

**1. CUSTOM 800 SERVICE<sup>/1/</sup>**

(C)

The regulations 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.

**A. Description**

1. Custom 800 Service is the furnishing of dial type telecommunications from stations within the LATA to a station associated with an 800 termination point within the same LATA.
2. Dial type telecommunications is a call dialed and completed from or to an 800 access line without the assistance of a Company operator, or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.
3. Custom 800 Service does not include calling to or from stations not within the same LATA, conference calls, or any other calls requiring operator assistance, except as provided in 2 preceding.
4. Generally, an 800 termination is a path between the Network Interface at the Customer's premises and the point in a Company Central Office where access to the switched network is obtained for the purpose of completing 800 calls. Custom 800 Service access will be arranged for Common Line Termination. Custom 800 Service provides termination of calls over non-dedicated residence and business lines.
5. Custom 800 Service is not represented as adapted for connection to a shared offering or exchange data base offering.
6. Customers may retain the same Custom 800 Service telephone number when moving to another location within the state. The assigned IntraLATA-only 800 number cannot be used in more than one LATA at a time, but it can be used in any of the four LATAs.

Custom 800 Service can be provisioned with either an 800 or 888 service number.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**A. Description (Cont'd)**

7. Custom 800 Service is the furnishing of facilities in accordance with the regulations and schedule of charges specified in this guidebook for dial type telecommunications between stations associated with Custom 800 Service. The Custom 800 Service rates set forth in this guidebook are in payment for the service furnished between the calling and called stations. (C)
8. 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. (C)

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**A. Description (Cont'd)****9. Service Terminating Arrangement**

The term "Service Terminating Arrangement" denotes Company-provided equipment which terminates Custom 800 Service at a Customer's premises. The Service Terminating Arrangement provides a clearly delineated interface which facilitates the design, isolation, and testing of Custom 800 Service. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as a part of the protective connecting arrangement.

**B. WATS Terminations**

1. The Custom 800 Service access line charge includes a connection in a PBX or Centrex System. Charges for Jacks are as shown in Part 3, Section 1, of this guidebook and charges for other terminal equipment are as shown in Part 5, Section 1. When unusual installation costs are involved, the facilities are furnished under the applicable guidebooks of the Company. (C)

2. When connections are made to Customer or Other Common Carrier-provided communications systems at a premise where the Customer does not originate or terminate communications, the Company may require that Custom 800 Service be furnished from a Company Custom 800 Service Central Office(s) different than the Central Office(s) designated by the Company to serve that premises. (C)

Under such circumstances, monthly and installation charges equal to charges for an additional termination apply between the Custom 800 Service Central Office that would serve the Customer's premises and the Custom 800 Service Central Office from which service is actually provided.

3. All rates and charges quoted in this guidebook provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Company assuming the unusual costs of providing the necessary construction, the Customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case. (C)

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

(N)

**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**B. WATS Terminations (Cont'd)****4. Station**

The term "Station" denotes the network control signaling unit and other equipment at the Customer's premises which enables the Customer to establish the communications connections and to effect communications through such connections.

**C. Limitations of Service**

1. Dial type telecommunications is a call dialed and completed to a Custom 800 Service access line without the assistance of a Company operator, except that a Company operator will:

- Re-establish a call which has been interrupted after the called number has been reached, or
- Reach the called telephone number where facilities are not available for Customer dial completion.

2. The Company does not undertake to transmit messages but offers the use of its facilities for communications between Customers.

- Custom 800 Service does not include person-to-person, collect, conference, or other calls requiring operator handling except as provided in the preceding.

**3. Connection to Other Services**

Custom 800 Service is not represented as adapted for connection to other services of the Company, facilities of OCC's, or to Customer-provided facilities. Connections of communications systems provided by the Customer may be made. However, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections. The service contemplates the provision of satisfactory transmission only between the access line and the called or calling station. Extensions are furnished only to the premises of the same subscriber within the state.

**a. Facilities Used to Connect Customer-Provided Equipment**

Regulations, rates and charges for the facilities used to connect Customer-provided terminal equipment are set forth in Part 2, Section 9.

