

6.9 OTHER CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE

A. DESCRIPTION

- (1) Telephone answering service consists of telephone answering facilities and services furnished according to the provisions of this guidebook to customers engaged in the telephone answering service business and to other subscribers to telephone service who desire service arrangements whereby their incoming calls may be answered by a subscriber engaged in the telephone answering service business. (C)
- (2) A customer will be considered to be engaged in the telephone answering service business where 10 or more off-premises extension station line services of one or more different subscribers are terminated in one or more adjoining rooms on customer's premises. The customer will be required to subscribe to telephone answering service and equipment under the terms of this Guidebook, and all different subscriber lines will be terminated on this equipment.

6.9 OTHER CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE

6.9.1.1 SECRETARIAL ANSWERING SERVICE

A. DESCRIPTION

Secretarial line service is a service employing an extension station line, extension of a trunk line, PBX station line, or CENTREX primary station line from a primary service terminating on telephone answering cord-operated or key equipment.

B. REGULATIONS

- (1) Secretarial line service is furnished for the sole purpose of enabling the subscriber to the telephone answering equipment to answer incoming calls of the subscriber to the secretarial line. These lines are equipped to prevent outgoing calls.
- (2) Secretarial line service is not offered for:
 - a. outgoing exchange or toll calls,
 - b. intercommunication between the secretarial line subscriber and the telephone answering equipment subscriber over the secretarial line, or
 - c. connections between the secretarial line and a central office (CO) line or other secretarial line through the telephone answering equipment.
- (3) Secretarial lines terminated on cord-operated answering equipment may be connected to telephone answering equipment stations located on the premises of the subscriber.
- (4) Different Subscribers

The following secretarial line service will be furnished to subscribers other than the subscriber to the telephone answering equipment:

The direct termination on telephone answering cord-operated or key equipment of an extension station line, extension of a trunk line or a PBX station line from a primary service.

6.9 CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)

6.9.1.1 SECRETARIAL ANSWERING SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Same Subscriber

The following secretarial line services will be furnished to the subscriber to the telephone answering equipment:

- a. direct termination on telephone answering cord-operated or key equipment of an extension station line from a primary service.
- b. joint user service in connection with the same subscriber's primary service from which the secretarial line is extended.

C. RATES AND CHARGES

Each secretarial extension line, extension of a trunk line, PBX or CENTREX primary line from a subscriber's primary service terminated on cord-operated equipment or key equipment.

Charge as appropriate for an extension line, PBX or CENTREX extension line plus the following mileage:

	<u>Monthly Rate</u>	<u>USOC</u>
1/4 to 3/4 miles, flat rate - Each extension line	\$17.70	1LJPR

6.9 OTHER CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)
6.9.1.1 SECRETARIAL ANSWERING SERVICE (Cont'd)
C. RATES AND CHARGES (Cont'd)

	Monthly Rate	<u>USOC</u>
4/4 to 7/4 miles, flat rate – Each extension line	\$28.00	1LJPR
Over 7/4 miles, flat rate – Each extension line	\$44.00	1LJPR

- a. Where the telephone answering equipment is located outside the base rate area or special rate area where the subscriber's primary service is located -----

Rate applicable above, plus appropriate suburban mileage charges as specified in Part 4 Section 1 of this Guidebook.

- b. Where the telephone answering equipment is located in an exchange contiguous to the exchange in which the customer's primary service is located -----

Rate applicable to off-premises mileage between contiguous exchanges as specified in Part 4 Section 5.

9.4 CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE

6.9.1.6 LINES TERMINATING IN TELEPHONE ANSWERING SYSTEMS

A. REGULATIONS

1. Trunk Line and Business Individual Line Service

- a. Trunk lines terminated on cord-operated telephone answering equipment and business individual lines terminated on telephone answering key equipment are provided solely for Inward and outward CO calls in connection with the affairs of the subscriber, except as the service may be extended to joint users.
- b. Trunk lines terminated on cord-operated answering equipment may be switched to stations of cord-operated answering equipment located on a premises of the subscriber to the answering equipment.

2. Answering Line Service

- a. Answering line service is furnished only to a party other than the subscriber to the telephone answering equipment.
- b. Answering line service is a service employing a CO line terminating on telephone answering cord-operated equipment or key equipment and is designed to enable the subscriber to the telephone answering equipment to answer incoming calls of the subscriber to the answering line service. These lines are equipped to prevent outgoing calls.
- c. Answering lines terminated on cord-operated answering equipment may be switched to telephone answering equipment stations located on a premises of the subscriber to the answering equipment.

