

MAKE BUSY OR BREAK HUNT FEATURE

1. Make busy or break hunt are two methods of restricting traffic to certain PBX trunks or one-party central office lines for night, Sunday and holiday answering. With the arrangement a key is operated at the customer's location which either makes certain lines busy or breaks the hunting from certain lines at the central office so that incoming calls are directed to a certain one or more of a customer's group of lines.
2. The features are available only with individual line service.
3. Charges

	USOC	Nonrecurring Charges	Monthly Rates	
a. Make Busy or Break Hunt Control equipment (Requires a customer- provided cut-off key.)	BRR/P89	-	\$77.00	(l)

Local channel facility

- (1) When the serving wire center and the customer's control location are in the same wire center, one 2 wire voice grade Direct Analog Service Local Distribution Channel as provided via unregulated Dedicated Communications Service.
- (2) When the serving wire center and the customer's control location are in different wire centers, the channel charges are:
 - (a) The Channel Mileage and Channel Mileage Termination rates and charges for a Direct Analog Service between the wire centers as provided via unregulated Dedicated Communications Service are applicable.
 - (b) Local channel to the customer's control location – Rates and charges for one 2 wire voice grade Direct Analog Service Local Distribution Channel as provided via unregulated Dedicated Communications Service, are applicable.

CUT-OFF AND TRANSFER FEATURES

A. Automatic Central Office Cut-Off - Manual Control

1. By means of a key the main service instrument may cut off the off premises instrument from the line.

	USOC	Monthly Rates
2. Main instrument and off-premises instrument in same block or in different blocks with circuit routed through passageway provided by customer	SJ8	\$0.49
3. Main instrument and off-premises instrument in different blocks (Circuit not through passageway provided by customer) Automatic central office cut off control equipment (Requires one 2 wire voice grade Direct Analog Service Local Distribution Channel at charges specified elsewhere in the Company's tariffs and a customer provided cut- off key.)	SJ9	5.05
4. Channel charges for the off-premises instrument apply as provided via unregulated Dedicated Communications Service for end users and from Part 21, Special Access, for Telecommunications Providers for one 2 wire voice grade Direct Analog Service Local Distribution Channel.		

5. Installation, Move or Change Charges are specified elsewhere in this Guidebook. (C)

ORDER ENTRY SERVICE

A. Description

1. Order Entry Service (OES) is a telephone service where an end user calls a specified telephone number to place an order with the OES Subscriber. The Company records the calling telephone number and transmits it as order request, through the order entry system, to the OES Subscriber. Each telephone call from an end user to the Order Entry Service is a Transaction.
2. Order Entry Service may be utilized by a variety of OES Subscribers with different applications, such as an order entry vehicle for Cable Television (CATV) sale of Pay-Per-View events and movies.
3. The OES Subscriber is the customer of the Company and is billed all recurring and nonrecurring charges and transaction charges associated with the OES. The end user is the customer of the OES Subscriber.

B. Regulations

1. The Company will provide OES in the following Exchanges where facilities exist to provide OES:
 - Traverse City Wayne
 - Saginaw Detroit
 - Grand Rapids Pontiac
 - Lansing
2. At the discretion of the Company, OES may be provided from other Exchanges of the Company where facilities permit and where there is sufficient demand, as determined by the Company, to warrant provision of the service Special Construction Charges specified elsewhere in the Company's tariff may apply.
3. The OES Subscriber must give the Company timely written notice of any program such as a major sporting event, that may significantly increase the call volume to the OES telephone number and overload the capacity of OES and the network. (OES and the Network are engineered to handle a normal call volume. When an abnormally, unplanned high volume of call attempts occur, the network can become blocked and calls, including emergency calls, cannot be completed. This is considered harm to the network.)

Material originally appeared in INFORMATION LINK No. 2, Original Sheet 91.

