

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/1/}**A. Description**

Integrated Services Digital Network (ISDN) Direct Service is a telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data and packet switched data signals on an incoming and outgoing basis utilizing Integrated Services Digital Network architecture as recommended by the International Telecommunications Union (ITU) and the American National Standards Institute (ANSI), as defined by Telcordia Technical References, and consistent with the North American ISDN Users Forum (NIUF) Implementation Agreements.

ISDN Direct Service provides the customer with the ability to combine Circuit Switched Voice, Circuit Switched Data and Packet Switched Data services over a single ISDN Direct Service Line.

All ISDN Direct services require the use of an ISDN Line (2B+D). The two 64 Kbps "B" channels are used to transmit any combination of Circuit Switched Voice, Circuit Switched Data or high speed Packet Switched Data Services. The "D" channel is used to carry signaling and user-originated Packet Switched Data at speeds up to 9.6 Kbps.

Circuit Switched Capability (Alternate Voice/Circuit Switched Data)

Where technology permits, this capability provides the ability to originate and receive either circuit switched voice or circuit switched data calls over a single "B" channel, but not simultaneously. Circuit switched voice and data calls are subject to additional charges. (See Other Applicable Charges and Payments.)

Circuit Switched Capability (Data)

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted. Circuit switched data calls are subject to additional charges. (See Other Applicable Charges and Payments.)

Circuit Switched Capability (Voice)

Provides the ability to originate and receive circuit switched voice calls, as well as an electronic key set capability over the 64 Kbps "B" channel. Circuit switched voice calls are subject to additional charges. (See Other Applicable Charges and Payments.)

/1/ Effective July 16, 2005, material relating to ISDN Direct B- and D-channel packet switched data is grandfathered and no longer available to new customers. Existing customers may retain the service on an uninterrupted basis at their current location.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/1/} (cont'd)

A. Description (cont'd)

On-Demand Packed Switched Data - "B" Channel

This capability allows a user to request that a connection be established to provide the ability to originate and receive X.25 packet switched data calls over the 64 Kbps "B" channel.

Standard capabilities and features for Packet Switched Service lines using X.25 access are included.

Provides up to 127 logical channels and throughput of up to 19.2 Kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Service lines using X.25 are available at applicable charges. (See Other Applicable Charges and Payments.)

Packet Switched Data - "B" Channel

Provides the ability to originate and receive X.25 packet switched data calls over the 64 Kbps "B" channel.

Standard capabilities and features for Packet Switched Service lines using X.25 are included.

Provides up to 127 logical channels and throughput of up to 19.2 Kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Service lines using X.25 are available at applicable charges. (See Other Applicable Charges and Payments.)

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/1/} (cont'd)

A. Description (cont'd)

Packet Switched Data - "D" Channel

Provides the ability to originate and receive X.25 packet switched data calls over the 16 Kbps "D" channel.

Standard capabilities and features for Packet Switched Service lines using X.25 access are included.

A single "D" channel packet device is allowed up to 15 logical channels and provides a throughput of up to 9.6 Kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Service lines using X.25 are available at applicable charges. (See Other Applicable Charges and Payments.)

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/1/} (cont'd)

B. Definitions

"B" Channel

A 64 Kbps portion of an ISDN Direct Service Line used for information transfer (voice/data) from user to user.

"D" Channel

A 16 Kbps portion of an ISDN Direct Service Line used for packet switched data, out of band signaling and control of the "B" channels.

ISDN Direct Line

The physical connection between and including the customer Network Interface and the ISDN Direct CO Termination.

ISDN CO Termination

Terminates the ISDN Direct Line in the serving central office.

ISDN Ordering Codes (IOC)

Refers to a very specific combination of National ISDN services and features. Each IOC includes information about the Features, number of Directory Numbers (DNs), DN appearances, number of Call Appearances, number of Terminal Endpoint Identifiers (TEIs) and number of Service Profile Identifiers (SPIDs).

