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A25. (DELETED)

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(N)

A27. SHARED TENANT SERVICE OFFERINGS

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A27. SHARED TENANT SERVICE OFFERINGS

A27.1 Sharing And Resale Of Basic Local Exchange Service¹

A27.1.1 General

- A. In general, Basic Local Exchange Service is furnished for the exclusive use of the subscriber, and the subscriber's family, guests, employees, agents, or representatives. Resale of Basic Local Exchange Service is permitted only under the specific conditions described in this *Guidebook*. For the purpose of this Section, "sharing" of Basic Local Exchange Service is considered synonymous with "resale" of Basic Local Exchange Service. (T)
- B. When in the judgment of the Company it is deemed necessary, or when the projected number of clients is five or more, the customer must apply in writing to resell exchange services provided by the Company and may be required to submit layout maps defining the intended geographic resale area and anticipated development plan in terms of new or existing buildings.
All rates and charges in connection with the resale operation and all repairs and rearrangements behind and including the reseller's communication system will be the responsibility of the reseller (customer of record)/owner. The reseller will be the single point of contact for all shared tenant services provided in the resale service area. Customers who choose to obtain service directly from the Company may subscribe to any local exchange service available. If a customer does business with both the reseller and the Company, measured service will be required.
Nothing in this Section impairs the Company's franchise or ability to operate in the state. This *Guidebook* is not intended, nor does it, enfranchise or certify the recipients of this service as a telecommunications company. (T)
- C. Resale is permitted where facilities permit and within the confines of specifically identified contiguous property areas under the control of a single owner or within a common development with a single name identity, i.e., office parks, shopping centers, apartment complexes, condominiums. Areas designated for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be contiguous in the absence of the thoroughfare. The designated resale service area must be wholly within the confines of existing exchange boundaries.
- D. The premises definition as applies to resale of Basic Local Exchange Service is a resale area as defined by layout maps, if appropriate. See premises as defined in Section A1. (T)
- E. Private line services may be provided to tenants of resellers under the *terms and conditions* specified in Section A2. and Section B2. of the Private Line *Guidebook*. (T)
- F. Private interconnection of resale service areas within an exchange local calling area and LATA is prohibited. Tie Lines are restricted to the private use of a single resale client and cannot be used to access Local Exchange Service via Sharing and Resale trunks or lines.
- G. All other *terms and conditions* specified in other sections of this *Guidebook* will apply. (T)

A27.1.2 Terms, Conditions And Application Of Rates

- A. Resale of Basic Local Exchange Service is available on a flat or an Area Calling Plan basis. Other business services will be provided at the rates specified in other sections of this *Guidebook*. (T)
- B. The client of the reseller is defined as a different business, firm, corporation, company, subsidiary, association, associate or a residence. Service to a reseller and its subsidiaries on the same premises does not constitute sharing. Service to a different business, firm, corporation, company, association, associate or a residence does constitute reselling and shall not be mixed with service to a reseller and/or its subsidiaries. Client listing charges apply as shown in A27.1.3.A.1. Client listing charges will not be separately billed. (T)

Note 1: Service initially available July 24, 1986.

A27. SHARED TENANT SERVICE OFFERINGS

A27.1 Sharing And Resale Of Basic Local Exchange Service¹ (Cont'd)

A27.1.2 Terms, Conditions And Application Of Rates (Cont'd)

- C. The service establishment charge shown in A27.1.3.B.1.(a) applies for all resale service applications processed under this *Guidebook* and is in addition to all other applicable nonrecurring and recurring charges. (T)
- D. Whether the tenants included in a resale service area are residence or business, such tenants may be served by the reseller and the same business rates specified in this and other *Guidebooks* will apply to the reseller. (T)
- E. The minimum period of service is 36 months with a Service Cancellation Fee (SCF) applicable at the date of termination based on the exchange rates in effect. The Service Cancellation Fee is reduced by 1/36 per month and will be an amount equal to the business measured rate and the appropriate client charges being billed at the time of termination. A nine month notice is required prior to termination of service by the reseller. If a nine month notice is not received, the reseller is liable for 50 percent of the expenditures to provide the additional facilities required to serve the subscribers previously served in the resale area.
- F. When a subscriber located within the designated resale service area wishes to be directly served by the Company on a non-resale basis, or when *Company* or customer provided Coin Telephone Service is to be provided in the resale service area, the owner/developer will bear the responsibility for and cost of providing premises access for such services. At the Company's option, the owner/developer will make either cable pairs or their equivalents available, or provide facility support (conduit or poles) access to the Company at no charge for provision of these services. (T)
- G. The STS provider shall obtain and guarantee the permission of the building owner to allow direct access by the Company to any tenant upon the tenant's request. This is a condition for provisioning service for this *Guidebook*. (T)
- H. All usual and applicable Service Charges and Installation Charges as appropriate indicated in this and other *Guidebooks* apply to the activation, move or change of lines within the sharing and resale offering. (T)
- I. Suspension of service as described in A2.3.15 is not applicable to this service. (T)
- J. Transfer of service responsibility between resellers is permitted and will not change the initial service establishment date used to calculate the SCF identified in A27.1.2.E.

A27.1.3 Rates

A. Client Listing Charge

- 1. Reseller client listing provides one listing in the alphabetical section of the directory. The reseller client listing will date from the day the Company's information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is for the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In the event the reseller client listing does not appear in the directory, the minimum chargeable period is for one month.

	Monthly Rate	USOC
(a) Per Residence Client, each	\$1.05	RS6
(b) Per Business Client, each	1.55	BS6

- 2. Charges for additional listings used to further define a reseller client apply at the standard *guidebook* rate as specified in Section A6. (T)

B. Service Establishment Charge

- 1. Per application

	Nonrecurring Charge	USOC
(a) Each	\$30.00	NRCJT

Note 1: Service initially available July 24, 1986.

A29. DATA TRANSPORT SERVICE

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A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service

A29.1.1 General

- A. Derived Data Channel Service (DDCS) provides full-duplex asynchronous or synchronous data transmission utilizing data over voice and subrate multiplexing technology. A derived data channel is provided between a customer's premises and that customer's serving central office. A subrate multiplexed interface is provided in the serving central office for multiplexing multiple derived data channels into a single interface. A transport facility is provided for interconnection of the subrate multiplexed interface to a Company provided data service or to data services provided by others.
- B. The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections of this *Guidebook*. (T)
- C. DDCS is offered for intraLATA use only.

A29.1.2 Terms and Conditions (T)

A. Explanation of Terms

1. Asynchronous Transmission - Transmission in which time intervals between transmitted characters may be of unequal length but time intervals between bits within a character are fixed. Transmission is controlled by start and stop elements (bits) at the beginning and end of each character.
2. Derived Data Channel - A data channel derived from a local exchange facility utilizing data/voice multiplexing (DVM) equipment. A derived data channel is provided between a customer's premises and that customer's serving central office.
3. DS0-B Interface - A central office subrate multiplexed interface that provides a 4-wire DS0 output signal conforming to the standard DDS (Digital Data System) signal formats (i.e., 2.4 Kbps, 4.8 Kbps, or 9.6 Kbps).
4. DS0-B Transport Facility - Local access and interoffice facilities utilized to interconnect the DS0-B interface to a Company provided data service or to data services provided by others.
5. Subrate Multiplexing - The process for separating a 64 Kbps DS0 signal into individual channel groups of lower transmission speeds (i.e., twenty channels at 2.4 Kbps, ten channels at 4.8 Kbps, five channels at 9.6 Kbps, or one channel at 56 Kbps).
6. Synchronous Transmission - Transmission of data based upon a timing mechanism in which data is transmitted at fixed intervals.

B. Basis of Offering

1. A derived data channel provides full-duplex asynchronous or synchronous data transmission at the speed of 2.4 Kbps over a compatible two-wire facility.
2. The central office DVM termination provides subrate multiplexing into a standard DS0-B interface for a group composed of a maximum of twenty derived data channels.
3. The customer's derived data channel must be associated with a DS0-B interface. This association requires coordination between the subscriber of the derived data channel and the subscriber of the DS0-B interface.
4. DDCS can be interconnected to compatible Company provided data services or to data services provided by others.

A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service (Cont'd)

A29.1.2 Terms and Conditions (Cont'd)

B. Basis of Offering (Cont'd)

5. DDCS is provided under the following terms and conditions.
 - a. The customer will be responsible for selecting his own Customer Premises Equipment (CPE). Customer provided terminal equipment must be compatible with the Company provided terminating equipment at the central office. Network interface specifications are contained in Technical Reference Publication 73548 for DVM equipment and Technical Reference Publication 73548, Addendum 1, for access to a DS0-B interface. These publications are available from the Information Exchange Manager, Documentations Operations, North W5A1, 3535 Colonnade Parkway, Birmingham, Alabama 35243. (T)
 - b. The customer will be responsible for installation, maintenance and testing of CPE.
 - c. The customer must be prepared to activate his portion of service in a timely manner as mutually agreed with the Company. If joint testing is required, each party must be prepared to test on the negotiated date.
 - d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
 - e. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes in his equipment, and schedule cooperative testing for cutover if required.
 - f. Company dispatches to customer premises caused by CPE trouble will be handled in accordance with standard Company procedures. The Company does not assume responsibility for the compatibility or suitability of CPE.
6. DDCS is provided subject to the availability of appropriate network facilities and equipment.
7. The minimum service period for a derived data channel is twelve months. In the event service is discontinued at the customer's request within the minimum service period, a termination charge is applicable as of the date service is terminated. This charge is equal to fifty percent (50%) of the following: the number of months remaining in the service period times the monthly rate for a derived data channel. The minimum service period for the other DDCS *guidebook* elements is one month. (T)
8. Suspension of service is not allowed. (M)

A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service (Cont'd)

A29.1.2 Terms and Conditions (Cont'd)

C. Application of Rates

1. The derived data channel charges provide the central office DVM terminating equipment. The customer must also subscribe to a compatible two-wire exchange line (e.g., business exchange line, Centrex Type Services main station line). This two-wire exchange line charge and its associated rates and charges are in addition to the derived data channel rates and charges. (M)
2. The DS0-B interface charge is applicable for each group of a maximum of twenty multiplexed derived data channels. Each of the twenty channels in a DS0-B interface channel group operates at a bit rate of 2.4 Kbps. (M)
3. The DS0-B transport facility is required with each subscription to a DS0-B interface. This facility is available for use with DDCS only.
4. Nonrecurring charges specified herein include service ordering and installation charges.
5. Derived Data Channel Service is available on a month-to-month basis or under contract plan periods of twenty-four to forty-two months and forty-three to sixty months. The following conditions apply for the contract plans:
 - a. Rates under contract plans will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed and/or as of the service order application date will be applicable until the contract expires. At the expiration date of the customer's contract plan option, the customer may select a new contract option at the current rates. If the customer does not select a new payment period or does not request discontinuance of service, service will be continued under the terms specified in A2.4. (T)
 - b. A termination charge is applicable at the date of termination if the customer disconnects the service prior to fulfilling the period of the contract plan. The applicable charge is dependent on the contract period subscribed to and will be equal to fifty percent (50%) of the following: the number of months remaining in the contract period times the monthly rate provided under contract.

