

7.3 COMPLEMENTARY NETWORK SERVICES**7.3.1. ENHANCED SERVICE PROVIDER SERVICES****7.3.1.1. BASIC SERVICE ELEMENTS****A. DESCRIPTION**

Basic Service Elements (BSEs) are new services for Enhanced Service Providers (ESPs). The company has developed network capabilities and provides them to the ESP, the company's customer, who will use these capabilities to provide their own offerings. Certain BSEs have the option for the ESP to order and be billed for the services on behalf of its customer, the ESP end user.

1. Basic Service Elements**Call Forwarding Busy Line – Billed to Enhanced Service Provider**

This product provides the ESP the ability to order and be billed for Call Forwarding Busy. As the customer of the service, the ESP will be able to take an order from its end user for this service and place that order with the company on its end user's behalf. The ESP will be responsible for the payment of all provisioning and monthly recurring BSE charges associated with this service to its end user. Call Forwarding Busy Line provides the ability for the ESP to have its end user's incoming calls (to their home or business) redirected to the pre-selected ESP's number. This would happen only when the incoming call encountered an ESP end user station that is busy.

Call Forwarding Don't Answer – Billed to Enhanced Service Provider

This product provides the ESP the ability to order and be billed for Call Forwarding Don't Answer. As the customer of the service, the ESP will take an order from its end user and place that order with the company on the customer's behalf. The ESP will be responsible for the payment of all provisioning and monthly recurring BSE charges associated with this service. Call Forwarding Don't Answer provides the ability for the ESP to have its customer's incoming calls (to their home or business) redirected to the pre-selected ESP numbers. This would happen only when the incoming call encountered an end user station that did not answer after a specific number of rings (which must be specified upon ordering).

7.3 COMPLEMENTARY NETWORK SERVICES**7.3.1. ENHANCED SERVICE PROVIDER SERVICES (Cont'd)****7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)****A. DESCRIPTION (Cont'd)****1. Basic Service Elements (Cont'd)****Call Forwarding Busy Line/Don't Answer – Billed to Enhanced Service Provider**

This product provides the ESP the ability to order and be billed for Call Forwarding Busy Line/Don't Answer. As the customer of the service, the ESP will take an order from its (Call Forwarding Busy Line/Don't Answer) customer and place that order with the company on its customer's behalf. The ESP will be responsible for the payment of all provisioning and monthly recurring BSE charges associated with this service. Call Forwarding Busy Line/Don't Answer provides the ability for the ESP to have their customer's incoming calls (to their home or business) redirected to the pre-selected ESP's number. This would happen in either the busy or don't answer mode.

Message Waiting Indicator – Billed to Enhanced Service Provider

This product provides the ESP the ability to order and be billed for audible Message Waiting Indicator. The ESP must have Activate Message Waiting Indicator or Forwarded Call Information – Multiple Users provisioned on its lines in order to activate Message Waiting Indicator on the end users lines. As the customer of the service, the ESP will be able to take an order from its end user and place that order with the company on its end user's behalf. The ESP will be responsible for the payment of all BSE charges associated with this service to their customer. Message Waiting Indicator provides the ability for ESP end users to receive an alerting signal, in the form of an audible stutter dial tone, to their line(s). This alerting signal will be used by the ESP to inform its end users that information is waiting for them. The ESP end user would then access the ESP for the information. After the information has been retrieved, the ESP would disable the audible alerting signal.

Visual Message Waiting Indicator – Billed to Enhanced Service Provider

This product is an enhancement to Message Waiting Indicator Service. Visual Message Waiting Indicator provides the ability for ESP end users with display units to see when a message is waiting via an indicator lamp. Once the end user retrieves the message, the indicator lamp is deactivated.

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

A. DESCRIPTION (Cont'd)

1. Basic Service Elements (Cont'd)

Activate Message Waiting Indicator

This product provides that ability for an Enhanced Service Provider (ESP) to activate and deactivate message waiting signals (audible or visual) on each of its end user's telephone lines who have Message Waiting Indicator. This alerting signal will be used by the ESP to inform its end user that information is waiting for them. The ESP end user must have Message Waiting Indicator provisioned on their line. A series 3002 data channel is required between the ESP and the Utility's central office in order to meet the data communications requirements in providing Activate Message Waiting Indicator to the end user.¹

Forwarded Call Information – Multiple Users (FCI)

This product provides the delivery of the following Call History information: calling number (Intra Switch), called number, reason-for-forwarding of calls forwarded to the ESP and identification of the multi-line hunt group assigned to the ESP end user, i.e., (the multiple users capability). The reason for forwarding information may include when a line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the ESP directly

FCI – Multiple Users also includes the ability to activate and deactivate message waiting signals (audible or visual) on each of its end user's telephone line(s) that has Message Waiting Indicator. This alerting signal will be used by the ESP to inform its end user that information is waiting for them. The ESP end user lines must be provisioned to receive the signal and have Message Waiting Indicator provisioned with its line. A Voice Grade 6 (VG6) circuit is required between the ESP and the company's central office in order to meet the data communications requirements in providing Forwarded Call Information – Multiple Users to the ESP.¹

FCI is available as either Intraswitch or Interswitch, at the customer's discretion. Intraswitch FCI will provide Call History and message waiting signaling only for end users served by the same central office that serves the Intra Switch FCI link. Interswitch FCI will provide Call History and message waiting signaling for end users served by most if no all central offices (where technically feasible) within a LATA via an Interswitch FCI link. The customer may request a specific central office to serve the Interswitch FCI Link, but the company retains final authority in choosing the office for each Interswitch FCI Link, based on equipment availability.

