

**WIDE AREA TELECOMMUNICATIONS SERVICE****A. Description of Service**

This Guidebook offering applies to Wide Area Telecommunications Service Plan (WATS) furnished or made available by the Company over service components wholly or partly within the State of Arkansas between IntraLATA points within the designated LATA boundaries in the State of Arkansas.

Service for dial-type telecommunications between a WATS, or multijurisdictional, access line and intraLATA service points in Arkansas. The WATS charges in this Guidebook are for intraLATA service between the calling and called service points.

**B. General Regulations**

1. Definitions – In addition to the definitions provided in Part 2, Section 1 found in 'Explanation of Terms', the following are used for this service:

**800 SERVICE**

The furnishing of facilities for dial type telephone communications to the 800 Service access line or exchange telephone service from intraLATA toll and local points within the State of Arkansas in accordance with the regulations and schedules of charges as specified herein, except as provided in the following:

InterLATA dial type telephone communication to an 800 Service access line or exchange telephone service provided by the Company is furnished by an interexchange carrier. Any interexchange carrier may provide interLATA service using the Company provided 800 Service access line or exchange telephone service, subject to the availability and compatibility of the facilities of the Company and of the interexchange carrier.

**Access Line**

A line from the customer's premises to a Company Central Office which is provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either outward or inward (800 service) but not for both.

**Complementary Service (See Jointly Provided WATS Service definition)****HOME 800**

The intraLATA 800 Service provided to residence customers utilizing the Company's 800 data base.

**Hunting Arrangement**

A grouping of 800 service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.

**Jointly Provided WATS Service**

Jointly provided WATS Service is an arrangement between the Company and an Interexchange Carrier (IXC). In this arrangement the intraLATA usage will be carried by the Company and billed at the rates found in this Part, and the interLATA usage will be carried by the IXC and billed at the rates of the IXC. Outward WATS service may originate on a WATS Access Line, and 800 Service may terminate to a WATS Access Line or to local exchange lines. Jointly provided WATS service is also referred to as complementary service.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)**

## 1. Definitions (cont'd)

Local Access and Transport Area (LATA)

Denotes a geographic area established by the Company for the provision and administration of communications services. It encompasses Company exchanges, which are grouped to serve common social, economic and other purposes.

MAXIMIZER 800<sup>SM</sup>

A service mark of the Company which denotes the intraLATA 800 Service provided to business customers utilizing the Company's 800 data base.

Non-Jointly Provided WATS Service

Interexchange Carriers (IXC) providing interLATA service to end users may choose not to jointly provide WATS Service with the Company. If the WATS Service is not jointly provided, the Company will bill Long Distance Message Telecommunications Service rates for intraLATA calls originated on WATS access lines.

Outward WATS

The furnishing of facilities for dial type telephone communication from an Outward WATS access line to intraLATA toll and local points within the State of Arkansas in accordance with the regulations and schedules of charges as specified herein except as provided in the following:

InterLATA dial type telephone communication from the outward WATS access line provided by the Company is furnished by an interexchange carrier. Any interexchange carrier may provide interLATA service using the Company provided WATS access line subject to the availability and compatibility of the facilities of the Company and of the interexchange carrier.

If the subscriber to interLATA WATS does not subscribe to intraLATA WATS, calls made within the same LATA over the Company provided WATS access line will be billed at charges for toll calls specified in Part 9 and Part 20, Section 9 of the Long Distance Message Telecommunications Service. Local calls will be billed at the lowest mileage rate level shown in Part 9 and Part 20, Section 9.

Service Arrangement

One or more access lines arranged for service under the same special billing number for the same direction and for the same class of service.

WATS:

The furnishing of service for dial-type telecommunications between a WATS access line and intraLATA service points within the State of Arkansas. This service is provided only in conjunction with participating interexchange carriers for the provision of intrastate WATS or WATS like service. The WATS charges set forth in this Part are in payment for the intraLATA service furnished between the calling and called service points.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)****2. Undertaking of Company**

Transmitting Messages--The Company does not undertake to transmit messages but furnishes the use of its facilities to its customer for communications.

