

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

---

1st Revised Sheet 1

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 45.



/1/ Material now appears in Part 20, Section 6, Sheet 46.



/1/ Material now appears in Part 20, Section 6, Sheet 47.



/1/ Material now appears in Part 20, Section 6, Sheet 48.





/1/ Material now appears in Part 20, Section 6, Sheet 49.



/1/ Material now appears in Part 20, Section 6, Sheet 50.



/1/ Material now appears in Part 20, Section 6, Sheet 51.



/1/ Material now appears in Part 20, Section 6, Sheet 52.





/1/ Material now appears in Part 20, Section 6, Sheet 53.



/1/ Material now appears in Part 20, Section 6, Sheet 54.



/1/ Material now appears in Part 20, Section 6, Sheet 55.



/1/ Material now appears in Part 20, Section 6, Sheet 56.





/1/ Material now appears in Part 20, Section 6, Sheet 57.



/1/ Material now appears in Part 20, Section 6, Sheet 58.



/1/ Material now appears in Part 20, Section 6, Sheet 59.



/1/ Material now appears in Part 20, Section 6, Sheet 60.





/1/ Material now appears in Part 20, Section 6, Sheet 61.



/1/ Material now appears in Part 20, Section 6, Sheet 62.



/1/ Material now appears in Part 20, Section 6, Sheet 63.



/1/ Material now appears in Part 20, Section 6, Sheet 64.





**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 21  
Replacing Original Sheet 21

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 32.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 22  
Replacing Original Sheet 22

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 33.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 23  
Replacing Original Sheet 23

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 34.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 24  
Replacing Original Sheet 24

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 35.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 25  
Replacing Original Sheet 25

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 36.

/1/ Material now appears in Part 20, Section 6, Sheet 37.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet 27  
Replacing 1st Revised Sheet 27

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 38.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 28  
Replacing Original Sheet 28

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 39.



**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

2nd Revised Sheet 29  
Replacing 1st Revised Sheet 29

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 40.

/1/ Material now appears in Part 20, Section 6, Sheet 41.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

3rd Revised Sheet 31  
Replacing 2nd Revised Sheet 31

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 42.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

1st Revised Sheet 32  
Replacing Original Sheet 32

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 43.

**AT&T OKLAHOMA GUIDEBOOK**

PART 6 - Central Office Services  
SECTION 9 - Other Central Office Services

4th Revised Sheet 33  
Replacing 3rd Revised Sheet 33

---

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 44.

**NON-EMERGENCY 311 SERVICE****A. General**

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 a call center 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 will route NE 311 calls originating from both end-users on the Company's local exchange network whether they purchase service directly from the Company or from another LEC reselling AT&T service. Otherwise, the Company is not responsible for establishing NE 311 Service for calls originating from other telecommunications providers.
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. The Company will make every effort to route NE 311 calls to the appropriate calling center; however, the Company 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.

**NON-EMERGENCY 311 SERVICE (cont'd)****C. Application of Rates**

1. The nonrecurring charges associated with initial NE 311 Service establishment are specified in section 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 section.

**D. Budget Billing Option**

1. To accommodate NE 311 customers' desire for billing stability, the usage charge defined in paragraph E. of this section may be billed using the budget billing option. Budget billing customers are charged each month based on estimated average monthly usage.
2. For a new NE 311 customer, the average monthly usage will be estimated jointly by the customer and a Company representative. The result will be rounded to the nearest 5,000 calls. After six months' actual usage is available, the estimate will be modified, as necessary. In addition, the Company reserves the right to negotiate changes to the budget billing estimated usage at any time.
3. After a 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.
4. Each year, the customer's actual usage charge will be calculated to perform an account true-up. If the customer has over-paid, the Company will credit the customer's account for the amount of over-payment. If the customer has under-paid, the customer may pay in full at that point or may elect to increase the budget billing amount for the next 12-month period.
5. 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.
6. A nonrecurring charge applies when a customer implements the Budget Billing Option, as specified in paragraph E. below.

**NON-EMERGENCY 311 SERVICE (cont'd)**

**E. Rates and Charges**

	<u>USOC</u>	<u>Recurring Rate</u>	<u>Nonrecurring Service Charge</u>
NE 311 Service, per system.....	3NE	\$550.00	
NE 311 Central Office, per central office equipped.....	NR93N	165.00	245.00
NE 311 Table Changes, per customer-requested change .....	REAK1	N/A	100.00
NE 311 Budget Billing - Set-up .....	NR938	N/A	225.00
NE 311 Budget Billing <sup>/1/</sup> , monthly, per 5,000 calls .....	3BABB	250.00	
NE 311 Usage – Per Call .....	3BAPC	0.05	

/1/ To be trued-up for electing customers every twelve (12) months.