3. Tie Line Service

Tie Line Service in connection with telephone answering service comprises a circuit between two cord-operated telephone answering equipment systems or between a cord-operated telephone equipment and a PBX system located in the same exchange area, and is furnished for two-point connections as follows:

6.9 CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)

6.9.1.6 LINES TERMINATING IN TELEPHONE ANSWERING SYSTEMS (Cont'd)

A. REGULATIONS (Cont'd)

- a. connection of a single tie line (at either end but not both ends simultaneously) to a CO line or, where facilities and operating conditions permit, to a full-period private line service line or another tie line.

4. Direct Inward Dialing Service

Direct Inward Dialing (DID) from the message network, for telephone answering service customer identification purposes, will be provided for use with equipment with which it is compatible at the rates and regulations as specified in Part 4 Section 1.

B. RATES AND CHARGES

1. Primary and Extension Lines:

A Service Connection Charge applies as specified in Part 3 Section 1.

2. Lines Terminated on Telephone Answering Equipment

- a. Trunk Line Service in connection with cord-operated telephone answering equipment:

Same Subscriber - Provided according to the rates listed for commercial PBX trunk lines as specified in Part 3 Section 1.

- b. Key Equipment Business Individual Line Service:

Same Subscriber - Provided according to the rates listed for business individual line service as specified in Part 4 Section 1.

6.9 CENTRAL OFFICE SERVICES

6.9.1 TELEPHONE ANSWERING SERVICE (Cont'd)

6.9.1.6 LINES TERMINATING IN TELEPHONE ANSWERING SYSTEMS (Cont'd)

B. RATES AND CHARGES (Cont'd)

c. Answering Line Service - Different Subscribers:

Each answering lines - Provided according to the rates listed for business individual line service as specified in Part 4 Section 1.

d. Tie Line Service

- (1) Each tie line between cord-operated telephone answering systems or between cord-operated telephone answering equipment system and P3X system on the same or different premises of the same or different subscribers:

Rate applicable to tie line service between PBX systems as specified in Part 4 Section 1 and Part 8 Section 8 .

- (2) Each termination of a tie line in the attendant's position of a telephone answering equipment system:

Rates applicable to termination of tie lines in PBX attendant positions as specified in Part 4 Section 1 and Part 8 Section 8 .

6.9 CENTRAL OFFICE SERVICES

6.9.2 CALL MANAGEMENT SYSTEMS

A. DESCRIPTION

An automatic call distributing system will be furnished independently of, or in conjunction with, a manual or dial private branch exchange system, another automatic call distributing system, or a Centrex system, as desired.

B. TERRITORY

Within the exchange area of all exchanges.

C. RATES AND CHARGES

Rate table items listed below are applicable for use with Models 15, 60 and 200.

	Installation Charge	Monthly Rate	USOC
<u>Lines</u>			
Outward line from attendant's position equipment to central office-*			
- Each	RR	RR	NA
Transfer equipment line to Centrex Switching Equipment			
- Each	RR	RR	GJY

NOTE 1: Charge and rate applicable to business individual access line.

NOTE 2: Charge and rate applicable to CENTREX primary station line.

6.9 CENTRAL OFFICE SERVICES

6.9.2 CALL MANAGEMENT SYSTEMS (Cont'd)
C. RATES AND CHARGES (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Overflow lines:			
- On premises line, each	NO	NO	NA
- Off-premises line, each	RR	RR	NA
<u>Trunks</u>			
- Trunk lines to common equipment	NO	RR	NA

NOTE 1: Charges and rates applicable to local Channels or Interexchange Channels, Part 15 Section 2.

NOTE 2: Charge and rate applicable to private branch exchange trunks.

6.9 CENTRAL OFFICE SERVICES

6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)

6.9.3.1 GENERAL

A. Non-emergency 311 Service (NE 311) is a local telephone exchange communications service which allows telephone customers to reach non-emergency local government services by dialing an abbreviated telephone number, three-one-one (3-1-1). NE 311 traffic is routed over the public switched network to destinations such as call centers designated by the NE 311 customer.

The FCC reserved the abbreviated telephone number 3-1-1 for non-emergency access to public services. NE 311 Service is an optional service which may be purchased by a local municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service.

