

AT&T OHIO GUIDEBOOK

PART 10 - Wide Area Telecommunications Services
SECTION 2 - Other 800 Services

1st Revised Sheet 1

1. SUCCESS 800 SERVICE ^{/1/}

(C)

A. Description

Success 800 Service is the furnishing of dial type communications from stations within the LATA to a station associated with an 800 termination point within the same LATA. Success 800 will provide, where facilities are available, for the completion of 800 calls to a customer's telephone number or Dedicated 800 Service access line. Success 800 will be arranged at the customer's option for Common Line Termination Service or Dedicated 800 Service.

- Common Line Termination Service is a routing feature that provides for the completion of intraLATA 800 calls to a telephone number associated with the customer's existing local service.
- Dedicated 800 Service provides for the completion of intraLATA 800 calls to the customer's Dedicated 800 Service access line.

B. Terms and Conditions

The terms and conditions contained herein are specific to the service involved and are in addition to the General Regulations applicable to all services that are set forth in Part 2.

1. Success 800 Service can be provisioned with either an 800 or 888 service number.
2. Success 800 Service may be furnished in association with Interexchange Carriers for interLATA, intrastate and/or interstate calling. IntraLATA calls are completed by the Company and interLATA calls are completed by the Interexchange Carriers. When furnished in association with Interexchange Carriers, this service provides the customer access to a wide range of Data Base Services (see 3 following).
3. Customers may retain the same Success 800 Service telephone number when moving to another location.
4. Service is furnished subject to the availability of the service components required. The Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

^{/1/} Effective December 31, 2021, Success 800 Service is withdrawn for residential customers.

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1. SUCCESS 800 SERVICE^{/1/} (cont'd)

(C)

B. Terms and Conditions (cont'd)

5. Success 800 Service is not available on semi-public, public, or COCOT service.
6. Success 800 Service provides for termination of calls only.
7. A one month minimum contract period applies to Success 800 Service.
8. Allowance for interruptions apply to each Success 800 Service as follows:
 - When the Success 800 Service is interrupted for a period of less than 2 hours, no credit applies.
 - When the Success 800 Service is interrupted for a period of more than 2 hours, a credit of 1/720 of the monthly charge applies for the access line for each hour or major fraction thereof.
 - The credit preceding includes all credit to be applied for an interruption.
 - No credit allowance will be made for the following conditions:
 - non-completion of Success 800 Service messages due to busy network conditions;
 - interruption of service due to customer-provided equipment or systems;
 - interruption of service due to the negligence of the customer;
 - interruption of service during any period in which the Company is not afforded access to the premises at which the Success 800 Service is terminated; or
 - interruption of service during any period when the customer has released the Success 800 Service to the Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.

/1/ Effective December 31, 2021, Success 800 Service is withdrawn for residential customers.

1. SUCCESS 800 SERVICE^{/1/} (cont'd)

(C)

B. Terms and Conditions (cont'd)

9. Message toll telephone service furnished at a customer's request when the customer's Success 800 Service is interrupted, is charged for at the message toll telephone service rates specified in Part 9, Section 1 of this Guidebook.
10. Success 800 Service is available in Company exchange areas as set forth in Part 4, Section 1, of this Guidebook.

C. Prices

1. The monthly charges for Common Line Termination Service are determined as follows:
 - a. Determine the total number of calls for each Success 800 number.
 - b. Determine the equivalent hours used by applying the minimum average time requirement of 15 seconds, i.e., 1 call = 15 seconds.
 - c. Determine total actual hours used.
 - d. Determine the chargeable hours which is the greater of b. or c.
 - e. The usage charge is applied for Success 800 to the total hours of use over and above the first hour of use. Multiply the chargeable hours used by the usage charge (see 3 following), rounded to the highest penny.
 - f. Determine the charge for each Success 800 number by multiplying the monthly rate per 800 number (see 3 following) by the number of 800 numbers.
 - g. Determine the total charges by adding the amounts developed in e. and f. preceding.

^{/1/} Effective December 31, 2021, Success 800 Service is withdrawn for residential customers.

