the Private Line Guidebook). Customer requests for the Company to perform FlexServ service reconfigurations (USOC: FSSRA) during the application test period shall be made at no charge. (T)

##### 2. Customer Circuits

There are five (5) types of channel connections which can be connected to FlexServ service - DS0 (Single channel), DS1 (1.544 Mbps) digital circuits, DS3 (44.736 Mbps) digital circuits, SMARTRing service and STS-1 (51.84Mbps) digital circuits.

DS0 Channel Connections - There are two types of DS0 channel connections - Voice Grade and Digital. Both types of DS0 connections will be switched at a DS0 level.

## A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

### A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)

#### A32.1.3 FlexServ Service (Cont'd)

A. Terms and Conditions (Cont'd)

2. Customer Circuits (Cont'd)

DS1 Channel Connections - There are two types of connections available for a customer desiring to terminate a DS1 circuit - DS0 switching and DS1 switching. For example, if a customer needs to be able to monitor or reconfigure the twenty-four DS0 circuits riding on the DS1 channel, then the customer would purchase a DS1 channel connection with DS0 switching. If the customer does not need access to the individual DS0 circuits, then the customer would purchase a DS1 channel connection with DS1 switching.

DS3 Channel Connections - There are two types of connections available for terminating a DS3 circuit - DS0 and DS1. If a customer needs monitoring or reconfiguration capability for 672 individual DS0 circuits, then the customer would purchase a DS3 channel connection with DS0 switching. If the customer only needs access to the twenty-eight DS1 circuits, then the customer would purchase a DS3 channel connection with DS1 switching.

SMARTRing service Channel Connections - FlexServ service is available only with OC-3 OC-3+, OC-12, OC-48, OC-48+, OC-192 or OC-192+ SMARTRing service. There are two options available for SMARTRing service channel connections - Surveillance and Reconfiguration. Surveillance allows the customer to monitor the ring and retrieve performance monitoring data. Surveillance will be ordered on a per SMARTRing node basis. Customers who order Surveillance must order it for all nodes on the ring. Reconfiguration will allow the customer to reconfigure circuits associated with SMARTRing service channel interfaces and must be ordered on a per interface basis. Customers who order Reconfiguration must already be subscribing to Surveillance or be ordering Surveillance coincident with Reconfiguration. Reconfiguration may not be ordered without Surveillance. Within each STS-1 group, all activated interfaces must be optioned the same (either all Surveillance only or all Surveillance and Reconfiguration). A Service Establishment Charge for new customer account setup applies as well as a charge for a Security Card, which is required for web access of the Management Terminal Interface.

FlexServ service is available on the following SMARTRing service Overlay Ring Arrangements: (S=Surveillance and R=Reconfiguration)

OVERLAYING SMARTRing Service	HOST SMARTRing Service									
	OC-12		OC-48		OC-48+		OC-192		OC-192+	
	S	R	S	R	S	R	S	R	S	R
OC-3	X	X	X	X	X	X	X	X	X	X
OC-3+			X	X	X	X	X	X	X	X
OC-12			X	X	X	X	X	X	X	X
OC-48							X	X	X	X

On an Overlay Ring arrangement, Surveillance must be ordered for each node on both the host ring and the overlay ring.

3. Maintenance

Due to the nature of FlexServ service it may be necessary to perform preventive maintenance on the system. This will mean that the FlexServ service controller will be unavailable for circuit reconfiguration during these periods of time when maintenance is being performed. Any circuits which are working will continue in operation, only the reconfiguration capability will not be usable. It may also be necessary to periodically take the FlexServ service system out of service for software updates and other maintenance. In these cases the customers will be notified in advance as to the time and duration of these outages.

4. Service Availability

FlexServ service is furnished only in serving wire centers where facilities are available.

5. Local and Interoffice Channels

The Local and Interoffice Channels which are terminated into FlexServ service are provided out of this Guidebook and the Private Line Guidebook, and are subject to all *terms, conditions* and charges contained in their respective guidebooks in addition to those contained herein.