The design, maintenance and operation of Wide Area Telecommunications Service envision that communications will originate or terminate at a WATS station for the purpose of communicating with stations in the specified service areas. 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.

**3. Availability of Service**

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.

When connections are made to customer provided communications systems at premises where the customer does not originate or terminate communications, the Company may require that WATS be furnished from a Company WATS Central Office(s) different than the Central Office(s) designated by the Company to service the premises.

Under such circumstances, monthly and installation charges equal to access line extension charges, as set forth in D.7 following, apply between the WATS Central Office that would serve the customer's premises and the WATS Central Office from which service is actually provided.

**4. Liability of Company**

- a. In view of the fact that the customer has exclusive control of his communications over the services furnished him by the Company, and of the other uses for which services may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such services of the Company are subject to the terms, conditions and limitations herein specified.
- b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in service components furnished by the Company, occurring in the course of furnishing service and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure or defect in service components occurs.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)**

4. Liability of Company - (cont'd)
  - 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 services or the use thereof, against claims for infringement of patents arising from combining with, or using in connection with, services 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 services provided by the Company.
  - d. When the services of other companies are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.
  - e. The Company does not guarantee nor make any warranty with 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.

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.

The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between the equipment and points outside the hazardous area where connection may be made with regular services 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 charges specified in this Part do not contemplate work being performed by the Company employees involved at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime be performed or interrupts work once begun, an additional charge, based on the additional costs involved, applies.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)****5. Limitation of Service**

WATS does not include conference calls or other calls requiring operator handling except that an operator will reach the called telephone number where service components are not available for customer dial completion<sup>/1</sup>. (C) (C)

WATS is not represented as adapted for connection to other services of the Company or to customer provided systems. The service contemplates the provision of satisfactory transmission only between the access line and the calling or called station. The access line will be terminated only at a customer's premises located in the same serving exchange of the same state as that for which the rate applies.

**6. Use of the Service by the Customer**

a. The service is provided for use by the customer and may be used by others, when authorized by the customer, providing that all such usage shall be subject to the provisions of this Part.

b. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

1. The placing or acceptance of a WATS call in response to an uncompleted long distance message call, which was not completed in order to transmit or receive intelligence without the payment of the applicable message charge.

2. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain WATS, by rearranging, tampering with, or making connection with any services of the Company, or by any trick, scheme, false representation, or false credit device, or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.

3. The use of services of the Company for a call or calls, anonymous or otherwise, if in a manner reasonable to be expected to frighten, abuse, torment, or harass another.

4. The use of profane or obscene language.

5. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

**7. Advance Payments**

Applicants for service who do not have an account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time of application, equal to the installation charges if applicable and at least one month's charges for the service desired.

The amount of the advance payment is credited to the customer's account as applying to any indebtedness under contract.

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

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(N)

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)****8. Payment of Charges**

The customer is responsible for payment of all charges for service furnished. Charges are based on rates and regulations in effect at the time the service is furnished. Usage charges are billed at the end of the billing cycle. All other charges are billed monthly in advance. All charges are payable when the bill is rendered and due per the Commission's Rules.

**9. Defacement of Premises**

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 the instruments, 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.

**10. Theft of Equipment**

The customer is required to reimburse the Company for any loss through theft of the equipment or apparatus on the customer's premises.

**11. Cancellation of Application for Service**

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

**12. Power Supply**

When Company equipment installed on the premises of a customer or authorized user, requires power for its operation, the customer is required to provide such power.

**13. Minimum Contract Period**

The minimum contract period is one day.

**14. Rates for Fractional Periods**

- a. The charges for a fractional part of a month will be a proportionate part of the monthly recurring charges based on the actual number of days the service is furnished.
- b. For the purpose of administering this regulation with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty days.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)****15. Maintenance and Repairs**

The Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to services of the Company caused by the negligence or willful act of the customer. The customer 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 the written consent of the Company.

The customer shall be responsible for the payment of a Maintenance of Service Charge as specified in Part 3 for visits by a Company employee to the customer's premises when a service difficulty or trouble report results in the use of terminal equipment or a communications system associated with complex service.

