VERTICAL NETWORK SERVICES

A. General Regulations

1. Vertical Network Services are furnished under this guidebook unless otherwise specified in this offering.

2. Service will be furnished where adequate and suitable facilities are available.

3. The Company shall not be liable for any loss or damages as described in paragraph H.3 of ‘Rules and Regulations Applying to All Customers' Contracts’ in Part 2, Section 2.

VERTICAL NETWORK SERVICES (cont'd)

B. Exchange Interconnection Service

1. General

   a. This section provides for the availability and use of specific Company provided facilities in the provisioning of discretionary business services by, but not limited to, Enhanced Service Providers (ESPs) hereafter referred to as customers.

   b. These regulations and rates are in addition to the regulations and rates specified in other Company guidebooks where referenced. Failure to observe these rules and regulations gives the Company the right to discontinue the service.

2. Service Description

   a. Exchange Interconnection Service is provided to customers in the form of the Local Serving Arrangement (LSA) and Optional Service Features (OSFs).

   b. The LSA forms the local access arrangement that provides the customer access to the exchange network. It is a prerequisite to ordering any of the OSFs which are provided in this guidebook. Each LSA consists of three (3) components: Access Line, Features/Functions and Transport.

   c. The OSFs offer the customer basic options that facilitate the customer's opportunity to offer enhanced services to its patrons in a flexible manner.

3. Explanation of Terms

   Access Link
   The local loop facilities from the customer's premises to the first point of termination at the customer's serving Central office.

   Channel Interconnections
   Central office equipment that connects an individual multiplexed channel to a switch termination.

   Switch Termination
   Central office equipment and wiring that connects an Access Link or Channel Interconnection to the Central office switch.

   Dial Tone Office
   The Central office providing the Local Serving Arrangement.

   Multiplexed Arrangement
   Central office equipment that combines individual channels together for transport over a single communications facility.

VERTICAL NETWORK SERVICES (cont'd)

B. Exchange Interconnection Service (cont'd)

3. Explanation of Terms (cont'd)

Enhanced Service
Services, offered over Company transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the patron's transmitted information; provide the patron additional, different of restructured information; or involve patron interaction with stored information; i.e., Use of Computer Processing Applications for:
- Change in format of patron information and deliver of information in the changed format,
- Provision of additional information, or
- Patron interaction with stored information.

Enhanced Service Provider (ESP)
A customer of the Company who provides Enhanced Services.

Features/Functions
The interface/interconnect between the Access Link and the rest of the Company exchange network.

Local Serving Arrangement (LSA)
The basic arrangement which provides the customer access to the Company exchange network.

Optional Service Feature (OSF)
Basic options associated with a LSA.

Originating
Calls incoming to the customer from the Company exchange network.

Patron
A user of the enhanced services offered by the ESP.

Terminating
Calls outgoing from the customer to the Company exchange network.

Transport
Switched call processing and delivery.

VERTICAL NETWORK SERVICES (cont'd)

B. Exchange Interconnection Service (cont'd)

4. Undertaking of the Company

   a. The Company will provide all of the service components necessary for the provisioning of Exchange Interconnection Service up to and including the network interface at the customer's premises.

   b. The calling scope for LSAs is the geographic area which includes all wire centers comprising the flat-rate calling scope of a specified metropolitan exchange area or local exchange area.

   c. Optional extended area services may not be used in conjunction with services offered in this Guidebook.

   d. Local Serving Arrangements and related Optional Service Features, offered in this Guidebook, are available where facilities permit.

   e. Miscellaneous service, which are technically compatible to the services offered in this Guidebook, may be provided at the rates and charges specified in the applicable sections of this Guidebook or other Guidebooks of the Company.

5. Limitations

   a. Components of a Local Serving Arrangement (Access Line, Features/Functions and Transport) are not offered separately. Further, only switch terminations offered from this Guidebook may be associated with a Multiplexed Arrangement.

   b. Directory Listings will not be provided as a part of Exchange Interconnection Service.[/1/] Directory listings will be provided for customers at rates specified in 'Directory Listings' in Part 12, Section 1.

   c. Rates for local directory assistance calls, which are provided by the Company, will apply as specified in 'Directory Assistance Service' in Part 11, Section 2, except that no call allowances, offset or exemptions will be allowed.

   d. Optional Service Features offered in this Guidebook are available only when provided in conjunction with LSAs offered in this Guidebook.