(T)

## **A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)**

### **A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)**

#### **A32.1.3 FlexServ Service (Cont'd)**

##### **A. Terms and Conditions (Cont'd)**

##### **8. Shared FlexServ Service Arrangement (Cont'd)**

Any interexchange carrier in a shared FlexServ service arrangement must give the Company 30 days prior written notice of his intent to revoke the customer's authority or to remove his dedicated access services from a shared arrangement. Such notice shall not be effective unless it provides the Company with specific and sufficient directions regarding treatment of the interexchange carrier's dedicated access services upon revocation of the customer's authority or removal from the shared arrangement.

##### **B. Definitions**

##### **CHANNEL**

A channel is a dedicated or switched service purchased from the appropriate Guidebook and terminated on the FlexServ service reconfiguration equipment. It is the communications path that the FlexServ service reconfiguration equipment cross connects to another communications path.

##### **DS0**

"DS0" refers to a North American hierarchy of Digital Signal levels. It means Digital Signal level 0 which is a 64 Kbps signal. The required D4 format is found in Technical Reference 73501. A copy may be obtained by writing Documentation Operations, 3535 Colonnade Parkway, North Building, Birmingham, Alabama 35243. (T)

##### **DS1**

"DS1" refers to a North American hierarchy of Digital Signal levels. It means Digital Signal level 1 which is a 1.544 Mbps signal. The required D4 format is found in Technical Reference 73501. A copy may be obtained by writing Documentation Operations, 3535 Colonnade Parkway, North Building, Birmingham, Alabama 35243. (T)

##### **DS3**

The term DS3 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission data rate, and provides for two-way simultaneous transmission of randomized Non-Return-to-Zero (NRZ) signals with a B3ZS format. The required format and interface specifications are contained in Technical Reference #73501. (T)

##### **C. Options**

1. **Additional Concurrent User Access:** This option provides the customer the ability to establish additional concurrent connections to the Company for the communication of monitoring and reconfiguration signals. One additional customer identification code is provided with each additional User Access. For each Additional Concurrent User Access ordered, the customer must also order an additional Management Terminal Interface from A32.1.2 preceding.
2. **Additional User Identification Codes:** This option provides customer identification codes in addition to that provided with each User Access. If the customer has ordered a Dial or Web Interface, then the customer must also order an additional Security Card from A32.1.2 preceding.

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.1 Service Management System (SMS) Storage

#### A34.1.1 Description of Service

- A. Service Management System (SMS) Storage is utilized for storing subscription versions of data and report information for Advanced Intelligent Network (AIN) services. Multiple configurations of subscription data may be kept on file in SMS Storage and may be activated or changed by customer request.

#### A34.1.2 Definitions

##### ADVANCED INTELLIGENT NETWORK (AIN)

The Advanced Intelligent Network (AIN) is an evolutionary telecommunications platform that utilizes the infrastructure of the existing switch-based network and Common Channel Signaling System 7 (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch resident software, CCS7 and ISDN protocol.

##### SERVICE MANAGEMENT SYSTEM

The Service Management System (SMS) is an AIN Operation Support System that distributes, interfaces and manages the AIN service applications and customer information resident in AIN Service Control Points and Service Nodes. The SMS provides the capability to provision AIN services, to maintain existing services and to obtain pertinent AIN reports.

#### A34.1.3 Terms and Conditions

- A. SMS Storage is available where facilities or arrangements permit. (T)
- B. Except as noted, SMS Storage is subject to all general *terms and conditions* applicable to the provisioning of service by the Company as stated in Section A2. (T)
- C. Suspension of Service as specified in Section A2. is not applicable for SMS Storage.

#### A34.1.4 Application of Rates

- A. Storage charges apply to the amount of storage, measured in units of 100 Kbytes<sup>1</sup>, occupied by a customer's files in the SMS. Storage will be measured on a calendar month and charges for the month will be based on the customer's highest level of storage during the month. For purposes of billing, a partial unit of storage will be rounded up to the nearest unit.