A29.1.3 Rates and Charges

A. Derived Data Channel Service

1. Derived Data Channel

		Nonrecurring Charge	Month to Month	24 to 42 Months	43 to 60 Months	
2.	(a) Per channel at 2.4 Kbps	\$172.00	\$17.00	\$13.50	\$11.00	USOC DAXPC
2.	(a) Per group of twenty channels at 2.4 Kbps each	92.00	80.00	75.00	72.00	DAXP1
3.	(a) Per group of twenty channels at 2.4 Kbps each	171.00	70.00	55.00	45.00	DAXP2

A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service (Cont'd)

A29.1.3 Rates and Charges (Cont'd)

B. Move Charges

1. Moves

a. A move involves a change in the physical location of one of the following:

- (1) The point of interface at the customer premises.
- (2) The customer's premises.

b. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(1) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring (i.e., installation) charge for the affected service termination at the customer's premises.

(2) To a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. However, DDCS will be provided at the new location subject to the availability of appropriate network facilities/equipment and subject to meeting DDCS technical specifications.

(M)

A29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service (T)

A29.2.1 General (M)

- A. Data Transport Access Channel Service provides the data channel facilities between a customer's premises and a central office or between two central offices for access to Company provided central office data switched services or to other Enhanced Services, or for connection to other Company provided channel services. These services may also be utilized between two Enhanced Service Providers. (M)
- B. The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections of this and other *guidebooks* of the Company. (T)(M)
- C. Channel services provided under the provisions of this Section are offered for intraLATA use only and may not be used in connection with Switched Access Service offered under the Access Services Tariff. (T)(M)

A29.2.2 Terms and Conditions (T)

A. Explanation Of Terms

1. Analog - Transmission employing variable and continuous waveforms to represent information values, where interpretation by the receiver is an estimated approximation (quantization) of the encoded value.
2. Enhanced Service - The term "enhanced service" shall refer to services, offered by using common carrier transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different or restructured information; or involve subscriber interaction with stored information.
3. Enhanced Service Provider (ESP) - The term "Enhanced Service Provider" (ESP) denotes a customer that provides enhanced services that may use the Company's transmission facilities. A customer shall be classified as an enhanced service provider only with respect to those basic services which are utilized for provision of enhanced service.
4. Digital - Referring to communications procedures, techniques and equipment where information is encoded as either a binary "1" or "0"; the representation of information in discrete binary form, discontinuous in time, as opposed to the analog representation of information in variable, but continuous, waveforms.
5. Terminating Central Office - The central office or wire center where a Data Transport Access Channel terminates in order to access an interface to a Company provided central office switched data service or data transport service, or to access another compatible Data Transport Access Channel or other compatible channel services offered in this and other *guidebooks* of the Company. (T)

B. Basis Of Offering

1. Data Transport Access Channels are provided for analog voice-grade or digital data transmission and are intended to be utilized with Company central office data switched services, other Company provided channel services or with Enhanced Services provided by others.
2. These services are provisioned on a link basis from A29.2.3 and B3. and B7.2 of the Private Line *Guidebook*. (T)
3. The basic access channel charge includes the access facility only. Data Terminating Equipment (DTE) may be required at the customer's premises and/or terminating central office depending on the type of service associated with the channel.

A29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service (Cont'd)

A29.2.2 Terms and Conditions (Cont'd)

(T)

B. Basis Of Offering (Cont'd)

4. An optional data set termination is provided at the central office. Central office data sets will be provided under the following terms and conditions:
 - a. The Company will provide the customer with details of the type and manufacturer of central office data set equipment to be used in each application.
 - b. The customer will be responsible for selecting his own Customer Premises Equipment (CPE). Customer provided terminal equipment must be compatible with the Company provided data set at the central office.
 - c. The Company will limit its selection of central office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
 - d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
 - e. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes in his equipment and schedule cooperative testing for cutover if required.
 - f. The customer will be responsible for installation, maintenance and testing of customer provided terminal equipment.
 - g. The customer must be prepared to activate his portion of joint service in a timely manner as mutually agreed with the Company. If joint testing is required, each party must be prepared to test on the negotiated date.
 - h. Company dispatches to customer premises caused by CPE troubles will be handled in accordance with standard Company procedures. Charges equal to the Trouble Determination Charge will apply as appropriate. The Company does not assume responsibility for the compatibility or suitability of the customer's equipment.
5. The Service Connection Charges specified herein are in lieu of the Service Charges specified in Section A4. except as noted.
6. Data Transport Access Channels are furnished for service 7 days per week, 24 hours per day, for a minimum period of one month.

C. Types And Descriptions

1. Dial Access Channel Service
 - a. Provides central office line equipment and facilities in a terminating central office for calls between the local exchange network and a Company provided data switched service or for connection to a direct access analog channel service.
 - b. Grouping service may be selected with Dial Access Channel Service.
2. Direct Access Channel Service (M)
 - a. Analog Channel Service (M)
 - (1) Provides half duplex or full duplex data transmission at speeds up to 9.6 kbps, on a link basis from B3. of the Private Line *Guidebook*. (T)(M)
 - (2) All *terms, conditions*, charges and specifications apply as stated in Section B3. of the Private Line *Guidebook*. (T)(M)
 - b. Digital Channel Service (M)
 - (1) Provides simultaneous two-way digital data transmission at synchronous speeds of 2.4, 4.8, 9.6 or 56 kbps, on a link basis from B7.2 of the Private Line *Guidebook*. (T)(M)
 - (2) All *terms, conditions*, changes and specifications apply as stated in B7.2 of the Private Line *Guidebook*. (T)(M)

A29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service (Cont'd)

D. Application of Rates

1. Dial Access Channels

- a. Dial Access Channel Service always requires a Dial Access Line. One Dial Access Line is required for each line arranged in a multiline group. (M)
- b. Dial Access Lines arranged in multiline groups which would allow an incoming call to a line that is called to be completed over another line by means of central office equipment will require the appropriate Grouping Service charges. These Grouping Service charges apply as specified in A3.19 of this *guidebook* for a flat rate individual business line. (M1)
- c. The Dial Access Line nonrecurring charge includes installation and service ordering charges. (M1)

2. Central Office Data Set

- a. This option connects an Access Channel to a data set at a terminating central office. Several types of data set connections are provided according to the type of associated Access Channel and transmission speed desired by the customer. (M1)
- b. The 2.4 Kbps Dial Central Office Data Set shown in A29.2.3.B.1(b) following is capable of transmitting/receiving a data signal at the speed of 2.4 Kbps. It also has an autobaud detection feature which allows it to adapt its speed to the speed of the call originating customer premises data set. In this autobaud mode this data set functions at 2400/1200/300 bps. (M1)
- c. The 9.6 Kbps Dial Central Office Data Set shown in A29.2.3.B.1(c) following is capable of transmitting/receiving a data signal at the speed of 9.6 Kbps. It also has an autobaud detection feature which allows it to adapt its speed to the speed of the call originating customer premises data set. In this autobaud mode this data set functions at 9600/2400/1200/300 bps. (M1)

A29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service (Cont'd)

(M)

A29.2.3 Rates And Charges

A. Dial Access Channel Service

1. Dial Access Line

(a) Per line

Nonrecurring Charge	Monthly Rate	USOC
\$52.00	\$25.00	1DCVX

B. Central Office Data Set

1. For Dial Access Channel Service

- (a) Transmission Speeds 300/1200 bps
- (b) Transmission Speed 2.4 Kbps
- (c) Transmission Speed 9.6 Kbps

-	26.00	PWD31
-	28.00	PWD24
-	39.00	PWD96

2. For Direct Access Channel Service - Analog

- (a) Transmission Speed 1.2 kbps
- (b) Transmission Speed 2.4 kbps
- (c) Transmission Speed 4.8 kbps
- (d) Transmission Speed 9.6 kbps

-	24.00	PWJ12
-	28.00	PWJ24
-	58.00	PWJ48
-	51.00	PWJ9+

3. For Direct Access Channel Service - Digital

- (a) Transmission Speed 2.4 kbps
- (b) Transmission Speed 4.8 kbps
- (c) Transmission Speed 9.6 kbps
- (d) Transmission Speed 56.0 kbps

\$-	28.00	PWP24
-	28.00	PWP48
-	28.00	PWP96
-	30.00	PWP56

(M1)

(M1)

(M1)

(M1)

(M1)

C. Moves and Changes

(T)(M1)

- 1. Any change to an existing service at the customer's request will be treated as a new request and all applicable nonrecurring charges will apply.