(C)

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**C. Limitations of Service (Cont'd)****3. Connection to Other Services (Cont'd)**

- b. Facilities Used to Connect Customer-Provided Communications Systems Regulations, rates and charges for the facilities used to connect Customer-provided communications systems are set forth in Part 2, Section 9. (C)
- c. Facilities Used to Connect Communications Systems Provided by Other Common Carriers (OCC's) Communications systems provided by OCC's may be used in connection with Wide Area Telecommunications Service subject to the conditions specified in Part 2, Section 9. (C)

**4. Obligation of the Customer**

- a. The agents and employees of the Company shall have the right to enter the premises of a Customer at any reasonable hour for the purpose of installing, inspecting or repairing the services of the Company or upon termination of the service, for the purpose of removing such services.
- b. The Company undertakes to maintain and repair the facilities which it furnishes to Customers. The Customer shall be responsible for damages to facilities of the Company caused by negligence or willful act of the Customer or authorized users. The Customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon written consent of the Company.
- c. The Customer is responsible for providing a suitable supply of commercial power including outlets, when and where required by the Company for the operation of any equipment on the Customer's premises.
- d. The Customer is required to reimburse the Company for any loss through theft of the equipment or apparatus on the Customer's premises.

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

(N)

**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**C. Limitations of Service (Cont'd)****5. Liability of Telephone Company**

- a. In view of the fact that the Customer has exclusive control of communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
- b. The Company's liability, if any, for its willful misconduct is not limited by this guidebook. With respect to any other claim or suit by a Customer or by any others for damages associated with the installation, provision, termination, maintenance, repair, or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge (access line rate) for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the Customer under this guidebook as an allowance for interruptions. (C)

The liability amount is determined by: (1) dividing the access line rate by 720 hours, then (2) multiplying the result of (1) by the period of time (rounded to the next higher hour) during which the service was affected.

- c. The Company shall be indemnified and saved harmless by the Customer or Customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the Customer; and against all other claims arising out of any act or omission of the Customer in connection with the facilities provided by the Company.
- d. When the lines of other telephone companies are used in establishing connections with points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.

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

(N)

**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**C. Limitations of Service (Cont'd)****5. Liability of Telephone Company (Cont'd)**

- e. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by Customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.

- (1) The Company may require each Customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

- (2) The Customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The Customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

- f. The Company is not liable for any defacement of or damage to the premises of a Customer (or authorized user) resulting from the furnishing of service or the attachment of apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the agents or employees of the Company.

**6. Construction Charges**

All rates and charges quoted in this Section provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Company assuming the unusual costs of providing the necessary construction, the Customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**C. Limitations of Service (Cont'd)****7. Completion of Custom 800 Service Messages**

Custom 800 Service is furnished upon the condition that the Customer obtain adequate service to permit its use without creating excessive overflows and incompletions or otherwise interfering with this or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish Custom 800 Service to any Customer who fails to comply with said conditions, subject only to provisions in Part 2, Section 2, Termination of Service.

**8. Use of the Service**

Custom 800 Service is provided for use by the Customer and may be used by others, when so authorized by the Customer, providing that all such usage shall be subject to the provisions herein.

(C)

Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Company only from the Customer.

The Customer subscribing to Custom 800 Service is responsible for its use and for the payment of all charges in connection therewith and shall exercise such control as may be necessary to ensure that it is not improperly used.

**9. Directory Listings**

Customers may select up to two separate Company directories to carry their Custom 800 number listing at no charge. Directory listings will be in the appropriate directory section(s) for the classification of access line to which the service is directed.

**10. Cancellation for Cause**

The regulations set forth in Part 2, Section 2, for Termination of Service apply when appropriate.

**D. Application of Monthly Rates for Access Line and Usage****1. General**

The rates hereunder entitle the Customer to service to or from telephones bearing the designations of exchanges within a LATA in Wisconsin of the Company and of such other telephone companies as from time to time make this service available.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)



**1. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**D. Application of Monthly Rates for Access Line and Usage (Cont'd)****2. Service Group**

The term "Service Group" as used in connection with Custom 800 Service denotes the IntraLATA access lines arranged in Central Office equipment furnished by the Company as part of a given hunting arrangement.