**16. Access to Customers' Premises**

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 or removing its equipment per the General Service Rules.

**17. Allowance for Interruptions**

- a. In the event a customer's service is interrupted other than by the negligence or willful act of the customer, and it remains out of order for 24 hours or longer after access to the premises is made available after being reported to be out of order, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the prorate part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service.
- b. Long distance telecommunications service furnished at a customer's request when his Wide Area Telecommunications Service is interrupted is charged for at the long distance telecommunications service rates contained in the Long Distance Message Service, Part 9 and Part 20, Section 9.

**18. Interexchange Carrier Billing Requirements**

With the exception of non jointly provided 800 Service, when Wide Area Telecommunications Service (WATS), or a WATS like service, is provided by an Interexchange Carrier (IXC), the IXC is required to provide sufficient billing information so that the Company can bill the end user for intraLATA usage as provided for in this Part of the Guidebook. If sufficient billing information is not provided by the IXC, applicable charges for the intraLATA usage will be billed to the IXC.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)****19. Provision of Call Detail**

The Company will provide to the subscriber of intraLATA outward WATS or intraLATA 800 Service, as a part of the standard WATS bill, a printed itemization of each message completed via a WATS access line. The subscriber may elect to receive either summary usage information or call detail information. If the Company also provides the billing for the subscriber's interLATA usage provided by an Interexchange Carrier, the message detail of the interLATA usage will also be provided.

A Service Connection charge for changing billing arrangements of \$12.50 /USOC: B15/ for 800 Service will apply for each service order prepared to establish or discontinue this service on existing accounts. No Service Connection charge will apply if the service is requested on the initial order to establish WATS service.

**20. Telecommunications Service Priority System**

The priority provisioning and restoration of services offered under this Guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as set forth in Part 8 Section 5.

For this service, such regulations, rates and charges shall be interpreted to apply on a "per request, per IntraLATA Access Line" basis.

**21. Promotional Rates and Incentives**

The Company may offer temporary rates and incentives during certain specified periods for the purpose of encouraging residential and business customer interest in and evaluation of a particular service offering as provided for in Part 2, Section 8.

**22. Call Handling and Destination**

The Call Handling and Destination Features described in E. Common Line 800 Service are also available for use with intraLATA 800 Service that is terminated to a WATS access line. Call Handling and Destination Features are call routing features that are available for use with intraLATA 800 Service that utilizes the 800 Data Base of the Company. These features, excluding Originating Location Service, may not be used to make call routing decisions on an Interexchange Carrier's interLATA 800 Service.

If the Company has been authorized by the Interexchange Carrier to accept orders for the Interexchange Carrier's call routing features, the Company may add the Interexchange Carrier's interLATA call routing information to the 800 data base record. Authorization will be granted via a written agreement between the Company and the Interexchange Carrier. A copy of the agreement is available upon request.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

23. Charges Related to Customer Activity

Charges Related to Customer Activity, including customer account record, deposits, late payment charges, return check charges, collection fees, reconnection fees and finance charges on delayed payment agreements, are found in Part 2, Section 2.

24. Miscellaneous

The extended due date policy and extended absence payment plan may be found in Part 2, Section 2 of this Guidebook.

**C. Connections of Terminal Equipment and Communications Systems**

Terminal equipment and communications systems may be connected at the customer's premises to Wide Area Telecommunications Service (WATS) where such connections are made in accordance with the provisions of the Part 2, Section 9 and Part 20, Section 2.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****D. Rates**

## 1. General

Each WATS access line will be arranged at the option of the customer for either outward or 800 service but not both.

## 2. Rate Period

Rates applicable are based on the time of day, day of week as follows:

## a. Business Day Period

8 a.m. to 5 p.m. Monday through Friday.

The Business Day Period for holidays (New Year's Day, Independence Day, Thanksgiving Day, Labor Day, and Christmas Day) is charged at Evening Period Rates.

## b. Evening Period

5 p.m. to 11 p.m. Sunday through Friday.

