

TARIFF DISTRIBUTION

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DATE: October 8, 2025

STATE: NORTH CAROLINA

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TYPE OF DISTRIBUTION: Pending

PURPOSE: Grandfathers CrisisLink Service

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A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.5 CrisisLink Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, CrisisLink Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

(N)
|
(N)

A34.5.1 General

- A.** CrisisLink service allows the subscriber to establish predetermined alternate routing plans for incoming voice and data traffic. CrisisLink service can be used as a disaster recovery service. The alternate routing plan is created by the subscriber working with a Company representative at the time the CrisisLink service is established. The subscriber's alternate routing plan may:
- Route incoming calls to an announcement
 - Route incoming calls to a single Backup Number
 - Route incoming calls to multiple Backup Numbers according to subscriber-defined percentage allocation
 - Route incoming calls to either an announcement or a Backup Number on a percentage basis

The plan is then loaded into the AIN Service Management System (SMS) where it remains dormant until activated.

The CrisisLink subscriber must contact the Company to activate the alternate routing plan. This will route traffic to numbers preselected by the CrisisLink subscriber.

The CrisisLink subscriber may make changes to the routing plan at the time activation is requested. The subscriber may change the numbers to which the calls are to be routed and the percentages of calls to be routed to other numbers. The subscriber 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. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES**A34.5 CrisisLink Service (Cont'd)**

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, CrisisLink Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

(N)
(N)**A34.5.6 Rates and Charges (Cont'd)****B. Rates**

	Nonrecurring Charge	Monthly Rate	36-Month ¹ Rate	USOC
1. CrisisLink service, per subscriber location				
(a) First Plan	\$750.00	\$85.00	\$65.00	CLSEX
2. CrisisLink service Volume Discounts, per subscriber location, per First Plan ²				
(a) 21 - 40 subscriber locations	675.00	85.00	65.00	CLSVA
(b) 41 - 100 subscriber locations	600.00	85.00	65.00	CLSVB
(c) More than 100 subscriber locations	500.00	85.00	65.00	CLSVC
3. CrisisLink service, per subscriber location				
(a) Each Additional Plan	450.00	85.00	65.00	CLSCX
4. CrisisLink Redirected Number				
(a) Each additional Redirected Number	15.00	7.00	5.00	CLSTA
5. Plan Update				
(a) Per Plan	170.00	-		CLSPX
6. Per Call				
(a) Each			Rate \$.10	NA

A34.6 Reserved for Future Use**A34.7 Reserved for Future Use****A34.8 Reserved for Future Use**

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.

Pages 6.1 through 13 are hereby deleted in their entirety and removed from this Guidebook.