

AT&T MISSOURI GUIDEBOOK

PART 6 - Central Office Services
SECTION 6 - Custom Business Services

1st Revised Sheet 1
Replacing Original Sheet 1

ADVANCED INTELLIGENT NETWORK

Effective July 15, 2024, Disaster Routing Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add or change will not be accepted. The Company will continue to provide existing service to existing customers until the service is discontinued. (N)
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(N)

A. General Descriptive Summary

The Advanced Intelligent Network (AIN) offers a family of optional services designed to provide customers with more flexibility in their use of the Public Switched Telephone Network. These Advanced Intelligent Network Services will be available where appropriate Company facilities exist.

B. Disaster Routing Service

1. General

- a. Disaster Routing Service (DRS) enables customers to forward incoming telephone calls placed to multiple telephone numbers at one customer location, en masse, to alternative multiple telephone numbers at one or more alternate locations of the same customer, based on one of three predetermined destination options being activated. Calls may only be forwarded to direct-dial telephone numbers, excluding international numbers. The customer can establish up to three destination routing options; however, only one destination option can be active at any given time. The destination options will be designated as Option 1, 2 or 3. Option 1 will be activated when the service is initially established.
- b. The Company will provide the customer with a password for each DRS group. For security purposes, the password and the group number will be required to change the destination routing options.
- c. No provisions have been made to execute a customer's Disaster Recovery Service in the event that the customer's switching office is out of service.
- d. Calls will not be forwarded if the central office or other network failures or limitations prevent the call from being delivered to the customer's number in the switch.
- e. The intended use of DRS is to provide continuity for the customer's communications needs in the event of a disaster. Any other use of DRS is beyond the scope of this service and may preclude the service from operating in the manner contemplated.
- f. All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available and do not create an obligation for the Company to construct such facilities and equipment especially for the provisioning of this service.

ADVANCED INTELLIGENT NETWORK SERVICES**B. Disaster Routing Service (cont'd)**

2. Regulations

- a. All of the customer's telephone numbers equipped with DRS must be included in one of their groups. A group is defined as a set of telephone numbers that will be forwarded in the same manner, i.e., the same option must be active for all telephone numbers in a group. Each group must include at least one telephone number. However, a telephone number may only be included in one group. There is no upper limit on the quantity of telephone numbers in one group. DRS logic may only be present once for each group.
- b. DRS is only available on telephone numbers associated with business lines or trunks. This service is available for use only with voice applications. It may not be used with data application (e.g., on-line data transmission) or to avoid toll. It will not be provided in connection with Residence, Customer Owned Pay Telephone Service, TeleBranch, Mobile Telephone Service or Personalized Ring.
- c. The customer must identify the PIC for any telephone numbers that have no PIC (e.g., direct inward dialing) for calls forwarded to interLATA locations. For other telephone numbers equipped with DRS, the PIC in the central office used for 1+ interLATA traffic will be applicable. The appropriate charges, outlined in the Access Services Tariff are applicable for PIC changes.
- d. The customer is responsible for the payment of charges (e.g., toll charges) for each call between his DRS equipped line and the telephone number to which the call is being forwarded.
- e. The calling party is responsible for payment of regularly applicable charges for sent-paid messages.
- f. It is the responsibility of the DRS customer (forwarding calls to a third party) to obtain the third party's permission prior to the calls being forwarded.
- g. Reserved for future use. (C)
(D)
- h. The customer is required to have sufficient facilities at the forwarded to locations(s) to handle the incoming calls without interfering with exchange or toll service. In the event there is any interference with either exchange or toll service, the Company reserves the right to disconnect the service.
- i. The Company may, during certain promotional periods waive or discount the monthly rates and/or the nonrecurring charges as provided in this section of the Part 4 and Part 3.