## c. Night/Weekend Period

11 p.m. to 8 a.m. all days

8 a.m. to 11 p.m. Saturday

8 a.m. to 5 p.m. Sunday

## 3. Minimum Average Time Requirement (MATR)

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

## WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)

## D. Rates (cont'd)

## 4. Access Lines Inward WATS (800 Service) or Outward WATS

## a. Inward WATS (800 Service)

		<u>USOC</u>	<u>Rate</u>
1.	Intrastate Access Line, each .....	8L9	\$38.00
2.	Monthly Usage Rate Table, per hour	<u>Day</u>	<u>Night/ Weekend</u>
	First 10 Hours.....	\$18.00	\$9.60
	Next 15 Hours.....	16.20	8.40
	Next 25 Hours.....	14.40	7.20
	Over 50 Hours .....	12.60	6.60

## b. Outward WATS

		<u>USOC</u>	<u>Rate</u>
1.	Intrastate Access Line, each <sup>/1</sup> .....	WAX	\$38.00
2.	Monthly Usage Rate Table, per hour	<u>Day</u>	<u>Night/ Weekend</u>
	First 10 Hours.....	\$10.80	\$9.60
	Next 15 Hours.....	9.60	8.40
	Next 25 Hours.....	8.40	7.20
	Over 50 Hours .....	6.60	6.00

## c. Method of Applying Rates

Rates for 800 Service in Paragraph D.4.a., preceding, will apply to intraLATA usage only. Rates for interLATA 800 Service will be at the rates of the interexchange carrier.

If sufficient data is not available to determine the customer's intraLATA usage, 63 percent of the total intrastate 800 Service usage will be considered to be intraLATA usage, and 37 percent will be considered to be interLATA usage.

Rates for Outward WATS service in paragraph D.4.b. preceding will apply to intraLATA only usage. Rates for interLATA usage will be at the appropriate rates as found in the Tariffs, Service Guides or Guidebooks of the interexchange carrier.

/1/ Not applicable when Outward WATS is provided over SmartTrunk Service.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****D. Rates (cont'd)****5. Method of Determining Monthly Charges****a. Access Lines Equipped for Time-of-Day Recording**

For all WATS access lines on which usage is recorded by the Company by time of day rate periods, the usage charge is determined using steps (1) through (5) following:

- (1) Determine the total number of completed calls for each rate period for each service arrangement.
- (2) Apply the Minimum Average Time Requirement of one minute by dividing the number of completed calls in each service arrangement by 60 (1 call=1 minute).
- (3) Determine the total actual hours used for each rate period for each service arrangement.
- (4) Determine the total chargeable hours for each rate period for each service arrangement. This is the greater of (2) or (3) above, rounded to the nearest tenth of an hour (one decimal place).
- (5) Determine the total usage charge for all rate periods in each service arrangement by applying the rates shown in the rate tables in paragraph D.4.

**6. Timing of Calls**

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station, and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- b. When a connection is established in one rate period and ends in another, the rate for each rate period applies to the portion of the connection occurring within that rate period.
- c. The rate charged is determined by the day and time (standard or daylight savings) at the WATS access line location.
- d. When 800 Service is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time begins when the 800 Service call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service so that chargeable time may begin.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****D. Rates (cont'd)**

## 7. Installation, Move and Change Charge

For the applicable nonrecurring charges on Wide Area Telecommunications Service, refer to the nonrecurring charges specified in Part 3 for the business exchange service.

The charges for changing the 800 Data Base record for intraLATA 800 Service terminating to a WATS access line are the same charges that are shown as the change charges for Common Line 800 Service shown in E.3.

## 8. Directory Listings

Directory Listings will be provided upon request for 800 Service Wide Area Telephone Service in directories within the State of Arkansas. Rates for business regular extra listings as contained in Part 12, Section 1 of this Guidebook are applicable for all directory listings.