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/1/} (cont'd)**C. Terms and Conditions (cont'd)**

1. Where available, a maximum of eight devices or terminals may be connected directly to an ISDN Direct Service Line. Each device with circuit switched services will have a unique identifier, known as a Service Profile Identifier (SPID), and a unique primary directory number. For customer premises terminal equipment employing multiple SPIDs, each assigned SPID counts as a device.

Multiple circuit switched "B" channel devices are allowed, where facilities permit, on an ISDN Direct Service Line. The Company supports up to four (4) devices to share the "B" channels, per ISDN Direct Service Line.
2. A variety of standard and optional features and capabilities are offered. The availability and functions of the features may vary by serving central office.
3. An ISDN CO Termination is required for each ISDN Direct Line. This enables the subscriber to configure circuit switched service elements and/or packet switched data services on the 2B+D ISDN Direct Line.
4. ISDN Direct Service is available as a business service.
5. The service is available from specially equipped digital switching equipment located in the Company's central offices and will be provided where facilities permit and where capacity is available.
6. ISDN services, features and functionality are available via defined ISDN Ordering Codes (IOCs) with this service. ISDN services, features and functionality ordered, not specifying an IOC, will incur a Custom Ordering Charge per ISDN Direct Service Line.

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

C. Terms and Conditions (cont'd)

7. This service only supports National compliant customer premises equipment.
8. An ISDN Line and an ISDN CO Termination are required for each IOC ordered.
9. Charges for features associated with an IOC may not be applicable, based on the technology of the serving central office.
10. A minimum service period of one (1) month is required for each ISDN Line.
11. Unique sets of standard and optional features and capabilities are specified for each IOC. The availability and functions of the features may vary by serving central office.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/1/} (cont'd)**D. Features**

The following tables describe each ISDN Ordering Code, channel configurations and available features:

1. ISDN Ordering Codes (IOCs)

<u>Code</u>	<u>Description</u>	<u>Features</u>
A	Basic D-Channel Packet with up to 15 two-way logical channels (user specified)	Voice and Circuit Data Features None Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
B	Circuit switched data on one B channel	Circuit Data Features Calling Number Identification Redirecting Number Delivery
C	Alternate voice/circuit switched data on one B channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
D	Voice on one B channel and basic D channel packet	Voice and Circuit Data Features None Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
E ^{/1/}	Voice on one B channel and basic D channel packet	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
G ^{/1/}	Voice on one B channel and circuit switched data on the other B channel	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
I	Circuit switched data on two B channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
J	Alternate voice/circuit switched data on one B channel and circuit switched data on the other B channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
K	Alternate voice/circuit switched data on one B channel and circuit switched data on the other B channel	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
M	Alternate voice/circuit switched data on two B channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
N ^{/1/}	Alternate voice/circuit switched data on one B channel and circuit switched data on the other B channel, and basic D channel packet	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
P	Alternate voice/circuit switched data on two B channels and basic D channel packet	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
R	Circuit switched data on two B channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
S	Alternate voice/circuit switched data on two B channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
T ^{/1/}	Voice capabilities on two B channels and basic D channel packet	Voice and Circuit Data Features None Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
U (EZ ISDN1)	Alternate voice/circuit switched data on two B channels	Voice Features Additional Call Offering Call Hold Call Forwarding Variable Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
V (EZ ISDN1A)	Alternate voice/circuit switched data on two B channels	Voice Features Additional Call Offering Advanced Call Forwarding Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
A1 ^{/1/}	Basic D channel packet	Voice and Circuit Data Features None Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
B1 ^{/1/} B2 ^{/1/} B3 ^{/1/}	Circuit switched data on one B channel	Circuit Data Features Calling Number Identification Redirecting Number Delivery
C1 ^{/1/} C2 ^{/1/} C3 ^{/1/}	Alternate voice/ circuit switched data on one B channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
D1 ^{/1/} D2 ^{/1/}	Voice capabilities on one B channel and basic D channel packet	Voice Features Call Forwarding Variable Call Forwarding Busy Line Call Forwarding Don't Answer Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
D3 ^{/1/}	Voice on one B channel and basic D channel packet. A maximum of 4 logical two-way channels can be selected by user	Voice and Circuit Data Features None Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
D4 ^{/1/}	Voice on one B channel and basic D channel packet.	Voice and Circuit Data Features None Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
E1 ^{/1/} E2 ^{/1/}	Voice capabilities on one B channel and basic D channel packet	Voice Features Additional Call Offering Automatic Callback Automatic Recall Call Forwarding Busy Line Call Forwarding Don't Answer Call Forwarding Variable Call Hold Calling Number Identification Flexible Calling Message Service Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
E3 ^{/1/}	Voice on one B channel and basic D channel packet	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
F1 ^{/1/} F2 ^{/1/}	Voice capabilities on one B channel and basic D channel packet	Voice Features Automatic Callback Automatic Recall Call Appearance Call Handling Call Forwarding Busy Line Call Forwarding Don't Answer Call Forwarding Variable Call Hold Calling Number Identification Flexible Calling Message Service Redirecting Number Delivery Secondary Telephone Number Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
F3 ^{/1/}	Voice on one B channel and basic D channel packet	Voice Features Call Appearance Call Handling Call Hold Calling Number Identification Flexible Calling Intercom Calling Redirecting Number Delivery Secondary Telephone Number Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

