

## AT&T ILLINOIS GUIDEBOOK

PART 10 - Wide Area Telecommunications Services (WATS)  
SECTION 2 - Other 800 Services

1st Revised Sheet 1

### 800 CALLING OPTION<sup>/1/</sup>

(C)

#### A. General

1. 800 Calling Option is an optional calling plan that offers an alternate billing arrangement for all dial type incoming (IntraMSA 800 Service) usage that is billed based on originating recordings and is available for IntraMSA Nondedicated 800 Service and IntraMSA Dedicated 800 Service.
2. 800 Calling Option is a Term Payment Plan Option (TPP) which is available on a Fixed (Plan 1) or a Variable (Plan 2) basis.
  - a. Plan 1 - customers select a specified level of usage to be attained for each month for a period of 12 months or 36 months and are charged the rate per minute for that specified level of usage selected by the customer, including any usage over the level selected by the customer subject to the Minimum Revenue Guarantee (MRG) stated below.
  - b. Plan 2 - customers will be charged the rate per minute based on the level of usage attained for each month for a period of 36 months subject to the MRG stated below.
3. For this Calling Option an account includes all IntraMSA 800 usage billed to the same terminating billing account. Summary billing, consolidated billing or other forms of combined billing do not qualify as one account.

#### B. Regulations

1. 800 Calling Option is offered to customers within the state of Illinois however, it is applicable only to calls within the same MSA.
2. 800 Calling Option cannot be combined with another calling plan.
3. The Minimum Average Time Requirement (MATR) for each 800 Calling Option call is .5 minutes.
4. In addition to the monthly rate, the customer who elects Plan 1 will select a usage level from the matrix specified in E. following based upon the customer's projection of usage and the customer who elects Plan 2 will be charged the usage rate based on the usage level attained for each month of the plan.
5. During the effective term of the payment period, the contract rate is not subject to a Company initiated change, except as provided in 6 or 7 following.
6. Subsequent to the establishment of service under the TPP and prior to the termination of the TPP, the 800 Calling Option subscriber may convert to a new TPP at the then prevailing rates. A conversion in the TPP period is subject to the following conditions:
  - a. No credit toward the new TPP will be given for that portion of the former TPP which has been utilized.
  - b. The new payment period begins on the first bill date after the request.
  - c. Rates are not retroactive.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residential customers.

(N)

**800 CALLING OPTION<sup>1/</sup> (cont'd)**

(C)

**B. Regulations (cont'd)**

6. (cont'd)
  - d. Termination charges as indicated in (9) following will not apply to:
    1. Plan 1 customers who move to a higher specified level of usage. When the customer makes this change in usage level, the contract plan, either 12 months or 36 months will have a new start date which is the effective date of the change in usage level.
    2. Plan 1 customers who change from a 12-month plan to the 36-month plan, maintaining, increasing or decreasing their usage level. When the customer changes from a 12-month plan to a 36-month plan, the contract plan will have a new start date which is the effective date of the change in usage level.
7. If subsequent to the establishment of a 36-month TPP, 800 Calling Option rates shown in E. following are reduced to less than the customer's existing TPP rates, the customer's rates will be lowered to reflect the reduction in the 800 Calling Option rates.
8. At the expiration of the TPP and unless the customer elects another option or terminates the plan, Plan 1 customers will continue being billed the TPP rates for the usage level specified by the customer that were in effect prior to expiration of the Plan and Plan 2 customers will continue to be billed the usage rate based on the usage level attained for each month. However, termination charges will not be applicable.
9. If the customer terminates 800 Calling Option prior to the expiration of the elected TPP, the customer is responsible for payment of the full Minimum Revenue Guarantee (MRG), stated below, through the current bill period and the sum of the monthly rate for the account and the MRG for the balance of the TPP times 35%.
10. The record change only charge, in Part 10, Section 1, Paragraph B. preceding is applicable to add the 800 Calling Option to an existing service. No service charge is applicable to discontinue the 800 Calling Option.

**C. Minimum Revenue Guarantee (MRG)**

1. The MRG is a guarantee by the customer to pay a minimum amount of 800 Calling Option IntraMSA 800 usage.
2. The MRG applies only to service provided under a TPP and applies to each account.
3. For Plan 1 customers, in any month where the actual 800 Calling Option hourly usage is less than the minimum hours of the usage level selected by the customer, the customer will be billed the MRG or the actual usage hours, whichever is greater.
4. For customers who select Plan 1, the MRG is equal to 75% of the minimum monthly usage level selected by the customer or a minimum of 10 hours whichever is greater. For example, if a Plan 1 customer selects the .1-20 usage level, the MRG would be 10 hours, since 10 hours is greater than 75% of .1. If a Plan 1 customer selects the 50.1 - 100 usage level, the MRG would be 37.5 hours since 75% of 50.1 is greater than 10 hours. For customers who select Plan 2, the MRG is equal to 10 hours of usage for each month.