NE 311 Service is offered subject to the availability of facilities.

B. REGULATIONS

1. A minimum service period of one month applies to this service.
2. Only calls originating within a NE 311 customer's area of jurisdiction (the "NE 311 Service Area") will be routed to a call center. Other customers will receive a recorded message that the call cannot be completed as dialed.
3. There can be only one NE 311 customer in each geographic area; NE 311 service areas may not overlap. This assures that NE 311 calls from a telephone line within a NE 311 service area can be routed to a unique NE 311 call center.
4. NE 311 is a local service. Each NE 311 call must route to a local telephone number. NE 311 calls are not permitted where local calling is restricted (e.g. prisons, or lines equipped with soft dial tone).
5. The Company's network will correctly route Telephone Text (TTY) calls to the appropriate NE 311 Call Center. The NE 311 customer is responsible for operating the appropriate customer premises to handle TTY calls.
6. The Company is not responsible for establishing NE 311 Service calls originating from other Telecommunications providers.

6.9 CENTRAL OFFICE SERVICES

6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)

B. REGULATIONS (Cont'd)

7. NE 311 Service is provided solely for the benefit of the customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward or any right of action on behalf of, any third person or other legal entity.
8. Nevada Bell will make every effort to route NE 311 calls to the appropriate calling center; however, Nevada Bell will not be held responsible for routing mistakes or errors.
9. NE 311 Service will not complete calls dialed using the 0-3-1-1 or 1-3-1-1 dialing pattern.
10. A summary bill is not available where summary billing is on MAG tape.

C. APPLICATION OF RATES

1. The non-recurring charges associated with initial NE 311 Service establishment are specified in section 6.9.3 E. These are one-time charges which apply only when a customer establishes or modifies NE 311 Service.
2. The charges associated with ongoing basic service offering are monthly charges.
3. Customers may choose to be billed on an actual usage basis or using the Budget Billing Option as described in the following sections.

6.9 CENTRAL OFFICE SERVICES

6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)

D. BUDGET BILLING OPTION

1. To accommodate NE 311 customers' desire for billing stability, the usage charge defined in 6.9.3.E of this section may be billed using the budget billing option, as defined below.
 - a. Budget billing customers are charged each month based on estimated average monthly usage.
 - b. For a new NE 311 customer, the average monthly usage will be estimated jointly by the customer and the Nevada Bell representative. The result will be rounded to the nearest 5000 calls. After six months actual usage is available, the estimate will be modified, as necessary. In addition, Nevada Bell reserves the right to negotiate changes to the budget billing estimated usage at any time.
 - c. After an NE 311 customer has received service for twelve months. The monthly usage estimate will be calculated based on the average actual usage over a recent 12-month period, rounded to the nearest 5000 calls.
 - d. The Budget Billing Option bill rendered will reflect the monthly Budget Billing Option level purchased by the customer.
 - e. A monthly report will be provided to the customer to identify monthly cumulative variances.
 - f. The customer may adjust their Budget Billing plan at any time.
 - g. If the customer has more than a fifteen percent variance over three consecutive months. The customer is required to adjust their Budget Billing Option level either up or down to minimize an end-of-year true up.
 - h. If the customer switches from the Billing Option to actual per call billing, a true up will be generated.
 - i. If a customer who has selected the Budget Billing Option disconnects NE 311 Service, the actual usage will be calculated to perform an account true up for the final NE 311 bill.
 - j. A non-recurring charge applies when a customer implements the Budget Billing Option, as specified in section Part 6, Section 9.3.E.

6.9 CENTRAL OFFICE SERVICES

6.9.3 NON-EMERGENCY 311 SERVICE (NE 311)

E. RATES AND CHARGES

1. Basic Service

a. Non-recurring Charges

	Non-recurring Charge	Monthly Rate	USOC
i. NE 311 Service (per system)	\$9,500.00	\$ 725.00	3NE
ii. NE 311 Central Office connection charge	\$1,800.00	\$ 0.00	NEMCO
iii. NE 311 Table Changes (per customer request to change routing number)	\$ 999.00	\$ 0.00	NEMTC

b. Usage

- per call option		Each Item \$0.10	3BAPC
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c. Budget Billing Option

i. NE 311 Budget Billing (Monthly, per 5000 calls)	\$0.00	\$ 500.00	3BABB
ii. NE 311 Budget Billing (add or change billing option)	\$225.00	\$ 0.00	BBNRC