ADVANCED INTELLIGENT NETWORK SERVICES**B. Disaster Routing Service (cont'd)**

3. Service Rearrangement

Customers may change the active destination option (Option 1, 2 or 3) after service has been initially established. The active destination option can be changed either by the customer via a mechanized system or by contacting a Company representative, at no additional charge. Customers may also change their password and review their existing arrangement, via the mechanized system, at no additional charge. Appropriate charges are applicable to other rearrangements as outlined in Paragraph B.6 of this Section.

4. Liability

The Company assumes no liability for forwarding calls to numbers that are inaccurately provided to the Company by the customer.

5. Application of Rates

a. Service Establishment Charges

This charge is applicable with the original DRS order. It applies per account and per location. If DRS is ordered in conjunction with Intelligent Redirects, only one Service Establishment Charge will apply.

b. Forwarded Telephone Number, Per Telephone Number Equipped

A nonrecurring charge will apply for installing DRS on each telephone number. If DRS is ordered in conjunction with Intelligent Redirect on the same telephone number(s), only one charge will apply per number.

When the customer subscribes to DRS, they must choose one of the following billing choices for the calls being forwarded:

1. A monthly rate, with no per completed call charge, that applies per telephone number equipped, per billing account.
2. A monthly rate, with a per completed call charge, that applies per telephone number equipped, per billing account.

ADVANCED INTELLIGENT NETWORK SERVICES**B. Disaster Routing Service (cont'd)**

5. Application of Rates - (cont'd)

b. Forwarded Telephone Number, Per Telephone Number Equipped (cont'd)

The second choice is applicable only when destination routing options 2 or 3 have been activated by the customer. It is not available if the customer subscribes to Intelligent Redirect and DRS services on the same telephone number(s). The monthly rate will vary depending on the quantity of telephone numbers equipped. The monthly rates in the sliding scale, as shown in 50.2.6.B., are applied such that the rates in each band of the scale are applied separately, (i.e., 20 times the 1-20 rate plus 80 times the 21-100 rate, etc.) up to the total quantity of telephone numbers equipped. All of the telephone numbers in a group must be designated as either Choice 1 or Choice 2. If DRS is ordered in conjunction with Intelligent Redirect, these charges will apply only once. The Choice 1 sliding scale will be applied based on the sum of all Choice 1 DRS-equipped telephone numbers plus Intelligent Redirect-equipped telephone numbers, in all groups. The Choice 2 sliding scale will be applied based on the sum of all equipped telephone numbers in all groups. For choice 2 billing, the telephone numbers under Option 1 must be the same as equipped telephone numbers.

c. Group of Telephone Numbers Equipped, Per Group

A monthly rate and a nonrecurring charge will apply per each group of telephone numbers equipped with DRS. The nonrecurring charge will also apply as subsequent groups are added.

d. Rearrangement Charges, Per Rearrangement

This charge will apply per rearrangement. An example of a rearrangement includes either a move, change or addition of an item of service. The addition of a telephone number, equipped with DRS or the addition of a group, will incur a rearrangement charge associated with the establishment of DRS telephone numbers or a group respectively, plus the associated nonrecurring charges for those additions. If DRS and Intelligent Redirect exist on the same account and rearrangements for both are ordered at the same time, this charge will only apply once.

The Rearrangement Charge is applicable to a change of the Primary Interexchange Carrier (PIC) for DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Services Tariff.

e. Password Reinitialization Charge

This charge applies per customer request each time the Company initializes the DRS security password, after it has been provided with the initial order.