**E. Common Line 800 Service**

## 1. General Regulations

- a. Common Line 800 Service provides 800 Service utilizing the 800 Data Base of the Company. The 800 Service calls will be terminated over exchange Company facilities provided by the Company. Termination to TeleBranch<sup>SM</sup> Service is also permitted. Common Line 800 Service is not available for use with cellular telephone service, mobile telephone service, or Customer Owned Pay Telephone Service.
- b. Area of Service defines the geographic locations within the state from which the customer wants to accept calls for a given 800 number. If the customer wants an Area of Service which is larger than a single LATA, the customer must subscribe to exchange telephone service in each LATA in the Area of Service, or arrange for an Interexchange Carrier to provide transport of the interLATA calls.
- c. Only one 800 number will be assigned to terminate calls on any given exchange telephone service facility.
- d. Customers of Common Line 800 Service may receive call detail information or summary usage information. Call detail information will be provided only in areas where facilities permit.
- e. In the event that the customer's exchange telephone service goes out of service (for reasons other than negligence or a willful act of the customer), at the customer's request the Company will change at no charge the customer's Common Line 800 account record to permit termination of the 800 service calls to an alternate facility.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****E. Common Line 800 Service (cont'd)**

1. General Regulations (cont'd)
  - f. Rates for Common Line 800 Service and its optional features can be found in Section D.3.
  - g. The business subscriber to Common Line 800 Service will receive at no additional charge one primary listing and one foreign listing for each 800 number. The primary listing must be in the subscriber's local directory, and the foreign listing must be in a directory in the subscriber's area of service. Additional foreign listings may be provided at the rates and charges as found in the Part 12, Section 1.
  - h. The residence subscriber to Common Line 800 Service will not receive a listing with their 800 number. Listings may be purchased at the rates and charges found in Part 12.
  - i. A unique ringing signal is available as an option to Common Line 800 Service. A unique ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800 number or the customer's local exchange telephone number.
  - j. A unique ringing signal is available only where facilities permit.
  - k. This feature is not available for use on PBX trunks, or on local exchange facilities arranged for multi-line hunting.
  - l. There is no additional monthly charge for this feature. There is no additional nonrecurring charge if this feature is ordered on the initial installation of Common Line 800 Service. The change charges found in D.3. Rates section applies when this feature is added subsequent to the initial installation of Common Line 800 Service.
  - m. For 60 days from the initial effective date of this feature (November 16, 1993) existing Common Line 800 Service customers may add this feature without incurring the change charge. In addition, for 60 days following the availability of the feature in areas where facilities are not currently available, existing Common Line 800 Service customers may add the feature without incurring a change charge.
  - n. If the customer has the Common Line 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination with unique ringing must be in the Company's service area.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****E. Common Line 800 Service (cont'd)**

## 2. Call Handling and Destination Features

Call Handling and Destination Features are features that are available for use with Common Line 800 Service that utilizes the 800 Data Base of the Company. The customer may subscribe to one or more of the features. These features include the following services:

- a. Originating Location Service: This feature will permit the customer to select territories from which they wish to receive calls based on the originating location of the call. All customers will receive this feature.
- b. Time of Day Service: This feature will permit the customer to have the terminating location of the 800 call vary based on the time of day the call is placed. /USOC: 8HFTD/
- c. Day of Week Service: This feature will permit the customer to have the terminating location of the 800 call vary based on the day of the week the call is placed. /USOC: 8HFDW/
- d. Traffic Allocation Service: This feature will permit the customer to have the 800 calls routed to multiple terminations based on a percentage of all 800 calls. /USOC: 8HFTA/
- e. Specific Day Routing Service: This feature will permit the customer to arrange the service so that the terminating location of the call is varied based on a specific day of the year. For example, calls placed on Christmas Day could be routed to a number different than the number that receives the calls the other 364 days of the year. /USOC: 8HFSD/
- f. Emergency Update Service: Emergency Update Service provides the customer with a secondary call routing plan to be used in the event that the customer's primary call routing plan cannot be used. The intent of the service is to provide for call handling in the event of an unusual situation. The change charges for Common Line 800 Service will apply to this service. There is no charge to activate the service, nor to change back to the primary call routing plan. /USOC: 8HFEU/
- g. Multiple Carrier Service: This feature will permit the customer to have multiple carriers for the interLATA 800 Service calls. Carrier selection will be based on Originating Location Service. /USOC: 8HFMC/

