

**DISASTER ROUTING SERVICE****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<sup>sm</sup>.

**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 options 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 applications (e.g., on-line data transmission) or to avoid toll. DRS will not be provided in connection with Residence, Customer Owned Pay Telephone Service, TeleBranch®, Mobile Telephone Service or Personalized Ring.
3. The customer must identify the Primary Interexchange Carrier(s) (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(s) in the central office will be used. The appropriate charges outlined in the Access Service Tariff, FCC 73, 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 numbers 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. For collect calls<sup>/1</sup>, the customer subscribing to Disaster Routing Service (DRS) is responsible for the payment of charges if a person at the number to which the calls are forwarded accepts the call. (C)

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

**DISASTER ROUTING SERVICE (cont'd)****B. Regulations (cont'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.
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 communication 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 at no additional charge by contacting a Company representative or by dialing into a mechanized system and following the voice commands. 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 paragraph F. *Rate Schedule*.

**D. Liability**

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

**E. Rates and Charges****1. Service Establishment Charge**

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

**DISASTER ROUTING SERVICE (cont'd)****E. Rates and Charges (cont'd)****2. Forwarded Telephone Number, Per Telephone Number Equipped**

A one-time charge will apply for installing DRS on each existing telephone number. If DRS is ordered in conjunction with Intelligent Redirect<sup>sm</sup> 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:

*Choice 1*      Monthly charges, with no per completed call charge, per telephone number

*Choice 2*      Monthly charges, with a per completed call charge, per telephone number

Choice 2 is applicable only when destination routing options 2 or 3 have been activated by the customer. Choice 2 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 paragraph 19.31.6 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 and a monthly rate will apply per each group of telephone numbers equipped with DRS. The nonrecurring charge will also apply as subsequent groups are added.

**4. Rearrangement Charges, Per Rearrangement**

A one-time charge will apply per rearrangement. A rearrangement includes the move, change or addition of an item. The addition of a telephone number, equipped with Disaster Routing Service (DRS) or the addition of a group, will incur the appropriate one-time charge associated with the establishment of DRS telephone numbers or a group, respectively, plus the associated nonrecurring charges for those additions. If DRS and Intelligent Redirect<sup>sm</sup> 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 FCC 73, Section 13.3.1.

**5. Password Reinitialization Charge**

After being provided with the initial order, this charge applies per customer request each time the Company initializes the DRS security password.

## DISASTER ROUTING SERVICE (cont'd)

## F. Rate Schedule

	<u>USOC</u>	Monthly Rate	Nonrecurring Charge
Service Establishment, per account, per location <sup>/1</sup> .....	SEPRE	N/A	\$195.00
Forwarded Telephone Numbers, Per Telephone Number			
Choice 1			
Telephone Numbers to be Forwarded, per TN <sup>/2</sup>			
1 – 20 .....	R7UFX	\$30.00(I)	2.75
21 – 100 .....		30.00(I)	2.75
101 – 250 .....		30.00(I)	2.75
251 – 500 .....		30.00(I)	2.75
501 – 1,000 .....		30.00(I)	2.75
1,001 or more .....		30.00(I)	2.75
Or			
Choice 2			
Telephone Numbers to be Forwarded, per TN and per completed call <sup>/2,3</sup>			
1 – 20 .....	R7UFC	30.00(I)	2.75
21 – 100 .....		30.00(I)	2.75
101 – 250 .....		30.00(I)	2.75
251 – 500 .....		30.00(I)	2.75
501 – 1,000 .....		30.00(I)	2.75
1,001 or more .....		30.00(I)	2.75
Per call completed .....		0.15	---
Group of TNs equipped, per group .....	R7NPG	341.00 (I)	45.00
Rearrangement Charges, per rearrangement <sup>/4</sup> .....	RCHAX	N/A	95.00
Password Reinitialization, per occasion.....	NR91P	N/A	20.00

/1/ This charge is applicable with the original Disaster Routing Service (DRS) order. It applies per account and per location. If DRS is ordered in conjunction with Intelligent Redirect<sup>sm</sup>, only one Service Establishment Charge will apply.

/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 option 2 or 3. Customers who subscribe to DRS and Intelligent Redirect on the same telephone number are not eligible for Choice 2.

/4/ A nonrecurring charge will apply to the move, change or addition of an item of service. For a change to the primary Interexchange Carrier (PIC) for DID and telephone numbers, the charges outlined in the Access Services Guidebook will apply. If DRS and Intelligent Redirect exist on the same account, and rearrangements for both are ordered at the same time, these charges will only apply once.

