

DIRECT INWARD DIALING (DID) TO PBX SYSTEMS**A. Description**

DID is a service which permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the central office. The central office will outpulse digits to the customer premises equipment which can further process the calls as desired. This service is classified as a competitive telecommunications service for all business customers in Access Area A, Access Area B, and Access Area C.

B. Terms and Conditions

DID Service is provided subject to the availability of facilities and may only be furnished from properly equipped central offices. A Wire Spring No. 5 Crossbar central office which is not presently equipped for DID Service will only be so equipped at rates and charges under special construction charges, Part 2, Section 5.

DID Service will be provided at the rates and charges specified in the Price Section. These rates and charges are in addition to those for P.B.X. trunks as specified in Part 4, Section 2.

The customer shall be responsible for providing interception of calls to assigned, but unused, DID numbers by means of attendant intercept or recorded announcement service.

Resale and sharing of DID service may be provided subject to the following conditions:

- The resale/sharing provision of DID service will be limited to service furnished on a measured rate basis only.

The Customer of Record must be responsible for intercepting calls to assigned but unused numbers.

Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Company only from the Customer of Record.

The Customer of Record shall be liable for all charges, and the Company shall not be responsible for the allocation of usage, or charges for resold/shared service. In the event of the failure of the Customer of Record to pay all charges by the due date, all users shall be jointly and severally liable for such charges.

In the event of discontinuance or reduction of DID service, the Customer of Record disconnected numbers will be intercepted with the standard central office recorded announcement that tells the caller the number has been disconnected. Only those DID numbers which have an alphabetical listing as specified in Part 12, Section 1 will be intercepted. (C)
(C)
(C)
(C)

The temporary suspension of service provisions as specified in Part 2, Section 4, do not apply to DID Service.

DIRECT INWARD DIALING (DID) TO PBX SYSTEMS (cont'd)**B. Terms and Conditions (cont'd)**

Listings for DID numbers may be provided in accordance with the rates and regulations specified in Part 12, Section 1. (T)

All DID calls must be routed over the same P.B.X. trunk group. Trunks arranged for DID Service may not be mixed with trunks not so arranged within the same trunk group.

Outgoing calls may not be placed over P.B.X. trunks arranged for DID Service.

The Company shall not be responsible to the customer if necessary changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any facilities provided by a customer obsolete or make modification of customer's equipment necessary.

DID Service is designed for voice communication and not for the transmission of data. When used for data transmission adequate transmission quality cannot be assured.

Moves for Switching System Service lines are specified in Part 3, Section 1.

If a customer's normal serving central office is not equipped to provide DID Service, or if a customer so requests, the service may be provided, where facilities permit, from a Company central office different than that which normally serves the customer, but still within the same Market Service Area, at the additional rates specified in the Price Section. After the customer's normal serving central office becomes equipped to provide DID service, the DID service may then be transferred to the customer's normal serving central office. If the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur initial nonrecurring charges and Service Charges as appropriate, but the mileage charges would then be discontinued. The customer's DID contract is for service and is thus unaffected by this transfer.

If the customer elects to be served in the above manner, the Company shall not be responsible for message unit and toll charges which may accrue to callers who are unaware of the remote central office serving arrangement. Under all circumstances, calls to such remote central office service shall be treated for billing purposes as any call to that office.

DIRECT INWARD DIALING (DID) TO PBX SYSTEMS (cont'd)**B. Terms and Conditions (cont'd)**

The minimum contract period for DID trunk terminations is two years. In the event of discontinuance of DID service, a termination charge equal to 80% of the monthly rate for the remainder of the minimum contract period is due. Customers having contracts signed under the terms of the previously effective guidebook will be subject to a termination charge based on the lesser amount of either the previous minimum contract period of five years or the aforesaid minimum contract period of two years.

1. DID Service From a Remote Central Office

- a. DID service is offered from a remote central office in accordance with the preceding paragraphs, except as provided below in this section.

Mileage charges apply in addition to the rates specified in *Prices* following. Mileage charges are those specified for Foreign District Service, Foreign Exchange Service, or Foreign Central Office Service in Part 4, Section 3 as appropriate.

- b. For a premises with working lines in place on or before July 18, 1989, from a remote central office in the same Serving Area (S.A.) as the customer's premises, mileage charges from the remote central office are not applicable. This exemption is applicable only to premises in the C.O. area where a majority of the customer's DID service lines from the remote central office are terminated as of July 18, 1989, and applies as long as the customer of record on that date has continuous service at the premises.

Any change to a different predominant network service at this customer's premises will be subject to charges applicable to the new service, with the remote central office being treated as the normal central office, unless the customer elects to discontinue this arrangement altogether.

2. Two-Way Direct Inward Dialing (DID) With Call Transfer

- a. 2-Way Direct Inward Dialing (DID) With Call Transfer is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the transfer of those calls to another line through the use of an incoming/outgoing trunk facility. The transfer capability makes it possible to disconnect after transferring the call, freeing the DID facility for additional incoming calls. The trunk may also be used to place outgoing calls. This service is provisioned with E&M signaling and a 4 wire connection at the customer's premises. Touch-Tone is a standard feature of this service.
- b. Trunks arranged for 2-Way DID With Call Transfer service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the arrangement is not permitted.