ORDER ENTRY SERVICE (Cont'd)**B. Regulations (Cont'd)**

4. If harm to the network occurs, or there is a substantial probability than harm may occur, the Company may immediately disconnect the OES as specified in Tariff MPSC No. 20R, Part 2, Section 2.
5. The Company will determine the appropriate network design for the Service.
6. It is the responsibility of the OES Subscriber to provide the Company with a written estimate of the number of end users who will have access to each service (subscriber base) and the number of transactions that will be transmitted over each service each month (transaction estimate).
7. The OES Subscriber must provide in writing a new estimate of the subscriber base and transactions each time the Minimum Payment Period (MPP) is extended or renewed.
8. There is no charge by the Company to the end user to call the Order Entry Service.
9. The telephone numbers assigned for OES are for order entry purposes only, and cannot be used for two-way communication.

C. Minimum Payment Period (MPP)

1. Order Entry Service is subject to an initial minimum payment period (MPP) of 12 months.
2. At the end of the MPP, the OES Subscriber may terminate the service, continue the service on a monthly basis at the prevailing rates, subscribe to a new MPP at the then prevailing monthly rates, or extend the existing rate for an additional MPP of 12 months. Extending the existing rates for an additional MPP is a one time only option or allowable extension.
3. At the expiration of a MPP, the OES Subscriber will be billed on a monthly basis at the prevailing rates unless the OES Subscriber elects another option.
4. The rates and charges for OES are not subject to change during the MPP of an extension of an MPP under C.2.

Material originally appeared in INFORMATION LINK No. 2, Original Sheet 91 and Original Sheet 92.

ORDER ENTRY SERVICE (Cont'd)

C. Minimum Payment Period (Mpp) (Cont'd)

5. Subsequent to the establishment of service under the MPP and prior to the termination of the MPP, the OES Subscriber may convert to a new MPP at the then current tariff rates. A conversion in payment period is subject to the following conditions:
 - a. No credit will be given for the currently existing payment period.
 - b. The new payment period begins with the date requested.
 - c. No termination charges apply to the former payment period provided the customer subscribes to a new MPP equal to or longer than the time remaining in the former payment period.

D. Minimum Transaction Guarantee (MTG)

1. The MTG is a guarantee by the customer to pay a minimum number of order transaction charges each month. The minimum monthly transaction charge is \$75.00.
2. The MTG does not apply to the first 3 months of the initial MPP. This is an introductory period during which time the Company will bill for 70% of the actual transactions at the Transaction rate applicable to 0 to 999 transactions.
3. The MTG applies to Transaction rates only.
4. After the introductory period, the customer will pay a minimum charge of \$75.00 in any month where there are fewer than 375 transactions.
5. The MTG is a monthly requirement and sums paid in one month cannot be applied to another month.

E. Termination Prior To MPP Expiration

1. OES may be terminated at any time upon 30 days written notice to the Company.
2. If the service is cancelled by the OES Subscriber prior to the completion of the installation by the Company, the OES Subscriber is liable for the costs incurred by the Company as specified in Tariff MPSC No. 20R, Part 2, Section 2.
3. If the service is terminated after installation is completed but prior to the completion of the initial MPP the OES Subscriber shall pay a termination charge. Said charge will consist of the MTG times the number of months remaining in the MPP X 50%.

Material originally appeared in INFORMATION LINK No. 2, Original Sheet 92.

ORDER ENTRY SERVICE (Cont'd)

F. Deferred Payment Of Nonrecurring Charges

1. Payment of the nonrecurring charge for the Service Establishment Charge may be deferred over the MPP of 12 months.
2. Interest of deferred payment of nonrecurring charges will be calculated at the rate set forth in the deferred payment agreement executed by the customer. The interest rate to be charged on new deferred payment agreements may be revised at any time at the sole option of the Company. If, in the judgment of the Company, the maximum interest rate allowed by law is insufficient to cover the costs of providing the deferred payment option, the Company will suspend offering the deferred payment option until the costs can be recovered through the application of a lawful interest rate. Suspension of the deferred payment option or an increase in the applicable interest rate will not affect customers who have previously executed a deferred payment agreement
3. The deferred payment of nonrecurring charges including calculated interest will be prorated on a monthly basis over the selected deferral period.
4. Deferred charges must be paid in full at the option of the Company when the customer:
 - a. Discontinues service prior to expiration of the MPP.
 - b. Fails to pay any charge applicable to the service within 30 days of its due date.
5. Customers may prepay all or part of the total outstanding deferred charges during the selected deferral period and will be given a credit for the amount of unearned interest.