ADVANCED INTELLIGENT NETWORK SERVICES

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B. Disaster Routing Service (cont'd)

6. Rates and Charges

	<u>USOC</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
a. Service Establishment, per Account per location ^{/1/}	SEPRE	N/A	\$195.00
b. Forwarded Telephone Numbers, per Telephone Number			
Telephone Numbers to be forwarded, per telephone number-Choice 1: ^{/2,5/}			
1 - 20	R7UFX	\$110.00 (I)	2.75
21 - 100		110.00 (I)	2.75
101 - 250		110.00 (I)	2.75
250 - 500		110.00 (I)	2.75
501 - 1000		110.00 (I)	2.75
1001 or more		110.00 (I)	2.75
or			
Telephone Numbers to be forwarded, per telephone number and per completed call-Choice 2: ^{/2,3,5/}			
1 - 20	R7UFC	110.00 (I)	2.75
21 - 100		110.00 (I)	2.75
101 - 250		110.00 (I)	2.75
250 - 500		110.00 (I)	2.75
501 - 1000		110.00 (I)	2.75
1001 or more		110.00 (I)	2.75
Per Call Completed		.15	--
c. Group of Telephone Numbers equipped, per group	R7NPG	1,247.00 (I)	45.00
d. Rearrangement Charges - per rearrangement ^{/4/}	RCHAX	N/A	95.00
e. Password Reinitialization - per occasion	NR91P	N/A	20.00

NOTES: On Sheet 6

ADVANCED INTELLIGENT NETWORK SERVICES

B. Disaster Routing Service (cont'd)

6. Rates and Charges - (cont'd)

Footnotes/Notes:

- /1/ This charge is applicable with the original DRS order. It applies per account and per location. If DRS is ordered in conjunction with Intelligent RedirectSM, only one Service establishment Charge will apply.
- /2/ Choice 1 and Choice 2 can be provided to the same customer. However, all of the telephone numbers in each group must be all Choice 1 or Choice 2 charges.
- /3/ This charge is applicable only when the customer has selected Choice 2 and has activated destination options 2 or 3. Customers who subscribe to DRS and Intelligent Redirect, on the same telephone number(s), are not eligible for Choice 2.
- /4/ A nonrecurring charge will apply to the move, change or addition of an item of service. For a change to the Primary Interexchange Carrier (PIC) for DID and telephone numbers the charges outlined in the Access Services Tariff will also apply. If DRS and Intelligent Redirect exist on the same account, and rearrangements for both are ordered at the same time, these charges will only apply once.
- /5/ Sliding scale rates applicable only to telephone numbers under the same billing account.

ADVANCED INTELLIGENT NETWORK SERVICES**C. Intelligent Redirectsm****1. General**

- a. Intelligent Redirect (IR) enables customers to forward incoming telephone calls placed to multiple telephone numbers at one customer location, en masse, to alternative multiple telephone numbers at one or more alternate locations of the same customer, based on predetermined options. Calls may be forwarded to direct-dial telephone numbers, excluding international telephone numbers. Intelligent Redirect groups may also include telephone numbers equipped with Disaster Routing Service. Intelligent Redirect offers the following four (routing features that can be ordered separately or in combination with any of the other features or in combination with Disaster Routing Service:

1. Time-Of-Day/Day-Of-Week (TOD/DOW) Routing

This feature enables customers to have their incoming calls forwarded to different telephone numbers based on a predetermined list of TOD/DOW forwarding combinations. Customers may select up to ten different TOD/DOW combinations per group. All twenty-four hours in the day and all seven days in the week must be accounted for. This may be accomplished either by specifying all twenty-four hours in a day and all seven days in a week, or by denoting an "other" category.

2. Specific Date Routing

This feature enables customers to have their incoming calls forwarded to different telephone numbers based on the specific date the call is received. Customers may select up to ten different specific dates per group. Calls received on dates other than those specified will be completed based on an "other" category, as provided by the customer. The "other" option is not counted in the ten allowable specific dates. The date will be denoted in terms of the month and the date or the month, date and year.

3. Percentage Allocation Routing

This feature enables customers to have their incoming calls forwarded to different telephone numbers on a percentage basis. Customers may select up to five percentages, in whole numbers, per group. The sum of all percentages must equal 100% for a given group.