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****E. Common Line 800 Service (cont'd)**

## 3. Rates

	<u>USOC</u>	<u>Charge</u>
a. Business		
1. Common Line 800 Service (in addition to the rate for the exchange telephone service), per 800 number		
a. 1 or 2 Terminations .....	WFA	\$5.00
b. 3 to 10 Terminations .....	WFA	5.00
c. Over 10 Terminations .....	WFA	5.00
2. IntraLATA Usage Rates <sup>/1/</sup>		<u>Per Minute Rate</u>
a. Per Minute Plan <sup>/5/</sup> Peak Time (Monday through Friday, 8:00 am to 5:00 pm) .....		\$0.15
Off-Peak Time (all other times) <sup>/2/</sup> .....		0.15
	<u>Initial Period</u>	<u>Additional Period Per Minute</u>
b. 2 Hour Block Plan <sup>/5/</sup> .....	\$15.00 <sup>/3/</sup>	\$0.125
c. 5 Hour Block Plan <sup>/5/</sup> .....	\$30.00 <sup>/4/</sup>	0.10

/1/ The time when connection is established determines whether the Peak Time rate will apply for the length of the call or whether the Off-Peak Time rate will apply. The time is determined in accordance with the time--standard or daylight saving--legally or commonly in use at the location of the switching office of the calling service point. The time (at the calling service point) at which connection is established governs.

/2/ Includes all calls made on the following holidays: Christmas Day, New Year's Day, Independence Day, Thanksgiving Day and Labor Day.

/3/ Includes first 120 minutes or fraction thereof of usage.

/4/ Includes first 300 minutes or fraction thereof of usage.

/5/ Customers can select a usage plan for their calling. The Per Minute Plan applies when the customer makes no choice.

## WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)

## E. Common Line 800 Service (cont'd)

## 3. Rates (cont'd)

a. Business (cont'd)	<u>USOC</u>	Nonrecurring <u>Charge</u> <sup>/1,4/</sup>
3. Change Charge Number of Terminations changed Per 800 Number <sup>/3/</sup>		
1 or 2 Terminations .....	8CTAX	\$20.00
3 to 10 Terminations.....	8CTBX	90.00
Over 10 Terminations.....	8CTCX	225.00
Charge to Change Usage Plans.....		5.00
4. Call Detail Information per account .....	B15	12.50 <sup>/2/</sup>

/1/ Service connection charges do not apply in addition to these nonrecurring charges.

/2/ Not applicable if a Change Charge applies on the same order or if ordered at the time of service establishment.

/3/ If a change is made that requires only one record entry but the change is common to all terminations, the appropriate charge is the charge for changing one termination. An example would be the request for a change of the 800 number.

/4/ No Change Charge applies for 800 Service if the order is negotiated by a party other than the Company, and that party also enters the necessary information into the 800 data base without the aid of Company personnel.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****E. Common Line 800 Service (cont'd)**

## 3. Rates (cont'd)

	<u>USOC</u>	<u>Monthly Charge</u>
b. Residence		
1. Common Line 800 Service (in addition to the rate for the exchange telephone service), per 800 number		
a. 1 or 2 Terminations .....	WFA	\$3.95
b. 3 to 10 Terminations .....	WFA	3.95
c. Over 10 Terminations .....	WFA	3.95
2. IntraLATA Usage Rates <sup>/1/</sup>		<u>Per Minute Rate</u>
a. Per Minute Plan <sup>/5/</sup> Peak Time (Monday through Friday, 8:00 am to 5:00 pm) .....		\$0.20
Off-Peak Time (all other times) <sup>/2/</sup> .....		0.18
	<u>Initial Period</u>	<u>Additional Period Per Minute</u>
b. 1 Hour Block Plan <sup>/5/</sup> .....	\$9.00 <sup>/3/</sup>	\$0.14
c. 2 Hour Block Plan <sup>/5/</sup> .....	\$15.00 <sup>/4/</sup>	0.12

/1/ The time when connection is established determines whether the Peak Time rate will apply for the length of the call or whether the Off-Peak Time rate will apply. The time is determined in accordance with the time--standard or daylight saving--legally or commonly in use at the location of the switching office of the calling service point. The time (at the calling service point) at which connection is established governs.