6. Obligations of the Customer

   a. Customers will provide terminal equipment, derivation equipment or communications systems as required, for use with the services offered in this Guidebook.

   b. Synchronization with the digital facility will be provided in accordance with TA-NPL-000436 Digital Synchronization Network Plan, ANSI T1.101-1987 Synchronization Interface Standards for Digital Networks and TR-NPL-000275 Synchronization of the IntraLATA Digital Network.

/1/ This exception to OAC 165:55-7-1.(b) was approved in Cause No. PUD 001053, Order No. 358699, dated July 22, 1991.

VERTICAL NETWORK SERVICES (cont'd)

B. Exchange Interconnection Service (cont'd)

7. Application of Charges

a. Local Service Arrangement

Rates and Charges for the provision of the LSA are encompassed in three service component charges:

1. The Access Link Charge relates to local loop facilities between the customer and the first point of termination in the customer's serving central office.

   Foreign Service Office Service rates and charges do not apply to the LSA.

2. Features/Function Charges relate to the interface/interconnect between the Access Link and the Transport facility.

3. The Transport Charges relates to the provision of switching and transmission facilities that are necessary to facilitate end to end connectivity between the customer and his patrons.

Originating Transport applies to the inward delivery of calls to the customer's premises.

Termination Transport applies to the outward delivery of calls from the customer's premises to locations within the flat-rate calling scope of the dial tone office.

b. Nonrecurring Charges

The application of Nonrecurring Charges as found in 'Rates and Charges', following, are as follows:

Nonrecurring Charges

First - Applies to the first unit per customer request, per due date, per account, at each central office from which service is provided.

Additional - Applies to each additional unit(s) on the same request as the initial unit, same due date, same account, same location.

Subsequent Nonrecurring Charges apply only to LSAs as follows:

First - Applies to the first unit per customer request, per due date, per account, at each central office served, when a Channel Interconnection is added to an existing multiplexed arrangement.

Additional - Applies to each additional unit(s) on the same request as the initial unit, same due date, same account, same location.

VERTICAL NETWORK SERVICES (cont'd)

B. Exchange Interconnection Service (cont'd)

8. Rates and Charges

Local Serving Arrangement - Circuit Switched - Voice Grade Connection/1/,/2/

A voice grade serving arrangement that provides a customer network access, one way and two-way communications capability and access to available OSFs via a connection to the circuit switched network. All calls are set up and taken down on a call by call basis.

	USOC	Monthly Charge	Nonrecurring Charge First Unit	Nonrecurring Charge Additional Unit
1. Access Link				
Two-wire, per facility	1RSV2	$ 23.00	$160.00	$ 90.00
DS1, per facility	1RSD4	150.00	800.00	470.00
2. Features/Functions/1/				
Switch Terminations/3/				
Analog voice Grade				
Inward	B1N1X	2.90	1.00	1.00
Outward	B1NOX	2.90	1.00	1.00
Two-Way	B1NCX	2.90	1.00	1.00
Multiplexed Arrangements/4/				
Multiplexed DS1 to Voice, per DS1 Access Link	MU74X	170.00		
Analog Voice Grade Channel Interconnection, per Activated Channel/5/	N2X2X	3.40	65.00	50.00
Subsequent Order				
Analog Voice Grade Channel Interconnection per Activated Channel/5/	N2X2X	3.40	80.00	50.00

/1/ When a customer requests a two-wire LSA from a serving office in an exchange outside the exchange area in which the customer's premises is located Foreign Exchange Service Charges apply. A DS1 LSA is not available under this offering outside the customer's serving central office.
/2/ Refer to 'Hunting Line Service' in Part 4, Section 2 for rates and charges.
/3/ End User Common Line (EUCL) charges apply per Switch Termination.
/4/ Multiplexing is provided at the customer's serving central office.
/5/ A technically compatible switch termination is required per activated channel for circuit switched voice grade type service.

