

TELEPHONE ANSWERING SERVICE**A. General**

1. Telephone Answering Service is a supplementary feature of telephone service whereby incoming calls on central office, Centrex Service, Inward Wide Area Telecommunications Service, Airport Telephone Service, and Administrative Terminal lines may be answered at a common point through the use of answering lines and equipment. The service is available only where selective ringing is used. Various Telephone Answering Services are provided by type based on equipment and line configuration, and types of equipment used.
2. An answering line connects the answering bureau with its client's line for the purpose of allowing the answering bureau attendant to answer incoming calls on that line.
3. Telephone Answering Service does not provide for the placing of outgoing calls over answering lines or intercommunication between clients' lines through the answering equipment.
4. Regular main line service lines may be terminated at an answering bureau for answering only, subject to the rates and charges applicable to such lines. A single main line service line of an answering bureau client may be terminated in a concentrator for answering only on the same basis. In such cases the address in the Company's Listing Information System may be that of the location of the associated answering service switchboard position or console, or it may be the address of the client, provided that the listed address is in the Company's service area and is the same as the billed address of the main line service line. (T)
5. Telephone Answering Service lines are subject to Series 2000, Type 2001E Channel Service rates and charges.
6. In accordance with the provisions in Part 4, Section 5, Joint User Service is not furnished where the customer is primarily engaged in furnishing service of a secretarial nature. However, requests for listings for clients which such an answering bureau is authorized to represent may be accepted upon receipt of written authority from the clients to be listed. (T)

B. Types and Description

Type 6 - Furnished where the answering bureau uses an individual telephone for each client line, and where the answering bureau and its client are not located in the same building.

C. Rates

1. The initial contract period for Type 7 concentrator-identifiers installed prior to May 16, 1978, or ordered before May 16, 1978, and installed by November 13, 1978, is five years. The contract period for this equipment ordered after May 15, 1978, or ordered before May 16, 1978, and installed after November 13, 1978, is in accordance with the payment plan selected under the Contract Charging Plan. See Part 2, Section 3, for Contract Charging Plan regulations.

TELEPHONE ANSWERING SERVICE (cont'd)

C. Rates (cont'd)

2. Charges for Changing from One Type of Answering Service to Another

a. Charges for changing from one type of answering service to another at the same location apply as follows:

- Service ordering charges, one for each answering line or group of answering lines for the same customer, and one for the conversion of the answering service, and
- Any applicable termination charges for replaced equipment, and
- Any applicable I.N.C. for new equipment, and
- Any applicable long-term contract for new equipment.

b. Appropriate Service Charges are applicable for changing a present station to a Type 1 or Type 6 answering line, or vice versa.

3. Charges for New Connections, Inside Moves and Changes

Where main station and/or associated answering lines are moved, other than wholly on the customer's side of a NETPOP, the following charges are applicable:

- a. Where the main station moves to a different central office area, the appropriate Service Ordering Charge and Line Connection Charge apply to the mileage service in addition to the Service Charges for the main service, or
- b. Where the main station moves to a different building within same central office area, the Service Charges for the move of the main service only are applicable.

4. Contract Charging Plan

Certain Telephone Answering Service equipment is provided under the Contract Charging Plan. The regulations applicable to the Contract Charging Plan are specified in Part 2, Section 3.

Customers retaining this equipment in service in excess of 144 months shall be subject each month thereafter to a charge in addition to the then current monthly rate, reflecting the increased costs of continuing the serving equipment in suitable operating condition as shall be set forth in filed schedules.

5. The cost of five signaling channels is included in the rates shown for the four and six patch concentrator-identifier systems. For the individual concentrator or identifier, provided only when the companion concentrator or identifier is located in other than an Illinois Bell operating area, the cost of the signaling channels is not included. 1001A channel rates, as shown in Part 15, Section 2, apply to these channels.

6. Type 6

	<u>I.N.C.</u>	<u>Per Mo.</u>
Answering Line equipment /ADT, ADF/	--	\$1.60

TELEPHONE ANSWERING SERVICE (cont'd)

C. Rates (cont'd)

7. Concentrator-Identifier System^{/1/}

	Monthly Contract Charge 1 Month <u>Contract</u>	36 Month <u>Contract</u>	Monthly <u>Rate</u>
a. Four Path Arrangement			
Concentrator-Identifier, including signaling channels /ST5// ^{2/}	\$34,401.75	\$1,078.72	\$184.15
Identifier only, not including signaling channels /ST7// ^{3/}	9,573.76	300.45	42.64
b. Six Path Arrangement			
Concentrator-Identifier, including signaling channels /ST3// ^{2/}	35,838.11	1,123.30	188.99
Identifier only, not including signaling channels /SNV// ^{3/}	11,009.14	345.04	46.52
Concentrator only, not including signaling channels /SNU// ^{2,3/}	24,816.37	778.27	38.77

/1/ This equipment will not be provided to new customers on and after December 8, 1980. Service will be provided to new customers when the customer order has been placed on or before December 7, 1980, and the equipment is placed in service by June 8, 1981. Customers with this service may be provided additional equipment only from existing stock.

/2/ Customer bills on and after April 1, 1979, will be credited each month based on the number of answering lines attached to the concentrator. The monthly credit will be adjusted quarterly.

/3/ Provided only where the companion concentrator or identifier is located in other than an Illinois Bell operating area.

TELEPHONE ANSWERING SERVICE (cont'd)

C. Rates (cont'd)

8. Superseded Rates and Charges

	Monthly Contract Charge		
	<u>60 Month</u> <u>Contract</u>	<u>84 Month</u> <u>Contract</u>	<u>120 Month</u> <u>Contract</u>
Concentrator-Identifier System			
a. Four Path Arrangement			
Concentrator-Identifier, including signaling channels /ST5/	\$700.73	\$540.81	\$423.54
Identifier only, not including signaling channels /ST7/	194.81	150.23	118.24
b. Six Path Arrangement			
Concentrator-Identifier, including signaling channels /ST3/	729.81	563.11	440.99
Identifier only, not including signaling channels /SNV/	223.89	173.49	135.69
Concentrator only, not including signaling channels /SNU/	505.92	390.59	305.30