**INTELLIGENT REDIRECT<sup>SM</sup>****A. General**

Intelligent Redirect 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 customers 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 REDIRECT<sup>SM</sup> (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 applications (e.g., on-line data transmission) or to avoid toll. Intelligent Redirect will not be provided in connection with Residence, Customer Owned Pay Telephone Service, TeleBranch®, Mobile Telephone Service or Personalized Ring.
3. The customer must identify the Primary Interexchange Carrier (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(s) in the central office should be used. The appropriate charges outlined in the Access Service Tariff FCC 73, 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<sup>/1</sup>, the customer subscribing to Intelligent Redirect is responsible for the 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 Intelligent Redirect 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 REDIRECT<sup>SM</sup> (cont'd)****C. Liability**

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

**D. Rates and Charges****1. Service Establishment Charge**

A one-time 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 charge 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 19.32.6, 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 charge will apply for installing Intelligent Redirect on each existing telephone number. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service (DRS), 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 charge and a monthly charge applies for each equipped Service Feature, per group of telephone numbers. The nonrecurring charge will also apply as subsequent groups are added.

Originating Location Routing Service Feature

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

**INTELLIGENT REDIRECT<sup>SM</sup> (cont'd)****E. Rearrangement Charges, Per Rearrangement**

A one-time 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 one-time charge associated with the establishment of Intelligent Redirect telephone numbers or the feature/group respectively, plus the associated nonrecurring charges for those additions. If Intelligent Redirect and Disaster Routing Service 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 FCC 73, Section 13.3.1.

**F. Rate Schedule**

	<u>USOC</u>	Monthly Rate	Nonrecurring Charge
Service Establishment, per account, per location <sup>/1</sup> .....	SEPRE	N/A	\$195.00
			(D)
Service Feature Charges			
Time-Of-Day/Day-Of-Week Routing, per group equipped.....	R7MPG	35.00	45.00
Specific Date Routing, per group equipped .....	R7VPG	35.00	95.00
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 arrangement <sup>/2</sup> .....	RCHAX	N/A	95.00

/1/ This charge is applicable with the original order for Intelligent Redirect. It applies per account and per location. If Intelligent Redirect is ordered in conjunction with Disaster Routing Service (DRS), only one Service Establishment Charge will apply.

/2/ A nonrecurring charge will apply to the move, change or addition of an item of service. For a change to the Primary Interexchange Carrier (PIC) for DID telephone numbers, the charges outlined in the Access Services Tariff will apply. 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.

**POSITIVE ID****A. General**

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 Code or "override" Personal Identification Number (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., a company's employees. A maximum of 100 Access Codes can be assigned per Positive ID-equipped telephone number.

**B. Regulations**

1. Incoming calls 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 non-restricted 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 lines, business lines or trunks. Positive ID will not be available with Customer Owned Pay Telephone Service, Mobile Telephone Service or TeleBranch.
4. Positive ID will be available where appropriate Company facilities exist or are 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. Rates and Charges**

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

A monthly charge will apply to each telephone number equipped with Positive ID.

2. A one-time charge will apply whenever the Customer Administration PIN is reset by the Company at the customer's request.
3. A monthly discount charge is 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. Rate Schedule**

	<u>USOC</u>	Monthly Rate	Nonrecurring Charge <sup>/2/</sup>
Basic Service, per line, per location.....	SCMBX	\$15.00	\$50.00
Basic Service Discount, per line, per location <sup>/1/</sup> for ...			
4-7 equipped lines.....	RCRSA	(2.00)	N/A
8 or more equipped lines .....	RCRSB	(3.50)	N/A
Reset Customer Administration 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).

/2/ No other Service and Equipment or nonrecurring charges apply.

**PUBLIC RESPONSE CALLING SERVICE****A. General**

In addition to the applicable regulations in other sections of this Guidebook, the following regulations apply specifically to Public Response Calling Service:

1. Public Response Calling Service is a 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.
2. The furnishing of service under this guidebook requires certain physical arrangements of the facilities of the Company and is therefore subject to the availability of such facilities. The provisioning of these facilities is at the sole discretion of the Company.
3. A Central 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 central office prefix.
4. Public Response Calling Service shall not be used for the transmission of prerecorded announcements. (D)  
(D)
5. Public Response Calling Service is provided for receiving incoming calls; however, where facilities are available, 2-Way Calling may be provided.
6. 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.

**B. Rates**

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service and Equipment Charge</u>
Each line.....	1MN		Same as Individual Line, Business Rate <sup>/1/</sup>	<sup>/2/</sup>

/1/ The appropriate Business Rate is determined by the Rate Group which applies to the customer's serving central office. See Part 4, Section 2.

/2/ Apply the Individual Line Business Service and Equipment Charge.