VERTICAL NETWORK SERVICES (cont'd)

B. Exchange Interconnection Service (cont'd)

8. Rates and Charges (cont'd)

Local Serving Arrangement - Circuit Switched - Voice Grade Connection[/1/,/2/] (cont'd)

	Rate Per Minute
3. Transport[/3/]	
Originating - per minute of use	$.009
Terminating - per minute of use within the flat-rate calling scope[/4/]	
Call Miles	
0 to 1	.0331
Over 1 to 25	.0371
Over 25	.0611

Rearrangement Charges	Nonrecurring Charge
1. Change type of Supervisory Signaling, per switch termination	$40.00
2. Change Directionality, per switch termination	25.00
3. Transfer of Contract[/5/]	12.00

/1/ When a customer requests a two-wire LSA from a serving office in an exchange outside the exchange area in which the customer's premises is located Foreign Exchange Service Charges apply. A DS1 LSA is not available under this tariff outside the customer's serving central office.
/2/ Refer to 'Hunting Line Service' in Part 4, Section 2 for rates and charges.
/3/ The timing of messages begins when connection is established between the calling and the called telephone and ends when the connection is terminated at any point. Minutes of use will be summed and rounded to the next higher 1/10 of a minute by billing period by telephone number or in the case of hunting lines by lead telephone number. Fractional charges will be rounded to the next higher penny.
/4/ Terminating Transport usage charges apply to all outgoing calls, except those that are placed to the Company (i.e., directory assistance, repair service, business office, toll and authorized 911 Emergency Number Service).
/5/ Applies to the transfer of all existing service from one customer to another at the same geographic location on the same service order.

VERTICAL NETWORK SERVICES (cont'd)

C. Optional Service Features

1. Subscriber Information Interface (SII)

Subscriber Information Interface provides originating call information and the capability to activate and deactivate an alerting tone on patron lines. The service is provided utilizing special central office facilities and dedicated channels.

The alerting tone is provided in the form of an intermittent dial tone (Message Waiting Indication) and/or a signal which activates a light on the patron's CPE and notifies the patron that some type of action is warranted (i.e., a message is waiting for retrieval). Alerting capabilities are limited to customer patrons whose local exchange telephone service is served from the same switching system as that of the Subscriber Information Interface.

Originating call information includes the Local Serving Arrangement line and/or terminal identification, call reason (call forward type or direct call) and the patron's directory number. Originating Call Information is delivered only when the patron is served from the same switching system as the Subscriber Information Interface.

	USOC	Monthly Rate	Nonrecurring Charge
Subscriber Information Interface, each[/1/]	MN1	$260.00	$800.00

	Rate[/2/]
Originating Call Information, per call delivered	$.006

/1/ In addition, a 420 type data channel is required. Charges apply as specified in Part 15, Section 2; for rate application purposes the SII Serving Office is considered to be a customer premises location.

/2/ Charges are summed and rounded to the next higher penny by billing period by telephone number or in the case of hunting lines by lead telephone number.

VERTICAL NETWORK SERVICES (cont'd)

C. Optional Service Features (cont'd)

2. Network Subscriber Information Interface (NSII)

Where available, NSII provides:
- originating call information/1/,
- the ability to activate and deactivate an intermittent dial tone or a visible light signal (Message Waiting Indication) on patrons' lines in multiple Company offices throughout the LATA/1/, and/or
- the ability to direct Message Waiting Indicator (MWI) messages to one pre-defined SS7 Point Code of the customer's suitably equipped Alternate Network service provider within the LATA/3/

It allows the customer (Voice Messaging Service Provider) to perform these functions in multiple offices through a connection to a single Message Node office.

The customer may request a specific central office to serve as the Message Node office, but the Company retains final authority in choosing the Message Node office for each NSII arrangement. The delivery of Originating Call Information from Company offices is included in the monthly rate for this feature. NSII is subject to capacity limitations of the voice messaging platform, the NSII link, and the Local Serving Arrangement.

A Local Serving Arrangement is required in conjunction with NSII. The same Local Serving Arrangement cannot be used in conjunction with both NSII and Subscriber Information Interface. If both of these Optional Service Features are used by a customer in the same location, separate Local Serving Arrangements are required and will be distinguished from one another by the use of different USOC codes.

