

PUBLIC RESPONSE CALLING SERVICE

A. General

1. In addition to the applicable regulations in other sections of this Guidebook, the following regulations apply specifically to Public Response Calling Service.
2. Public Response Calling Service is a business service which provides facilities for call-in programs such as opinion surveys, question and answer programs, contests, etc., which are publicly advertised with the objective of getting the public to respond by calling the advertised telephone number.
3. In order to provide satisfactory service to the general public, customers with service other than Public Response Calling Service, who publicly advertise call-in programs which, in any given hour, have more than 15% of the calls to the call-in program reach a busy signal, and who intend to continue to publicly advertise call-in programs, must subscribe to Public Response Calling Service, and may not have any other form of telephone service where the telephone number is publicly advertised in connection with a call-in program.
4. This service is offered only to customers located in the following exchanges and at the rate stated in B. following, based upon the availability of facilities.

Exchange

Oklahoma City Metropolitan
Tulsa Metropolitan

5. A serving office prefix specified by the Company will be used to provide Public Response Calling Service. Customers who subscribe to this service will be required to change from the telephone number formerly used for their call-in program to a number with the specified serving office prefix.
6. Public Response Calling Service is provided only to customers from the Principal Zone of the Metropolitan Exchanges.
7. Public Response Calling Service shall not be used for the transmission of prerecorded announcements; such service will be provided as specified in 'Announcement Distribution Services' in Part 20, Section 8.
8. Public Response Calling Service is provided only for receiving calls. Outward calling is not provided as a feature of this service.

B. Rates

| | <u>Monthly Rate</u> | <u>Service Charge</u> |
|---|-------------------------|---------------------------|
| Public Response Calling Service Lines (1MN) | | |
| Oklahoma City Metropolitan Exchange | /1/ | /2/ |
| Tulsa Metropolitan Exchange | /1/ | /2/ |

- /1/ The one-party business exchange access line service rates and fees as shown in Part 4, Section 2 applies for each line.
- /2/ A Service Charge as specified in Part 4, Section 2, Paragraph A.2.a. will apply to each Public Response Calling Service line.

DISASTER ROUTING SERVICE (DRS)**A. General**

Disaster Routing Service (DRS) enables customers to forward incoming telephone calls placed to multiple telephone numbers, en masse, to multiple telephone numbers at one or more locations, based on one of three predetermined destination options being active. Calls may only be forwarded to direct-dial telephone numbers, excluding international numbers. The customer can identify up to three destination routing options; however, only one destination option can be active at any time. The destination options will be denoted as Option 1, 2 or 3. Option 1 will be active when service is initially established. The Company will provide the customer with a Password for each DRS group. For security purposes, the password and the group number will be required to change the destination routing options. DRS groups may also include telephone numbers equipped with Intelligent Redirect. (C)

B. Regulations

1. All telephone numbers equipped with DRS must be included in one of the customer's groups. A group is a set of telephone numbers that will be forwarded in the same way, i.e., the same option must be active for all telephone numbers in a group. Each group must include at least one telephone number. A telephone number may only be included in one group. There is no upper limit on the quantity of numbers in one group.
2. DRS is available on telephone numbers associated with business lines or trunks. This service is available for use only with voice applications. It may not be used with data application (e.g., on-line data transmission) or to avoid toll. DRS will not be provided in connection with Residence, Public, Semi-Public, Payphone Exchange Access Service, TeleBranch, Mobile Telephone Service or Personalized Ring.
3. The customer must identify the PIC for telephone numbers that cannot initiate outbound calls and therefore have no PIC, such as DID, for applicable forwarded calls. For other telephone numbers equipped with DRS, the PIC in the central office will be used. The appropriate charges outlined in the Access Service Tariff, Section 13.3.1, are applicable for PIC changes.
4. Applicable toll charges will apply for each call forwarded beyond the local calling area of the dialed number. Charges for calls between the DRS-equipped telephone number and the telephone number to which these calls are forwarded are the responsibility of the DRS customer.
5. The calling party is responsible for payment of regularly applicable charges for sent-paid messages.
6. It is the responsibility of the customer, forwarding calls to a third party, to obtain the third party's permission prior to the calls being forwarded.
7. Reserved for future use. (D)
(D)
8. The customer must have sufficient lines and associated facilities at the forwarded to location(s) to handle the estimated number of calls without interfering with exchange or toll service. In the event there is interference with exchange or toll service, the Company reserves the right to disconnect the service.
9. No provisions have been made to execute a customer's DRS in the event a customer's switching office is out of service.