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1. SUCCESS 800 SERVICE^{/1/} (cont'd) (C)**C. Prices (cont'd)**

2. The monthly charges for Dedicated 800 Service are determined as follows:
 - a. Determine the total number of calls for each Dedicated 800 number.
 - b. Determine the equivalent hours used by applying the minimum average time requirement of 15 seconds, i.e., 1 call = 15 seconds.
 - c. Determine total actual hours used.
 - d. Determine the chargeable hours which is the greater of b. or c.
 - e. Multiply the chargeable hours used by the usage charge (see 3 following), rounded to the highest penny.
 - f. Determine the charge for each Dedicated 800 number by multiplying the monthly rate per Dedicated 800 number (see 3 following) by the number of 800 numbers.
 - g. Determine the total charges by adding the amounts developed in e. and f. preceding.

/1/ Effective December 31, 2021, Success 800 Service is withdrawn for residential customers.

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1. **SUCCESS 800 SERVICE^{/1/} (cont'd)**

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C. Prices (cont'd)

3. Service Elements

<u>Description /Billing Code/</u>	<u>Monthly Price</u>
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Common Line Termination Service

With Detail Billing, includes the first hour of use, per 800 number /WF8/	\$23.00
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With Summary Billing, includes the first hour of use, per 800 number /WF8/	23.00
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<u>Description</u>	<u>Hourly Rate</u>
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Usage Charge, each additional hour of use	23.00
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<u>Description /Billing Code/</u>	<u>Monthly Price</u>
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Dedicated 800 Service Access Line, each /8U9/	32.00
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<u>Hours of Use per Line</u>	<u>Hourly Rate</u>
0 to 15 hours	\$9.00
15.1 to 40 hours	9.00
40.1 to 80 hours	8.40
over 80.1 hours	8.40

4. Service Establishment charges, as covered in Part 3, Section 1 of this Guidebook for non-residence exchange service are applicable to Dedicated 800 Service.
5. One primary listing will be provided without charge and may appear in any directory, where available, otherwise in the Company's Listing Information System, within the LATA. Additional listings will be provided with 800 Service at the rates applicable for non-residence additional listings as set forth in Part 12, Section 1 of this Guidebook.

/1/ Effective December 31, 2021, Success 800 Service is withdrawn for residential customers.

(N)

2. 800 CALLING PLAN^{/1/}

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A. Description

800 Calling Plan (800CP) is an optional service which provides a per minute rate in lieu of the usage rates which are normally applicable to Common Line Termination and Dedicated 800 service.

B. Terms and Conditions

In addition to the regulations set forth in other sections of this Part 10, the following regulations apply to this service.

1. 800CP rates apply only to intraLATA portion of Common Line Termination and Dedicated 800 calls.
2. The 800CP rate is available 24 hours a day, seven days a week.
3. 800CP is offered on a 12- or 36-month payment plan.
4. A monthly rate applies to 800CP in addition to the per minute rate. Two different hours-of-use monthly plans, Plan 1 Fixed and Plan 2 Variable rate plans, are available which the customer may choose. The plans selected by the customer will have a Minimum Revenue Guarantee (MRG) charge for the service at the payment plan selected by the customer. The fixed plan is available to the customer whose monthly usage is predictable. The variable plan is available to the customers whose monthly usage may vary significantly from month to month.
5. Minimum Revenue Guarantee (MRG) is a guarantee by the customer to pay a minimum amount of hours-of-use each month for the 800CP.
6. The MRG applies only to service provided under a 800CP and applies to each account.
7. If in any month the actual hours-of-use for 800CP is less than the minimum hours selected by the customers, the customer will be billed the MRG as the usage charge for that month.
8. The MRG is equal to 75% of the minimum hours-of-use for the fixed rate 800CP selected by the customer or a minimum of 10 hours for 0-20 hours-of-use plan.

^{/1/} Effective December 31, 2021, 800 Calling Plan is withdrawn for residential customers.