(M1)

A29. DATA TRANSPORT SERVICE

(M)

A29.3 Reserved For Future Use

A29.4 FlexServ - Digital Access Cross Connect (Obsoleted, See Section A129)

A29.5 (DELETED)

(M1)

A29.6 (DELETED)

(M1)

A29. DATA TRANSPORT SERVICE

A29.7 Administrative Management Service (AMS)

(T)(M)

A29.7.1 Description of Service

(M)

A. General

(M)

Administrative Management Service provides customers a single point of access to other Company network management products, and provides the customers greater control of and additional information about the network services they purchase from the Company. Although most Operation Support Systems (OSS) are optional on a nominal business day, AMS will be provided on a 24 hour basis for continuous usage of those systems that are accessible 24 hours.

(M)

B. Customer Access

(M1)

Customers will have access to Administrative Management Service through a customer provided VT100 terminal with a choice of up to 2400 bits per second (bps) dial access or dedicated 9600 bps private line.

(M1)

C. Maintenance and Operation

(M1)

Due to the nature of Administrative Management Service, it may be necessary to perform preventive and routine maintenance on the system. At such times, the customer will be notified in advance as to the time and duration of these outages.

(M1)

A29.7.2 Explanation of Terms

(M1)

PRODUCT AND SERVICE INFORMATION

(M1)

This function provides the following Central Office information: CLLI codes, switch type, V&H coordinates, network access lines, host information (if applicable), switch location, and equal access information.

(M1)

TROUBLE ENTRY/STATUS

(M1)

This function offers mechanized access for the customer to electronically report and receive information about trouble reports and to record and track trouble reports.

(M1)

SERVICE ORDER ENTRY

(M1)

The customer will have access to a mechanized interface for use when ordering service.

(M1)

MISCELLANEOUS MESSAGING

(M1)

This service provides the customer with a communication path to designated Company locations.

(M1)

BILLING INFORMATION

(M1)

The customer will have access to his records, whereby he may gain information about his last and current bill amount and any payments or adjustments posted to date. He will also have access to his Customer Service record, which provides detailed information about his services provided by the Company.

(M1)

A29. DATA TRANSPORT SERVICE

A29.7 Administrative Management Service (AMS) (Cont'd)

(M)

A29.7.3 Terms and Conditions

(M)(T)

A. Basis of Offering

(M)

Administrative Management Service will be available where appropriate facilities are available. (M)

Administrative Management Service will provide the customer the following capabilities: (M)

- Product and Service Information (M)
- Trouble Entry/Status (M)
- Service Order Entry (M)
- Miscellaneous Messaging (M)
- Billing Information (M1)

The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Administrative Management Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. (M1)

The Company will assist the customer in resolving any installation or day to day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. (M1)

Dispatches to customer premises caused by customer equipment troubles may result in a Trouble Location charge to the customer, as provided in A4.2.9. (T)(M1)

B. Provision of Service

(M1)

Customer access to Administrative Management Service may be either dial/shared or dedicated. (M1)

For dial/shared access, the customer will be required to provide a terminal, a modem, and dial tone at his premises. Provided the customer's premises resides in the Company LATA, the customer will dial a non-toll access number which furnishes access to AMS. If the customer's premises does not reside in the Company LATA, the customer must obtain an access line to a Company location from which the Company offers access to AMS. The AMS port will be assigned a seven-digit number to enable the customer to access this port. If a customer desires multiple telephone numbers to access AMS, an additional port charge will be required for each additional telephone number requested. Individual customer data will be kept secure via the AMS password security system. (M1)

Dedicated access will be provided at 9600 bps for a customer wanting continuous access to Administrative Management Service. The customer will be required to provide at his premises a terminal and a modem and to obtain a dedicated data circuit to a location designated by the Company at which the Company provides access to Administrative Management Service. (M1)

The customer will be responsible for installation, maintenance and testing of customer-provided terminal equipment. (M1)

C. Special Service Arrangement

(M1)

Unique customer applications will be provided as specified in A5.4.1. (T)(M1)

A29.7.4 Application of Rates

(M1)

A. Service Establishment

(M1)

For the initial establishment of each Administrative Management Service customer, a nonrecurring Service Establishment charge will apply. These charges do not apply for any subsequent Port Access additions. (M1)

B. Usage Charge

(M1)

A recurring Usage charge is required based on the customer's estimate of the maximum number of transactions that will be performed per month. If this predetermined number of transactions is exceeded for any given month, then for that month an additional per transaction charge will apply to each transaction in excess of the estimated maximum. (M1)

C. User ID Charge

(M1)

The User ID charge is a nonrecurring charge per customer. (M1)

(M1)

A29. DATA TRANSPORT SERVICE

A29.7 Administrative Management Service (AMS) (Cont'd)

(T)(M)

A29.7.4 Application of Rates (Cont'd)

(M)

D. Port Access

(M)

Port Access, which is required for each access capability desired by the customer, includes a nonrecurring charge and a recurring rate. (M)

A customer desiring shared ports may request dial access to AMS. For dial access the Company will provide a local (non-toll) access number. This will allow the individual customer data to be kept secure via the Administrative Management Service password security system. (M)

Customers desiring a dedicated access port to Administrative Management Service will be required to provide at his premises a terminal and a modem and to obtain a 9600 bps private line to the location at which the Company provides access to Administrative Management Service. The charge for the private line is in addition to the charges for the dedicated access port. (M)

E. Functions

(M)

Access to the required background OSS will be provided via the normal control network at each System. (M)

- For each function described in A29.7.6.E.1.(a)-(e) a recurring rate applies. (M)

F. Payment Schedules

(M)

1. Administrative Management Service is offered with the following payment periods: (M)

Month to Month Payment Plan (One month option) (M)

24 to 48 Month Term Payment Plan (M)

49 to 72 Month Term Payment Plan¹ (M)

2. Administrative Management Service customers may select variable payment periods under the Term Payment Plan. (M)

3. The monthly rate for Administrative Management Service is dependent upon the payment period selected by the customer. (M)

4. The monthly rate for Administrative Management Service under the Term Payment Plan for the periods of 24 to 48 or 49 to 72 months is not subject to Company initiated rate changes. (M)

Note 1: Effective October 1, 2015, customers may not establish new term plans greater than 60 months, and existing term plans greater than 60 months may not be renewed or extended for a term greater than 60 months. (M)

A29. DATA TRANSPORT SERVICE

A29.7 Administrative Management Service (AMS) (Cont'd)

A29.7.4 Application of Rates (Cont'd)

- G. Expiration of Payment Period** (M)
1. Administrative Management Service customers must upon the expiration of their payment period: (M)
 - a. Select a new payment period as offered in the current guidebook¹, or (M)
 - b. Revert to the current guidebook rates for the one month payment option if the customer does not select a new payment period.¹ (M)
 2. Administrative Management Service customer may at any time during his selected payment period subscribe for an equal or longer payment period at the current guidebook rates subject to the following conditions. (M)
 - a. No credit will be given for payments made during the formerly selected period. Nonrecurring charges and installation charges will not be reapplied. (M)
 - b. The new payment period begins with the billing date following the date the new payment period is requested. (M)
 - c. No termination charge applies for the former payment period. (M)
 - d. A Service charges as specified in Section A4. will apply. (M)
 - e. Selection of the new payment period must be from those currently available at the time of re-subscription. (M)
 3. Administrative Management Service customer may at any time during his selected payment period subscribe for a payment period, shorter in length than the time remaining in the existing service agreement, subject to the following conditions: (M)
 - a. No credit will be given for payments made during the formerly selected period. Nonrecurring charges and installation charges will not be reapplied. (M)
 - b. The new payment period begins with the date requested. (M)
 - c. A termination charge will be applied which represents 50 percent of the difference between the remaining amount of the longer contract and the total amount of the shorter contract. (M)
 - d. A Service Charges as specified in Section A4. will apply. (M)
 - e. Selection of the new payment period must be from those currently available at the time of re-subscription. (M)
- H. Termination Liability** (M)
1. One Month Payment Plan - there is no termination liability for this option other than the initial service period as specified in F. preceding. (M)
 2. Term Payment Plan Option - 50 percent of the remaining amount due. (M)
- I. Allowance for Interruptions** (M)
1. When service is interrupted due to a failure or malfunction of the Administrative Management Service, a pro rata adjustment of the appropriate Administrative Management Service monthly charges will be allowed at the request of the subscriber if the total system is unavailable for more than a twenty four hour period and in accordance with the **terms and conditions** specified in Section A2. (T)(M)
 2. No allowances will be granted for interruptions required to perform preventive or routine maintenance, or to perform software updates when the customer is notified at least 24 hours prior to such occurrences. (M1)

Note 1: A Service Charge as specified in Section A4. will apply. (M)

A29. DATA TRANSPORT SERVICE

A29.7 Administrative Management Service (AMS) (Cont'd)

(T)(M)

A29.7.5 Connections

(M)

A. Security

(M)

1. Extra security layers are provided which allow individual clients to customize access capabilities for each of their users. Both client information files and the Company computer systems are kept secure from intrusion. (M)
2. Administrative Management Service security uses the concept of a "usertype", which is simply a variable referring to a subset of the service that can be accessed by a given customer. Every user of the system must be assigned a usertype by the "admin" user during the process of adding the user to the system. (M)

B. System Recovery

(M)

Uninterrupted power supplies are provided to prevent unexpected system shutdowns due to commercial power failure. All processes will be smoothly terminated and all buffers written to disk before a shutdown is performed. Message queues, which have been built, will be saved to disk files so that any established host session can be reestablished as soon as the system is brought back up following power outages. (M)

A29.7.6 Rates and Charges

(M)

