

TARIFF DISTRIBUTION

FILE PACKAGE NO.: LA-25-0038

DATE: October 14, 2025

STATE: LOUISIANA

EFFECTIVE DATE: 10/15/2025

TYPE OF DISTRIBUTION: Approved

PURPOSE: Grandfathers CrisisLink Service

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G034	9.4	0001
G034	12	0002

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink* Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.E, 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.

(N)
|
(N)

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.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service (Cont'd)

Except as otherwise indicated for Wire Centers in Section A2.3.1.E, 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.

(N)
|
(N)

A34.5.6 Rates and Charges (Cont'd)

A. Application of Rates (Cont'd)

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.
8. During selected promotional periods, recurring, nonrecurring and/or usage charges may be waived for subscribers to CrisisLink service.

B. Rates

1. CrisisLink service, per subscriber location

	Nonrecurring Charge	Monthly Rate	36-Month ¹ Rate	USOC
(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
5. Plan Update				
		Nonrecurring Charge	Monthly Rate	USOC
(a) Per Plan		170.00	-	CLSPX
6. Per Call				
(a) Each			Rate \$.10	USOC NA

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.