4. Originating Location Routing

This feature enables customers to have their incoming calls, to a group of telephone numbers, forwarded based on the origination of those calls. Customers may select up to ten screening lists per group. Incoming calls will be forwarded to a single predetermined alternate telephone number, per group, per screening list for calls originated from telephone numbers on the customer's screening list(s). If those calls originated from telephone numbers not on the screening list(s) (including absence of an originating telephone number in the Public Switched Telephone Network), the calls will be completed based on an "other" category, per telephone number, as provided by the customer. There are no limits on the quantity of telephone numbers in the customer's screening list. This feature will only function when the calling party number is delivered in the telephone network.

ADVANCED INTELLIGENT NETWORK SERVICES**C. Intelligent RedirectSM****2. Regulations**

- a. All telephone numbers equipped with Intelligent Redial must be included in one of the customer's groups. A group is a set of telephone numbers that will be forwarded in the same manner i.e., the same features with the same parameters that determine routing for all telephone numbers in a group. Each group must include at least one telephone number. However, a telephone number may only be included in one group. There is no upper limit on the number of telephone numbers in one group.
- b. Intelligent Redirect is available on telephone numbers associated with business lines or trunks. This service is available for use only with voice applications. It may not be used with data applications (e.g., on-line data transmission) or to avoid toll. Intelligent Redirect will not be provided in connection with Residence, Customer Owned Pay Telephone Service, TeleBranch or Mobile Telephone Service.
- c. The customer must identify the PIC for telephone numbers that have no PIC (e.g., direct inward dialing) for calls forwarded to interLATA locations. For other telephone numbers equipped with Intelligent Redirect, the PIC in the central office used for 1+interLATA traffic will be applicable. The appropriate charges outlined in the Access Services Tariff are applicable for PIC changes.
- d. The customer is responsible for the payment of charges (e.g., toll charges) for each call between his Intelligent Redirect equipped line and the telephone number to which the call is being forwarded.
- e. The calling party is responsible for payment of regularly applicable charges for sent-paid messages.
- f. It is the responsibility of the customer (forwarding calls to a third party) to obtain the third party's permission prior to the calls being forwarded.
- g. The customer subscribing to Intelligent Redirect is responsible for the payment of charges for collect calls^{/1/} if a person at the telephone number to which the calls are forwarded accepts the call. (C)
- h. The customer must have sufficient lines and associated facilities at the forwarded-to location(s) to handle the incoming calls without interfering with exchange or toll service. In the event there is any interference with either exchange or toll service, the Company reserves the right to disconnect the service.
- i. The Company may, during certain promotional periods, waive or discount the monthly rates and/or the nonrecurring charges as provided in Part 3.
- j. No provisions have been made to execute a customer's Intelligent Redirect Service in the event that the customer's switching office is out of service.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

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ADVANCED INTELLIGENT NETWORK SERVICES**C. Intelligent RedirectSM****2. Regulations (cont'd)**

- k. Calls may not be forwarded if the central office or other network failures prevent the call from being delivered to the customer's number in the switch.
- l. The intended use of IR is to redirect calls in the manner described in paragraph C.1.a. Any other use of IR is beyond the scope of this service and may preclude the service from operating in the manner contemplated.
- m. All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available and do not create an obligation for the Company to construct such facilities and equipment especially for the provisioning of this service.

3. Application of Rates**a. Service Establishment Charge**

This charge is applicable with the original order for Intelligent Redirect. It applies per account and per location. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service (DRS), this charge will apply only once.

b. Forwarded Telephone Numbers, Per Telephone Number Equipped

A monthly rate will apply per telephone number equipped per billing account. The monthly rate will vary depending upon the quantity of telephone numbers equipped. The monthly rate sliding scale, as shown on C.4.b, is applied such that the rates in the band of the scale are applied separately, (i.e., 20 times the 1-20 rate plus 80 times the 21-100 rate, etc.) up to the total quantity of telephone numbers equipped. A nonrecurring charge will apply for installing Intelligent Redirect on each telephone number. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service, these charges will only apply once. The sliding scale will be applied on the sum of all Choice 1 DRS-equipped telephone numbers plus Intelligent Redirect-equipped telephone numbers, in all groups.

c. Service Features, per Feature, per Group**1. Time-Of-Day/Day-Of-Week Routing, Specific Date Routing and Percentage Allocation Routing Service Features.**

A monthly rate and a nonrecurring charge applies for each equipped Service Feature, per group of telephone numbers. The nonrecurring charges will also apply as subsequent groups are added.