**3. Chargeable Time**

When Custom 800 Service is directly connected through a Service Terminating Arrangement or Connecting Arrangement (i.e., not connected through a Multiline Terminating System or Terminal Equipment) at a Customer's premises to a communication system, chargeable time begins when the Custom 800 Service call terminates in or passes through the first multiline terminating system or terminal equipment on the communication system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of connection with the Custom 800 Service so that chargeable time may begin.

**4. Initial Service Period**

The minimum service period is one month.

**5. Customer Billing, Payment for Service, Advance Payments and Deposits.**

The regulations set forth in Part 2, Section 2, for Customer Billing, Customer Responsibility, Advance Payments and Deposits apply when appropriate.

**6. Fractional Periods**

- a. Method of determining fractional recurring charges other than usage (e.g. access lines, extensions, etc.)
- b. Charges for a fraction of a month are determined by dividing the monthly rate by 30 to obtain a daily rate. That rate is multiplied by the number of days service is provided.

**7. Cancellation of Application for Service**

- a. Where an application for service is canceled by the applicant prior to the start of installation of facilities, no charge applies.
- b. Where installation of facilities has been started prior to the cancellation, installation charges apply. (C)

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

**1. CUSTOM 800 SERVICE<sup>/2/</sup> (Cont'd)****D. Application of Monthly Rates for Access Line and Usage (Cont'd)****8. Allowance for Interruptions**

No credit is allowed for interruptions to the access line of less than two hours. Interruptions to the access line of two hours or over not due to negligence of the Customer are credited to the Customer at 1/720 of the monthly charge for the access line for each hour or major fraction thereof of interruption.

**E. Method of Determining Charges**

The monthly charges for Custom 800 Service are determined using steps 1 through 4 following:

1. Determine the total hours used for each Custom 800 number rounded to the nearest tenth.
2. Multiply the total hours used by the usage charge in Section F below.
3. Determine the charge for each Custom 800 number by multiplying the subscription fee per 800 number in Section F by the number of 800 numbers.
4. Determine the total charges by adding the amounts developed in 2 and 3 above.

**F. Rates and Charges – Custom 800 Service**

Custom 800 Service will be provided at levels above costs incurred by Wisconsin Bell, LLC and at or below the maximum rates contained in this guidebook. A Price List containing the Rate Schedule for these plans will be furnished to the Commission and be made available to customers a minimum of ten days prior to their effective date. The Price List is located in 1.1 following.

**1. Common Line Termination**

	<u>USOC</u>	<u>Nonrecurring Charge<sup>/1/</sup></u>	<u>Per Month</u>
Subscription Fee Per 800 Number	WFA	\$14.00	\$9.00
Usage Charge			<u>Per Hour</u> \$10.80

/1/ Service Order charges as contained in Part 3 Section 1 do not apply to Custom 800 Service.

/2/ Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

**1. CUSTOM 800 SERVICE<sup>/2/</sup> (Cont'd)**

(C)

**Custom 800 Service Price List**

Common Line Termination

	<u>USOC</u>	<u>Nonrecurring Charge<sup>/1/</sup></u>	<u>Per Month</u>	(C)
Subscription Fee				
Per 800 Number	WFA	\$14.00	\$5.00	
			<u>Per Hour</u>	
Usage Charge			\$9.60	

/1/ Service Order charges as contained in Part 3, Section 1 do not apply to Custom 800 Service.

/2/ Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

**2. CUSTOM 800 SERVICE<sup>/1/</sup>**

(C)

**A. Description**

1. Custom 800 Service is the furnishing of dial type telecommunications from stations within the LATA to a station associated with an 800 termination point within the same LATA. This service will be provisioned for Dedicated 800 Service or Common Line Termination Service.
  - a. Dedicated 800 Service provides for the completion of dial type telecommunications originated to the customer's Dedicated 800 Service access line by regular exchange telephone callers.
  - b. Common Line Termination Service provides termination of calls over non-dedicated Local Exchange Service lines. The Custom 800 Service charges set forth in this guidebook are in payment for the service furnished between the calling and called stations. (C)

Ameritech Custom 800 Service can be provisioned with either an 800 or 888 service number.