#### A34.1.5 Rates and Charges

- A. Rate Elements
  - 1. Storage

	Charge	USOC
(a) Per Unit	\$1.00	NA

### A34.2 (DELETED)

### A34.3 (DELETED)

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.5 CrisisLink Service

#### A34.5.1 General

- A. CrisisLink service allows the subscriber to establish predetermined alternate routing plans for incoming voice and data traffic. CrisisLink service can be used as a disaster recovery service. The alternate routing plan is created by the subscriber working with a Company representative at the time the CrisisLink service is established. The subscriber's alternate routing plan may:
- Route incoming calls to an announcement
  - Route incoming calls to a single Backup Number
  - Route incoming calls to multiple Backup Numbers according to subscriber-defined percentage allocation
  - Route incoming calls to either an announcement or a Backup Number on a percentage basis

The plan is then loaded into the AIN Service Management System (SMS) where it remains dormant until activated.

The CrisisLink subscriber must contact the Company to activate the alternate routing plan. This will route traffic to numbers preselected by the CrisisLink subscriber.

The CrisisLink subscriber may make changes to the routing plan at the time activation is requested. The subscriber may change the numbers to which the calls are to be routed and the percentages of calls to be routed to other numbers. The subscriber can not request activation on additional numbers to be redirected at that time.

In order to restore the original call routing, the subscriber must contact the Company to deactivate the alternate routing plan. Any changes made to the routing plan at the time the plan was activated will not be retained.

The plan may be updated and changed on a permanent basis by the CrisisLink subscriber at any time that the plan is not activated.

- B. The subscriber must establish a CrisisLink routing plan for each location included in his serving arrangement for which traffic is to be rerouted.
- C. CrisisLink test call capability allows a subscriber, whose CrisisLink routing plan has been activated, to place a call to test the operation of the subscriber's normal service. In this manner, the subscriber may test his facilities before initiating recovery.
- D. The CrisisLink subscriber is required to specify a Callback Number and Verification Party Name(s) which will be used by the Company representative receiving a request to activate, deactivate, or modify a subscriber's CrisisLink service to verify a request.

#### A34.5.2 Definitions

##### ARRANGEMENT

A CrisisLink serving arrangement consists of one or more routing plans that have been identified by the subscriber.

##### ROUTING PLAN

A CrisisLink routing plan is the alternate call routing plan established by the subscriber that can be activated at the subscriber's request.

##### REDIRECTED NUMBER

A redirected number is any subscriber number included in the CrisisLink plan for which incoming calls will be rerouted when the plan is activated.

#### A34.5.3 Terms and Conditions

- A. CrisisLink service is available where facilities or arrangements permit.

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.5 CrisisLink Service (Cont'd)

#### A34.5.3 Terms and Conditions (Cont'd)

- B. A subscriber may identify up to three (3) Backup Numbers for each CrisisLink service plan. (T)
- C. During a CrisisLink activation, a subscriber may request the following changes to his routing plan and these changes will be performed at no additional charge:
  - Change Backup Numbers
  - Add Backup Numbers up to a total of three
  - Turn test call capability on or off
  - Rearrange the distribution of calls
- D. Limitations and use of service as stated in Section A2. will apply. (T)
- E. Toll charges or switched access charges will apply for each call rerouted to a subscriber location not included in the same local calling area as the original subscriber location.
- F. The CrisisLink subscriber must identify an Interexchange Carrier (IC) for any traffic routed to an out of LATA location.
- G. Suspension of Service as covered in Section A2. is not applicable for this service. (T)
- H. A twelve month minimum service period is required. Subscribers who prematurely disconnect will incur termination charges. These termination charges will be calculated by multiplying the number of months remaining in the twelve-month period times the subscriber's monthly rates for each plan prematurely disconnected.
- I. A maximum of ten (10) Redirected Numbers can be included in a CrisisLink plan. The subscriber may establish multiple plans per location if more than ten Redirected Numbers are required for the subscriber's arrangement at a location.
- J. Each of the CrisisLink subscriber's Redirected Numbers must reside in a Company central office.
- K. The CrisisLink subscriber must subscribe to adequate exchange facilities to transport the calls routed to the alternate routing locations.
- L. The activated CrisisLink service will remain active until the CrisisLink subscriber requests to have original call routing restored.