2. Originating Location Routing Service Feature:

A nonrecurring charge applies for each group of telephone numbers and a monthly charge applies for each increment of 100 telephone numbers or a fraction thereof, per screening List, per group. The nonrecurring charges will also apply as subsequent groups are added.

ADVANCED INTELLIGENT NETWORK SERVICES

C. Intelligent Redirectsm (cont'd)

3. Application Of Rates (cont'd)

d. Rearrangement Charges, Per Rearrangement

1. This charge will apply per arrangement. An example rearrangement includes the move, change or addition of an item of service. The addition of a telephone number, equipped with Intelligent Redirect or the addition of a feature/group, will incur a rearrangement charge associated with the establishment of Intelligent Redirect telephone numbers or the feature/ group, respectively, plus the associated nonrecurring charges for those additions. If Intelligent Redirect and DRS exist on the same account and rearrangements for both are ordered at the same time, this charge will only apply once.
2. The Rearrangement Charge is applicable for a change of the Primary Interexchange Carrier (PIC) and DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Services Tariff.

ADVANCED INTELLIGENT NETWORK SERVICES**C. Intelligent Redirectsm (cont'd)**

4. Rates And Charges

	<u>USOC</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	
a. Service Establishment, per Account - per location ^{/1/}	SEPRC	N/A	\$195.00	(D)
b. Service Features Charges				(D)
1. Time-Of-Day/Day-Of-Week Routing - Per group equipped	R7MPG	\$35.00	\$45.00	(D)
2. Specific Date Routing, - Per group equipped	R7VPG	\$35.00	\$45.00	(D)
3. Percentage Allocation Routing - Per group equipped	R7WPG	\$35.00	\$45.00	(D)
4. Originating Location Routing - Per group equipped	NR9EO	N/A	\$45.00	(D)
- Per group per 100 telephone numbers or a fraction thereof, per screening list	R7GLX	\$35.00	N/A	(D)
c. Rearrangement Charges, - Per arrangement ^{/2/}	RCHAX	N/A	\$95.00	(C)

/1/ This charge is applicable with the original order for Intelligent Redirect. It applies per account and per location. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service (DRS), only one Service Establishment charge will apply.

/2/ A nonrecurring charge will apply to the move, change or addition of an item or service. For a change to the Primary interexchange Carrier (PIC) for DID telephone numbers, the charges outlined in the Access Services Tariff will also apply. If Intelligent Redirect and Disaster Routing Service exist on the same account and rearrangements for both are ordered at the same time, these charges will only apply once.

(D)

ADVANCED INTELLIGENT NETWORK SERVICES**D. Positive ID**

1. General

Positive ID enables business customers to restrict illegal or unauthorized entry into their computer systems or voice networks. The service allows business customers to electronically screen incoming calls to either the telephone network or the computer network by specifying on a screening list the telephone numbers from which calls will be accepted. The screening list has a maximum capacity of 500 telephone numbers per equipped line. Authorized callers also can access computer systems or telephone networks with customer-defined Access Codes or Personal Identification Numbers (PIN).

The Access Code allows a calling party (usually an employee) calling from other than their usual authorized telephone number to override the call restriction logic contained on the customer's screening list and gain access to the telephone number equipped with Positive ID. A maximum of 100 Access Codes can be assigned per equipped line. Incoming call from a restricted telephone number will be routed to an announcement and disconnected unless a valid Access Code is used.

