A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

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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 used for storing subscription versions of data for Advanced Intelligent Network (AIN) services. Subscription versions of data refer to the various configurations created by the Company as requested by a subscriber for the subscriber's needed application(s). 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 a telecommunications platform that uses 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* (T)

A. SMS Storage is available where facilities or arrangements permit.

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 Kbytes[1], 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

	Charge	USOC
(a) Per Unit	**$1.00**	**NA**

A34.2 (DELETED)

A34.3 (DELETED) (M)

A34.4 (DELETED) (M)

Note 1: A Kbyte is equal to 1024 bytes.

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A34.5 CrisisLink Service (T)(M)

A34.5.1 General (M)

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: (T)(M)

- Route incoming calls to an announcement (M)
- Route incoming calls to a single Backup Number (M)
- Route incoming calls to multiple Backup Numbers according to subscriber-defined percentage allocation (M)
- Route incoming calls to either an announcement or a Backup Number on a percentage basis (M)

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

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

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. (T)(M)

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. (M)

The plan may be updated and changed on a permanent basis by the CrisisLink subscriber at any time that the plan is not activated. (T)(M)

B. The subscriber must establish a CrisisLink routing plan for each location included in his serving arrangement for which traffic is to be rerouted. (T)(M)

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. (T)(M)

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. (T)(M)

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(M1)

A34.5 CrisisLink Service (T)(M2)

A34.5.2 Definitions (M2)

ARRANGEMENT (M2)
A CrisisLink serving arrangement consists of one or more routing plans that have been identified by the subscriber. (T)(M2)

ROUTING PLAN (M2)
A CrisisLink routing plan is the alternate call routing plan established by the subscriber that can be activated at the subscriber's request. (T)(M2)

REDIRECTED NUMBER (M2)
A redirected number is any subscriber number included in the CrisisLink plan for which incoming calls will be rerouted when the plan is activated. (T)(M2) (M2)

A34.5.3 *Terms and Conditions* (T)(M2)

A. CrisisLink service is available where facilities or arrangements permit. (T)(M2)

B. A subscriber may identify up to three (3) Backup Numbers for each CrisisLink service plan. (T)(M2)

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: (T)(M2)

- Change Backup Numbers (M2)
- Add Backup Numbers up to a total of three (M2)
- Turn test call capability on or off (M2)
- Rearrange the distribution of calls (M2)

D. Limitations and us e of service as stated in Section A2 will apply. (T)(M2)

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. (M2)

F. The CrisisLink subscriber must identify an Interexchange Carrier (IC) for any traffic routed to an out of LATA location. (T)(M2)

G. Suspension of Service as covered in Section A2 is not applicable for this service. (T)(M2)

H. A twelve month minimum service period is required. Subscribers who prematurely disconnect will incur termination charges. (M2)

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. (T)(M2)

J. Each of the CrisisLink subscriber's Redirected Numbers must reside in a Company central office. (T)(M2)

K. The CrisisLink subscriber must subscribe to adequate exchange facilities to transport the calls routed to the alternate routing locations. (T)(M2)

L. The activated CrisisLink service will remain active until the CrisisLink subscriber requests to have original call routing restored. (T)(M2)

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A34.5 CrisisLink Service (Cont'd) (T)(M)

A34.5.4 Limitation of Liability (M)

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. (T)(M)

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. (T)(M)

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)(M)

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. Further, neither the Company, nor its agents, shall assume any liability for consequential, indirect or incidental damages. (T)(M)

A34.5.5 Restrictions (M)

A. A CrisisLink alternate routing number cannot be a subscriber Redirected Number in another active routing plan within the LATA. (T)(M)

Material appearing on this page previously appeared on page(s) 9 of this section.

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A34.5 CrisisLink Service (Cont'd) (T)(M)

A34.5.6 Rates and Charges (M)

A. Application of Rates (M)

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. (T)(M)

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. (T)(M)

3. The CrisisLink Redirected Number Nonrecurring Charge and Monthly Rate apply for each additional Redirected Number included in a routing plan. (T)(M)

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. (M)

6. The CrisisLink Per-Call charge applies to each call rerouted during the time the alternate routing plan is active. (M)

7. Charges in Section A4 of this will not apply. (T)(M)

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A34.5 CrisisLink Service (Cont'd)

A34.5.6 Rates and Charges (Cont'd)

B. Rates

	Nonrecurring Charge	Monthly Rate	36-Month Rate	USOC
1. CrisisLink service, per subscriber location				
(a) First Plan				