Code	Description	Features
G1 ^{1/}	Voice capabilities on one B channel and circuit switched data capabilities on the other B channel	Voice Features Call Hold Circuit Data Features None
G2 ^{1/}	Voice capabilities on one B channel and circuit switched data capabilities on the other B channel	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
G3 ^{1/} G4 ^{1/}	Voice capabilities on one B channel and circuit switched data capabilities on the other B channel	Voice and Circuit Data Features Additional Call Offering Call Appearance Call Handling Call Forwarding Busy Line Call Forwarding Don't Answer Call Forwarding Variable Call Hold Calling Number Identification Flexible Calling Message Service Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
G5 ^{/1/}	Voice capabilities on one B channel and circuit switched data capabilities on the other B channel	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
H1 ^{/1/} H2 ^{/1/}	Voice capabilities on one B channel and circuit switched data capabilities on the other B channel	Voice Features Automatic Recall Automatic Callback Call Appearance Call Handling Call Forwarding Busy Line Call Forwarding Don't Answer Call Forwarding Variable Call Hold Calling Number Identification Flexible Calling Message Service Redirecting Number Delivery Secondary Telephone Number Circuit Data Features Calling Number Identification Redirecting Number Delivery

/1/ Effective August 31, 1998, no new installations and changes to existing will be accepted.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
H6 ^{/1/}	Voice capabilities on one B channel and circuit switched data capabilities on the other B channel	Voice Features Call Appearance Call Handling Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Secondary Telephone Number Circuit Data Features Calling Number Identification Redirecting Number Delivery
I1 ^{/1/} I2 ^{/1/} I3 ^{/1/}	Circuit switched data on two B channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
I4 ^{/1/}	Circuit switched data on two B channels and D channel packet capabilities	Circuit Data Features Calling Number Identification Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
J1 ^{/1/} J2 ^{/1/} J3 ^{/1/} J4 ^{/1/} J5 ^{/1/} J6 ^{/1/}	Alternate voice/ circuit switched data on one B channel and circuit switched data on other B channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
K1 ^{/1/}	Alternate voice/ circuit- switched data on one B channel and circuit switched data on other B channel	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
K2 ^{/1/}	Alternate voice/ circuit switched data on two B channels	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
K3 ^{/1/}	Alternate voice/ circuit switched data on one B channel and circuit switched data on the other B channel	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery

/1/ Effective August 31, 1998, no new installations and changes to existing will be accepted.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
M1 ^{/1/} M2 ^{/1/} M4 ^{/1/} M5 ^{/1/}	Alternate voice/ circuit switched data on two B channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
M3 ^{/1/}	Alternate voice/ circuit switched data on two B channels	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
M6 ^{/1/}	Alternate voice/ circuit switched data on two B channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
N1 ^{/1/}	Alternate voice/ circuit switched data on one B channel and circuit switched data on the other B channel, and basic D channel packet	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
O1 ^{/1/}	Alternate voice/circuit switched data on one B channel and circuit switched data on the other B channel, and basic D channel packet	Voice Features Call Appearance Call Handling Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Secondary Telephone Number Circuit Data Features Calling Number Identification Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
R1 ^{/1/}	Circuit switched data on two B channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
S1	Alternate voice/circuit switched data on two B channels	Voice Features Additional Call Offering Call Hold Calling Number Identification Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery

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1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE^{/2/} (cont'd)**D. Features (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

<u>Code</u>	<u>Description</u>	<u>Features</u>
S2 ^{/1/}	Alternate voice/circuit- switched data on two B channels	Voice Features Basic EKTS Busy Line Transfer Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Secondary Telephone Number Shared Call Appearance Circuit Data Features Calling Number Identification Redirecting Number Delivery
T1 ^{/1/}	Voice capabilities on two B channels, plus basic D channel packet	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel

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/2/ Effective July 16, 2005, B- and D-channel packet switched data as part of this service offering is grandfathered and no longer available to new customers. Existing customers may retain the service on an uninterrupted basis at their current location.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****2. Features and Capabilities**

<u>Features</u>	<u>Capability</u>	
	<u>Voice</u>	<u>Data</u>
Additional Call Offering	Optional	Optional
Additional Multiple Call Appearances	Optional	N/A
Advanced Custom Calling Features	Optional	N/A
Basic EKTS	Standard	N/A
Call Hold	Standard	N/A
Call Transfer	Standard	N/A
Called Number Display	Standard	N/A
Caller ID	Standard	Standard
Calling Number Identification	Standard	N/A
Clear Channel Capability	N/A	Standard
Complementary Network Services	Optional	Optional
Conference Calling - 3 Way	Standard	N/A
Custom Calling Features	Optional	Optional
Denied Origination	Standard	Standard
Denied Termination	Standard	Standard
Flexible Calling	Standard	N/A
Hunt Group for Shared Data Access	N/A	Standard
Hunting	Standard	N/A
Intercom Calling	Optional	N/A
Message Waiting Indicator	Optional	N/A
Multiple Call Appearance	Standard	N/A
Redirecting Number Delivery	Standard	N/A
Secondary Telephone Number	Optional	N/A
Shared Call Appearance	Standard	N/A
Station-Controlled Conference (6 Port)	Optional	N/A

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****2. Features and Capabilities (cont'd)**Additional Call Offering

Provides notification to an ISDN user that a call directed to that user is present at the service switch, even though no "B" channel can be allocated for the call. Once notified, the user may free up a "B" channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

Additional Multiple Call Appearances

Provides additional call appearances, beyond the initial four appearances, of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access.

Advanced Call Forwarding

Provides for the assignment of the following features:

- Call Forwarding Variable (See Custom Calling Features.)
- Call Forwarding Don't Answer (See Complementary Network Services.)
- Call Forwarding Busy Line (See Complementary Network Services.)
- Message Waiting Indicator

Advanced Custom Calling Features

(See Other Applicable Charges and Payments.)

- Automatic Callback
- Call Screening
- Repeat Dialing (Automatic Recall)

Automatic Recall

(See Advanced Custom Calling Features.)

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****2. Features and Capabilities (cont'd)**Basic Electronic Key Telephone Service (EKTS)

Basic EKTS supports multiple directory numbers (DNs) and the sharing of DN's between other EKTS users or terminals, in an EKTS group. Basic EKTS allows only one call appearance for a DN, so only one call may be associated with a given DN.

Basic EKTS and Call Appearance Call Handling (CACH) EKTS terminals may be members of the same EKTS group; however, a DN which is shared across Basic EKTS and CACH EKTS terminals may only be assigned one call appearance. EKTS is only used to manage voice calls. An EKTS primary DN can be an alternate voice/data DN.