#### A34.5.4 Limitation of Liability

- A. CrisisLink is intended to allow a subscriber to reroute incoming calls. It may provide help during some network affecting problems, such as a cut cable between the end office and the subscriber's location. However, the Company does not guarantee the availability or reliability of CrisisLink in the event of a network affecting disaster. In the event of a network affecting disaster, CrisisLink may function normally, may not function at all, or it may function unpredictably depending on what part of the network is affected and how serious the affect is.

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.5 CrisisLink Service (Cont'd)

#### A34.5.4 Limitation of Liability (Cont'd)

- B. Activation of subscriber plans will be performed on a first come, first served basis. When the subscriber requests that CrisisLink be activated, every effort will be made to activate the service as rapidly as possible. However, the length of the delay between the time that the CrisisLink subscriber requests activation and the time that activation actually occurs depends on a number of factors including the number of other CrisisLink activations being processed when a particular request is received as well as the network load at the time the CrisisLink activation command is received. In the case of an area-wide crisis, if many subscribers call at the same time to request service activation, those calling last may have a considerably longer waiting period for activation to be completed. As a result, no representation is made as to the length of time it will take to implement a particular activation request.
- C. In no event shall the Company, nor its agents, be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. Neither the Company, nor its agents, shall be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment, nor on equipment owned or leased by the subscriber. (T)
- D. Neither the Company, nor its agents, assume liability for any loss of revenues, increased costs, expenses, liabilities, or inconvenience experienced by the subscriber due to any unsatisfactory performance of CrisisLink. Further, neither the Company, nor its agents, shall assume any liability for consequential, indirect or incidental damages.

#### A34.5.5 Restrictions

- A. A CrisisLink alternate routing number can not be a subscriber Redirected Number in another active routing plan within the LATA.

#### A34.5.6 Rates and Charges

- A. Application of Rates
  1. The CrisisLink service Nonrecurring Charge and Monthly Rate apply for each CrisisLink plan established by the subscriber. The charges for the First Plan will apply for the first plan established per subscriber location. The charges for Each Additional Plan will apply for all other plans established per subscriber location. One Redirected Number per plan is included in these charges.
  2. A volume discount may apply to CrisisLink service subscribers with multiple locations. This volume discount will apply to the CrisisLink service Nonrecurring Charge for the First Plan, for each location where CrisisLink service is established, if the subscriber signs a contract to commit to a specific number of locations. A non-36-month contract CrisisLink service subscriber will be allowed a grace period of 6 months to attain the committed number of locations; a 36-month contract CrisisLink service subscriber will be allowed a grace period of 12 months. If the contracted number of locations is not realized, the subscriber will be required to pay the appropriate Nonrecurring Charge for the number of locations provisioned with CrisisLink service. Also, if a CrisisLink service subscriber commits to a specific number of locations, and later commits to an additional number of locations which results in a lower Nonrecurring Charge, no credit will apply to the Nonrecurring Charge paid for subscriber locations previously activated.
  3. The CrisisLink Redirected Number Nonrecurring Charge and Monthly Rate apply for each additional Redirected Number included in a routing plan.

**A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES**

**A34.5 CrisisLink Service (Cont'd)**

**A34.5.6 Rates and Charges (Cont'd)**

**A. Application of Rates (Cont'd)**

4. A discounted monthly rate per CrisisLink Plan and per Redirected Number may apply if the subscriber signs a 36-month contract for the service. Contract-rate subscribers who terminate prior to the expiration of the 36-month contract period will incur termination charges. Termination charges will be calculated by multiplying the number of plans by 50 percent of the contracted rate per plan times the number of months remaining in the 36-month contract.
5. The Plan Update Charge applies to subscriber-initiated changes to a plan. This charge does not apply to changes that are allowed during the time a plan is active.
6. The CrisisLink Per Call charge applies to each call rerouted during the time the alternate routing plan is active.
7. Charges in Section A4. will not apply.