A. Service Charges - (Premises visit not required) in Section A4. will apply. (M)

B. Basic Service includes service establishment, multilevel security, and network administration aids. (M)

C. Administrative Management Service - Basic Service (M)

1. Service Establishment (M)

	Installation Charge	Month To Month	24 to 48 Months	49 to 72¹ Months	USOC SESBC	
2. Usage, per Month	\$680.00	\$-	\$-	\$-		(M)
(a) Initial Setup						(M)
(a) Up to 50 transactions	-	4.55	4.05	3.50	USD1X	(M)
(b) Up to 250 transactions	-	19.50	17.25	15.00	USD2X	(M)
(c) Up to 500 transactions	-	36.40	32.20	28.00	USD3X	(M)
(d) Excess over allocated monthly usage, per transaction			Charge \$.10		USOC USDPIX	(M)
3. User ID's, per Customer						(M)
(a) First 15			18.00		U1G1X	(M)
(b) Each Additional set of 5			18.00		U1GAX	(M)
D. Port Access						(M)
1. Per Access Capability						(M)
(a) Dial/Shared Access	\$225.00	\$100.00	\$88.00	\$76.00	MDQ	(M)
(b) Dedicated Access	240.00	161.00	143.00	124.00	MD6	(M)
E. Functions						(M)
1. Per Subscribed System						(M)
(a) Product and Service Information	-	84.50	74.75	65.00	MB5PM	(M)
(b) Trouble Entry/Status	-	65.00	57.50	50.00	MB5TX	(M)
(c) Service Order Entry	-	37.70	33.35	29.00	MB5SX	(M)
(d) Miscellaneous Messaging	-	15.60	13.80	12.00	MB5MX	(M)
(e) Billing Information	-	52.00	46.00	40.00	MB5BX	(M)

Note 1: Effective October 1, 2015, customers may not establish new term plans greater than 60 months, and existing term plans greater than 60 months may not be renewed or extended for a term greater than 60 months. (M)

Pages 6 through 15 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A30. (DELETED)

Pages 1.1 through 4 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)

A32.1.1 General (Cont'd)

D. Payment Schedules (Cont'd)

2. Expiration of Payment Period (Cont'd)

- b. An IPMS customer may at any time during the selected payment period re-subscribe for an equal or longer payment period at the current guidebook rates subject to the following conditions:
 - (1) No credit will be given for payments made during the formerly selected period. Nonrecurring charges and installation charges will not be reapplied.
 - (2) The new payment period begins with the billing date following the date the new payment period is requested.
 - (3) No termination charge applies for the former payment period.
 - (4) A Service Charge as specified in Section A4. will apply.
 - (5) Selection of the new payment period must be from those currently available at the time of re-subscription.
- c. An IPMS customer may at any time during his selected payment period re-subscribe for a payment period, shorter in length than the time remaining in the existing service agreement, subject to the following conditions:
 - (1) No credit will be given for payments made during the formerly selected period. Nonrecurring charges and installation charges will not be reapplied.
 - (2) The new payment period begins with the date requested.
 - (3) A termination charge will be applied which represents fifty percent (50%) of the following: the remaining amount of the longer contract less the total amount of the shorter contract. (Difference is the remaining amount of the original contract and the total amount to be paid with the shorter contract.)
 - (4) A Service Charge as specified in Section A4. will apply.
 - (5) Selection of the new payment period must be from those currently available at the time of re-subscription.

3. Termination Liability

- a. The Termination Liability for IPMS is dependent upon the payment period selected by the customer.
 - (1) One Month Payment Plan - There is no termination liability for this option other than the initial service period as specified in 1. preceding.
 - (2) Term Payment Plan Option - fifty percent (50%) of the remaining amount due.
- b. Termination Liability Charges will not apply for customer requests for moves of service, which are under a contract plan from one location to another within the same state. All appropriate nonrecurring charges for establishing service at the new location will apply. No lapse in billing will occur for moves of such service under a contract plan and the minimum service period obligation shall remain the same.
- c. Dial Access customers under a Term Payment Plan may move to Web Access, without Termination Liability, if the new Web Access service is under an equivalent or longer Term Payment Plan. The Web Access nonrecurring charge will apply for such a move.

4. Allowance for Interruptions

- a. When service is interrupted due to a failure or malfunction of IPMS, a pro rata adjustment of the appropriate IPMS monthly charges will be allowed at the request of the subscriber if the total system is unavailable for more than a twenty-four hour period and in accordance with the *terms and conditions* specified in Section A2. (T)
- b. No allowances will be granted for interruptions required to perform preventive or routine maintenance, or to perform software updates when the customer is notified at least twenty-four hours prior to such occurrences.

5. Suspension of service is not allowed.

A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)

A32.1.2 Integration Plus Management Services Terminal Interface

A. Terms and Conditions

1. General

The Integration Plus Management Services Terminal Interface chosen is utilized with either a switched service, a private line service or a web access service as a means of accessing CNM - FlexServ service. (IPMSTI may only be used with CNM - FlexServ service). If the customer is located outside a local calling area, he must obtain any required switched service from *the Company* or from another provider. If the customer desires to access an IPMS function via private line, he must purchase a private line from the appropriate guidebook or from another service provider if his company location is outside a LATA served by the Company. If the customer desires to access an IPMS function via the web, the customer may utilize a personal computer that has a standard web browser. Switched services and private line service used as a means of accessing FlexServ service has been obsoleted (see Note 1 below). (T)

2. Availability of Access

Access to IPMS is furnished only in serving wire centers where facilities are available.

3. Requirements for Access

a. Dial Access (Note 1)

The customer must provide a switched (dial) access capability with asynchronous protocol from the customer's terminal location to the designated Company location. Customers, who subscribe to a dial method of access, will be given a telephone number to dial, which will establish a port connection.

b. Security Card (Note 1)

Dial and web access customers must also order a Security Card. This card provides the customer a unique password identification code, which will electronically change periodically. The Security Card charge specified in 4. following will apply for the initial card or for the issuance of additional cards for additional users or to replace a lost, damaged or expired card.

If the customer has purchased a Security Card in conjunction with another feature or service offered by the Company, that Security Card may also be used in conjunction with CNM - FlexServ service. It is the customer's responsibility to notify the Company of an existing Security Card so the Company can ensure that the card is validated for multiple features and/or services.

c. Web Access

The customer must provide a personal computer (pc) that has a standard web browser. The customer will be provided a web address to establish a port connection to CNM - FlexServ service.

d. Dedicated Access (Note 1)

The customer must purchase a private line from the appropriate guidebook for access to CNM - FlexServ service from the customer's terminal location to the designated Company location. The type of dedicated access required will depend on the type of access desired.

e. Other Requirements (Note 1)

In addition to either purchasing a dial access or a private line, the customer will be required to furnish a VT100 type terminal and a compatible data set. The data set required will depend on the type of access chosen by the customer and the capability for connection with the Company. CPE must comply with specifications found in Technical Reference Publication 73535 for Corporate Packet Network Asynchronous Terminal Access (8/89) and Technical Reference Publication 73516 Issue C, Corporate Packet Network Physical Interface Specifications (9/91). These publications are available from Regional Documentation Operations, BellSouth Telecommunications, Inc., 600 North 19th Street, 20th Floor, Birmingham, AL 35203. (T)

Note 1: (Obsoleted 6-23-08, Type D; not available for new installations, moves or transfers. Existing customers may continue to utilize existing Dial or Dedicated Access arrangements.)

A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)

A32.1.3 Customer Network Management (CNM) - FlexServ Service (Cont'd)

A. Terms and Conditions (Cont'd)

1. Basic CNM - FlexServ Service (Cont'd)

With the customer's initial order, the Company provides one customer training class for up to five (5) persons. The class length of this initial training is two consecutive eight hour days. These training classes are conducted at a designated Company location. Transportation, lodging and food for the attendees will be the responsibility of the customer. If the customer desires for the initial training to be conducted on his premises, then the customer is responsible for the transportation, lodging, and food for the trainer. In addition, the customer is responsible for having the appropriate equipment on his premises.

Reconfiguration and monitoring are not available during the performance of routine maintenance of the Company's facilities and equipment used to provide CNM - FlexServ service.

Different switching options may be available in the same central office. If customers desire more than one switching option in the same central office and facilities are available, a channel connection is required for each FlexServ service switching option connected.

The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections. (T)

2. Customer Circuits

There are five (5) types of channel connections which can be connected to CNM - FlexServ service - DSO (Single channel), DS1 (1.544 Mbps) digital circuits, DS3 (44.736 Mbps) digital circuits, SMARTRing service and STS-1 (51.84Mbps) digital circuits.

DSO Channel Connections - There are two types of DSO channel connections - Voice Grade and Digital. Both types of DSO connections will be switched at a DSO level.

DS1 Channel Connections - There are two types of connections available for a customer desiring to terminate a DS1 circuit - DSO switching and DS1 switching. For example, if a customer needs to be able to monitor or reconfigure the 24 DSO circuits riding on the DS1 channel, then the customer would purchase a DS1 channel connection with DSO switching. If the customer does not need access to the individual DSO circuits, then the customer would purchase a DS1 channel connection with DS1 switching.

DS3 Channel Connections - There are two types of connections available for terminating a DS3 circuit - DSO switching and DS1 switching. If a customer needs monitoring or reconfiguration capability for 672 individual DSO circuits, then the customer would purchase a DS3 channel connection with DSO switching. If the customer only needs access to the 28 DS1 circuits, then the customer would purchase a DS3 channel connection with DS1 switching.

SMARTRing service Channel Connections - CNM - FlexServ service is available only with OC-3, OC-12, OC-48, OC-48+, OC-192 or OC-192+ SMARTRing service. There are two options available for SMARTRing service channel connections - Surveillance and Reconfiguration. Surveillance allows the customer to monitor the ring and retrieve performance monitoring data. Surveillance will be ordered on a per SMARTRing node basis. Customers who order Surveillance must order it for all nodes on the ring. Reconfiguration will allow the customer to reconfigure circuits associated with SMARTRing service channel interfaces and must be ordered on a per interface basis. Customers who order Reconfiguration must already be subscribing to Surveillance or be ordering Surveillance coincident with Reconfiguration. Reconfiguration may not be ordered without Surveillance. Within each STS-1 group, all activated interfaces must be optioned the same (either all Surveillance only or all Surveillance and Reconfiguration). A Service Establishment Charge for new customer account setup applies as well as a charge for a Security Card, which is required for web access of the Management Terminal Interface.