Call Appearance Call Handling (CACH)

CACH supports multiple directory numbers (DNs), multiple call appearances of each DN, and the sharing of one or more call appearances of one or more DN's with other users or terminals, within the same EKTS group. The quantity of calls which may be associated with a given DN is the number of call appearances assigned to the DN. Up to four call appearances may be assigned as standard provisioning.

Basic EKTS and CACH EKTS terminals may be members of the same EKTS group; however, a DN which is shared across Basic EKTS and CACH EKTS terminals may only be assigned one call appearance. EKTS is only used to manage voice calls. An EKTS primary DN can be an alternate voice/data DN.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****2. Features and Capabilities (cont'd)**Call Hold

Allows the customer to place a call on hold at the central office, making the channel available for another call (either incoming or outgoing). This can be done through software in the customer's equipment or by depressing a properly programmed button on the customer's telephone equipment.

Call Transfer

(See Flexible Calling.)

Called Number Display

Displays the called number on compatible customer premises equipment when an outgoing call is placed.

Caller ID

(See Calling Number Identification.)

Calling Number Identification

Displays the caller's number, if not blocked, on compatible customer premises equipment when an incoming call is received. This feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. Features (cont'd)

2. Features and Capabilities (cont'd)

Clear Channel Capability

Allows all 64 Kbps on each "B" channel to be used for customer information, since all signaling and control functions are handled by the "D" channel, over the ISDN Direct Line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between the ISDN Direct Line and the distant end of the call.

Complementary Network Services

(See Other Applicable Charges and Payments)

- Alternate Answering (Call Forwarding Don't Answer)
- Busy Line Transfer (Call Forwarding Busy Line)

Conference Calling - 3 Way

(See Flexible Calling.)

Custom Calling Features

(See Other Applicable Charges and Payments.)

- Call Forwarding Busy Line (See Complementary Network Services.)
- Call Forwarding Don't Answer (See Complementary Network Services.)
- Call Forwarding Variable
- Speed Calling - 8 (Voice capability only)
- Speed Calling - 30 (Voice capability only)

Denied Origination

Allows call terminations, but prevents the origination of a call.

Denied Termination

Allows call originations, but prevents the termination of a call.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****2. Features and Capabilities (cont'd)**Flexible Calling

Flexible Calling is a set of capabilities that allows an ISDN user to establish and control two or more concurrent calls using a single "B" channel.

- Conference allows a user to hold incoming or outgoing calls, initiate another call, then return to the original call, adding on the last party.
- Transfer allows incoming and outgoing calls to be transferred to other lines. The customer initiating the transfer is responsible for any local or toll charges on transferred calls.
- Drop allows the user to drop the last party added to a conference call.

Hunt Group for Shared Data Access

Provides for the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Series Completion, Multi-Line and Circular.

Hunting^{/1/}

Directs incoming calls to a busy line appearance to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel or another ISDN station. The types of hunting are limited to Series Completion, Multi-Line and Circular. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving central offices.

/1/ This feature is not available for Alternate Voice and Data Channel service configurations.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****2. Features and Capabilities (cont'd)**Intercom Calling

Allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that, one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

Message Service

(See Message Waiting Indicator.)

Message Waiting Indicator

Provides the ability to indicate to the ISDN station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting Indicator may be used to present either a visual or audible signal, for the specified IOC or CPE, to the user as determined by the customer's equipment and central office capability.

Multiple Call Appearance

Provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device). This feature may impact the use of Shared Call Appearance in certain serving central offices.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**D. Features (cont'd)****2. Features and Capabilities (cont'd)**Redirecting Number Delivery

For incoming calls forwarded to an ISDN user, Redirecting Number Delivery delivers to the ISDN user's compatible customer premises equipment the directory number (if not blocked), associated with the forwarding party and the reason why the call was forwarded.