(T)

**B. Rates**

1. CrisisLink service, per subscriber location<sup>1</sup>

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>36-Month Rate</b>	<b>USOC</b>
(a) First Plan	<b>\$750.00</b>	<b>\$85.00</b>	<b>\$65.00</b>	<b>CLSEX</b>
2. CrisisLink service Volume Discounts, per subscriber location, per First Plan <sup>2</sup>				
(a) 21 - 40 subscriber locations	<b>675.00</b>	<b>85.00</b>	<b>65.00</b>	<b>CLSVA</b>
(b) 41 - 100 subscriber locations	<b>600.00</b>	<b>85.00</b>	<b>65.00</b>	<b>VLSVB</b>
(c) More than 100 subscriber locations	<b>500.00</b>	<b>85.00</b>	<b>65.00</b>	<b>CLSVC</b>
3. CrisisLink service, per subscriber location				
(a) Each Additional Plan	<b>450.00</b>	<b>85.00</b>	<b>65.00</b>	<b>CLSCX</b>
4. CrisisLink Redirected Number <sup>3</sup>				
(a) Each additional Redirected Number	<b>15.00</b>	<b>7.00</b>	<b>5.00</b>	<b>CLSTA</b>
5. Plan Update				

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
(a) Per plan	<b>\$170.00</b>	<b>\$-</b>	<b>CLSPX</b>
6. Per Call			
(a) Each		<b>Rate \$.10</b>	<b>USOC NA</b>

(M)

(M)

**Note 1:** Application of these rates requires a 36-month contract for service.

**Note 2:** Application of these rates requires a signed commitment from the subscriber.

**Note 3:** Application of these rates requires a 36-month contract for the service.

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

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### A34.6 BellSouth AIN SMS Access Service

#### A34.6.1 Description of Service

- A. BellSouth AIN SMS Access service is an intraLATA service that allows a customer to make changes to their Advanced Intelligent Network (AIN) services. BellSouth AIN Toolkit service can be controlled in this manner and must be purchased separately from A34.7 following.

BellSouth AIN SMS Access service provides the capability for a customer to access the AIN Service Management System (SMS) in an efficient and flexible way unaided by *Company* personnel or the service order process. Once the customer has accessed the SMS, the customer can modify service subscription information, view service related information and access reports. (T)

BellSouth AIN SMS Access service supports access security, data security and security based on class of users. Access security requires a security card authentication process in addition to log-in and password identifiers for access to the SMS. BellSouth AIN SMS Access service also ensures that each BellSouth AIN SMS Access service customer can access only data that belongs to that customer. In addition, the BellSouth AIN SMS Access service customer controls which portion of data may be accessed by each of the customer's users. This type of security is based on class of users and the customer will select a class for each user.

The SMS keeps a record of system access on a per user basis which includes date, time and log-in identifiers. This information will be available to customers via the report function of BellSouth AIN SMS Access service. Customers may also view on-line and download AIN service specific reports through BellSouth AIN SMS Access service.

BellSouth AIN SMS Access service is only available to customers who subscribe to one or more of the services listed in B. following.

- B. BellSouth AIN Toolkit service, as set forth in A34.7 following, may be controlled using BellSouth AIN SMS Access service.  
C. BellSouth AIN SMS Access service consists of the following rate elements:

- Service Establishment
- Port Connection
- User Identification Codes
- Security Card

When used with BellSouth AIN Toolkit service, BellSouth AIN SMS Access service also includes Storage and Session rate elements.

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.6 BellSouth AIN SMS Access Service (Cont'd)

#### A34.6.3 Terms and Conditions

- A. BellSouth AIN SMS Access service is available where facilities or arrangements permit. (T)
- B. Except as noted, BellSouth AIN SMS Access service is subject to all general *terms and conditions* applicable to the provisioning of service by the Company as stated in Section A2. (T)
- C. Suspension of Service as specified in Section A2. is not applicable for BellSouth AIN SMS Access service. (T)
- D. BellSouth AIN SMS Access service customers can only activate and modify AIN service subscription information that has been ordered from the Company. The functions that can be performed are dependent on the specific AIN service that is being controlled via BellSouth AIN SMS Access service.
- E. Each user will be required to have a separate User Identification Code. Each User Identification Code will require a Security Card.
- F. ISDN access is required when a BellSouth AIN SMS Access service customer is also a BellSouth AIN Toolkit service subscriber. Otherwise, ISDN access is optional.
- G. For Dial/Shared access to BellSouth AIN SMS Access service, the customer will be required to provide a terminal as specified in I.1 following, an asynchronous dial modem capable of speeds up to 19.2 Kbps and an Exchange Access Line at the customer's premises. Further information related to modem standards may be obtained from the Company.
- H. For ISDN access to BellSouth AIN SMS Access service, the customer will be required to provide a terminal as specified in I.2 following, ISDN terminal equipment, and an ISDN equipped access line at the customer's premises.
- I. Customer terminal requirements.
  - 1. Dial/Shared Access