CNM - FlexServ service is available on the following SMARTRing service Overlay Ring Arrangements: (S=Surveillance and R=Reconfiguration)

OVERLAYING SMARTRing Service	HOST SMARTRing Service									
	OC-12		OC-48		OC-48+		OC-192		OC-192+	
	S	R	S	R	S	R	S	R	S	R
OC-3	X	X	X	X	X	X	X	X	X	X
OC-12			X	X	X	X	X	X	X	X
OC-48							X	X	X	X

On an Overlay Ring arrangement, Surveillance must be ordered for each node on both the host ring and the overlay ring.

A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)

A32.1.3 Customer Network Management (CNM) - FlexServ Service (Cont'd)

A. Terms and Conditions (Cont'd)

3. Maintenance

Due to the nature of CNM - FlexServ service it may be necessary to perform preventive maintenance on the system. This will mean that the CNM - FlexServ service controller will be unavailable for circuit reconfiguration during these periods of time when maintenance is being performed. Any circuits which are working will continue in operation, only the reconfiguration capability will not be usable. It may also be necessary to periodically take the CNM - FlexServ service system out of service for software updates and other maintenance. In these cases the customers will be notified in advance as to the time and duration of these outages.

4. Service Availability

CNM - FlexServ service is furnished only in serving wire centers where facilities are available.

5. Local and Interoffice Channels

The Local and Interoffice Channels which are terminated into CNM - FlexServ service are provided out and the Private Line Guidebook, Section B3., and are subject to all *terms, conditions* and charges contained in their respective guidebooks in addition to those contained herein. (T)

6. Local Exchange Services

Local exchange services connecting to CNM - FlexServ service utilizing a voice grade DS0 channel connection are available with Network Access service located in Section A3.

Calls routed to Public Service Answering Positions for 911 emergency calls over services terminated in CNM - FlexServ service will result in incorrect address information being generated in an emergency situation. When local exchange type services terminate in CNM - FlexServ service, the customer has reconfiguration capability. Therefore the address on the customer record is the central office where the dial tone originates and terminates into CNM - FlexServ service. The Company will not be liable for any actions which occur as a result of emergency vehicles being dispatched to an incorrect address.

Customers are prohibited from using CNM - FlexServ service to cross-connect any services in any manner that would result in the misapplication of charges for any services provided by the Company. The Company may audit the use of service to assure compliance with this restriction. When the Company's audits reveal violations of this restriction, the Company will issue a written notice of violation to the customer. Continued violation after such notice will be grounds for termination of the CNM - FlexServ service thirty days after a second notice of violation. In such event, the customer will be responsible for payment of all nonrecurring charges associated with any required service rearrangements and for any termination charges resulting from such rearrangement. In addition, the customers will be responsible for payment of the charges avoided by such misuse of CNM - FlexServ service. If such charges cannot be precisely determined from the Company's records, they may be estimated based upon audit data for any period of time greater than seven days, average usage levels for the service by the customer or other customers, and the highest potentially applicable rates.

7. Security

CNM - FlexServ service employs a multilevel system to ensure the privacy of customer networks. To access the network controller, a customer must enter a log-in ID and password. Additional security is offered with access to the network controller via a private line.

8. Shared CNM - FlexServ Service Arrangement

The customer may include circuits with CNM - FlexServ service purchased from this Guidebook in the same CNM - FlexServ service arrangement with interexchange carriers who have purchased CNM - FlexServ service for use in connection with special access services used to provide interLATA service to the customer. (A CNM - FlexServ service arrangement consists of all special access services and private line services that can be monitored and reconfigured through the same User Access.)

A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

A32.1 Integration Plus Management Services (IPMS) Description (Cont'd)

A32.1.3 Customer Network Management (CNM) - FlexServ Service (Cont'd)

A. Terms and Conditions (Cont'd)

8. Shared CNM - FlexServ Service Arrangement (Cont'd)

The customer must be authorized to represent the interexchange carrier(s) in all transactions and communications with the Company regarding the shared CNM - FlexServ service arrangement or circuits included in that arrangement including reconfigurations, monitoring, ordering of additional special access services and private line services in the arrangement and removal of special access services and private line services from the arrangement. The Company will not process any orders or requests affecting that arrangement or circuits included in that arrangement except those submitted to the Company by the customer.

The Company will not be liable for any loss to any of the interexchange carriers in a shared CNM - FlexServ service arrangement caused directly or indirectly by actions of the customer. Each interexchange carrier in the shared arrangement and the customer indemnify the Company for the costs of any and all claims arising directly or indirectly out of the actions of the customer or any interexchange carrier in the shared arrangement, including, but not limited to, the cost of defending against such claims.

Any interexchange carrier in a shared CNM - FlexServ service arrangement must give the Company 30 days prior written notice of his intent to revoke the customer's authority or to remove his special access services from a shared arrangement. Such notice shall not be effective unless it provides the Company with specific and sufficient directions regarding treatment of the interexchange carrier's special access services upon revocation of the customer's authority or removal from the shared arrangement.

B. Definitions

CHANNEL

A channel is a dedicated or switched service purchased from the appropriate Guidebook and terminated on the CNM - FlexServ service reconfiguration equipment. It is the communications path that the CNM - FlexServ service reconfiguration equipment cross connects to another communications path.

DS0

"DS0" refers to a North American hierarchy of Digital Signal levels. It means Digital Signal level 0 which is a 64 Kbps signal. The required D4 format is found in Technical Reference 73501. A copy may be obtained by writing BellSouth Telecommunications, Inc. Documentation Operations, 3535 Colonnade Parkway, North Building, Birmingham, Alabama 35243. (T)

DS1

"DS1" refers to a North American hierarchy of Digital Signal levels. It means Digital Signal level 1 which is a 1.544 Mbps signal. The required D4 format is found in Technical Reference 73501. A copy may be obtained by writing BellSouth Telecommunications, Inc. Documentation Operations, 3535 Colonnade Parkway, North Building, Birmingham, Alabama 35243. (T)

DS3

The term DS3 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission data rate, and provides for two-way simultaneous transmission of randomized Non-Return-to-Zero (NRZ) signals with a B3ZS format. The required format and interface specifications are contained in Technical Reference #73501. (T)

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

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Contents Page 2 is hereby deleted in its entirety and removed from this Guidebook.

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A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.1 Service Management System (SMS) Storage

A34.1.1 Description of Service

- A. Service Management System (SMS) Storage is utilized for storing subscription versions of data and report information for Advanced Intelligent Network (AIN) services. Multiple configurations of subscription data may be kept on file in SMS Storage and may be activated or changed by customer request.

A34.1.2 Definitions

ADVANCED INTELLIGENT NETWORK (AIN)

The Advanced Intelligent Network (AIN) is an evolutionary telecommunications platform that utilizes the infrastructure of the existing switch-based network and Common Channel Signaling System 7 (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch resident software, CCS7 and ISDN protocol.

SERVICE MANAGEMENT SYSTEM

The Service Management System (SMS) is an AIN Operation Support System that distributes, interfaces and manages the AIN service applications and customer information resident in AIN Service Control Points and Service Nodes. The SMS provides the capability to provision AIN services, to maintain existing services and to obtain pertinent AIN reports.

A34.1.3 Terms and Conditions

- A. SMS Storage is available where facilities or arrangements permit. (T)
- B. Except as noted, SMS Storage is subject to all general *terms and conditions* applicable to the provisioning of service by the Company as stated in Section A2. (T)
- C. Suspension of Service as specified in Section A2. is not applicable for SMS Storage.

A34.1.4 Application of Rates

- A. Storage charges apply to the amount of storage, measured in units of 100 Kbytes¹, occupied by a customer's files in the SMS. Storage will be measured on a calendar month and charges for the month will be based on the customer's highest level of storage during the month. For purposes of billing, a partial unit of storage will be rounded up to the nearest unit.

A34.1.5 Rates and Charges

- A. Rate Elements
 - 1. Storage

(a) Per Unit	Charge	USOC
	\$1.00	NA

A34.2 (DELETED)

A34.3 (DELETED)

A34.4 (DELETED)

Note 1: A Kbyte is equal to 1024 bytes.

Pages 2 through 8.3 are hereby deleted in their entirety and removed from this Guidebook.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service

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 cannot 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.
- C. CrisisLink[®] test call capability allows a subscriber, whose CrisisLink routing plan has been activated, to place a call to test the operation of the subscriber's normal service. In this manner, the subscriber may test his facilities before initiating recovery.
- D. The CrisisLink subscriber is required to specify a Callback Number and Verification Party Name(s) which will be used by the Company representative receiving a request to activate, deactivate, or modify a subscriber's CrisisLink service to verify a request.

A34.5.2 Definitions

ARRANGEMENT

A CrisisLink serving arrangement consists of one or more routing plans that have been identified by the subscriber.

ROUTING PLAN

A CrisisLink routing plan is the alternate call routing plan established by the subscriber that can be activated at the subscriber's request. (M)

REDIRECTED NUMBER

A redirected number is any subscriber number included in the CrisisLink plan for which incoming calls will be rerouted when the plan is activated. (M)

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service (Cont'd)

A34.5.3 *Terms and Conditions*

- A. CrisisLink service is available where facilities or arrangements permit.
- B. A subscriber may identify up to three (3) Backup Numbers for each CrisisLink service plan.
- C. During a CrisisLink activation, a subscriber may request the following changes to his routing plan and these changes will be performed at no additional charge:
 - Change Backup Numbers
 - Add Backup Numbers up to a total of three
 - Turn test call capability on or off
 - Rearrange the distribution of calls
- D. Limitations and use of service as stated in Section A2. will apply. (M)
- E. Toll charges or switched access charges will apply for each call rerouted to a subscriber location not included in the same local calling area as the original subscriber location. (T)
- F. The CrisisLink subscriber must identify an Interexchange Carrier (IC) for any traffic routed to an out of LATA location.
- G. Suspension of Service as covered in Section A2. is not applicable for this service. (T)
- H. A twelve month minimum service period is required. Subscribers who prematurely disconnect will incur termination charges.
- I. A maximum of ten (10) Redirected Numbers can be included in a CrisisLink plan. The subscriber may establish multiple plans per location if more than ten Redirected Numbers are required for the subscriber's arrangement at a location.
- J. Each of the CrisisLink subscriber's Redirected Numbers must reside in a Company central office.
- K. The CrisisLink subscriber must subscribe to adequate exchange facilities to transport the calls routed to the alternate routing locations.
- L. The activated CrisisLink service will remain active until the CrisisLink subscriber requests to have original call routing restored.