NOTE 1: The Analog Special Services – Data Channel facilities for dedicated private line service description, regulations and rates, are as set forth in part 15, Section 2.

7.3 COMPLEMENTARY NETWORK SERVICES**7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)****7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)****A. DESCRIPTION (Cont'd)****1. Basic Service Elements (Cont'd)****Star Code Access to Voice Mail – Billed to Enhanced Service Provider**

This product provides the Voice Mail ESP the ability to order and be billed for abbreviated dialing access (Star Code Access) to its Voice Mail system. The ESP must have Call Forwarding Busy Line/Don't Answer provisioned on its end user's lines in order to activate Star Code Access to Voice Mail. Star Code Access will not work on Centrex, PBX, coin, inmate or hotel-motel service or with Remote Call Forwarding, or multi-line hunt groups. As the customer of the service, the ESP will be able to take an order from its end user and place that order with the company on its end user's behalf. The ESP will be responsible for the payment of all BSE charges associated with this service to their end user. Star Code Access to Voice Mail is abbreviated dialing access to the ESP's Voice Mail from the end user's premises via an abbreviated code (* and a two-digit code). The end user, when calling from the line on which the Voice Mailbox is associated, will use the feature by picking up the telephone handset and dialing * plus a two-digit code. This action will forward the call to the customer's voice mailbox.

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

A. DESCRIPTION (Cont'd)

1. Basic Service Elements (Cont'd)

Hunting Service

Used in conjunction with Forwarded Call Information, Hunting Service is an arrangement to search multiple lines of the same class of service for a vacant line for each incoming call as specified in Part 4, Section 2.

2. Definitions

BILLED TO ENHANCED SERVICE PROVIDER

Billed to ESP is an ordering and billing option that allows an ESP to order and pay for the provisioning and monthly recurring charges of an end user feature provided an agreement exists between the ESP and the end user to order and pay for end user services.

CUSTOMER

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Guidebook.

END USER

The term "End User" denotes any customer that purchases intrastate telecommunications for its own use and not for the purpose of resale or sharing, and is not a carrier, except that a carrier shall be deemed to be an "end user" to the extent that such carrier uses a telecommunications service for administrative purposes, without making such services available to others, directly or indirectly.

ENHANCED SERVICE PROVIDER

An Enhanced Service Provider (ESP) is a customer who, in accordance with applicable regulatory requirements, claims the status of an ESP and who provides an enhanced service under Section 64.702 of the FCC's Rules.

NETWORK CAPABILITY

Network Capability is a technically defined requirement to be performed in the carrier's network for an Enhanced Service Provider.

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

B. TERRITORY

1. Basic Service Elements will only be furnished within the exchange areas defined in this Guidebook and where facilities and operating conditions permit.
2. Port Allocation
 - a. I/O ports will be available on a first ordered basis.
 - b. No ESP will have priority over another.
 - c. When I/O ports in each central office have been exhausted, subsequent request will be placed on a waiting list in the order received.

C. REGULATIONS

1. Company Obligations
 - a. General
 - (1) The limitation of the Company's liability is set forth in Part 2, Section 2.
 - (2) The Company may furnish Basic Service Elements where there is available central office equipment with the proper program updates as determined by the Company.
 - (3) The Company will disconnect any Enhanced Service Provider's Services for failure to comply with any provision(s) of this guidebook
 - (4) Basic Service Elements billed to ESP orders can only be accepted of the end user line is specified and available for provisioning.
 - b. Enhanced Service Provider Facilities
 - (1) Because the Company's capacity in central office equipment and network facilities to furnish Basic Service Elements is limited:

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

C. Regulations (Cont'd)

1. Company Obligations (Cont'd)

b. Enhanced Service Provider Facilities (Cont'd)

(a) If the Company has reason to believe that permitting the commencement or continuation of providing BSEs in this tariff is adversely affecting or would adversely affect the company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the company may refuse to provide BSEs or may discontinue providing such service.

(2) Late payment charges as defined in Part 2, Section 2 of this Guidebook will apply to all Enhanced Service Provider Services.

(3) The quality of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call.

(4) Charges between the originating location and the call forwarding equipped line are applicable in accordance with Guidebook terms and conditions for local messages, dial station or operator station toll.^{/1/}

(C)
(C)

2. Enhanced Service Provider's Obligations

a. General

(1) Then Enhanced Service Provider's services and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations. The company shall require purchasers of BSEs to identify whether or not the intended use of the BSEs is to provide enhanced services.