/2/ Includes all calls made on the following holidays: Christmas Day, New Year's Day, Independence Day, Thanksgiving Day and Labor Day.

/3/ Includes first 60 minutes or fraction thereof of usage.

/4/ Includes first 120 minutes or fraction thereof of usage.

/5/ Customers can select a usage plan for their calling. The Per Minute Plan applies when the customer makes no choice.

## WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)

## E. Common Line 800 Service (cont'd)

## 3. Rates (cont'd)

b. Residence (cont'd)	<u>USOC</u>	Nonrecurring <u>Charge</u> <sup>/1,4,5/</sup>
3. Change Charge Number of Terminations changed Per 800 Number <sup>/3/</sup>		
1 or 2 Terminations .....	8CTAX	\$20.00
3 to 10 Terminations.....	8CTBX	90.00
Over 10 Terminations.....	8CTCX	225.00
Charge to Change Usage Plans.....		5.00
4. Call Detail Information per account .....	B15	12.50 <sup>/2/</sup>

/1/ Service connection charges do not apply in addition to these nonrecurring charges.

/2/ Not applicable if a Change Charge applies on the same order or if ordered at time of service establishment.

/3/ If a change is made that requires only one record entry but the change is common to all terminations, the appropriate charge is the charge for changing one termination. An example would be the request for a change of the 800 number.

/4/ No Change Charge applies for 800 Service if the order is negotiated by a party other than the Company and that party also enters the necessary information into the 800 data base without the aid of Company personnel.

/5/ If a customer changes his 800 number due to reasons which would negate the charge to change numbers under normal circumstances, nonrecurring change charges will not apply. An example would be a request for a number change due to Annoying and Anonymous phone calls.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****E. Common Line 800 Service (cont'd)**

## 3. Rates (cont'd)

## c. Billing

1. If the customer's Area of Service covers an area that is served by more than one Revenue Accounting Office (RAO), the customer's usage billing will be computed separately in each RAO. The customer will receive a separate billing statement from each RAO. Exception: If a LATA is served by two RAOs, the usage billing will not be split between the two RAOs.
2. Residence customers must choose one plan option for usage in each RAO. Associated charges for each usage option will apply.
3. The Minimum Average Time Requirement (MATR) for Common Line 800 Service usage is 30 seconds.
4. Method of Determining Monthly Usage Charges - Business Common Line 800 Service:
  - (a) Determine the total number of completed calls for each 800 telephone number per Revenue Accounting Office (RAO).
  - (b) Determine the minimum chargeable minutes for each 800 telephone number by multiplying the number of calls by .5.
  - (c) Determine the total actual minutes of use for each 800 telephone number per RAO.
  - (d) Determine the chargeable minutes of each 800 telephone number per RAO. This is the greater of (b) or (c) above. Round the result up to the next whole number.
  - (e) Determine the total usage charge for per minute billing options by applying the rates shown in the rate table in Section E.3.a.2.a.
  - (f) Determine the total usage charge for block plan billing options by applying the rates shown in the rate table in Section E.3.a.2.b or E.3.a.2.c. For block plan options, the initial period rate is the minimum monthly charge for any accumulated usage up to 120 or 300 minutes (depending on plan option selected) each month. The additional period rate is used for charging usage in excess of the initial allowable usage each month.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**E. Common Line 800 Service (cont'd)**