A34.5.4 *Limitation of Liability*

- A. CrisisLink is intended to allow a subscriber to reroute incoming calls. It may provide help during some network affecting problems, such as a cut cable between the end office and the subscriber's location. However, the Company does not guarantee the availability or reliability of CrisisLink in the event of a network affecting disaster. In the event of a network affecting disaster, CrisisLink may function normally, may not function at all, or it may function unpredictably depending on what part of the network is affected and how serious the affect is.
- B. Activation of subscriber plans will be performed on a first come, first served basis. When the subscriber requests that CrisisLink be activated, every effort will be made to activate the service as rapidly as possible. However, the length of the delay between the time that the CrisisLink subscriber requests activation and the time that activation actually occurs depends on a number of factors including the number of other CrisisLink activations being processed when a particular request is received as well as the network load at the time the CrisisLink activation command is received. In the case of an area-wide crisis, if many subscribers call at the same time to request service activation, those calling last may have a considerably longer waiting period for activation to be completed. As a result, no representation is made as to the length of time it will take to implement a particular activation request.
- C. In no event shall the Company, nor its agents, be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. Neither the Company, nor its agents, shall be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment, nor on equipment owned or leased by the subscriber. (T)(M1)
- D. Neither the Company, nor its agents, assume liability for any loss of revenues, increased costs, expenses, liabilities, or inconvenience experienced by the subscriber due to any unsatisfactory performance of CrisisLink service. Further, neither the Company, nor its agents, shall assume any liability for consequential, indirect or incidental damages. (M1)

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service (Cont'd)

(M)

A34.5.5 Restrictions

- A. A CrisisLink service alternate routing number cannot be a subscriber Redirected Number in another active routing plan within the LATA.

A34.5.6 Rates and Charges

A. Application of Rates

1. The CrisisLink service Nonrecurring Charge and Monthly Rate apply for each CrisisLink plan established by the subscriber. The charges for the First Plan will apply for the first plan established per subscriber location. The charges for Each Additional Plan will apply for all other plans established per subscriber location. One Redirected Number per plan is included in these charges.
2. A volume discount may apply to CrisisLink service subscribers with multiple locations. This volume discount will apply to the CrisisLink service Nonrecurring Charge for the First Plan, for each location where CrisisLink service is established, if the subscriber signs a contract to commit to a specific number of locations. A non-36-month contract CrisisLink service subscriber will be allowed a grace period of 6 months to attain the committed number of locations; a 36-month contract CrisisLink service subscriber will be allowed a grace period of 12 months. If the contracted number of locations is not realized, the subscriber will be required to pay the appropriate nonrecurring Charge for the number of locations provisioned with CrisisLink service. Also, if a CrisisLink service subscriber commits to a specific number of locations, and later commits to an additional number of locations which results in a lower Nonrecurring Charge, no credit will apply to the nonrecurring Charge paid for subscriber locations previously activated.
3. The CrisisLink Redirected Number Nonrecurring Charge and Monthly Rate apply for each additional Redirected Number included in a routing plan.
4. A discounted monthly rate per CrisisLink Plan and per Redirected Number may apply if the subscriber signs a 36-month contract for the service. Contract-rate subscribers who terminate prior to the expiration of the 36-month contract period will incur termination charges. Termination charges will be calculated by multiplying the number of plans by 50 percent of the contracted rate per plan times the number of months remaining in the 36-month contract.
5. The Plan Update Charge applies to subscriber-initiated changes to a plan. This charge does not apply to changes that are allowed during the time a plan is active.
6. The CrisisLink 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.

(T)

(M1)

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service (Cont'd)

A34.5.6 Rates and Charges (Cont'd)

B. Rates

1.	CrisisLink service, per subscriber location					(M)
		Nonrecurring Charge	Monthly Rate	36-Month¹ Rate	USOC	(M)
	(a) First Plan	\$750.00	\$85.00	\$65.00	CLSEX	(M)
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.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.6 BellSouth AIN Service Management System Access Service

A34.6.1 Description of Service

- A.** BellSouth AIN SMS Access service is an intraLATA service that allows a customer to make changes to their Advanced Intelligent Network (AIN) services. BellSouth AIN Toolkit service can be controlled in this manner and must be purchased separately from A34.7 following.

BellSouth AIN SMS Access service provides the capability for a customer to access the AIN Service Management System (SMS) in an efficient and flexible way unaided by *Company* personnel or the service order process. Once the customer has accessed the SMS, the customer can modify service subscription information, view service related information and access reports. (T)

BellSouth AIN SMS Access service supports access security, data security and security based on class of users. Access security requires a security card authentication process, in addition to log-in and password identifiers, for access to the SMS. BellSouth AIN SMS Access service also ensures that each BellSouth AIN SMS Access service customer can access only data that belongs to that customer. In addition, the BellSouth AIN SMS Access service customer controls which portion of data may be accessed by each of the customer's users. This type of security is based on class of users and the customer will select a class for each user.

The SMS keeps a record of system access on a per user basis which includes date, time and log-in identifiers. This information will be available to customers via the report function of BellSouth AIN SMS Access service. Customers may also view on-line and download AIN service specific reports through BellSouth AIN SMS Access service.

BellSouth AIN SMS Access service is only available to customers who subscribe to one or more of the services listed in B. following.

- B.** BellSouth AIN Toolkit service, as set forth in A34.7 following, may be controlled using BellSouth AIN SMS Access service.

- C.** BellSouth AIN SMS Access service consists of the following rate elements:

-Service Establishment	-Service Charge	-Port Connection
-User Identification Codes	-Security Card	

When used with BellSouth AIN Toolkit service, BellSouth AIN SMS Access service also includes Storage and Session.

- D.** Company Performed Session is an optional rate element for BellSouth AIN SMS Access service.
- E.** BellSouth AIN SMS Access service is accessed via a Dial/Shared Port Connection at a recommended modem speed of 19.2 Kbps or via ISDN. Users may experience occasional blocking due to sharing of access ports. User Identification Codes and Security Cards may be obtained as needed by the customer.

The expected life of the Security Card battery is thirty months. When the battery fails, the customer must purchase a replacement card.

- F.** Storage is provided by BellSouth AIN SMS Access service for customer service configuration information. Multiple configurations may be kept on file and may be activated in the AIN by customer command.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.6 BellSouth AIN SMS Access Service (Cont'd)

A34.6.2 Definitions

ADVANCED INTELLIGENT NETWORK (AIN)

The Advanced Intelligent Network (AIN) is an evolutionary telecommunications platform that utilizes the infrastructure of the existing switch-based network and Common Channel Signaling System 7 (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch resident software, CCS7 and ISDN protocol.

SERVICE CONTROL POINT (SCP)

The AIN Service Control Point (SCP) is a CCS7 accessed computer device utilized by the AIN to host AIN service applications and store associated customer data. Upon demand, the SCPs respond to queries from the switch network to provide service application and customer/network routing information prior to call completion.

SERVICE MANAGEMENT SYSTEM (SMS)

The Service Management System (SMS) is an AIN Operation Support System that distributes, interfaces and manages the AIN service applications and customer information resident in AIN SCPs and SNs. The SMS provides the capability to provision AIN services and to maintain existing service.

SESSION

A Session is the period of time a customer or the Company is logged onto BellSouth AIN SMS Access service. The total Session time is measured from log-in to log-out.

STORAGE UNIT

A Storage Unit is a logical collection of physical records which are stored in the SMS in a record size equivalent to 100 Kilobytes (a kilobyte is equal to 1024 bytes). Storage of information in the SMS is utilized for customer service configuration information.

A34.6.3 Terms and Conditions

- A.** BellSouth AIN SMS Access service is available where facilities or arrangements permit. (T)
- B.** Except as noted, BellSouth AIN SMS Access service is subject to all general *terms and conditions* applicable to the provisioning of service by the Company as stated in Section A2. (T)
- C.** Suspension of Service as specified in Section A2. is not applicable for BellSouth AIN SMS Access service. (T)
- D.** BellSouth AIN SMS Access service customers can only activate and modify AIN service subscription information that has been ordered from the Company. The functions that can be performed are dependent on the specific AIN service that is being controlled via BellSouth AIN SMS Access service.
- E.** Each user will be required to have a separate User Identification Code. Each User Identification Code will require a Security Card.
- F.** ISDN access is required when a BellSouth AIN SMS Access service customer is also a BellSouth AIN Toolkit service subscriber. Otherwise, ISDN access is optional.
- G.** For Dial/Shared access to BellSouth AIN SMS Access service, the customer will be required to provide a terminal as specified in I.1 following, an asynchronous dial modem capable of speeds up to 19.2 Kbps and an Exchange Access Line at the customer's premises. Further information related to modem standards may be obtained from the Company.
- H.** For ISDN access to BellSouth AIN SMS Access service, the customer will be required to provide a terminal as specified in I.2 following, ISDN terminal equipment, and an ISDN equipped access line at the customer's premises.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.6 BellSouth AIN SMS Access Service (Cont'd)

A34.6.3 Terms and Conditions (Cont'd)

I. Customer terminal requirements

1. Dial/Shared Access

The type of interface device required at the customer's premises is a VT100 compatible terminal or personal computer equipped with terminal emulation software. The interface device must be compatible with American National Standard Institute (ANSI) standard X3.64. Further information related to interface specifications may be obtained from the Company.