2. Dial type telecommunications is a call dialed and completed to a Custom 800 Service Common Line Termination or Dedicated 800 Service access line without the assistance of a Company operator or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.
3. Custom 800 Service does not include collect, conference, person-to-person, or other calls requiring operator assistance, except as provided in 2 preceding.
4. Generally, an 800 termination is a path between the Network Interface at the customer's premises and the point in a Company Central Office where access to the switched network is obtained for the purpose of completing 800 calls. Custom 800 Service provides Residence and Business customers termination of calls over new or existing Local Exchange Service access lines or Dedicated 800 Service access lines.

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

(N)

**2. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**B. Limitations of Service**

The regulations 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. Customers may retain the same Custom 800 Service telephone number when moving to another location within the state. The assigned IntraLATA-only 800 number cannot be used in more than one LATA at a time, but it can be used in any of the four LATAs.
2. Custom 800 Service rates set forth in this guidebook are in payment for the service furnished between the calling and called stations. (C)

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<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)

**2. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**B. Limitations of Service (Cont'd)**

3. Dial type telecommunications is a call dialed and completed to an Custom 800 Service access line without the assistance of a Company operator, except that a Company operator will:
  - Re-establish a call which has been interrupted after the called number has been reached, or
  - Reach the called telephone number where facilities are not available for customer dial completion.
4. The Company does not undertake to transmit messages but offers the use of its facilities for communications between customers.
  - Custom 800 Service does not include person-to-person, collect, conference, or other calls requiring operator handling except as provided in the preceding.
5. When the lines of other telephone companies are used in establishing connections with points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.
6. Completion of Custom 800 Service Messages

Custom 800 Service is furnished upon the condition that the customer obtains adequate service to permit its use without creating excessive overflows and incompletions or otherwise interfering with this or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish Custom 800 Service to any customer who fails to comply with said conditions, subject only to provisions in Part 2, Section 2, Termination of Service. This requirement refers to both the Local Exchange Service lines to which the Common Line Termination Service terminates and to Dedicated 800 Service access lines.

7. Use of the Service

Custom 800 Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this guidebook.

(C)

Orders, including those which involve the start, rearrangement, release or discontinuance of service, will be accepted by the Company only from the customer or their agent.

The customer subscribing to Custom 800 Service is responsible for its use and for the payment of all charges in connection therewith and shall exercise such control as may be necessary to ensure that it is not improperly used.

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

(N)

**2. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**B. Limitations of Service (Cont'd)****8. Directory Listings**

Customers may select up to four separate Company directories to carry their Custom 800 number listing at no charge. Directory listings will be in the appropriate directory section(s) for the classification of access line to which the service is directed.

**9. Custom 800 Service may be furnished in association with Inter-exchange Carriers for intrastate interLATA and/or interstate calling. Calls within the customer's home Local Access and Transport Area (LATA) are completed by the Company and calls outside the customer's home LATA are completed by the Inter-exchange Carrier.****10. At the request of the customer, and when facilities are available, Custom 800 numbers will be reserved at charges set forth in 2.F.5 following.****C. Application of Monthly Rates for Access Lines and Usage****1. Service Group**

The term "Service Group" as used in connection with Custom 800 Service denotes the intraLATA access lines arranged in Central Office equipment furnished by the Company as part of a given hunting arrangement.

**2. Chargeable Time**

When Custom 800 Service is directly connected through a Service Terminating Arrangement or Connecting Arrangement (i.e., not connected through a Multiline Terminating System or Terminal Equipment) at a customer's premises to a communication system, chargeable time begins when the Custom 800 Service call terminates in or passes through the first multiline terminating system or terminal equipment on the communication system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the Custom 800 Service so that chargeable time may begin.