Secondary Telephone Number

Provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

Shared Call Appearance

Provides the capability for a directory number appearance to be shared by two or more ISDN stations. A user may bridge onto an active call on the shared appearance. For call privacy, manual bridge exclusion capabilities are available to prevent other stations from bridging on to selected calls.

Station-Controlled Conference (6 Port)

Provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**E. Technical References**

All customer premises equipment used to interface with ISDN Direct Service is required to conform with the Technical Reference Specifications used by the Company.

<u>Subject</u>	<u>Technical Reference</u>
Ameritech ISDN Interface Specification	AM-TR-NIS-000068

The Technical Reference can be obtained from:

APEx Support Team
(734) 523-7348

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices**

The prices shown for ISDN Direct are exclusive of local and toll charges and associated customer premises equipment.

Charges for other services or features normally applied on a per line basis apply on a per telephone number basis for this service.

ISDN Direct Lines are also subject to End User Common Line (EUCL) charges. (See Other Applicable Charges and Payments.) The customer shall be liable for all adjustments to the EUCL charge per ISDN Direct Line, per month, as authorized or mandated by the Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction).

Charges for the loop, EUCL, usage and optional features are based upon the customer's class of service.

Charges for usage and optional features will be applied on a per channel service capability basis.

When the customer's premises and the central office providing ISDN Direct are located in different Service Areas, Base Rate charges will apply. (See Other Applicable Charges and Payments.) Customers provided this service arrangement will require three Interexchange Mileage component charges and six Channel Mileage Termination charges for each ISDN Direct Line they purchase.

In cases where the customer's premises are in Independent Telephone Company (ITC) serving areas, the Company will assess Base Rate Interexchange Mileage charges only to the point of meet with the ITC or intermediate ITC. Charges for ITC services will be assessed by the ITC.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements**

<u>Description /Billing Code/</u>	<u>Nonrecurring Charge</u>	<u>Monthly</u>	Monthly Payment <i>Term Payment Plans</i> ^{3/}		
			<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
ISDN CO Termination /P2B/	\$50.00	\$1,425.00 (I)	/1/	/1/	/1/
ISDN Direct Line /P2L/					
Rate Class 1	/2/	378.00 (I)	/1/	/1/	/1/
Rate Class 2	/2/	378.00	/1/	/1/	/1/
Rate Class L	/2/	378.00	/1/	/1/	/1/
Rate Class 3	/2/	378.00 (I)	/1/	/1/	/1/
Circuit Switched Capability – - Initial "B" Channel /BSB1D/	15.00	161.00 (I)	\$3.75	\$3.50	\$3.25

/1/ Not available.

/2/ See Other Applicable Charges and Payments.

/3/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Non- recurring Charge	Monthly	Monthly Payment Term Payment Plans ^{/3/}		
			36 Months	60 Months	84 Months ^{/1/}
Circuit Switched Capability, Subsequent "B" Channel /BSB8A/	\$ 15.00	\$96.00 (I)	\$11.75	\$11.50	\$11.25
Packet Switched Data "B" Channel, per "B" channel /BSB3X/ ^{/2/}	100.00	85.00	80.00	75.00	70.00
Packet Switched Data "D" Channel, per device /LTQ4X/ ^{/2/}	15.00	6.50	6.30	6.10	5.90

/1/ Effective June 21, 2002, 84-Month Term Payment Plans will no longer be available for ISDN Direct Service. Current ISDN Direct 84-month customers may continue to retain their existing service as is at their current address until the 84-month contract term expires. Any customer requested changes to the existing Service will require the customer to select a new contract term payment plan or the month-to-month option at the then current rates. The Company will not impose termination liability to those customers required to make a contract term change. Upon completion of the 84-month TPP term, customers may continue receiving the Service at the then-current rates under any available payment plan. If the customer does not select a new payment plan and does not request discontinuance of the Service, the month-to-month Guidebook rates in effect at such time will automatically apply.