DISASTER ROUTING SERVICE (DRS) (cont'd)**B. Regulations (cont'd)**

10. Calls may not be forwarded should the central office or other network failures or limitations prevent the call from being delivered to the customer's number in the switch.
11. The intended use of DRS is to provide continuity for the customer's communications needs in the event of a disaster. Any other use of DRS is beyond the scope of this service and may preclude the service from operating in the manner contemplated.
12. All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available and do not create an obligation for the Company to construct such facilities and equipment especially for the provisioning of this service.

C. Service Rearrangement

Customers may change the active destination option (Option 1, 2 or 3) after service has been initially established. Customers can pre-select two or three options, which include the destination telephone number(s) for the forwarded incoming telephone calls. Option 1 will be active when service is initially established. The active destination option can be changed by contacting an SBC representative or by dialing into a mechanized system and following the voice commands, at no additional charge. Customers may also change their password and review their existing arrangement, via the mechanized system, at no additional charge. The customer will be required to provide the necessary security information to change or review their existing arrangement. Other rearrangements will require appropriate charges as outlined in Rates and Charges following.

D. Liability

The Company assumes no liability for forwarding calls to numbers that are inaccurately provided to the Company by the customer.

E. Application of Rates**1. Service Establishment Charge**

A one-time service charge will apply for the original order for DRS per account, per location. If DRS is ordered in conjunction with Intelligent Redirect, this charge will only apply once.

2. Forwarded Telephone Number, Per Telephone Number Equipped

A one-time service charge will apply for installing DRS on each existing telephone number. If DRS is ordered in conjunction with Intelligent Redirect on the same telephone number(s), these charges will only apply once per number.

The customer has the two following purchasing choices for the quantity of telephone number(s) forwarded, per Telephone Number equipped:

- Monthly rates, with no per completed call charge, per telephone number
- Monthly rates, with a per completed call charge, per telephone number

DISASTER ROUTING SERVICE (DRS) (cont'd)**E. Application of Rates (cont'd)**

2. Forwarded Telephone Number, Per Telephone Number Equipped (cont'd)

The second choice is applicable only when destination routing options 2 or 3 have been activated by the customer. The second choice is not applicable if the customer subscribes to Intelligent Redirect and DRS services on the same telephone number(s). The monthly rate will vary depending upon the quantity of telephone numbers equipped. The monthly rate sliding scales, as shown in the Price List, following, are applied such that the rates in each band of the scales are applied separately, (i.e., 20 times the 1-20 rate plus 80 times the 21-100 rate, etc.), up to the total quantity of telephone numbers equipped. All of the telephone numbers in a group must be configured as Choice 1 or Choice 2. If DRS is ordered in conjunction with Intelligent Redirect, these charges will apply only once. The Choice 1 sliding scale will be applied based on the sum of all Choice 1 DRS-equipped telephone numbers plus Intelligent Redirect-equipped telephone numbers in all groups. The Choice 2 sliding scale will be applied based on the sum of all DRS-equipped telephone numbers in all groups. For Choice 2 billing, the telephone numbers under Option 1 must be the same as the equipped telephone numbers.

3. Group Of Telephone Numbers Equipped, Per Group

A one-time service charge and a monthly rate will apply per each group of telephone numbers equipped with DRS. The service charge will also apply as subsequent groups are added.

4. Rearrangement Charges, Per Rearrangement

A one-time service charge will apply per rearrangement. A rearrangement includes the move, change or addition of an item. The addition of a telephone number, equipped with DRS or the addition of a group, will incur the appropriate service charge associated with the establishment of DRS telephone numbers or a group, respectively, plus the associated service charges for those additions. If DRS and Intelligent Redirect exist on the same account and arrangements for both are ordered at the same time, this charge will only apply once.

The Rearrangement Charge is applicable to a change of the Primary Interexchange Carrier (PIC) for DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Service Tariff, Section 13.3.1.

5. Password Reinitialization Charge

This service charge applies per customer request each time the Company initializes the DRS security password, after it has been provided with the initial order.