2-Way DID With Call Transfer is provided from Central Offices equipped to provide this service and subject to the availability of facilities. Customers are required to sign a confirmation of order for 2-Way DID With Call Transfer.

DIRECT INWARD DIALING (DID) TO PBX SYSTEMS (cont'd)**C. Prices**

| <u>Description /Billing Code/</u> | <u>Nonrecurring Charge</u> | <u>Monthly Price</u> |
|--|----------------------------|----------------------|
| <i>DID Trunk Termination Charges</i> | | |
| Each DID trunk termination in central office, per trunk /NDT/ | \$32.95 | \$692.00 (I) |
| Subsequent additions, deletions or rearrangements of DID trunk terminations in addition to above charges, per occasion | 276.22 | -- |
| <i>P.B.X. Trunk Charges</i> | | |
| The P.B.X. trunk rates are as specified in Part 4, Section 2. The customer must subscribe to a sufficient number of trunks to maintain an incoming call completion rate of 99 percent based on an average of the busy hours occurring during the customer's busy season. After the service has been established, the Company may require the customer to increase the number of trunks or it may recommend that the number of trunks be decreased to satisfy the call completion criteria. | | |
| <i>DID Number Charges^{/1/}</i> | | |
| Each group of 10 assigned DID station numbers or fraction thereof, each group /ND8/ | -- | 105.00 (I) |

/1/ Charges for ISDN Prime (PRI) DID Numbers are located in Part 17, Section 2.

DIRECT INWARD DIALING (DID) TO PBX SYSTEMS (cont'd)

C. Prices (cont'd)

| <u>Description /Billing Code/</u> | <u>Nonrecurring Charge</u> | <u>Monthly Price</u> | |
|--|----------------------------|----------------------|-----|
| <i>DID Service From a Remote Central Office</i> | | | |
| Each new installation, addition or rearrangement of trunks which provide DID service from a remote central office, each occasion | \$50.61 | -- | |
| <i>2-Way Direct Inward Dialing (DID) With Call Transfer</i> | | | |
| Service Establishment - Area A | | | |
| With initial DID Service - per Trunk Group /SEPD1/ | 175.00 | -- | |
| Subsequent to Establishment of DID Service - per Trunk Group /SEPD1/ | 175.00 | -- | |
| 2-Way DID Trunk With Call Transfer /3CW/ | -- | \$320.00 | (l) |
| Service Establishment - Area B | | | |
| With initial DID Service - per Trunk Group /SEPD1/ | 175.00 | -- | |
| Subsequent to Establishment of DID Service - per Trunk Group /SEPD1/ | 175.00 | -- | |
| 2-Way DID Trunk With Call Transfer /3CW/ | -- | 320.00 | (l) |
| Service Establishment - Area C | | | |
| With initial DID Service - per Trunk Group /SEPD1/ | 175.00 | -- | |
| Subsequent to Establishment of DID Service - per Trunk Group /SEPD1/ | 175.00 | -- | |
| 2-Way DID Trunk With Call Transfer /3CW/ | -- | 320.00 | (l) |

DIRECT INWARD DIALING (DID) TO PBX SYSTEMS (cont'd)**C. Prices (cont'd)**

| <u>Description /Billing Code/</u> | <u>Nonrecurring Charge</u> | <u>Monthly Price</u> |
|--|----------------------------|----------------------|
| <i>2-Way Direct Inward Dialing (DID) With Call Transfer (cont'd)</i> | | |
| Service Establishment – All Areas | | |
| Change in Outpulsing, Start Dial or Signal Type - per Trunk Group /REAJA/ | \$28.50 | -- |
| Change or redesign in signaling or transmission interface - per Occurrence /REAJB/ | 150.00 | -- |
| Conversions - All Areas | | |
| Of entire DID Trunk Group to 2-Way DID or entire 2-Way DID - Trunk Group to DID /NR9DD/ | 300.00 | -- |
| Of individual DID Trunks to a new 2-Way DID Trunk Group - per Trunk Group /SEPD1/ | 175.00 | -- |
| Change in Outpulsing, Start Dial, or Signal Type - per Trunk Group /REAJA/ | 28.50 | -- |
| Change or Redesign in Signaling or Transmission Interface - per Occurrence /REAJB/ | 150.00 | -- |

BUSINESS DIRECT INWARD DIALING (DID) WINBACK PLAN

A. Description

Eligible business customers will receive a waiver of the normally applicable nonrecurring Service Ordering and Trunk Termination charges on each Direct Inward Dialing (DID) trunk ordered and installed.

B. Definitions

Eligible Business Customers

Business customers who have their business access service with another carrier within the Company's service area and who now wish to establish DID trunk service with the Company.

C. Terms and Conditions

Customers must enroll in a minimum of a one year DID Trunk term plan to qualify for the waivers.

This plan may not be combined with other Direct Inward Dialing trunk offers that include nonrecurring DID installation charge waivers or credits. The waiver is not applicable on subsequent new network DID trunks ordered or installed for the same customer.

In addition the customer must:

- not have had service disconnected for nonpayment, and
- not have any part due bills for regulated service owed to the Company.