2. ISDN Access

The type of interface device required at the customer's premises is a PC or workstation with X Windows software and an ISDN terminal interface. Further information related to interface specifications may be obtained from the Company.

J. The customer will be responsible for installation, maintenance and testing of customer provided compatible terminal equipment. The Company does not assume responsibility for the compatibility or suitability of the customer's equipment.

K. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of BellSouth AIN SMS Access service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

L. Reports associated with AIN services controlled by BellSouth AIN SMS Access service may be downloaded using BellSouth AIN SMS Access service. These reports are purchased from the *guidebook* section which governs the AIN service being controlled. Any restrictions and limitations on the use of the information contained in the reports are described in the *guidebook* for each individual service. BellSouth AIN Toolkit service, as set forth in A34.7 following, can be controlled using BellSouth AIN SMS Access service.

A34.6.4 Application of Rates

A. No additional rates and charges (e.g., Service Order Charges) apply to this service except as listed in this section.

B. The Service Establishment charge is for the initial establishment of BellSouth AIN SMS Access service in the state.

C. The Service Charge is a nonrecurring charge applicable per wire center per AIN service administered by BellSouth AIN SMS Access service. A service specific Service Charge monthly rate may also apply.

D. A Port Connection charge is applicable for each simultaneous access capability desired by the customer.

E. The User Identification Codes charge is a nonrecurring charge applicable per User ID Code requested by the customer. A Security Card is also needed with each User Identification Code.

F. The Security Card charge is applicable for initial subscription to a User Identification Code or for replacement of the Security Card.

G. Storage charges apply to the amount of storage, measured in units of 100 Kbytes, occupied by a customer's file in the SMS. Storage will be measured on a calendar month and charges for the month will be based on the customer's highest level of storage during the month. For purposes of billing, a partial unit of storage will be rounded up to the nearest unit.

H. Session charges apply when the customer accesses BellSouth AIN SMS Access service. A Session begins when the customer logs onto the SMS and ends when the customer logs off. BellSouth AIN SMS Access service sessions will incur per minute of use charges based on the duration of the session.

I. Sessions performed by the Company at the customer's request will incur the Company Performed Session charge. Sessions performed by the Company during service installation or maintenance will not result in any session charges.

(T)

(T)

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.6 BellSouth AIN SMS Access Service (Cont'd)

A34.6.5 Rates and Charges

A. Rate Elements

	Nonrecurring Charge	Monthly Rate	USOC	
1. Service Establishment (per State)				(T)
(a) Initial Setup	\$354.30	\$-	CAMSE	
2. Port Connection				(T)
(a) Dial/Shared Access	104.38	-	CAMDP	
(b) ISDN Access	104.38	-	CAM1P	
3. User Identification Codes				
(a) Per User ID Code	241.86	-	CAMAU	
4. Security Card (per User ID Code)				
(a) Initial or Replacement	205.58	-	CAMRC	
5. Storage				
(a) Per Unit	-	0.0042	NA	
		Charge	USOC	
6. Session				(T)
(a) Per Minute	-	\$0.1406	NA	
7. Company Performed Session				(T)
(a) Per Minute	-	2.47	NA	

A34.7 BellSouth AIN Toolkit Service

A34.7.1 General

- A. BellSouth AIN Toolkit allows subscribers to access call information and AIN processing capabilities to create customized telephone services according to the needs of the subscriber/end user.

Subscribers will create services by using a set of tools (i.e., a Service Creation Environment) that allows them to configure the AIN capabilities. After a service has been created, it is verified by the Service Management System (SMS) for completeness. The verified service is provisioned on the AIN network elements of the Public Switched Telephone Network and may be activated or deactivated at the subscriber's discretion.

A subscriber's created service will require the provisioning of triggers. The triggers available for BellSouth AIN Toolkit service subscribers include the following:

- Terminating Attempt -10-digit Public Office Dialing Plan (PODP) -Customized Dialing Plan (CDP)
- Off-hook Delay -Off-hook Immediate -Feature Code

- B. Access to the Service Creation Environment which is used by BellSouth AIN Toolkit service subscribers will be through the use of BellSouth AIN SMS Access service. The use of BellSouth AIN SMS Access service is mandatory for all BellSouth AIN Toolkit service subscribers. BellSouth AIN SMS Access service may be purchased from A34.6 preceding.
- C. BellSouth AIN Toolkit service subscribers will have access only to those services and information related to those services that they have created. The BellSouth AIN Toolkit service subscriber may allow multiple users to access the BellSouth AIN Toolkit service subscription capabilities.
- D. The BellSouth AIN Toolkit service subscriber will have access to all of the available nodes in the BellSouth AIN Toolkit service to create Decision Graphs (DG). All nodes may be used in any one DG. The DGs are created using the Decision Graph Editor (DGE) of the Service Creation Environment (SCE).

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.7 BellSouth AIN Toolkit Service (Cont'd)

A34.7.2 Definitions

ADVANCED INTELLIGENT NETWORK (AIN)

The Advanced Intelligent Network (AIN) is an evolutionary telecommunications platform that utilizes the infrastructure of the existing switch based network and Common Channel Signaling System 7 (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch resident software, CCS7 and Integrated Services Digital Network (ISDN) protocol.

BASIC MESSAGING ELEMENT

A basic messaging element is the inquiry sent to a network element database and the instructions returned to complete the call processing.

CREATED SERVICE

A BellSouth AIN Toolkit created service is a complete and correctly formed decision graph that has been created by the BellSouth AIN Toolkit service subscriber by assembling nodes and inputting that capability data required by those nodes.

DECISION GRAPH

A decision graph depicts a created service as nodes assembled into a tree graph. Traversal of this tree graph from the root to the leaves indicates the series of capabilities (shown as nodes) that will be executed in the processing of a call. Decision graphs are created, read, updated, and modified using decision graph editor software.

DIRECTORY NUMBER (DN)

A Directory Number is a telephone number in the North American Numbering Plan (NANP) format. The DN types that can be used for BellSouth AIN Toolkit service are:

- Equipped DN is a DN that has physical line equipment associated with it.
- Unequipped DN is a DN that has no physical line equipment associated with it.

END USER

An end user is the entity that uses the service that is created by the BellSouth AIN Toolkit service subscriber.

NODE

A node is a part of a decision graph capable of performing a certain function.

SERVICE CONTROL POINT (SCP)

The AIN Service Control Point (SCP) is a CCS7 accessed computer device utilized by the AIN to host AIN service applications and store associated customer data. Upon demand, the SCPs respond to inquiries from the switch network to provide service application and customer routing information prior to call completion.

SERVICE CREATION ENVIRONMENT (SCE)

The Service Creation Environment (SCE) is a set of computer based tools that can be used to provide customer programmability. It allows the BellSouth AIN Toolkit service subscriber to design, edit, verify, and deploy the service in the network.

SERVICE MANAGEMENT SYSTEM (SMS)

The Service Management System (SMS) is an AIN Operation Support System that distributes, interfaces, and manages the AIN service applications and customer information resident in AIN SCPs. The SMS provides the capability to provision AIN services and to maintain existing services.

SUBSCRIBER

The BellSouth AIN Toolkit service subscriber is the authorized entity that orders, pays for and uses the service creation environment of the BellSouth AIN Toolkit Platform to create services on its own behalf or on behalf of the end user.

SUBSCRIPTION

The subscription is a DN plus its assigned trigger(s). A subscription is created by making a Decision Graph and associating it with a set of subscription-specific data. (M)

TRIGGER

Triggers are interruptions in the processing of AIN calls which instruct the switch to query a network element database for further instructions to complete call processing. (M)

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.7 BellSouth AIN Toolkit Service (Cont'd)

A34.7.3 *Terms and Conditions*

- A. BellSouth AIN Toolkit service is available where facilities or arrangements permit.(M)
- B. Limitations and use of service as stated in Section A2. will apply.(T)
- C. Suspension of service, as defined in Section A2., is not applicable for this service.(T)
- D. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment of facilities or for any act, omission, or failure of performance by the Company or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that can not be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the BellSouth AIN Toolkit service subscriber.(T)
- E. The use of the Off-Hook Immediate trigger, which directs a call immediately to the location selected by the BellSouth AIN Toolkit service subscriber, affects the end-user's ability to dial 911 or E911 from the end user's telephone. It is the responsibility of the BellSouth AIN Toolkit subscriber to notify its end users of this to insure that end users are aware that they may not be able to reach 911 or E911 in an emergency, without some further action on the part of the BellSouth AIN Toolkit subscriber.
- F. When BellSouth AIN Toolkit service is interrupted due to a failure or malfunction of Company equipment or facilities, a pro rata adjustment of the appropriate monthly charges will be allowed at the request of the BellSouth AIN Toolkit service subscriber if the system is unavailable to the subscriber and the Company (to perform changes for the subscriber) for more than a 24 hour period and in accordance with the *terms and conditions* specified in Section A2. No allowances will be granted for interruptions required to perform preventive or routine maintenance, or to perform software updates when the subscriber is notified at least 24 hours prior to such occurrences.(T)
- G. The BellSouth AIN Toolkit service subscriber will be responsible for installation, maintenance and testing of customer provided compatible terminal equipment. The Company does not assume responsibility for the compatibility or suitability of the customer's equipment.
- H. The BellSouth AIN Toolkit service subscriber shall subscribe to adequate facilities to transport the calls to the subscriber locations.
- I. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BellSouth AIN Toolkit service render any facilities provided by a subscriber obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- J. BellSouth AIN Toolkit service requires the use of storage space on the SMS. BellSouth AIN SMS Access service rates, *terms and conditions*, as set forth in A34.6 preceding, will apply for BellSouth AIN Toolkit service.(T)
- K. A BellSouth AIN Toolkit service subscriber may be temporarily authorized by an end user to create services using the end user's DN(s).
- L. End User Authorization
- 1. If requested by the Company, BellSouth AIN Toolkit service subscribers that create services on behalf of end users must provide proof of authorization to alter the provisioning associated with those end users' DNs.
- 2. End users can revoke their authorization at any time by informing the BellSouth AIN Toolkit service subscriber of their decision. If an end user requests removal of a trigger, the end user will be referred to the BellSouth AIN Toolkit service subscriber.
- 3. The Company will not become involved in disputes between a BellSouth AIN Toolkit service subscriber and a subscriber's end users. The end user will be referred to the BellSouth AIN Toolkit service subscriber for resolution of any disagreement.
- 4. BellSouth AIN Toolkit service subscribers that create services using DNs that they have acquired in bulk service orders need not provide authorization to alter the provisioning associated with those DNs.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.7 BellSouth AIN Toolkit Service (Cont'd)