DISASTER ROUTING SERVICE (DRS) (cont'd)

F. Rates and Charges

| | <u>USOC</u> | <u>Monthly Rate</u> | <u>Service Charge</u> |
|---|-------------|-------------------------|---------------------------|
| Service Establishment ^{/1/} | SEPRE | N/A | \$195.00 |
| Forwarded Telephone Numbers, per telephone number | | | |
| Choice 1 ^{/2/} | | | |
| 1-20 | R7UFX | \$65.00 (I) | 2.75 |
| 21-100 | R7UFX | 65.00 | 2.75 |
| 101-250 | R7UFX | 65.00 | 2.75 |
| 251-500 | R7UFX | 65.00 | 2.75 |
| 501-1000 | R7UFX | 65.00 | 2.75 |
| 1001 or more | R7UFX | 65.00 (I) | 2.75 |
| <i>or</i> | | | |
| Forwarded Telephone Numbers, per telephone number and per call completed | | | |
| Choice 2 ^{/2,3/} | | | |
| 1-20 | R7UFC | \$65.00 (I) | 2.75 |
| 21-100 | R7UFC | 65.00 | 2.75 |
| 101-250 | R7UFC | 65.00 | 2.75 |
| 251-500 | R7UFC | 65.00 | 2.75 |
| 501-1000 | R7UFC | 65.00 | 2.75 |
| 1001 or more | R7UFC | 65.00 (I) | 2.75 |
| Per completed call | | | 0.15 |
| Group of Telephone Numbers Equipped, per group | R7NPG | 738.00 (I) | 54.00 |
| Rearrangement Charges, per arrangement ^{/1,4/} | RCHAX | N/A | 95.00 |
| Password Reinitialization, per occasion | NR91P | N/A | 20.00 |

/1/ If ordered with Intelligent RedirectSM only one charge applies.

/2/ Choice 1 and Choice 2 can be provided to the same customer. However, all of the telephone numbers in each group must be all Choice 1 or Choice 2 charges.

/3/ Applicable only when the customer has selected Choice 2 and has activated destination options 2 or 3. Customers who subscribe to DRS and Intelligent Redirect, on the same telephone number, are not eligible for Choice 2.

/4/ A one-time charge will apply to the move, change or addition of an item. The addition of a telephone number to be equipped with DRS and/or Intelligent Redirect will incur the appropriate service charge. For a change to the Primary Interexchange Carrier (PIC) for DID and telephone numbers the charges outlined in the Access Service Tariff, Section 13.3.1, will also apply. If DRS and Intelligent Redirect exist on the same account, and rearrangements for both are ordered at the same time, these charges will apply only once.

INTELLIGENT REDIRECTSM**A. General**

Intelligent Redirect (IR) enables customers to forward incoming telephone calls placed to multiple telephone numbers, en masse, to multiple telephone numbers at one or more locations, based on predetermined options. Calls may only be forwarded to direct-dial telephone numbers, excluding international telephone numbers. Intelligent Redirect groups may also include telephone numbers equipped with Disaster Routing Service (DRS). Intelligent Redirect offers the following four routing features that can be ordered separately or combined with any of the other features or in combination with DRS.

Time-of-Day/Day-Of-Week (TOD/DOW) Routing

This routing feature enables customer to have their incoming calls forwarded to different telephone numbers based on a predetermined list of TOD/DOW forwarding combinations. Customers may select up to ten different TOD/DOW combinations per group. All 24 hours in the day and all seven days in the week must be accounted for.

Specific Date Routing

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers based on the specific date the call is received. Customers may select up to ten different specific dates per group. Calls received on dates other than those specified will be completed based on an "other" category, as provided by the customer. The "other" option is not counted in the ten allowable specific dates.

Percentage Allocation Routing

This routing feature enables customers to have their incoming calls forwarded to different telephone numbers on a percentage basis. Customers may select up to five percentages, in whole number, per group. The sum of all percentages must equal 100% for a given group.

Originating Location Routing

This routing feature enables customers to have their incoming calls to a group of telephone numbers forwarded based on the origination of those calls. Customers may select up to ten screening lists per group. Incoming calls will be forwarded to a single predetermined alternate telephone number, per group, per screening list for calls originated from telephone numbers on the customer's screening list(s). If calls originate from telephone numbers not on the screening list(s) (including the absence of an originating telephone number in the Public Switched Network), the calls will be completed based on an "other" category, per telephone number, as provided by the customer. There are no limits on the quantity of telephone numbers in the customer's screening list. This feature will only function when the calling party number is delivered in the telephone network.