G. Rates And Charges

1. Existing tariff rates apply to the dedicated or switched facilities required between the OES Subscriber and the Company's tandem when such facilities are obtained from the Company. These rates are specified in other tariffs of the Company, are based upon the service requested and are in addition to the rates and charges specified in this Guidebook for OES. (C)
2. The following rates apply for each Transaction and are subject to a MTG; the following service establishment charge applies to establish each Order Entry Service, including the necessary telephone numbers.

ORDER ENTRY SERVICE (Cont'd)

G. Rates And Charges (Cont'd)

3. The following Subsequent Order Activity Nonrecurring Charge is applicable for each subsequent order activity, including the addition or deletion of telephone numbers except that this charge does not apply to discontinue the OES.
4. The following rates and charges, excluding the Subsequent Order Activity NRC, are offered under a range of rates/charges and as such are subject to increase or decrease by the Company at any time in accordance with the Order of the Commission in Case No. U-9266, dated 2-7-89.
5. The prevailing rates and charges are the rates specified herein which shall be effective for all new OES Subscribers, all month-to-month customers and customers entering into a new MPP except as otherwise specified.
6. The prevailing monthly transaction rates are based upon the number of transactions.
7. Prevailing Rates and Charges

a. Transactions, ea	<u>MONTHLY RATES</u>	
- 0- 999	\$.20/a/	
- 1,000 - 2,999	.18	
- 3,000+	.16	
b. Service Establishment Charge, ea		<u>NRC</u> \$6,000
c. Subsequent Order Activity Charge, ea		6,000

/a/ A MTG of \$75.00 applies when a customer has 375 transactions or less each month, the MTG is computed as follows: 375 transactions X \$.20 = \$75.00 MTG

Material originally appeared in INFORMATION LINK No. 2, Original Sheet 93.

ORDER ENTRY SERVICE (Cont'd)

H. RANGE OF RATES

TRANSACTION RATES0-999

Maximum rate	\$0.30 each
Minimum rate	0.14
Prevailing rate	0.20

1000-2999

Maximum rate	\$0.27 each
Minimum rate	0.12
Prevailing rate	0.18

3.000+

Maximum rate	\$0.24 each
Minimum rate	0.10
Prevailing rate	0.16

SERVICE ESTABLISHMENT NRC

Maximum rate	\$10,000.00
Minimum rate	5,000.00
Prevailing rate	6,000.00

Material originally appeared in INFORMATION LINK No. 2, Original Sheet 94.

RESERVED TELEPHONE NUMBERS

1. The Company will, at the request of a customer and where facilities are available, reserve central office telephone numbers for use by the customer.
2. Numbers may be reserved for exchange services, Centrex stations, D.I.D. Services and Outpulsing services.
3. When reserved numbers are placed in service within the normal service interval for the telecommunications service being provided, no charge is applicable.
4. When, because of customer reasons, the reserved numbers are not placed in service within the normal interval the following charges are applicable.

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
- For each group of (one or more) telephone numbers reserved	\$25.00	\$5.00
- In addition, for each telephone number reserved	-	0.25

Material originally appeared in INFORMATION LINK No. 2, 1st Revised Sheet 123.

DATA SERVICES

/2/

DATA ACCESS ARRANGEMENTS

1. Facilities or arrangements provided by the Company for direct electrical connections with customer-provided equipment which performs the functions of data signal conditioning.

	<u>USOC</u>	<u>Nonrecurring Charges</u>	<u>Monthly Rate</u>
Data Access Arrangements (Manufacture Discontinued-Available only as supply conditions permit.)			
(a) Manual Operation, each	CDT00	\$32.77	\$2.62
(b) Automatic Operation			
(1) Arrangement for unattended sending and receiving through a voltage type interface, each	CBS	32.77	6.56
(2) Arrangement for unattended sending and receiving through a contact closure type interface, each	CBT	32.77	5.24
(3) Power supply for use with contact closure type interface when not supplied by customer, each	CBV	32.77 ^{/1/}	1.97
(4) Line current status indicator, where facility conditions permit	CBW	16.39	1.97

/2/

(c) Move and Change Charges

/3/

- (1) For the move, change or rearrangement of each data access arrangement or line current status indicator the nonrecurring charge is applicable. Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communications, the data access arrangement may be used to connect the customer provided equipment for voice communication.
- (2) A change of instrument charge does not apply where changes in type or style of station equipment are made at the option of the Company in order to furnish the Data Access Arrangement.