	USOC	Monthly Rate	Nonrecurring Charge
NSII, per Message Node Service Area/2/	M2N	$6,000.00	$4,000.00

/1/ Originating Call Information and Message Waiting Indication activation/deactivation capabilities are limited to Voice Messaging Service Providers' patrons whose local exchange telephone service is served by equipped switching systems within the Message Node Service Area.

/2/ A voice grade circuit is required for transport. The circuit must meet VG 6 technical standards. The necessary rate elements for this connection are two local channels, two interoffice and/or two interexchange channel terminals, interoffice and/or interexchange mileage. A dial-up emergency back-up feature is provided for this circuit as a standard function of this service. In order to take advantage of this feature, the customer must subscribe to one additional Local Serving Arrangement with a direction (inward) switch termination and one additional separate Switch Termination. The customer is responsible for providing compatible premises equipment in order to utilize the dial-up emergency back-up feature.

/3/ The Alternate Network telephone numbers must be in the same LATA as the customer's Local Serving Arrangement.

/1/

/1/ Material now appears on Part 20, Section 7, Sheet 12.

/1/

/1/

(D)

(D)

/1/

/1/

/1/ Material now appears on Part 20, Section 7, Sheet 13.

(D)

(D)

(D)

(D)

COMPLETE CHOICE® ENHANCED

A. Description

Complete Choice Enhanced is a collection of services that includes an exchange access line and the Custom Calling Services listed below. It is available to residence customers only.

Residential customers who subscribe to Complete Choice Enhanced will receive a discounted rate on their total monthly recurring bill for Complete Choice Enhanced where the following Custom Calling services are purchased as a monthly subscription only:

Calling Name and Number Delivery (Caller ID)	Call Blocker
3-Way Calling	Speed Calling 8
Call Waiting	Call Return
Call Waiting ID	Priority Call
Call Forwarding	Selective Call Forwarding

(D)

Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail

Call Waiting, Caller ID, and/or Call Waiting ID may be de-selected from Complete Choice Enhanced at the customer's option. Any or all of these features may be added back to the package at the customer's request. No adjustment is made to the package price when any of these features are included or not.

Caller ID will not be included in Complete Choice Enhanced only if Caller ID is not available to the customer due to service availability in the customer's serving Central Office. Such customers will pay a reduced monthly rate for the package, which may be reflected as a credit on the customer's bill. No credit is given if the customer de-selects Caller ID.

(D)
(D)

Call Forwarding-Busy Line/Don't Answer may be de-selected and no adjustment will be made to the package price. Nonrecurring installation charges do not apply these services are de-selected or re-selected after the original package subscription.

B. Terms and Conditions

1. The component services may be purchased at their individual rates.

2. Discounted monthly rates for any other combinations of the services provided in Complete Choice Enhanced on the same access line, as specified elsewhere in this offering, do not apply under Complete Choice Enhanced.

3. All features must be purchased on the same line in order for the customer to be eligible for Complete Choice Enhanced pricing.

4. The Custom Calling nonrecurring Service and Equipment Charges will apply when the customer initially subscribers to the package and must add one or more Custom Calling services to create the package on the line. The charges will not apply if the customer is changing from another feature package to Complete Choice Enhanced on the same order.

COMPLETE CHOICE® ENHANCED (cont'd)

B. Terms and Conditions (cont'd)

5. Usage-sensitive, per-activation features and per-activation charges are not included in Complete Choice Enhanced.

6. Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the non-de-selectable component features.

7. The package is provided subject to the availability of Central Office capacity and facilities and the availability of each Custom Calling service in the customer's serving Central Office. (C)

8. Complete Choice Enhanced subscribers will continue to benefit from the Complete Choice Enhanced price if, on the same order, they de-select a service and/or re-select a previously de-selected service.

9. The applicable Custom Calling nonrecurring Service Charge for one or more individual Custom Calling services will apply when individual Custom Calling services are added to the same line containing Complete Choice Enhanced subsequent to the package order. (C) (C)

10. Customers currently subscribing to all Complete Choice Enhanced component services may request billing at the Complete Choice Enhanced price.

11. Complete Choice Enhanced may be included in other packages and bundles that are marketed under other names. Complete Choice Enhanced may also be bundled with other additional services at a combined price that exceeds the Complete Choice Enhanced price.