6.9 CENTRAL OFFICE SERVICES

6.9.4. PREMIUM EXCHANGE SERVICES

6.9.4.1 HUNTING SERVICE

A. DESCRIPTION

1. Hunting Service is a feature which routes the call to an idle line in a prearranged group when the called line is busy. The hunting sequence over these prearranged groups can be accomplished as follows:
 - a. Series Complete hunting is a type of hunting in which the hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called only a portion of the group is hunted.
 - b. Circular hunting is a type of line hunting in which the hunt for an idle line starts with the called line and proceeds in a prearranged order to hunt all lines in the group once, completing the call to the first idle line encountered. When the hunt for an idle line commences beyond the first line in the hunt group and finds all higher numbered lines busy, the hunt returns to the first line in the group. The hunt ends with the line number preceding the starting line where the hunt in the group initially began.
 - c. Preferential hunting is a type of line hunting which permits a prehunt over a subset or preferential group of terminal before hunting through the prearranged group. The hunt through the prearranged group can be a regular or circular hunt.
 - d. Uniform Call Distribution (UCD) is a type of hunting which provides for an even distribution of incoming calls among the available members of a hunt group. UCD requires the prearranged group to have circular hunting.

B. APPLICABILITY

Applicable to Individual Line or PBX Trunk Line Service.

C. TERRITORY

Within the territory served.

6.9 CENTRAL OFFICE SERVICES

6.9.4 PREMIUM EXCHANGE SERVICES (Cont'd)

6.9.4.1 HUNTING SERVICE (Cont'd)

D. REGULATIONS

1. The type of hunting service features available is limited within specific areas dependent upon the facilities and operating conditions.
2. Hunting service features are limited to use on a particular customer's lines or trunks. Hunting features cannot be utilized between services billed to separate customers at the same or different addresses or for the same customer at the same or different addresses or for the same customer at different addresses.
3. When a service connection or service charge applies to a line/lines or trunk/trunks, hunting will be established without additional nonrecurring charge.
4. When existing lines or trunks are subsequently added to or removed from a hunting group or the type of hunting feature is changed, one *M2 and one *M4 as set forth in Part 3, Section 1 of this Guidebook will apply to each hunt group affected.
5. One *M2 and one *M4 will apply when existing lines or trunks are subsequently rearranged within the hunt group.

E. RATES

	Monthly Rate	<u>USOC</u>
Hunting Service, each line in a hunt group		
- Series Complete	\$1.00	HTGSH
- Circular	1.75	HTGCH
- Preferential	1.50	HTGPH
- Uniform Call Distribution	1.50	HTGUH

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/1/ Material now appears in Part 20, Section 6, Sheet 1.

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/1/ Material now appears in Part 20, Section 6, Sheet 2.

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/1/ Material now appears in Part 20, Section 6, Sheet 3.

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/1/ Material now appears in Part 20, Section 6, Sheet 3.

/1/ Material now appears in Part 20, Section 6, Sheet 4.

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/1/ Material now appears in Part 20, Section 6, Sheets 5 and 6.

/1/ Material now appears in Part 20, Section 6, Sheet 7.

/1/ Material now appears in Part 20, Section 6, Sheet 8.

/1/ Material now appears in Part 20, Section 6, Sheet 9.

/1/ Material now appears in Part 20, Section 6, Sheet 10.

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/1/ Material now appears in Part 20, Section 6, Sheet 11.

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/1/ Material now appears in Part 20, Section 6, Sheet 12.

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/1/ Material now appears in Part 20, Section 6, Sheet 13.

AT&T SWITCHED ETHERNET SERVICESM

This service is available as described in the AT&T Switched Ethernet Service Guide found at <http://cpr.att.com/pdf/commonEthServGuide.html>.

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Material on the following sheets are hereby deleted in their entirety and withdrawn from this Guidebook:

(D)(N)

Sheet	Revision
28	Original
29	First
30	Original
31	Original
32	Original
33	First
34	First
35	Original
36	Original
37	First
38	First
39	First
40	Original
41	First
41.1	Original
42	Second
43	Second
44	Second
45	Second
46	Second
47	Second
48	Second
49	Second
50	Second
51	Original
52	Original
53	Original
54	Original
55	Original
56	Original
57	Original
58	Original

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