/3/

/1/ Does not apply if installed, moved or changed at the same time as the associated Data Access Arrangement.

/2/ Material formerly appeared in Tariff 20 Part 8 Section 8 on sheet 1.

/3/ Material formerly appeared in Tariff 20 Part 8 Section 8 on sheet 2.

/1/

/1/ Power Fault Protection has been renamed High Voltage Protection Service and now appears on
Sheets 22-28 in Part 8, Section 8 of this Guidebook.

(C)

SPECIAL NETWORK STUDIES

1. The Company will, at the request of a customer and where facilities permit, conduct special network studies to determine traffic measurement data on trunking, switching, common control, attendant equipment, etc. These studies will be conducted to assist customers in designing and administering their telephone systems.
2. The data will be collected on Central Office registers connected to the facilities used by the customers and will provide counts of usage, peg count and overflow. Data will be collected for periods of five consecutive days (a study week) or less.
3. Upon completion of the study period, the Company will furnish the customer with the collected data for customer analysis.
4. Charges

Special Network Studies	<u>Nonrecurring Charges</u>
a. Initial study week	
(1) Per occasion (includes all facilities or groups of facilities studied)	
(a) 10 or less registers connected	\$35.00
(b) Each group of 10 registers connected over the initial 10	10.00
(2) Per register	25.00
b. Additional study week	
(1) Per occasion	
- Each group of 10 or less registers connected	10.00
(2) Per register	5.00

Material originally appeared in INFORMATION LINK No. 2, Original Sheet 122.

SCHOOL-TO-HOME SERVICE

1. School-To-Home service consists of providing facilities for a two-way communication service designed primarily for schoolroom instruction to students who are confined to their homes, hospitals, or other locations.
2. The school and home stations consist of speaker-microphone and associated amplifying equipment. School and home stations may be fixed or portable. Signaling is accomplished between stations by voice.
3. Suitable commercial power and power outlets must be provided by the customer, or at his expense at convenient locations in the home and school.
4. The subscriber indemnifies and saves the Company harmless against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, infringement of copyright or any other claims arising out of any act or omission of the user in connection with facilities provided by the Company.
5. The following charges apply when the school station and all home stations are located in the same wire center. Where facility and transmission conditions permit, stations will be provided outside the same wire center area, or in a different wire center area and any additional charges applicable will be determined on the basis of the facilities required.

	USOC	Nonrecurring Charges	Monthly Rates
6. Charges			
a. Home Stations			
(1) Initial Stations, each			
(a) When Home Station and School Station are both within the same wire center area, one 2 wire voice grade Direct Analog Service Local Distribution Channel is required at rates and charges provided via unregulated Dedicated Communications Service.			(C) (C) (C)
b. School Stations			
(1) Initial Stations, each one 2 wire voice grade Direct Analog Service Local Distribution Channel is required at rates and charges provided via unregulated Dedicated Communications Service.			(C) (C) (C)

(D)

(D)

HIGH VOLTAGE PROTECTION SERVICE**A. Description**

This service provides special, high voltage protection (HVP) through the provisioning of high voltage protection equipment for customers who purchase company exchange and private line services to be located at or near electric power generating stations, co-generating stations, substations, distributing power stations, power transmission lines, high voltage towers and other similar high voltage locations (referred to as "HVP Locations"). The purpose of the service is to isolate or neutralize the hazardous voltages that could appear at telephone network terminating equipment due to Ground Potential Rise (GPR) and/or induction resulting from faults in the electric power system.

B. Definitions

No specific definitions are necessary for High Voltage Protection Service.

