

**AT&T ARKANSAS GUIDEBOOK**

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

1st Revised Sheet 1  
Replacing Original Sheet 1

/1/

/1/ Material now appears in Part 20, Section 6, Sheet 21.

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

1st Revised Sheet 2  
Replacing Original Sheet 2

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/1/ Material now appears in Part 20, Section 6, Sheet 22.

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

1st Revised Sheet 3  
Replacing Original Sheet 3

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/1/ Material now appears in Part 20, Section 6, Sheet 23.

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

1st Revised Sheet 4  
Replacing Original Sheet 4

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/1/ Material now appears in Part 20, Section 6, Sheet 24.

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

1st Revised Sheet 5  
Replacing Original Sheet 5

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/1/ Material now appears in Part 20, Section 6, Sheet 25.

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

2nd Revised Sheet 6  
Replacing 1st Revised Sheet 6

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/1/ Material now appears in Part 20, Section 6, Sheet 26.

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

2nd Revised Sheet 7  
Replacing 1st Revised Sheet 7

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/1/ Material now appears in Part 20, Section 6, Sheet 27.

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

2nd Revised Sheet 8  
Replacing 1st Revised Sheet 8

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/1/ Material now appears in Part 20, Section 6, Sheet 28.

**AT&T ARKANSAS GUIDEBOOK**

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

3rd Revised Sheet 9  
Replacing 2nd Revised Sheet 9

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/1/ Material now appears in Part 20, Section 6, Sheet 29.

**POINTING A TELEPHONE NUMBER TO A DIGITAL TRUNK****A. General**

The ability to point an existing local exchange access telephone number via a route index to an existing digital trunk such as SuperTrunk® or SmartTrunk®, is offered subject to the availability of facilities.

**B. Rates**

The following rates and charges apply per order:

|  | <u>USOC</u> | Installation<br><u>Charge</u> |
|--|-------------|-------------------------------|
| 1st Telephone Number .....             | SEPBF       | \$250.00                      |
| Each Additional Telephone Number ..... | SEPBG       | 17.00                         |

**NON-EMERGENCY 3-1-1 SERVICE****A. General**

Non-Emergency 311 Service (NE 311) is a local telephone exchange communications service which allows telephone customers to reach non-emergency local government services by dialing an abbreviated telephone number, three-one-one (3-1-1). NE 311 traffic is routed over the public switched network to a call center designated by the NE 311 customer.

The FCC reserved the abbreviated telephone number 3-1-1 for non-emergency access to public services. NE 311 Service is an optional service which may be purchased by a local municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service.

NE 311 Service is offered subject to the availability of facilities.

**B. Regulations**

1. A minimum service period of one month applies to this service.
2. Only calls originating within a NE 311 customer's area of jurisdiction (the "NE 311 Service Area") will be routed to a call center. Other customers will receive a recorded message that the call cannot be completed as dialed.
3. There can be only one NE 311 customer in each geographic area; NE 311 service areas may not overlap. This assures that NE 311 calls from a telephone line within a NE 311 service area can be routed to a unique NE 311 call center.
4. NE 311 is a local service. Each NE 311 call must route to a local telephone number. NE 311 calls are not permitted where local calling is restricted (e.g., prisons, or lines equipped with soft dial tone).
5. The Company's network will correctly route Telephone Text (TTY) calls to the appropriate NE 311 Call Center. The NE 311 customer is responsible for operating the appropriate customer premises to handle TTY calls.
6. The Company will route NE 311 calls originating from both end-users on the Company's local exchange network whether they purchase service directly from the Company or from another LEC reselling the Company's service. Otherwise, the Company is not responsible for establishing NE 311 Service for calls originating from other telecommunications providers.
7. NE 311 Service is provided solely for the benefit of the customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward or any right of action on behalf of, any third person or other legal entity.
8. The Company will make every effort to route NE 311 calls to the appropriate calling center, however the Company will not be held responsible for routing mistakes or errors.
9. NE 311 Service will not complete calls dialed using the 0-3-1-1 or 1-3-1-1 dialing pattern.

**NON-EMERGENCY 3-1-1 SERVICE (cont'd)****C. Application of Rates**

1. The nonrecurring charges associated with initial NE 311 Service establishment are specified in paragraph E. *Rates and Charges*. These are one-time charges which apply only when a customer establishes or modifies NE 311 Service.
2. The charges associated with ongoing basic service offering are monthly charges.
3. Customers may choose to be billed on an actual usage basis or using the Budget Billing Option as described in the following section.

**D. Budget Billing Option**

1. To accommodate NE 311 customers' desire for billing stability, the usage charge defined in paragraph E.6. *Rates and Charges* may be billed using the budget billing option. Budget billing customers are charged each month based on estimated average monthly usage.
2. For a new NE 311 customer, the average monthly usage will be estimated jointly by the customer and a Company representative. The result will be rounded to the nearest 5000 calls. After six-months actual usage is available, the estimate will be modified, as necessary. In addition, the Company reserves the right to negotiate changes to the budget billing estimated usage at any time.
3. After a NE 311 customer has received service for twelve months, the monthly usage estimate will be calculated based on the average actual usage over a recent 12-month period, rounded to the nearest 5000 calls.
4. Each year, the customer's actual usage charge will be calculated to perform an account true-up. If the customer has over-paid, the Company will credit the customer's account for the amount of over-payment. If the customer has under-paid, the customer may pay in full at that point or may elect to increase the budget billing amount for the next 12-month period.
5. If a customer who has selected the Budget Billing Option disconnects NE 311 Service, the actual usage will be calculated to perform an account true-up for the final NE 311 bill.
6. A nonrecurring charge applies when a customer implements the Budget Billing Option, as specified in paragraph E.4. *Rates and Charges* below.

## NON-EMERGENCY 3-1-1 SERVICE (cont'd)

## E. Rates and Charges

|   | <u>USOC</u> | <u>Recurring Rate</u> | <u>Nonrecurring Service Charge</u> |
|---|-------------|-----------------------|------------------------------------|
| 1. NE 3-1-1 Service per system .....                                    | 3NE         | \$550.00              | ---                                |
| 2. NE 3-1-1 Central Office per central office equipped .....            | NR93N       | 165.00                | \$245.00                           |
| 3. NE 3-1-1 Table Changes per customer-requested change .....           | REAK1       | NA                    | 100.00                             |
| 4. NE 3-1-1 Budget Billing – Set-up .....                               | NR938       | NA                    | 225.00                             |
| 5. NE 3-1-1 Budget Billing <sup>/1</sup> monthly, per 5,000 calls ..... | 3BABB       | 250.00                | ---                                |
| 6. NE 3-1-1 Usage per call .....  | 3BAPC       | 0.05                  | ---                                |

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