3. Rates (cont'd)
  - c. Billing (cont'd)
    5. Method of Determining Monthly Usage Charges - Residence Common Line 800 Service:
      - (a) Determine the total number of completed calls for each 800 telephone number per Revenue Accounting Office (RAO).
      - (b) Determine the minimum chargeable minutes for each 800 telephone number by multiplying the number of calls by .5.
      - (c) Determine the total actual minutes of use for each 800 telephone number per RAO.
      - (d) Determine the chargeable minutes of each 800 telephone number per RAO. This is the greater of (b) or (c) above. Round the result up to the next whole number.
      - (e) Determine the total usage charge for per minute billing options by applying the rates shown in the rate table in E.3.b.2.a.
      - (f) Determine the total usage charge for block plan billing options by applying the rates shown in the rate table in Section E.3.b.2.b. or E.3.b.2.c. For block plan options the initial period rate is the minimum monthly charge for any accumulated usage up to 60 or 120 minutes (depending on plan option selected) each month. The additional period rate is used for charging usage in excess of the initial allowable usage each month.
    6. Usage which is delayed from being processed during the normal billing cycle will be billed as usage during the next billing period immediately following the receipt of the message information which is necessary for billing. Previous months' bills which did not include usage which was delayed will not be reissued to account for the delayed usage.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****E. Common Line 800 Service (cont'd)**

## 3. Rates (cont'd)

d. Southwestern Bell CUSTOM 8<sup>SM</sup>

1. Southwestern Bell CUSTOM 8<sup>SM</sup> (CUSTOM 8) is a Common Line 800 Service for business customers utilizing SWBT's 800 Data Base. CUSTOM 8 Service is not available to residence customers.

## 2. CUSTOM 8 Service

	<u>USOC</u>	<u>Monthly Charge Per 800 Number</u>
Per 800 number <sup>/1</sup>		
(a) 1 or 2 Terminations .....	WKA	\$10.00
(b) 2 to 10 Terminations .....	WKA	10.00
(c) Over 10 Terminations .....	WKA	10.00

## 3. IntraLATA Tiered Usage Rates

The pricing structure for CUSTOM 8 will be based on tiered usage and a price per minute rate. The higher the cumulative monthly usage, the lower the per minute rates.

## (a) Monthly Usage Table

<u>Total Minutes of Usage Per Month</u>	<u>Per Minute Rate</u>
0 – 599.....	\$ .150
600 – 899.....	.140
900 – 1199.....	.135
1200 – 1799.....	.130
1800 – 2399.....	.120
2400 – 2999.....	.110
3000 +.....	.100

/1/ In addition to the rates for the exchange telephone service.

## WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)

## E. Common Line 800 Service Regulations (cont'd)

## 3. Rates (cont'd)

d. Southwestern Bell CUSTOM 8<sup>SM</sup> (cont'd)

## 4. Change Charges

	<u>USOC</u>	<u>Nonrecurring Charge</u> <sup>/1/</sup>
Number of Terminations changed Per 800 Number <sup>/3/</sup>		
1 or 2 Terminations .....	8CTAX	\$20.00
3 to 10 Terminations.....	8CTBX	90.00
Over 10 Terminations.....	8CTCX	225.00
Charge to Change Usage Plans.....		5.00
5. Call Detail Information .....	B15	12.50 <sup>/4/</sup>

e. Southwestern Bell CUSTOM 8<sup>sm</sup> – Billing

1. Determine the total number of completed calls for each 800 telephone number per RAO.
2. Determine the minimum chargeable minutes for each 800 telephone number per RAO by multiplying the number of calls by 5.
3. Determine the total minutes of use for each 800 telephone number per RAO.
4. Determine the chargeable minutes of each 800 telephone number per RAO. This is the greater of paragraph 2 or 3 above. Round the result up to the next whole minute.
5. Refer to E.3.d.3 to determine the applicable per minute rate based on the cumulative number of minutes used in the month as shown in the rate table.

/1/ If a change is made that requires only one record entry, but the change is common to all terminations, the appropriate charge is the charge for changing one termination. An example would be the request for a change of the 800 number.

/2/ Service connection charges do not apply in addition to these nonrecurring charges.

/3/ No Change Charge applies for 800 Service if the order is negotiated by a party other than the Company, and that party also enters the necessary information into the 800 data base without the aid of the Company personnel.

/4/ Not applicable if a Change Charge applies on the same order if ordered at time of service establishment.