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

(N)
(N)

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

C. Regulations (Cont'd)

2. Enhanced Service Provider Obligations (Cont'd)

a. General (Cont'd)

- (2) The Enhanced Service Provider shall be liable for and shall indemnify, defend, protect and save harmless the company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
- (3) The ESP is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the end user and/or the company has temporarily suspended or disconnected the end user's services.
- (4) The ESP must prominently provide the following notice on all billing for enhanced services using any of the basic service elements described in this guidebook.

"This service is privately provided by [NAME OF ESP]. Complaints regarding billing or services should be directed to [ESP ADDRESS and TELEPHONE NO.]

b. Enhanced Service Provider's Services

- (1) The ESP has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the ESP's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The ESP shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- (2) The ESP shall submit to the Company all advertising, sales promotion and the publicity relating to the subject matter of Basic Service Elements wherein the Company's name, signs, markings or symbols are used from which the connection of the Company's name therewith may be in the Company's judgment, reasonably inferred or implied, and further, the ESP shall not publish or use such advertising, sales promotion or publicity matter without the prior written approval of the Company.

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

C. Regulations (Cont'd)

2. Enhanced Service Provider Obligations (Cont'd)

a. General (Cont'd)

c. Enhanced Service Provider's Facilities

- (1) The ESP is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the ESP premise equipment, program development, advertising, and promotional expenses. The ESP is financially responsible for all facilities required to connect the ESP's equipment to the Utility's servicing wire center, in accordance with Part 2, Section 2 of this Guidebook and with all applicable rates and charges under the company's Guidebook.
- (2) The ESP's premise equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Part 2, Section 9 of this Guidebook, Connection of Customer-Provided Equipment and System. If the ESP violates this requirement, the company shall disconnect the ESP's services.
- (3) The ESP is responsible for disconnecting Basic Service Element services ordered for its end user including those situations where the end user no longer has service with the Company.

3. End User Obligations

The end user with Call Forwarding Busy Line and/or Don't Answer is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the number to which the call is forwarded equipped line and the number to which the call is forwarded. This charge for local, or message unit services, applies to all forwarded calls that are answered at the number to which the calls are forwarded.

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

C. Regulations (Cont'd)

3. End User Obligations (Cont'd)

4. Billing and Remittance

a. End User Adjustments

- (1) Adjustments requested due to poor transmission quality caused by the Enhanced Service Provider's equipment will be made at the discretion of the Company.

b. Billing Disputes

- (1) The Enhanced Service Provider's services may be disconnected pursuant to the procedures set forth in Part 2, Section 2 of this Guidebook for the Enhanced Service Provider's failure to make full payment for the Company's services provided under this Guidebook.

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

D. RATES AND CHARGES

1. Basic Service Elements

a. Establishment of Enhanced Service Provider Services – Services Billed to the Enhanced Service Provider.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
(1) Activate Message Waiting Indicator ¹	\$2,600.00	\$329.00	AMW11
(2) Forwarded Call Information ¹			
- Multiple Users	2,600.00	477.00	FCLM1
- per User Group	36.00	NO	FCLS1
(3) Order Processing Charge ²	6.00	NO	OPCS1
(4) Audible Message Waiting Indicator Billed to ESP			
- Per line, per order	7.75	.55	MW1S1
(5) Visual Message Waiting Indicator Billed to ESP			
- Per line, per order	7.75	.75	MW1V1
(6) Visual and Audible Message Waiting Indicator Billed to ESP			
- Per line, per order	7.75	.55	MW1V3

Note 1: For network interface specifications refer to Bellcore Technical Reference TR-TSY-000283.

Note 2: Order processing charge (USOC OPCS1) applies to each service order. Each order is limited to 102 lines of information. Orders requiring more than 102 lines of information will be billed as separate orders. There will be one order processing charge per order regardless of the type of feature ordered. Order processing charge applies to items 4, 5, 6 & 7 only.

7.3 COMPLEMENTARY NETWORK SERVICES

7.3.1 ENHANCED SERVICE PROVIDER SERVICES (Cont'd)

7.3.1.1 BASIC SERVICE ELEMENTS (Cont'd)

D. RATES AND CHARGES (Cont'd)

1. Basic Service Elements (Cont'd)

a. Establishment of Enhanced Service Provider Services – Services Billed to the Enhanced Service Provider (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>	
(7) Call Forwarding Busy Line Billed to ESP - per line, per order ¹	\$7.75	\$.95	CLBS1	(T)
(8) Call Forwarding Don't Answer Billed to ESP - per line, per order ¹	7.75	\$.95	CLDS1	(T)
(9) Call Forwarding Busy Line /Don't Answer Billed to ESP - per line, per order ¹	7.75	\$.95	CLAS1	(T)
(10) Star Code Access to Voice Mail (*98) Billed to ESP - per line, per order ¹	0.00	\$.50	SQAVE	(T)

Note 1: Order processing charge (USOC OPCS1) applies to each service order. Each order is limited to 102 lines of information. Orders requiring more than 102 lines of information will be billed as separate orders. There will be one order processing charge per order regardless of the type of feature ordered. Order processing charge applies to items 4, 7, 8, 9 & 10 only. (T)