C. Terms and Conditions

1. In addition to the rates and charges set forth in this Guidebook schedule, rates and charges for the underlying exchange or private line service will apply. (C)
2. The Company shall determine from data furnished by the customer the proper level and method of protection to isolate or neutralize electrical hazards at each location, and will provide the facilities to meet that level of protection except as otherwise allowed in Sections 9 through 11 below.

If extra ordinary costs are incurred in providing facilities, Special Construction charges may apply. Terms and conditions for these charges may be found in the MI Guidebook, Part 2, Section 5.

3. The high voltage protection equipment will be located on the Central Office side of the Network Interface (NI) or demarcations point at the HVP Location. The Company will be responsible up to this point for provisioning tariffed channels and/or services. Additional high voltage protection equipment may also be required on the serving telephone facilities at the Company's Central Office and/or on the right-of-way at remote locations.

HIGH VOLTAGE PROTECTION SERVICE (cont'd)**C. Terms and Conditions (cont'd)**

4. The customer may request to have high voltage equipment moved within the same HVP Location or to a different HVP Location within the area covered by this Guidebook. All costs incurred due to rearrangement of circuits or equipment associated with special protection will be billed to the customer. Applicable monthly rates will continue for the duration of the move. (C)
5. As a condition to receiving service, the customer shall provide the Company, in writing, with the technical data necessary to determine the high voltage requirements, at the time of initial application for the initial service, additions to, or changes in the existing service. In addition, the customer shall notify the Company, in writing, prior to making any changes at the HVP Location which may increase the GPR at the Location and/or change the HVP requirements at the Location.
6. The customer will provide the Service Type and the Service Performance Objective (SPO), as described in D. below, along with a forecast of the type and quantity of each telecommunications service required at a given location.
7. The technical data for the High Voltage Protection Location shall include, but not be limited to the following:
 - Ground grid area in square feet
 - Ground grid impedance in ohms
 - X/R ratio at worst case fault location
 - Maximum fault current in amperes RMS
 - Maximum ground return current in amperes RMS
8. Minimum protection standards as specified by the Company will be established in accordance with the Service Performance Objectives stated in D below. The customer may select a higher degree of protection depending on the need for minimum service interruptions.
9. The customer may elect to furnish the HVP equipment necessary for use at its premises subject to the approval of the Company. The equipment provided by the customer must be compatible with the Company's network, including monitoring and testing, and must be provided by a vendor whose equipment has been approved for use on the Company's network. The Company is under no obligation to approve all HVP equipment that might be compatible with its network and may, at its sole discretion, limit the number of vendors from whom the customer may obtain compatible equipment. The Company, at its sole discretion, may provide line powering for customer-provided HVP equipment, but is under no obligation to do so.

HIGH VOLTAGE PROTECTION SERVICE (cont'd)**C. Terms and Conditions (cont'd)**

10. When the customer provides the HVP equipment for use at its premises, the Company will provide the necessary HVP equipment at the Central Office and remote drainage locations. In all cases, the HVP equipment at the customer's premises will either be owned exclusively by the Company or by the customer.
11. The Company shall not maintain customer-provided HVP equipment. However, the Company shall be allowed to inspect and verify the adequacy of the HVP equipment when service is established and thereafter at such times that the Company deems necessary. Such inspections shall not relieve the customer of its obligation to install and maintain adequate HVP equipment. If the necessary equipment has not been installed, or at anytime is determined to be inadequate, the Company may discontinue telecommunications service to the HVP Location until the customer provides the necessary and adequate equipment or applies for HVP service from the Company.
12. If at any time during the specified period following installation of Company-provided high voltage protection equipment, such equipment is permanently disconnected as a result of a request by the customer or disconnection of the customer's telephone service in accordance with the Company's applicable Guidebooks, the customer shall pay to the Company, upon demand, the Basic Equipment Charge for said equipment, less a credit for each full month between installation and disconnection. (C)
13. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits, action and liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any other loss, of any type including, but not limited to, economic damage, interruption of service, and/or 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 HVP equipment and/or the services associated therewith.
14. The minimum service period is twelve (12) months.
15. The Basic Equipment Charge will apply if the customer does not keep special protection arrangement in place as provisioned for the minimum service period. The Basic Equipment Charge will be reduced by 1/12 for each month of service.