12. Complete Choice Enhanced may be ordered on the customer's primary/main line or any additional line.

13. Complete Choice Enhanced is only available with flat rate exchange access line service.

14. A nonrecurring charge will apply to the installation of Complete Choice Enhanced the first time a new or existing customer subscribes to the package, except that the nonrecurring Complete Choice Enhanced installation charge will not apply to existing customers who convert to Complete Choice Enhanced from Select Feature℠ Package or the Complete Choice® Basic package. Payment of the Complete Choice Enhanced Installation charge ensures that no subsequent nonrecurring charges will apply if the customer de-selects or re-selects one or more features for as long as the customer maintains Complete Choice Enhanced on that line. If a customer disconnects Complete Choice Enhanced from a line, the Complete Choice Enhanced Installation charge would apply again to re-establish Complete Choice Enhanced on that line. The Complete Choice Enhanced Installation charge is a line-level charge. If the customer subscribes to Complete Choice Enhanced on any additional access line, the nonrecurring feature and package Installation charges will be assessed to each such line.

15. Standard nonrecurring charges associated with ordering and/or installing the access line may apply.

COMPLETE CHOICE® ENHANCED (cont'd)

B. Terms and Conditions (cont'd)

16. Beginning January 1, 2009, a discount of $10.00 per month per account shall be established or residence customers who have more than one access line, call to disconnect the additional line, then decide to retain the additional line. Customers must already subscribe to or newly purchase Complete Choice® Enhanced. Customers must keep the required services for 30 days to receive the benefit of this offer. Applicable nonrecurring installation charges associated with feature installation and package installation will also be waived if the package is purchased. The customer's bill will be credited each month that the additional line and package are retained. If the customer disconnects the additional line or the package before the next bill period date in which a credit is due, any further discounts will cease. If the customer moves from their current location, any further discounts will cease. This discount is available on a maximum of one additional line and cannot be combined with any other access line retention offers that provide a monthly recurring discount.

17. Residential Movers Reward
The offer is available to customers who respond to a marketing offer, are moving, and transfer their existing service or establish new service at a new service address. Eligible customers will receive redemption instructions for a $50.00 reward when they transfer, or newly purchase, an access line with Complete Choice Basic or Complete Choice Enhanced at the new address. The customer can only qualify once per move. The offer may not be combined with any other acquisition offer or any offers that include the Complete Choice Basic or Complete Choice Enhanced package. The required services must be retained for a minimum of 30 days and at the time of processing the reward. This offer is available through October 21, 2010.

C. Prices

	USOC	Monthly Rate	Installation Charge	
Complete Choice Enhanced	SM7FF		$5.00	
with basic access line	PGOC4	$62.00		(I)

COMPLETE CHOICE® ENHANCED (cont'd)

D. Complete Choice Enhanced Retention Offer

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12 month credit through the end of their promotion period. (N) (N)

Residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package with flat rate service may receive a bill credit of $8.00 per month for 12 months on a maximum of two access lines. The following rules apply:

- This offer is for retention purposes only
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two (2) flat rate lines, to receive the monthly credit
- If the customer adds features to qualify for the Complete Choice Enhanced package with flat rate service, the nonrecurring charge(s) and/or package fee will be waived
- This offer may not be combined with other AT&T residence line retention offers, including but not limited to the Residence Access Line Retention Promotion.
- Monthly credits will cease if the customer disconnects the line or the package, or moves from their current location
- The access line (s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice or less.

(D)
(D)

HOT LINE

A. Description of Service

Hot Line provides an access line the capacity to automatically originate a call to a preassigned number. The call is immediately and automatically triggered by an off-hook condition. Incoming calls are received normally. Hot Line is available only where facilities permit.

Coin, multi-party and multi-line hunt lines are excluded from employing the Hot Line feature.

B. Rates and Charges

The rates and charges for these services apply in addition to the established rates and charges for the access line and any other associated services.

	USOC	Monthly Rate	Nonrecurring Charge		Service Charge
Hot Line					
Business	HLA	$637.00 (I)	Initial	$25.00	$23.00
			Subsequent	5.00	23.00

(D)