The type of interface device required at the customer's premises is a VT100 compatible terminal or personal computer equipped with terminal emulation software. The interface device must be compatible with American National Standard Institute (ANSI) standard X3.64. Further information related to interface specifications may be obtained from the Company.
  - 2. ISDN Access

The type of interface device required at the customer's premises is a PC or workstation with X Windows software and an ISDN terminal interface. Further information related to interface specifications may be obtained from the Company.
- J. The customer will be responsible for installation, maintenance and testing of customer provided compatible terminal equipment. The Company does not assume responsibility for the compatibility or suitability of the customer's equipment.
- K. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of BellSouth AIN SMS Access service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- L. Reports associated with BellSouth AIN Toolkit service, which is controlled by BellSouth AIN SMS Access service, may be downloaded using BellSouth AIN SMS Access service. These reports may be purchased from A34.7 following which governs the BellSouth AIN Toolkit service. Any restrictions and limitations on the use of the information contained in the reports are described in A34.7 following. BellSouth AIN Toolkit service can be controlled using BellSouth AIN SMS Access service as stated in A34.6.1.B. preceding.

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.7 BellSouth AIN Toolkit Service

#### A34.7.1 General

- A. BellSouth AIN Toolkit allows subscribers to access call information and AIN processing capabilities to create customized telephone services according to the needs of the subscriber/end user.

Subscribers will create services by using a set of tools (i.e., a Service Creation Environment) that allows them to configure the AIN capabilities. After a service has been created, it is verified by the Service Management System (SMS) for completeness. The verified service is provisioned on the AIN network elements of the Public Switched Telephone Network and may be activated or deactivated at the subscriber's discretion.

A subscriber's created service will require the provisioning of triggers. The triggers available for BellSouth AIN Toolkit service subscribers include the following:

- Terminating Attempt
- 10-digit Public Office Dialing Plan (PODP)
- Customized Dialing Plan (CDP)
- Off-hook Delay
- Off-hook Immediate
- Feature Code

- B. Access to the Service Creation Environment which is used by BellSouth AIN Toolkit service subscribers will be through the use of BellSouth AIN SMS Access service. The use of BellSouth AIN SMS Access service is mandatory for all BellSouth AIN Toolkit service subscribers. BellSouth AIN SMS Access service may be purchased from A34.6. (T)
- C. BellSouth AIN Toolkit service subscribers will have access only to those services and information related to those services that they have created. The BellSouth AIN Toolkit service subscriber may allow multiple users to access the BellSouth AIN Toolkit service subscription capabilities.
- D. The BellSouth AIN Toolkit service subscriber will have access to all of the available nodes in the BellSouth AIN Toolkit service to create Decision Graphs (DG). All nodes may be used in any one DG. The DGs are created using the Decision Graph Editor (DGE) of the Service Creation Environment (SCE).

#### A34.7.2 Definitions

##### ADVANCED INTELLIGENT NETWORK (AIN)

The Advanced Intelligent Network (AIN) is an evolutionary telecommunications platform that utilizes the infrastructure of the existing switch based network and Common Channel Signaling System 7 (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch resident software, CCS7 and Integrated Services Digital Network (ISDN) protocol.

##### BASIC MESSAGING ELEMENT

A basic messaging element is the inquiry sent to a network element database and the instructions returned to complete the call processing.

## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.7 BellSouth AIN Toolkit Service (Cont'd)

#### A34.7.2 Definitions (Cont'd)

##### SUBSCRIPTION

The subscription is a DN plus its assigned trigger(s). A subscription is created by making a Decision Graph and associating it with a set of subscription-specific data.