HIGH VOLTAGE PROTECTION SERVICE (cont'd)**C. Terms and Conditions (cont'd)**

16. A one-time nonrecurring charge will be billed for new and additional HVP installations where the customer provides the HVP equipment, pursuant to the special construction charges set forth in MI Guidebook, Part 2, Section 5. This one-time charge will include the cost of the Company's initial inspection of the equipment to determine the adequacy of the equipment. All costs incurred due to change-outs or rearrangements of HVP equipment, whether customer-provided or Company-provided, will be billed to the customer. All costs incurred due to inspections of customer-provided equipment, and inspections, service and maintenance calls for Company-provided equipment, will be billed to the customer. (C)

D. Technical FeaturesProtection Service Types

Type 1 – Services requiring either dc transmission or ac and dc transmission used for Basic Exchange Telephone Service and/or Special Access Service.

Type 2 – Services requiring either dc transmission or ac and dc transmission used for pilot wire protective relaying or dc tripping.

Type 3 – Services requiring ac transmission only, used for telemetering, supervisory control, and data.

Type 4 – Services requiring ac transmission only, used for audio tone protective relaying.

Interruptions or outages of telecommunications circuits serving HVP Locations may occur for physical reasons such as cable damage due to extraordinarily heavy storm loading, a vehicle striking and breaking a utility pole, a direct lightning strike, or acts of God. Circuit failures caused by such events cannot be prevented and the Company expressly states that provision of the equipment provided for in this Guidebook cannot prevent such service outages as may normally occur due to the preceding circumstances. It is the responsibility of the customer to provide sufficient protection to prevent damage caused by such events. (C)

Interruptions or outages due to the effects of Ground Potential Rise and/or power faults may be minimized through the installation and maintenance of high voltage protection service which is designed to operate in an environment experiencing such an event.

HIGH VOLTAGE PROTECTION SERVICE (cont'd)**D. Technical Features (cont'd)**

(N)

Protection Service Types (cont'd)

(N)

Because of the customer's need for service continuity during such an event, the following system of Service Performance Objective Classifications has been established for the purpose of permitting the customer to specify the performance objectives for these types of telecommunication services covered by high voltage protection, where the Company provides the HVP equipment and HVP service.

/1/(C)

(C)

(C)

Class A – Non-interruptible service performance (should function before, during, and after a fault condition).

(C)

Class B – Self-restoring interruptible service (should function before and after the power fault condition). Class B service can tolerate a service interruption for the duration of a power system fault but service continuity must be restored immediately after the fault without requiring any repair personnel to restore service.

(C)

/1/

E. Prices

1. Service Elements (Company-Provided Devices)

(C)

Description	USOC	Monthly Charge	Non-Recurring Charge	Basic Equipment Charge Business	(C)
<u>Common Equipment</u>					
(3) Three Card Shelf servicing a maximum of three service channels: - Analog Digital 2.4 to 56 Kbps or 1.544 Mbps channels	P1QP0	\$ 90.00	-	\$2,400.00	
(8) Eight Card Shelf servicing a maximum of eight service channels: - Analog Digital 2.4 to 56 Kbps or 1.544 Mbps channels	P1QPA	135.00	-	2,400.00	
15.KV Lighting Arrestor Assembly	P1QP1	7.00	-	-	
Power Supply Module	P1QP+	55.00	-	-	
Power Supply Card	P1QP+	17.00	-	-	
Outdoor Cabinet Assembly	P1QP7	250.00	-	-	

/1/ Material previously appeared on Original Sheet 26 in this Section.