2. Regulations

- a. Each Positive ID customer will have a Customer Administration PIN. This PIN enables the customer to establish or change the list of nonrestricted telephone numbers on the screening list or Access Codes via an Interactive Voice Response system. Customers may also make changes in their screening lists of Authorized Telephone numbers and Access Codes through a PC User Interface software provided by the customer.
- b. Positive ID is available on telephone numbers associated with residence and business lines or trunks. Positive ID will not be available with Customer Owned Pay Telephone Service, Mobile Telephone Service, or TeleBranch. (C)
- c. Positive ID will be available where appropriate Company facilities exist or technically feasible.
- d. The Company may, during certain promotional periods waive or discount the monthly rates and/or the nonrecurring charges as provided in Part 2 and Part 3.

3. Service Activation

The customer can establish or modify his subscriber data by using one of the following methods:

- a. Touch-Tone input information via an interactive voice response
- b. Personal Computer Interface

4. Liability

The Company cannot guarantee that this service will prevent unauthorized access to a customer's computer system. The Company shall not be liable for any direct or indirect harm caused or resulting from unauthorized access to the customer's computer system.

ADVANCED INTELLIGENT NETWORK**D. Positive ID (cont'd)**

5. Rates and Charges

	<u>USOC</u>	<u>Monthly Charge</u>	<u>Nonrecurring Charge</u>
a. Basic Service, - per line, per location	SCMBX	\$15.00	\$50.00
b. Basic Service Discount for 4-7 equipped lines, - per line, per location ^{/1/}	RCRSA	(2.00)	N/A
c. Basic Service Discount for 8 or more equipped lines, - per line, per location ^{/1/}	RCRSB	(3.50)	N/A
d. Reset Customer Administrator PIN	NR9SP	N/A	20.00

(D)

(D)

/1/ The monthly discount is applicable to all of the customer's Positive ID-equipped lines, per location, per billing number, whenever the customer subscribes to the number of lines within the discount range (4 - 7 lines or 8 or more lines).

(D)

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PUBLIC RESPONSE CALLING SERVICE**A. General**

1. In addition to the applicable regulations in other sections of this Guidebook, the following regulations apply specifically to Public Response Calling Service:
 - a. Public Response Calling Service is a service which provides facilities for call-in programs such as opinion surveys, question and answer programs, contests, etc., which are publicly advertised with the objective of getting the public to respond by calling the advertised telephone number.
 - b. A central office prefix specified by the Company will be used to provide Public Response Calling Service. Customers who subscribe to this service will be required to change from the telephone number formerly used for their call-in program to a number with the specified central office prefix.
 - c. Public Response Calling Service shall not be used for the transmission of prerecorded announcements; such service will be provided as specified in Part 20, Section 8.
 - d. Public Response Calling Service is provided only for receiving calls. Outward calling is not provided as a feature of this service.
 - e. In order to provide satisfactory service to the general public, customers with service other than Public Response Calling Service, who publicly advertise call-in programs which, in any given hour, have more than 15 percent of the calls to the call-in program reach a busy signal, and who intend to continue to publicly advertise call-in programs, must subscribe to Public Response Calling Service, and may not have any other form of telephone service where the telephone number is publicly advertised in connection with a call-in program.
 - f. This service is offered to customers where facilities permit. The issuance of this Guidebook offering does not create an obligation for the Company to build facilities to offer this service.
 - g. For customers located within a Metropolitan Exchange equipped for Public Response Calling Service, the service shall only be provided from the Principal Zone and will be charged the appropriate Principal Zone local exchange rate.
 - h. Customers located outside of a Public Response Service equipped exchange will be charged the appropriate local exchange rate associated with the serving Public Response Calling Service serving office plus applicable foreign exchange charges as found in Part 15, Section 2.
 - i. The calling scope associated with Public Response Calling Service will conform with the calling scope of the Public Response Calling Service serving office.