##### TRIGGER

Triggers are interruptions in the processing of AIN calls which instruct the switch to query a network element database for further instructions to complete call processing.

#### A34.7.3 Terms and Conditions

- A. BellSouth AIN Toolkit service is available where facilities or arrangements permit. (T)
- B. Limitations and use of service as stated in Section A2. will apply. (T)
- C. Suspension of service, as defined in Section A2., is not applicable for this service. (T)
- D. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment of facilities or for any act, omission, or failure of performance by the Company or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that can not be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the BellSouth AIN Toolkit service subscriber. (T)
- E. The use of the Off-Hook Immediate trigger, which directs a call immediately to the location selected by the BellSouth AIN Toolkit service subscriber, affects the end-user's ability to dial 911 or E911 from the end user's telephone. It is the responsibility of the BellSouth AIN Toolkit subscriber to notify its end users of this to insure that end users are aware that they may not be able to reach 911 or E911 in an emergency, without some further action on the part of the BellSouth AIN Toolkit subscriber.
- F. When BellSouth AIN Toolkit service is interrupted due to a failure or malfunction of Company equipment or facilities, a pro rata adjustment of the appropriate monthly charges will be allowed at the request of the BellSouth AIN Toolkit service subscriber if the system is unavailable to the subscriber and the Company (to perform changes for the subscriber) for more than a 24 hour period and in accordance with the *terms and conditions* specified in Section A2. No allowances will be granted for interruptions required to perform preventive or routine maintenance, or to perform software updates when the subscriber is notified at least 24 hours prior to such occurrences. (T)
- G. The BellSouth AIN Toolkit service subscriber will be responsible for installation, maintenance and testing of customer provided compatible terminal equipment. The Company does not assume responsibility for the compatibility or suitability of the customer's equipment.
- H. The BellSouth AIN Toolkit service subscriber shall subscribe to adequate facilities to transport the calls to the subscriber locations.
- I. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BellSouth AIN Toolkit service render any facilities provided by a subscriber obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- J. BellSouth AIN Toolkit service requires the use of storage space on the SMS. Rates, *terms and conditions*, as defined in BellSouth AIN SMS Access Service located in A34.1 and A34.6, will apply for BellSouth AIN Toolkit service. (T)
- K. A BellSouth AIN Toolkit service subscriber may be temporarily authorized by an end user to create services using the end user's DN(s).

## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.7 BellSouth AIN Toolkit Service (Cont'd)

#### A34.7.3 Terms and Conditions (Cont'd)

##### L. End User Authorization

1. If requested by the Company, BellSouth AIN Toolkit service subscribers that create services on behalf of end users must provide proof of authorization to alter the provisioning associated with those end users' DNs.
2. End users can revoke their authorization at any time by informing the BellSouth AIN Toolkit service subscriber of their decision. If an end user requests removal of a trigger, the end user will be referred to the BellSouth AIN Toolkit service subscriber.
3. The Company will not become involved in disputes between a BellSouth AIN Toolkit service subscriber and a subscriber's end users. The end user will be referred to the BellSouth AIN Toolkit service subscriber for resolution of any disagreement.
4. BellSouth AIN Toolkit service subscribers that create services using DNs that they have acquired in bulk service orders need not provide authorization to alter the provisioning associated with those DNs.

##### M. Triggers

1. Triggers must be activated within 90 calendar days from the order date. Additionally, deactivated triggers must be reactivated within 90 calendar days from the deactivation date. Triggers not activated/reactivated within the 90 day period will be considered available for provisioning to another subscriber or to the same subscriber. Nonrecurring Trigger Access charges will apply for re-provisioning of triggers to the original subscriber.
2. The BellSouth AIN Toolkit service subscriber must select the trigger(s) associated with each DN.
3. Triggers can be provisioned only on Company DNs.
4. A DN may have multiple BellSouth AIN Toolkit triggers active in the network concurrently.
5. A BellSouth AIN Toolkit service end user can not have more than one AIN service for the same trigger type. This restriction applies whether or not the conflicting AIN service is a BellSouth AIN Toolkit created service.
6. A service order must be issued to add or delete a trigger.
7. In order to activate a BellSouth AIN Toolkit service, the BellSouth AIN Toolkit service subscriber must associate each DN plus a trigger with a decision graph.
8. The Off-hook Delay, Off-hook Immediate, and CDP triggers cannot be provisioned on the same DN.