HIGH VOLTAGE PROTECTION SERVICE (cont'd)**E. Prices (cont'd)**

1. Service Elements (Company-Provided Devices) (cont'd)

(C)

Description	USOC	Monthly Recurring Charge	Non- Recurring Per Circuit Installation Charge	Basic Equipment Charge Business	(C)
<u>Channel Equipment</u>					
Mutual Drainage Reactor Install at Central Office or on the right-of-way at remote locations (Required for Class A Protection)	AS3HC	\$80.00	-	-	
- 2 Wire Analog Card			\$232.00	-	
- 4 Wire Analog Card			237.00	-	
- DS1 Card			211.00	-	
- ISDN BRI Card			230.00	-	
2 Wire Analog Data TTY Card	P1QPC	16.00	-	-	
4 Wire Analog Data TTY Card	P1QPD	22.00	-	-	
OPX / Coin Card	P1Q+	42.00	-	-	
Pilot Wire Relay Card	P1QP+	40.00	-	-	
Expandable Telephone Card	P1QQB	18.00	-	-	
BRI IDN Card	P1QQC	28.00	-	-	
DS1 Card	P1Q+	20.00	-	-	
Advanced Telephone Card	P1QPX	25.00	-	-	
Holding Coil	P1QPZ	7.00	-	-	

HIGH VOLTAGE PROTECTION SERVICE (cont'd)

E. Prices (cont'd)

2. Other Applicable Charges and Payments

In addition to the rates and charges set forth in this Guidebook schedule, rates and charges for the underlying exchange or private line service will apply, as well as charges for equipment change-outs or rearrangements, and charges for inspections, service and maintenance calls as set forth in Section C. 16 above. (C)

CHARTER NUMBER SERVICE

(N)

A. DESCRIPTION

Charter Number is a service that allows a customer to retain and port their current telephone number to another wire center within the same exchange when the customer is faced with either changing locations and/or changing types of service. Charter Number will allow customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers. As indicated above, this service will only provide for the porting of telephone numbers within the same exchange.

B. REGULATIONS

1. Charter Number Service will be available to POTS, DID/PBX, Centrex, ISDN BRI and ISDN PRIME service customers.^{/1/}
2. Charter Number Service will only provide porting of a working, in-service telephone number within the same Rate Center.
3. InterLATA porting will not be allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries. Porting between 9-1-1 service boundaries is also not allowed.
4. No porting is allowed outside of Local Number Portability MSAs as defined in FCC Tariff No. 2.
5. Once a telephone number is ported using Charter Number Service, subsequent telephone numbers (i.e. additional lines) will be issued from the new serving switch in which the main telephone number resides not from the original serving switch.
6. Charter Number Service is available where facilities and operating conditions permit. Charter Number Service can not be activated when NPAC is updating its database or when SBC network is installing upgrades to the network switches involved.
7. The ported number will only function from one location.
8. Charter Number service is not allowed where Choke Network services exist.

/1/ ISDN BRI and ISDN PRIME are unregulated services.

(N)

CHARTER NUMBER (cont'd)

(N)

C. RATES AND CHARGES

1. Charter Number Service

Description /Billing Code/Nonrecurring Charge

a. Residence

Per access line /PTLCN/

\$20.00

b. Business

Per access line /PTLCN/

20.00

(N)

DUPLICATE BILL SERVICE**A. DESCRIPTION**

Duplicate Bill Service is a service that allows a customer to request a duplicate paper copy of their bill(s), subject to Company retention policies, availability of the bill(s), and ability of the Company to retrieve the bill(s). A charge may apply for the duplicate copies of telephone bill(s) in accordance with the rates below.

B. REGULATIONS

1. This service is available where facilities and operating conditions permit.
2. A charge for each duplicate bill copy will apply to all requests, unless stipulated differently for a customer with an existing contract or, in the following instances:
 - A. The customer requests a copy of the current month's bill or final bill;
 - B. When the customer requests a copy of the bill because of non-receipt of an initial bill after new connect, transfer or change of address orders;
 - C. When the customer has not received a bill due to Company error in the address of the bill;
 - D. When a customer requests a copy of a bill to settle a billing dispute; (N)
(N)
3. All duplicate bill copies will be mailed via standard US mail only.
4. The Company's liability with respect to any claim or suit by a customer or any others for damages arising from delays, errors or omissions, or the failure to provide bill copies, shall not exceed the amount paid for this service.

C. RATES AND CHARGES

1. Duplicate Bill Service

	<u>Nonrecurring Charge</u>
Per bill copy	\$5.00