**3. Initial Service Period**

The minimum service period is one month.

**4. Customer Billing, Payment for Service, Advance Payments and Deposits**

The regulations set forth in Part 2, Section 2, for Customer Billing, Customer Responsibility, Advance Payments and Deposits apply when appropriate. Detail billing will be provided for Custom 800 Service.

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

(N)

**2. CUSTOM 800 SERVICE<sup>/1/</sup> (Cont'd)**

(C)

**C. Application of Monthly Rates for Access Lines and Usage (Cont'd)****5. Fractional Periods**

- a. Method of determining fractional recurring charges other than usage (e.g. access lines, extensions, etc.)
- b. Charges for a fraction of a month are determined by dividing the monthly rate by 30 to obtain a daily rate. That rate is multiplied by the number of days service is provided.

**6. Cancellation of Application for Service**

Where an application for service is canceled by the applicant prior to the start of installation of facilities, no charge applies.

Where installation of facilities has been started prior to the cancellation, installation charges apply.

**7. Allowance for Interruptions**

No credit is allowed for interruptions to the access line of less than two hours. Interruptions to the access line of two hours or over not due to negligence of the customer are credited to the customer at 1/720 of the monthly charge for the access line for each hour or major fraction thereof of interruption.

**D. Custom 800 Service Optional Features**

(C)

These optional features are provided on an intraLATA basis.

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 week.

Specific Dates Routing - Allows Custom 800 Service calls to be terminated to a different location, at the customer's request, based on a specific date.

Originating Location Routing - Allows Custom 800 Service calls originating in a predefined NPA, NXX or, where facilities permit, a 10-digit telephone number to be routed, at the customer's request, to a given destination while other calls complete to another destination.

<sup>/1/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers.

(N)



**2. CUSTOM 800 SERVICE<sup>/2/</sup> (cont'd)**

(C)

**D. Custom 800 Service Optional Features (cont'd)**

5. Specialized Area of Service Routing - Allows an 800 Service customer to define a geographic location from which to accept Custom 800 Service calls. This area must be defined as *other than* a single NPA or the entire LATA.

**E. Method Of Determining Charges**

The monthly charges for Custom 800 Service are determined using steps 1 through 4 following:

1. Determine the total hours used for each Custom 800 number rounded to the nearest tenth.
2. Multiply the total hours used by the usage charge in Section F below.
3. Determine the charge for each Custom 800 number by multiplying the subscription fee per 800 number in Section F by the number of 800 numbers.
4. Determine the total charges by adding the amounts developed in 2 and 3 above.

**F. Rates and Charges - Custom 800 Service**

Custom 800 Service will be provided at levels above costs incurred by the Company and at the rates contained in this guidebook.

(C)

1. Common Line Termination

<u>Description</u>	<u>Nonrecurring Charge<sup>/1/</sup></u>	<u>Monthly Price</u>	(C)
Subscription fee, including first hour of usage, per 800 number	\$0.00	\$23.00	
<u>Description</u>		<u>Per Hour</u>	
Usage charges, each additional hour of use		\$23.00	

/1/ Service Order charges as contained in Part 3, Section 1, of this guidebook do not apply to Custom 800 Service - Common Line Termination. (C)

/2/ Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers. (N)

**2. CUSTOM 800 SERVICE<sup>/2/</sup> (cont'd)**

(C)

**F. Rates and Charges (Cont'd)****2. Dedicated Custom 800 Service<sup>/1/</sup>**

a. Dedicated 800 Service Access Line, each	<u>Monthly Price</u> \$25.00
b. Usage Charges	Per 1/10 Hour or Major <u>Fraction Thereof</u>
0 to 10 hours	\$1.20
10.1 to 20 hours	1.10
20.1 to 40 hours	1.05
40.1 to 60 hours	1.00
All hours over 60	0.90

**3. Custom 800 Service Optional Features**

a. No monthly rate applies to Custom 800 Service Optional Features	-
b. To establish or change an existing Custom 800 Service Optional Feature	\$85.50 <sup>/2/</sup>

**4. 800 Number Reservation** 3.70<sup>/3/</sup>

<sup>/1/</sup> Service Order charges as contained in Part 3, Section 1 of this guidebook do apply to Dedicated Custom 800 Service. (C)

<sup>/2/</sup> Charge does not apply when these features are established at the same time as an 800 Calling Plan for a 12 or 36-month TPP as contained in 3. following.