(N)

2. 800 CALLING PLAN^{/1/} (cont'd)

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B. Terms and Conditions (cont'd)

9. The MRG is equal to 10 hours for the variable rate 800CP.
10. At the completion of the 12 or 36 month payment plan, the rates for Custom and Dedicated 800 service will apply, as applicable.
11. Customers may upgrade to a higher hours-of-use plan as long as the term of the new hours of use plan is equal to or longer than the current plan.
12. Customers may downgrade to a lower hours-of-use plan as long as the term of the new hours-of-use plan is equal to or longer than the time remaining with their current plan.
13. Customers who terminate their 12 or 36 month plan prior to the expiration of the term of the plan selected will be required to pay 50% of the full MRG and the monthly rate for the number of months remaining in the payment plan.
14. The monthly rates associated with Dedicated 800 Service are in addition to the 800CP monthly usage rates.
15. In the event of damage to terminating service location, or other emergencies, Custom and Dedicated 800 service with 3 year 800CP will be re-established at a new location if the following applies:
 - Customer must place on file with the Company a predefined plan that the Company may activate. This plan describes alternate routing, specialized area of service, and carrier selection/allocation as described in the Ameritech Operating Companies Access Service Tariff, F.C.C. No. 2, Section 6.4.1. Customer is responsible for choice of, and maintenance of relationships with alternate carriers (if applicable).
 - Predefined plan will be activated at customer's request when customer and Company determine that an emergency situation may exist.
 - Rates and charges for re-establishing Custom and Dedicated 800 service and associated features may not apply.

/1/ Effective December 31, 2021, 800 Calling Plan is withdrawn for residential customers.

(N)

2. 800 CALLING PLAN^{/1/} (cont'd)

(C)

C. Prices

The monthly usage charges apply to service provided under a 800CP based upon the hours of use and the 800CP selected by the customer.

If the 800CP usage is below the monthly MRG requirement in any given month, the full monthly MRG will apply.

1. Payment Plans

<u>Description</u>	<u>Hours of Use</u>	<u>Monthly Price</u> <i>Term Payment Plan</i>	
		<u>12 Month</u>	<u>36 Month</u>
Plan 1			
Fixed Rate, monthly rate per account		\$20.00	\$10.00
- Usage Rates, per minute			
	0 - 20	0.132	0.128
	20.1 - 50	0.129	0.121
	50.1 - 100	0.122	0.117
	100.1 - 250	0.118	0.110
	over 250	0.111	0.103
Plan 2			
- Variable Rate, monthly rate per account		N/A	20.00
- Usage Rates, per minute			
	0 - 20	N/A	0.138
	20.1 - 50	N/A	0.132
	50.1 - 100	N/A	0.129
	100.1 - 250	N/A	0.122
	over 250	N/A	0.118

/1/ Effective December 31, 2021, 800 Calling Plan is withdrawn for residential customers.

(N)

3. 800 DATA BASE SERVICES^{/1/}

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A. Description

The description for the 800 Data Base Services are as provided in Ameritech Operating Companies Access Service Tariff, F.C.C. No. 2, Section 6.4.1 as it now exists and may be revised.

The following 800 Data Base Services may be provided on an intraLATA basis in conjunction with Custom 800 Service.

- Time of Day Routing - Allows Custom 800 Service calls to be routed to a different location, at the customer's request, based on the customer's time of day needs.
- Day of Week Routing - Allows Custom 800 Service calls to be terminated to a different location, at the customer's request, based on the day of the week.
- Specific Dates Routing - Allows Custom 800 Service calls to be terminated to a different location based, at the customer's request, on a specific date.
- Originating Location Routing - Allows Custom 800 Service calls originating in a predefined NPA, NXX, or 10-digit telephone number to be routed where facilities permit, at the customer's request, to a given destination while other calls complete to another destination.
- Specialized Area of Service Routing - Allows a Custom 800 Service customer to define a geographic location from which to accept Custom 800 Service calls, that is defined as other than a single 10-digit telephone number, NXX, NPA or the entire LATA.

B. Prices

The minimum rates and charges for the 800 Data Base Services are the rates specified in the Ameritech Operating Companies Access Service Tariff, F.C.C. No. 2, Section 6.9.4 as it now exists and may be revised.

^{/1/} Effective December 31, 2021, 800 Service is withdrawn for residential customers.

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