/2/ Effective July 16, 2005, material relating to ISDN Direct B- and D-channel packet switched data is grandfathered and no longer available to new customers. Existing customers may retain the service on an uninterrupted basis at their current location.

/3/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Non- recurring Charge	Monthly	Monthly Payment <i>Term Payment Plans</i> ^{/4/}			(C)
			36 Months	60 Months	84 Months	
On-Demand Packet Switched Data "B" Channel, per "B" channel /BSB7X/ ^{/3/}	\$50.00	\$20.00	/2/	/2/	/2/	
Additional Call Offering, each /NCO/	5.00	3.00	/2/	/2/	/2/	
Additional Multiple Call Appearances, each /ACSPB/	5.00	2.00	/2/	/2/	/2/	
Advanced Custom Calling Features ^{/1/}						
- Automatic Callback	-	-	/2/	/2/	/2/	
- Call Screening	-	-	/2/	/2/	/2/	
- Repeat Dialing	-	-	/2/	/2/	/2/	
Complementary Network Services ^{/1/}						
- Alternate Answering	-	-	/2/	/2/	/2/	
- Busy Line Transfer	-	-	/2/	/2/	/2/	

^{/1/} See other applicable charges and payments.^{/2/} Not available.^{/3/} Effective July 16, 2005, B- and D-channel packet switched data as part of this service offering is grandfathered and no longer available to new customers. Existing customers may retain the service on an uninterrupted basis at their current location.^{/4/} Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

(N)

(N)

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Non- recurring Charge	Monthly	Monthly Payment <i>Term Payment Plans</i> ^{/3/}			(C)
			36 Months	60 Months	84 Months	
Custom Calling Features ^{/1/} Call Forwarding Variable	-	-	/2/	/2/	/2/	
Intercom Calling /NZV/	\$5.00	\$2.50	/2/	/2/	/2/	
Message Waiting Indicator, each /MLN/	5.00	2.50	/2/	/2/	/2/	
Secondary Telephone Numbers, each /DO6/	5.00	2.50	/2/	/2/	/2/	

/1/ See other applicable charges and payments.

/2/ Not available.

/3/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

(N)

(N)

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Non- recurring Charge	Monthly	Monthly Payment Term Payment Plans ^{/3/}		
			36 Months	60 Months	84 Months
Station Controlled Conference - 6 Port /EQ6/	\$15.00	\$14.00	//	//	//
Subsequent charges for Circuit Switched & Packet Switched ^{/2/} rearrangements to add, change or move line appearances or feature appearances, per line, per occasion /REA16/	15.00	-	//	//	//
Custom Ordering Charge, per ISDN Line /NR91Z/	75.00	-	//	//	//

/1/ Not available.

/2/ Effective July 16, 2005, B- and D-channel packet switched data as part of this service offering is grandfathered and no longer available to new customers. Existing customers may retain the service on an uninterrupted basis at their current location.

/3/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

(N)

(N)

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****2. Other Applicable Charges and Payments**

Service ordering and line connection charges are also applicable for the establishment of ISDN Direct service.

References:

<u>Service</u>	<u>Reference</u>
Advanced Custom Calling Features	Part 7, Section 2
Automatic Callback	
Call Screening	
Repeat Dialing	
Base Rate Service	Part 15, Section 3
Complementary Network Services	Part 7, Section 3
Alternate Answering	
Busy Line Transfer	
Custom Calling Features	Part 7, Section 1
Call Forwarding Variable	
Speed Calling - 8	
Speed Calling - 30	
End User Common Line (EUCL)	Ameritech Operating Companies
Interstate	Tariff F.C.C. No. 2, Section 4
Intrastate	Part 21, Section 2

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. Prices (cont'd)

2. Other Applicable Charges and Payments (cont'd)

References:

<u>Service</u>	<u>Reference</u>
Packet Switched Service (Grandfathered)	Part 20, Section 6
Service ordering and line connection	Part 3, Section 1

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****3. Payment Plans**

- Month to Month

Integrated Services Digital Network (ISDN) Direct Service is offered on a month-to-month basis. Month-to-month prices will be subject to Company initiated price adjustments.