<sup>/3/</sup> Charge applies for each 800-number reserved but not put into service.

<sup>/4/</sup> Effective December 31, 2021, Custom 800 Service is withdrawn for residential customers. (N)



**3. 800 CALLING PLANS<sup>1/</sup>**

(C)

**A. Description**

1. 800 Calling Plans offer alternate billing arrangements for all dial type incoming (800 Service) usage that is billed based on originating recordings.
2. 800 Calling Plans are applicable to all dial type intraLATA usage, including local calls.
3. One 800 Calling Plan will include all dial type intraLATA incoming usage (800 Service) billed to one account. One 800 Calling Plan is required for each 800 Service account.
  - a. An account includes all 800 Services billed to the same telephone number. Summary billing, consolidated billing or other forms of combined billing do not qualify as one account.
  - b. 800 Calling Plans detail billing will be provided for 800 Service calls.

**B. Regulations**

1. 800 Calling Plans are offered to customers statewide; however, they are applicable only to calls within the same LATA.
2. 800 Calling Plans cannot be combined with any other calling plan.

**C. Payment Plans**

800 Calling Plans will be provided under a Term Payment Plan option.

1. Term Payment Plan (TPP) Option
  - a. The TPP option allows a customer to pay a fixed rate for 800 Calling Plans usage over optional payment periods of 12 or 36 months.
  - b. A payment period is the period of time selected by the customer from those offered by the Company over which specified rates are paid for the Ameritech 800 Calling Plan.
  - c. In addition to the monthly account rate, the customer will select a usage rate from the matrix specified in paragraph 3.D.6.a, based upon the customer's projected usage.
  - d. During the effective term of the payment period, the contract rate is not subject to change, except as provided in e. or f. following.

<sup>1/</sup> Effective December 31, 2021, 800 Calling Plans are withdrawn for residential customers.

(N)

**3. 800 CALLING PLANS<sup>/1/</sup> (Cont'd)**

(C)

**C. Payment Options (Cont'd)****1. Term Payment Plan (TPP) Options (Cont'd)**

- e. Subsequent to the establishment of service under the TPP and prior to the termination of the TPP, the 800 Calling Plan customer may convert to a new TPP at the then prevailing rates. A conversion in payment period is subject to the following conditions:
  - (1) No credit toward the new TPP will be given for that portion of the former TPP which has been utilized.
  - (2) The new payment period begins on the first bill date after the request has been processed by the Company.
  - (3) No termination charges apply to the former payment period, provided the customer subscribes to a new TPP equal to or longer than the time remaining in the former payment period.
  - (4) Rates in effect for the new TPP are not retroactive.
  - (5) If the selected usage band understates the customer's actual usage, the customer may initiate a move to a greater band, subject to the conditions provided in paragraphs (1) through (4) above.
  - (6) No termination charges will apply for conversions to or from Plan 1 and Plan 2.
- f. If, subsequent to the establishment of a 36-month TPP plan, 800 Calling Plan rates are reduced to less than the customer's existing TPP rates, the customer's rates will be lowered to reflect the reduction.
- g. At the expiration of the TPP, the customer will continue to be billed the TPP rates and usage band that were in effect prior to the expiration, unless the customer elects another option or elects to terminate.
- h. If the customer terminates the 800 Calling Plan prior to the expiration of the selected TPP, the customer is responsible for payment of the full Minimum Revenue Guarantee (MRG), as specified in paragraph 3.C.2 following, through the current bill period. In addition, termination charges include the monthly rate for the account plus the MRG for the balance of the TPP times 50%.account plus the MRG for the balance of the TPP times 50%.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Plans is withdrawn for residential customers.