##### N. The BellSouth AIN Toolkit service subscriber may allow the end user to make changes in SMS.

##### O. The BellSouth AIN Toolkit service subscriber/end user must select an Interexchange Carrier to do interLATA routing of calls. The Interexchange Carrier may be selected by presubscription, by dialing 101XXXX, or by having it specified by the BellSouth AIN Toolkit service.

##### P. Security *terms and conditions* as defined in BellSouth AIN SMS Access Service in A34.6, will apply to BellSouth AIN Toolkit service.

##### Q. The BellSouth AIN Toolkit service subscriber may allow end users of the BellSouth AIN Toolkit -created service to access subscription data; the type of interface required at the end user's premises is a VT-100 terminal or PC emulating the VT-100 terminal. The interface device must be a modem with a transmission rate of 19.2 Kbps or less. The BellSouth AIN Toolkit service subscriber will be required to subscribe to a User ID Code and Security Card, per BellSouth AIN SMS Access Service located in A34.6, per end user with access to the BellSouth AIN Toolkit -created service subscription data.

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## A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

### A34.7 BellSouth AIN Toolkit Service (Cont'd)

#### A34.7.3 Terms and Conditions (Cont'd)

**R.** Decision Graphs

1. The size of the Decision Graphs (DGs) is limited. Information regarding the maximum number of nodes which can be included in a decision graph will be provided to the subscriber at the time BellSouth AIN Toolkit is purchased.
2. After a DG is created, it must be verified by the BellSouth AIN Toolkit service subscriber and the SMS.
3. After the DG has been verified, the BellSouth AIN Toolkit -created service can be activated. Decision graphs may also be deactivated when the BellSouth AIN Toolkit service subscriber no longer requires the created service.
4. DG changes that require switch translation modifications require a service order.
5. A DG which is causing harm to the network and/or service problems can be deactivated by the Company. In such instances, the BellSouth AIN Toolkit service subscriber will be informed of the deactivation and will be provided such information as may be available concerning the cause of the problem.
6. Modifications to the DG can be made by Company personnel only when authorized by the BellSouth AIN Toolkit service subscriber.
7. A DN may have multiple DGs active in the network, where each service uses a different trigger type.
8. Multiple DGs may exist in the SMS for a single trigger on a DN but only one DG may be active at a time.

**S.** If the BellSouth AIN Toolkit service subscriber desires to receive Calling Party Number (CPN) or ANI information on a real time basis, they may subscribe to an appropriate service for that information.

**T.** When CPN is delivered to the BellSouth AIN Toolkit service subscriber for use in service provisioning, the status of the privacy indicator will also be delivered. It is solely the responsibility of the BellSouth AIN Toolkit service subscriber to handle this information properly and in accordance with the rules, *terms, conditions*, and laws of the jurisdiction in which the subscriber is doing business. The Company is not liable for any impropriety in the BellSouth AIN Toolkit service subscriber's handling of CPN information. The Company's only responsibility is to insure that the privacy indicator is delivered to the subscriber with the CPN if the privacy indicator has been set.

**U.** Telephone numbers listed in any of the BellSouth AIN Toolkit service optional call reports are intended solely for use by the BellSouth AIN Toolkit service subscriber and/or end user. Resale of this information, other than by the subscriber to the end user, is prohibited by this *Guidebook*.

**V.** The Company may invoke call gapping as may be necessary for maintenance purposes or to maintain the quality of service in the network. If call gapping is invoked specifically on a BellSouth AIN Toolkit service subscriber's service, the Company will notify the subscriber as to the reasons this step was required and what measures may be necessary to avoid future recurrence. However, if call gapping is invoked in the network or portion of the network, the subscriber will not be individually notified.

**W.** BellSouth AIN Toolkit service requires storage space on the SCP. This storage is measured in kilobytes.

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