A34.7.3 Terms and Conditions (Cont'd)

M. Triggers

1. Triggers must be activated within 90 calendar days from the order date. Additionally, deactivated triggers must be reactivated within 90 calendar days from the deactivation date. Triggers not activated/reactivated within the 90 day period will be considered available for provisioning to another subscriber or to the same subscriber. Nonrecurring Trigger Access charges will apply for re-provisioning of triggers to the original subscriber. (T)
2. The BellSouth AIN Toolkit service subscriber must select the trigger(s) associated with each DN.
3. Triggers can be provisioned only on Company DNs.
4. A DN may have multiple BellSouth AIN Toolkit triggers active in the network concurrently.
5. A BellSouth AIN Toolkit service end user can not have more than one AIN service for the same trigger type. This restriction applies whether or not the conflicting AIN service is a BellSouth AIN Toolkit created service.
6. A service order must be issued to add or delete a trigger.
7. In order to activate a BellSouth AIN Toolkit service, the BellSouth AIN Toolkit service subscriber must associate each DN plus a trigger with a decision graph.
8. The Off-hook Delay, Off-hook Immediate, and CDP triggers cannot be provisioned on the same DN.

N. The BellSouth AIN Toolkit service subscriber may allow the end user to make changes in SMS.

O. The BellSouth AIN Toolkit service subscriber/end user must select an Interexchange Carrier to do interLATA routing of calls. The Interexchange Carrier may be selected by presubscription, by dialing 101XXXX, or by having it specified by the BellSouth AIN Toolkit service.

P. Security *terms and conditions*, as set forth in BellSouth AIN SMS Access service, A34.6 preceding, will apply to BellSouth AIN Toolkit service. (T)

Q. The BellSouth AIN Toolkit service subscriber may allow end users of the BellSouth AIN Toolkit created service to access subscription data. The type of interface required at the end user's premises is a VT-100 terminal or PC emulating the VT-100 terminal. The interface device must be a modem with a transmission rate of 19.2 Kbps or less. The BellSouth AIN Toolkit service subscriber will be required to subscribe to a User ID Code and Security Card, per the BellSouth AIN SMS Access service, as set forth in A34.6 preceding, per end user with access to the BellSouth AIN Toolkit created service subscription data.

R. Decision Graphs

1. The size of the Decision Graphs (DGs) is limited. Information regarding the maximum number of nodes which can be included in a decision graph will be provided to the subscriber at the time BellSouth AIN Toolkit is purchased.
2. After a DG is created, it must be verified by the BellSouth AIN Toolkit service subscriber and the SMS.
3. After the DG has been verified, the BellSouth AIN Toolkit -created service can be activated. Decision graphs may also be deactivated when the BellSouth AIN Toolkit service subscriber no longer requires the created service.
4. DG changes that require switch translation modifications require a service order.
5. A DG which is causing harm to the network and/or service problems can be deactivated by the Company. In such instances, the BellSouth AIN Toolkit service subscriber will be informed of the deactivation and will be provided such information as may be available concerning the cause of the problem.
6. Modifications to the DG can be made by Company personnel only when authorized by the BellSouth AIN Toolkit service subscriber.
7. A DN may have multiple DGs active in the network, where each service uses a different trigger type.
8. Multiple DGs may exist in the SMS for a single trigger on a DN but only one DG may be active at a time.

S. If the BellSouth AIN Toolkit service subscriber desires to receive Calling Party Number (CPN) or ANI information on a real time basis, they may subscribe to an appropriate service for that information.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.7 BellSouth AIN Toolkit Service (Cont'd)

A34.7.3 Terms and Conditions (Cont'd)

- T. When CPN is delivered to the BellSouth AIN Toolkit service subscriber for use in service provisioning, the status of the privacy indicator will also be delivered. It is solely the responsibility of the BellSouth AIN Toolkit service subscriber to handle this information properly and in accordance with the *terms, conditions*, and laws of the jurisdiction in which the subscriber is doing business. The Company is not liable for any impropriety in the BellSouth AIN Toolkit service subscriber's handling of CPN information. The Company's only responsibility is to insure that the privacy indicator is delivered to the subscriber with the CPN if the privacy indicator has been set. (T)
- U. Telephone numbers listed in any of the BellSouth AIN Toolkit service optional call reports are intended solely for use by the BellSouth AIN Toolkit service subscriber and/or end user. Resale of this information, other than by the subscriber to the end user, is prohibited by this *Guidebook*. (T)
- V. The Company may invoke call gapping as may be necessary for maintenance purposes or to maintain the quality of service in the network. If call gapping is invoked specifically on a BellSouth AIN Toolkit service subscriber's service, the Company will notify the subscriber as to the reasons this step was required and what measures may be necessary to avoid future recurrence. However, if call gapping is invoked in the network or portion of the network, the subscriber will not be individually notified.
- W. BellSouth AIN Toolkit service requires storage space on the SCP. This storage is measured in kilobytes.

A34.7.4 Restrictions and Limitations

- A. An 800 service number can be used as a point-to number for BellSouth AIN Toolkit service.
- B. On any individual directory number, each trigger can only be associated with one AIN service.
- C. Certain combinations of triggers cannot be active simultaneously on a directory number. Information regarding such conflicts will be provided to the subscriber at the time BellSouth AIN Toolkit is purchased.
- D. If a BellSouth AIN Toolkit service subscriber also subscribes to BCLID, the SCP provided number shall be delivered to the subscriber.

A34.7.5 Monthly Reports and Special Studies

- A. BellSouth AIN Toolkit service Monthly Report
 1. The BellSouth AIN Toolkit service subscriber may subscribe to a report for BellSouth AIN Toolkit service on a monthly basis. This monthly report may consist of:
 - Number of recorded call attempts to a BellSouth AIN Toolkit service subscription
 - Number of geographic node lookups per BellSouth AIN Toolkit service subscription (only if the geographic node is used)
 - The value of the counters for the defined period of time (only if counter incremental nodes are used)
 - Number of times each announcement ID is played (only if announce and collect or terminating announcement nodes are used)
 - Number of calls routed to each terminating number
 2. The BellSouth AIN Toolkit service Monthly Report is provided per BellSouth AIN Toolkit service subscription.
- B. BellSouth AIN Toolkit service Special Study
 1. The BellSouth AIN Toolkit service subscriber may request a BellSouth AIN Toolkit service Special Study at any time after the BellSouth AIN Toolkit service has been activated. A BellSouth AIN Toolkit service Special Study contains the same information as the BellSouth AIN Toolkit service Monthly Report except that the Special Study is conducted over a limited amount of time. The special study interval must be a minimum of five days and a maximum of thirty-one days and must begin at 12:01 A.M., and it cannot span more than one calendar month.
 2. The BellSouth AIN Toolkit service subscriber must request a BellSouth AIN Toolkit service Special Study through the service ordering process.
 3. The BellSouth AIN Toolkit service subscriber to the BellSouth AIN Toolkit service Monthly Report or to the BellSouth AIN Toolkit service Special Study, but cannot subscribe to both during the same period of time.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.7 BellSouth AIN Toolkit Service (Cont'd)

A34.7.6 Rates and Charges (Cont'd)

B. Rates

	Nonrecurring Charge	Monthly Rate	USOC	
1. Service Establishment Charge (Per state)				(T)
(a) Initial Setup	\$348.62	\$-	BAPSC	
2. Training Session				
(a) Per Customer	9,912.00	-	BAPVX	
3. Trigger Access Charge (Per trigger, per DN)				
(a) Terminating Attempt	87.30	-	BAPTT	
(b) Off-hook Delay	87.30	-	BAPTD	
(c) Off-hook Immediate	87.30	-	BAPTM	
(d) 10-digit PODP	179.75	-	BAPTO	
(e) CDP	179.75	-	BAPTC	
(f) Feature Code	179.75	-	BAPTF	
		Rate	USOC	
4. Basic Messaging Element Charge				(T)
(a) Per basic messaging element	\$-	\$0.0368	NA	
5. Type I Node Charge (per BellSouth AIN Toolkit service subscription)				(T)
(a) Per node, per basic messaging element	-	0.0093	NA	
6. SCP Storage Charge (per BellSouth AIN SMS Access service account)				(T)
(a) Per 100 kilobytes (or fraction thereof)	-	2.58	NA	
	Nonrecurring Charge	Monthly Rate	USOC	
7. Monthly Report				(T)
(a) Per BellSouth AIN Toolkit service subscription	\$86.34	\$18.96	BAPMS	
8. Special Study				(T)
(a) Per BellSouth AIN Toolkit service subscription	56.59	-	BAPLS	
9. Call Event Report				(T)
(a) Per BellSouth AIN Toolkit service subscription	86.34	18.85	BAPDS	
10. Call Event Special Study				(T)
(a) Per BellSouth AIN Toolkit service subscription	56.59	-	BAPES	

A34.8 DataReach Service (Obsoleted, See Section A134)

(T)(M)

Pages 12.12 through 15 are hereby deleted in their entirety and removed from this Guidebook.

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