(N)

**3. 800 CALLING PLANS<sup>/1/</sup> (Cont'd)**

(C)

**C. Payment Options (Cont'd)****2. Minimum Revenue Guarantee (MRG)**

- a. The MRG is a guarantee by the customer to pay a minimum amount of 800 Calling Plan usage.
- b. The MRG will apply only to service provided under a TPP and applies to each account.
- c. In any month where the actual Ameritech 800 Calling Plan hourly usage is less than the minimum hours selected by the customer, the customer will be billed the MRG or the actual usage rates, whichever is greater.
- d. The MRG is a monthly requirement for each account any sum paid in excess of the MRG in one month cannot be applied to another month or to a different customer.
- e. Where customers have aggregated usage billing for multiple accounts on a single bill, the same MRG will be applied to each account. The sum of the MRGs for all accounts will be applied to the total usage.
- f. The MRG is equal to 75% of the minimum hours for the monthly TPP rate selected by the customer or a minimum of 10 hours, whichever is greater.
- g. The MRG for the variable rate plan is ten hours of usage per month.

**3. 800 Service Guarantee**

Under conditions listed below, subscribers to the 36-month 800 Calling Plans will not be charged for certain changes made in Custom 800 Service Optional Features described in 2.D preceding, in the event of damage to the terminating service location, or other emergency. The conditions for 800 Service Guarantee are:

- a. The 800 Service Guarantee applies only to accounts having Custom 800 Common Line Termination Service.
- b. The 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 2.D preceding. The customer is responsible for the selection of, and maintenance of, relationships with alternate carriers (if applicable).
- c. The predefined plan will be activated at the customer's request when the customer and the Company determine that an emergency situation exists.

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Plans are withdrawn for residential customers.

(N)

**3. 800 CALLING PLANS<sup>/1/</sup> (Cont'd)**

(C)

**D. Monthly Rates and Nonrecurring Charges**

1. The following monthly rates apply for each account. These rates are in lieu of the monthly rate for Custom 800 Service Common Line Termination.
2. These monthly rates are in addition to the monthly rates the customer would pay for Dedicated 800 Services access line(s) as provided in 2 preceding.
3. The TPP usage rates are based on per minute(s) of use.
4. The following usage charges apply to the service provided under a TPP based upon the hours (or fraction thereof) of use and the TPP selected by the customer.
5. A \$14.00 Service Charge is applicable to change existing service to add 800 Calling Plans. Service Order charges as contained in Part 3 Section 1 of this guidebook do not apply to 800 Calling Plans. No charge is applicable to discontinue 800 Calling Plans.

(C)

(C)

**6. Rates and Charges****a. Monthly Rate, Plan 1 - Fixed Rate**

- (1) 1 year    \$20.00  
      3 years    \$10.00

**(2) Usage Rates, per Hours of Use**

<u>Hours of Use</u>	<u>Term Payment Plan (Per Minute of Use)</u>	
	<u>12 Months</u>	<u>36 Months</u>
0 – 20	.132	.128
20.1 – 50	.129	.121
50.1 – 100	.122	.117
100.1 – 250	.118	.110
Over 250	.111	.103

<sup>/1/</sup> Effective December 31, 2021, 800 Calling Plans are withdrawn for residential customers.

(N)

**3. 800 CALLING PLANS<sup>2/</sup> (Cont'd)**

(C)

**D. Monthly Rates and Nonrecurring Charges (Cont'd)**

## 6. Rates and Charges (Cont'd)

## b. Monthly Rate, Plan 2 - Variable Rate

(1) \$20.00

## (2) Usage Rates

<u>Hours of Use</u>	<u>36 Months (per minute of use)<sup>1/</sup></u>
0 – 20	.138
20.1 – 50	.132
50.1 – 100	.129
100.1 – 250	.122
Over 250	.118

(C)

/1/ Usage will be based on each account's total monthly hours of use multiplied by the applicable per minute of use rate. For example, a customer with 30 hours of usage would be charged for 1,800 minutes multiplied by \$ .132.

/2/ Effective December 31, 2021, 800 Calling Plans are withdrawn for residential customers.

(N)