INTELLIGENT REDIRECTSM (cont'd)**B. Regulations**

1. All telephone numbers equipped with Intelligent Redirect must be included in one of the customer's groups. A group is a set of telephone numbers that will be forwarded in the same way, i.e., the same features with the same parameters will determine routing for all telephone numbers in a group. Each group must include at least one telephone number. However, a telephone number may only be included in one group. There is no upper limit on the quantity of telephone numbers in one group.
2. Intelligent Redirect is available on telephone numbers associated with business lines or trunks. This service is available for use only with voice applications. It may not be used with data application (e.g., on-line data transmission) or to avoid toll. Intelligent Redirect will not be provided in connection with Residence, Payphone Exchange Access Service, TeleBranch, Mobile Telephone Service or Personalized Ring.
3. The customer must identify the PIC for telephone numbers that cannot initiate outbound calls and therefore have no PIC, such as DID, for applicable forwarded calls. For other telephone numbers equipped with Intelligent Redirect, the PIC in the central office should be used. The appropriate charges outlined in the Access Service Tariff, Section 13.3.1, are applicable for PIC changes.
4. Applicable toll charges will apply for each call forwarded beyond the local calling area of the dialed number. Charges for calls between the Intelligent Redirect-equipped telephone number and the telephone number to which these calls are forwarded are the responsibility of the Intelligent Redirect customer.
5. The calling party is responsible for payment of regularly applicable charges for sent-paid messages.
6. It is the responsibility of the customer, forwarding calls to a third party, to obtain the third party's permission prior to the calls being forwarded.
7. For collect calls^{/1/}, the customer subscribing to Intelligent Redirect is responsible for payment of charges if a person at the number to which the calls are forwarded accepts the call. (C)
8. The customer must have sufficient lines and associated facilities at the forwarded-to location(s) to handle the incoming calls without interfering with exchange or toll service. In the event there is interference with exchange or toll service, the Company reserves the right to disconnect the service.
9. No provisions have been made to execute a customer's DRS in the event a customer's switching office is out of service.
10. Calls may not be forwarded should the central office or other network failures or limitations prevent the call from being delivered to the customer's number in the switch.
11. All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available and do not create an obligation for the Company to construct such facilities and equipment especially for the provisioning of this service.

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

INTELLIGENT REDIRECTSM (cont'd)**C. Liability**

The Company assumes no liability for forwarding calls to numbers if the number provided to the Company by the customer is inaccurate.

D. Application of Rates

1. Service Establishment Charge

A one-time service charge will apply for the original order for Intelligent Redirect per account, per location. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service (DRS) this charge will apply only once.

2. Forwarded Telephone Numbers, Per Telephone Number Equipped

A monthly rate will apply per telephone number equipped. The monthly rate will vary depending upon the quantity of telephone numbers equipped. The monthly rate sliding scales, as shown in the Price List following, are applied such that the rates in each band of the scales are applied separately, (i.e., 20 times the 1-20 rate plus 80 times the 21-100 rate, etc.), up to the total quantity of telephone numbers equipped. A one-time service charge will apply for installing Intelligent Redirect on each existing telephone number. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service, these charges will apply only once. The sliding scale will be applied based on the sum of all Choice 1 DRS.-equipped telephone numbers plus Intelligent Redirect-equipped telephone numbers, in all groups.

3. Service Features, per Feature, per Group

Time-Of-Day/Day-Of-Week Routing, Specific Date Routing and Percentage Allocation Routing Service Features

A one-time service charge and a monthly rate applies for each equipped Service Feature, per group of telephone numbers. The service charge will also apply as subsequent groups are added.

Originating Location Routing Service Feature

A one-time service charge applies for each group of telephone numbers and a monthly rate applies for each increment of 100 telephone numbers or a fraction thereof, per screening list, per group. The service charge will also apply as subsequent groups are added.

4. Rearrangement Charges, Per Rearrangement

A one-time service charge will apply per rearrangement. A rearrangement includes the move, change or addition of an item. The addition of a telephone number, equipped with Intelligent Redirect or the addition of a feature/group, will incur the appropriate service charge associated with the establishment of Intelligent Redirect telephone numbers or the feature/group respectively, plus the associated service charges for those additions. If Intelligent Redirect and DRS. exist on the same account and rearrangements for both are ordered at the same time, these charges will only apply once.

The Rearrangement Charge is applicable for a change of the Primary Interexchange Carrier (PIC) and DID telephone numbers. In addition, a change to the PIC will incur charges as specified in the Access Service Tariff, Section 13.3.1.

