

TARIFF DISTRIBUTION

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PURPOSE: Grandfathering of CrisisLink Services

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A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, CrisisLink Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

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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 cannot 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. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service (Cont'd)

A34.5.5 Restrictions

- A. A CrisisLink service alternate routing number cannot 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 service 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 service Redirected Number Nonrecurring Charge and Monthly Rate apply for each additional Redirected Number included in a routing plan.
4. A discounted monthly rate per CrisisLink service 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 service 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.

B. Rates

1. CrisisLink service, per subscriber location

	Nonrecurring Charge	Monthly ³ Rate	36-Month ^{1,3} Rate	USOC	(C)
(a) First Plan	\$750.00	\$85.00	\$65.00	CLSEX	
2. CrisisLink service Volume Discounts, per subscriber location, per First Plan ²					
(a) 21 - 40 subscriber locations	675.00	85.00	65.00	CLSVA	
(b) 41 - 100 subscriber locations	600.00	85.00	65.00	CLSVB	
(c) More than 100 subscriber locations	500.00	85.00	65.00	CLSVC	
3. CrisisLink service, per subscriber location					
(a) Each Additional Plan	450.00	85.00	65.00	CLSCX	
4. CrisisLink service Redirected Number					
(a) Each additional Redirected Number	15.00	7.00	5.00	CLSTA	

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

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

Note 3: Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, CrisisLink Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

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