<sup>1/</sup> Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

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**800 CALLING OPTION<sup>2/</sup> (cont'd)**

(C)

**C. Minimum Revenue Guarantee (MRG)(cont'd)**

5. The MRG is a monthly requirement for each account and the sum paid in excess of the MRG in one month cannot be applied to another month or to a different customer.
6. Where customers have aggregated usage billing for multiple accounts on a single bill, the MRG selected by the customer for each account will be applied to each account on that bill.

- D.** Under conditions listed below, subscribers to a 36-month 800 Calling Option for IntraMSA 800 Service will not be charged for changes made in IntraMSA 800 Service optional features, in the event of damage to terminating service location or other emergency.

Conditions:

1. Applies to accounts having IntraMSA Service 800 terminations.
2. Customers must place on file with the Company a predefined plan that the Company may activate. This plan describes alternate routing, specialized area of service, and carrier selection/allocation as described in A of Section 1 of this Part. The customer is responsible for choice of, and maintenance of, relationships with alternate carriers (if applicable).
3. Predefined plan will be activated at customer's request when customer and Company determine that an emergency situation may exist.

**E. Rates and Charges**

1. The following IntraMSA 800 Service rates apply for each account.
2. The following IntraMSA 800 Service usage charges apply to the service provided under a TPP based upon the hours of use and the TPP selected by the customer. The TPP usage rates are based upon per minute of use or fraction thereof.
3. Rates and Charges
  - a. Plan 1
    1. IntraMSA Nondedicated 800 Service

		<u>12 mo.</u>	<u>36 mo.</u>
a) Monthly Rate per account		\$20.00 <sup>/1/</sup>	\$10.00 <sup>/1/</sup>
b) Usage Rates			
Monthly Usage	Minimum Monthly	Rate Per Minute	
<u>Levels (Hours)</u>	<u>Usage Level</u>	<u>or Fraction Thereof</u>	
		<u>12 Mo.</u>	<u>36 Mo.</u>
.1 - 20	.1	\$.132	\$.128
20.1 - 50	20.1	.129	.121
50.1 - 100	50.1	.122	.117
100.1 - 250	100.1	.118	.110
Over 250	250.1	.111	.103

/1/ This rate is in lieu of the Nondedicated 800 Service Routing Feature charge as shown in B, Section 1.

/2/ Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

(N)

**800 CALLING OPTION<sup>/3/</sup> (cont'd)**

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**E. Rates and Charges (cont'd)**

3. Rates and Charges (cont'd)

a. Plan 1 (cont'd)

2. IntraMSA Dedicated 800 Service

		<u>12 mo.</u>	<u>36 mo.</u>
(a) Monthly Rate per account		\$20.00 <sup>/1/</sup>	\$10.00 <sup>/1/</sup>
(b) Usage Rates			
<u>Monthly Usage</u>	<u>Minimum Monthly</u>	<u>Rate Per Minute</u>	
<u>Levels (Hours)</u>	<u>Usage Level</u>	<u>or Fraction Thereof</u>	
		<u>12 Mo.</u>	<u>36 Mo.</u>
.1 - 20	.1	\$.111	\$.107
20.1 - 50	20.1	.108	.100
50.1 - 100	50.1	.098	.094
100.1 - 250	100.1	.091	.096
Over 250	250.1	.088	.082

b. Plan 2

1. IntraMSA Nondedicated 800 Service

(a) Monthly Rate per account	<u>36 Mo.</u>
(b) Usage Rates	\$20.00 <sup>/2/</sup>
<u>Monthly Usage</u>	<u>Rate Per Minute</u>
<u>Levels (Hours)</u>	<u>or Fraction Thereof</u>
.1 - 20	\$.138
20.1 - 50	.132
50.1 - 100	.129
100.1 - 250	.122
Over 250	.118

2. IntraMSA Dedicated 800 Service

(a) Monthly Rate per account	<u>36 Mo.</u>
(b) Usage Rates	\$20.00 <sup>/1/</sup>
<u>Monthly Usage</u>	<u>Rate Per Minute</u>
<u>Levels (Hours)</u>	<u>or Fraction Thereof</u>
.1 - 20	\$.118
20.1 - 50	.110
50.1 - 100	.099
100.1 - 250	.092
Over 250	.090

/1/ This rate is in addition to the Dedicated 800 Service Access Line charge as shown in B, Section 1.

/2/ This rate is in lieu of the Nondedicated 800 Service Routing Feature charge as shown in B, Section 1 of this Part.

/3/ Effective December 31, 2021, 800 Calling Option is withdrawn for residence customers.

(N)