INTELLIGENT REDIRECTSM (cont'd)

E. Rates and Charges

| | <u>USOC</u> | <u>Monthly Rate</u> | <u>Service Charge</u> |
|---|-------------|-------------------------|---------------------------|
| Service Establishment ^{/1/} | SEPRE | N/A | \$195.00 |
| | | | (D) |
| | | | (D) |
| Time-Of-Day/Day-Of-Week Routing, per Group Equipped..... | R7MPG | 35.00 | 45.00 |
| Specific Date Routing, per Group Equipped..... | R7VPG | 35.00 | 45.00 |
| Percentage Allocation Routing, per Group Equipped..... | R7WPG | 35.00 | 45.00 |
| Originating Location Routing, per Group Equipped..... | NR9EO | N/A | 45.00 |
| Per group, per 100 telephone numbers or fraction thereof, per Screening List | R7GLX | 35.00 | N/A |
| Rearrangement Charges, per Rearrangement ^{/1,3/} | RCHAX | N/A | 95.00 |

- /1/ If ordered with Disaster Routing Service, only one charge applies.
- /2/ Choice 1 and Choice 2 can be provided to the same customer. However, all of the telephone numbers in each group must be all Choice 1 or Choice 2 charges.
- /3/ A one-time charge will apply to the move, change or addition of an item. The addition of a telephone number to be equipped with DRS and/or Intelligent Redirect will incur the appropriate service charge. For a change to the Primary Interexchange Carrier (PIC) for DID and telephone numbers the charges outlined in the Access Service Tariff, Section 13.3.1, will also apply. If DRS and Intelligent Redirect exist on the same account, and rearrangements for both are ordered at the same time, these charges will apply only once.

POSITIVE ID**A. Service Description**

Positive ID enables customers to screen incoming telephone calls by specifying the telephone numbers from which calls will be accepted (the "screening list") or via the use of customer defined Access Codes (or "override" Personal Identification Numbers (PIN)). The screening list has a maximum capacity of 500 telephone numbers.

The Access Code allows the calling customer to override the call restriction logic contained on the customer's screening list and be connected to the telephone number equipped with Positive ID. This type of code may be supplied to selected callers e.g. company's employees. A maximum of 100 Access Codes can be assigned per Positive ID-equipped telephone number.

B. Regulations

1. An incoming call from a restricted telephone number will be routed to an announcement and disconnected, unless a valid Access Code is used.
2. Each Positive ID customer will have a Customer Administration PIN. This PIN enables the customer to establish or change the list of nonrestricted telephone numbers on the screening list and the customer's Access Codes via an Interactive Voice Response system. Customers may also manipulate their screening lists of Authorized Telephone Numbers and Access Codes through a PC User Interface software provided by the Company.
3. Positive ID is available on telephone numbers associated with residence and business lines or trunks. Positive ID will not be available with Payphone Exchange Access Service, Mobile Telephone Service, TeleBranch, or IntelliNumber.
4. Positive ID will be available where appropriate Company facilities exist or technically feasible.

C. Service Activation

The customer can establish or modify his subscriber data by using one of the following methods:

- Touch-tone input information via an interactive voice response
- Personal Computer Interface

D. Liability

The Company cannot guarantee that this service will prevent unauthorized access to a customer's computer system. The Company shall not be liable for any direct or indirect harm caused or resulting from unauthorized access to the customer's computer system.

POSITIVE ID (cont'd)

E. Application of Rates

1. A one-time service charge will apply for the establishment of Positive ID, per telephone number. The service charge will apply when a telephone number change occurs on a telephone line equipped with this service.

A monthly rate will apply to each telephone number equipped with Positive ID.
2. A one-time service charge will apply whenever the Customer Administrator PIN is reset by the Company at the customer's request.
3. A monthly discount rate applicable to each Positive ID-equipped line, per location, per billing number, whenever the discount range of lines is met. The discount is not available to customers who subscribe to less than four (4) Positive ID-equipped lines.

F. Rates and Charges

| | <u>USOC</u> | <u>Monthly Rate</u> | <u>Service Charge</u> |
|--|-------------|-------------------------|---------------------------|
| Basic Service, per line, per location..... | SCMBX | \$15.00 | \$50.00 |
| Basic Service Discount ^{/1/} | | | |
| 4-7 equipped lines, per line, per location..... | RCRSA | (\$2.00) | N/A |
| 8 or more equipped lines, per line, per location | RCRSB | (\$3.50) | N/A |
| Reset Customer Administrator PIN..... | NR9SP | N/A | \$20.00 |

/1/ The monthly discount is applicable to all of the customer's Positive ID-equipped lines, per location, per billing number, whenever the customer subscribes to the number of lines within the discount range (4-7 lines or 8 or more lines).