- Term Payment Plans^{/1/}

(C)

ISDN Direct Service is offered under the Term Payment Plan (TPP) which allows the customer to pay for the service over a customer selected term payment plan.

Customers may elect to subscribe to ISDN Direct Service for an extended period under a Term Payment Plan (TPP) option which allows the customer to select a 36- or 60-month payment plan. During the length of the selected TPP, monthly prices for service ordered under the plan will automatically change (increase or decrease) as Company initiated price changes become effective. However, under no circumstances will any price change cause the monthly price for the service to exceed the price that was in effect at the beginning of the selected TPP term.

In addition to other regulations of this Guidebook the following terms and conditions apply to Term Payment Plans (TPP):

/1/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

(N)

(N)

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****3. Payment Plans (cont'd)**

- Changes

With the written permission of the Company, the obligation to pay the TPP^{/1/} charges may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer. (C)

During a customer's TPP term, conversion may be made to a new TPP term of the same or different length, if the expiration date for the TPP is beyond the end of the original TPP. The new TPP becomes effective upon execution. Customers may also change from a Month-to-Month Payment Plan to a TPP. No credit for months under the previous TPP or under the Month-to-Month Plan may be transferred to the new TPP. The customer incurs no liability for the remaining months on the original TPP since the change is not considered a termination of service. The prices applicable for the new term are those currently in effect for new customers.

/1/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply. (N)
(N)

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)**F. Prices (cont'd)****3. Payment Plans (cont'd)**

- Renewal Options

If the customer does not elect a new TPP and does not request discontinuance of service, service will be continued at the month-to-month price then currently in effect for the Month-to-Month Payment Plan. At a later date, the customer may elect any TPP option currently in effect for new customers.

The monthly TPP prices applicable for the new term are those currently in effect for new customers.

There are no nonrecurring charges associated with renewing a TPP.

4. Termination Charges^{/1/}**(C)**

In the event of termination of the service provided under the Term Payment Plan (TPP) during the TPP term, the customer will remain liable for payment of a percentage of the monthly TPP charges for the remainder of the term as indicated below, which shall upon any such termination immediately become due and payable in its entirety.

Customers requesting termination of service prior to the expiration date of the TPP term will be liable for a termination charge.

/1/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

(N)**(N)**

1. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. Prices (cont'd)

4. Termination Charges (cont'd)

The termination charge for all TPP terms will be calculated as follows:

For service term agreements which become effective on or after May 3, 2004:

- in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of ISDN Direct Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term.

For service term agreements in effect prior to May 3, 2004:

- The dollar difference between the current monthly TPP price for the TPP term that could have been completed during the time the service was actually in service and the customer's current TPP price for each month the service was provided.

Example: A customer subscribed to a 60-month TPP term and disconnected service during the 37th month. This customer's termination charge would be

$$(36\text{-month TPP price} - 60\text{-month TPP price}) \times 37 = \text{Termination Charge}$$

The 36-month TPP term could have been completed during the months the service was actually in service.

All termination charges will be based on the TPP prices in effect at the time of termination.

Termination charges are not applicable to changes in the physical location of the customer's ISDN Direct Services as long as the service originates in the same serving central office area.

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/1/ Material now appears in Part 20, Section 17, Sheet 18.

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/1/ Material now appears in Part 20, Section 17, Sheet 19.

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/1/ Material now appears in Part 20, Section 17, Sheet 19.

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/1/ Material now appears in Part 20, Section 17, Sheet 20.

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/1/ Material now appears in Part 20, Section 17, Sheet 21.

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/1/ Material now appears in Part 20, Section 17, Sheet 22.

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/1/ Material now appears in Part 20, Section 17, Sheet 23.

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/1/ Material now appears in Part 20, Section 17, Sheet 24.

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/1/ Material now appears in Part 20, Section 17, Sheet 41.