

**1. ISDN DIRECT SERVICE<sup>/1/</sup>****A. Description**

1. Integrated Services Digital Network (ISDN) Direct provides the customer with the ability to combine Circuit Switched Voice, Circuit Switched Data, and Packet Switched Data services over a single ISDN Direct line.
2. Each ISDN Direct line utilizes an ISDN basic rate interface which includes two "B" channels and one "D" channel (2B+D). Each ISDN Direct service requires the use of a loop and the ISDN Direct Basic Feature Package.
3. The two "B" channels can be used to transmit any combination of two Circuit Switched Voice, Circuit Switched Data, Alternate Circuit Switched Voice/Circuit Switched Data or high-speed Packet Switched Data services.
4. The "D" channel is equipped to handle call set-up and signaling functions. Packet Switched Data may also be transmitted at speeds up to 9.6 Kbps over the "D" channel at charges specified in Section F.9.
5. All customer-provided customer premises equipment (CPE) used to interface with ISDN Direct Service is required to conform with the Technical Reference Specifications as used by the Company and found in the following publication:

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

This Technical Reference can be obtained from:

APEX Support Team  
(734) 523-7348

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

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**B. REGULATIONS**

1. ISDN Direct Service is available where central office facilities and equipment permit.
2. A maximum of 8 devices are permitted per ISDN Direct line.
3. A variety of standard and optional features are offered as described in Sections D and E, following. The availability and functions of the features and capabilities may vary by serving central office.
4. ISDN Direct Service is provided under a Month-to-Month Rate Plan or Term Payment Plan (TPP) of 36, 60, or 84 months.
5. The rate structure for each ISDN Direct service shall include at a minimum, the loop (charges for the loop are based on measured business rates reflected in Tariff M.P.S.C. No. 20R, Part 4, Section 2), the ISDN Basic Feature Package, and one End User Common Line Charge.
6. ISDN Direct lines are subject to End User Common Line (EUCL) charges as filed for the State of Michigan by the SBC Operating Companies in Tariff F.C.C. No. 2. The customers shall be liable for all adjustments to the EUCL charge per ISDN Direct Line, per month, as authorized by the Federal Communication Commission (or by any regulatory body or commission or court of competent jurisdiction). (C)
7. When the customer's premises and the central office providing ISDN Direct service are located in different Service Areas, Base Rate (F.C.C. No. 2, Page 410, Items 3 and 4) rates and charges will apply. 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. (C)

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)** (C)**B. REGULATIONS (cont'd)**

8. 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. (C)
9. The rates shown for ISDN Direct Service are exclusive of local message, interzone, and Message Toll Service (MTS) usage charges and associated CPE charges.
10. Special charges, as set forth in Section F.3, RATES AND CHARGES, will apply for customers served beyond the normal transmission range specified in the Company ISDN interface specifications. (C)

**C. GENERAL**

1. Term Payment Plan Option
  - a. Customers may elect to subscribe to ISDN Direct Service on a month-to-month basis or for an extended period under a Term Payment Plan (TPP) option which allows the customer to select a 36-, 60- or 84-month contract period.
  - b. In the event there is an increase in the rate levels during the period between the contract execution date and the service installation date, the customer's contract will be fixed at the rate levels that were in effect on the contract execution date, as long as the service is installed within 90 days of the contract execution date.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**C. GENERAL (cont'd)****2. Month-To-Month Rate Plan**

- a. The Month-To-Month Rate Plan allows customers to subscribe to ISDN Direct Service on a month-to-month basis.
- b. Month-To-Month rates will be subject to Company initiated rate adjustments.
- c. ISDN Direct customers on a Month-To-Month Rate Plan have no additional service commitments and, consequently, will not be subject to any termination charges upon service termination.

**3. Term Payment Plan Terminations**

- a. In the event that a customer terminates any or all ISDN Direct Services provided under a given contract period, the customers will remain liable for the contract charges adjusted to their net present worth equivalent using the current SBC Michigan costs of money at the time of the termination. (C)
- b. Termination charges will become due and payable in their entirety immediately upon contract termination.
- c. Termination Charges are not applicable to changes in the physical location of any of the customer's ISDN Direct Services when the move is within the same central office area.
- d. Service charges, may apply to changes in the physical location of the customer's service.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**C. GENERAL (cont'd)****4. Term Payment Plan Changes**

- a. Customers may change to a new ISDN Direct contract at any time during their contract period, as long as the new contract commitment is equal to or greater in length than the time remaining on the current ISDN contract being changed. The new contract becomes effective upon execution.
- b. Additions to a customer's ISDN Direct contract will be billed at the current rates subject to the terms of the ISDN Direct contract in effect.
- c. No credit for service months under the existing contract or under any previous month-to-month rate plan may be transferred to a new ISDN Direct contract.
- d. Service Ordering Charges for ISDN Direct Service will not apply when customers extend the length of their contract period, or when customers change from the Month-to-Month Rate Plan to a TPP. The current rates will be applicable for the new contract period.

**5. Contract Renewal Options**

- a. Customers may renew their ISDN Direct contract prior to contract expiration by committing to a new ISDN Direct contract of equal or greater length at the then current rates. Customers will be charged the then current rates for the renewal period upon effective date of the new contract.
- b. At the end of any TPP, customers may request that their ISDN Service be continued under the terms of the Month-to-Month Rate Plan at the then current rates for new customers.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)** (C)**C. GENERAL (cont'd)****5. Contract Renewal Options (cont'd)** (C)

- c. If the customer does not elect to sign a new ISDN Direct contract and does not request discontinuance of service, service will be continued under the terms of the Month-to-Month Rate Plan, as described in section C.2., preceding. At a later date, the customer may elect to participate in any TPP currently available to new customers.
- d. Service Charges for ISDN Direct Service do not apply to contract renewals. The monthly contract rates applicable for the new period are those currently in effect for new customers.

**D. "B" CHANNEL SERVICE OPTIONS****1. Circuit Switched Voice Service**

- a. Description - Provides the ability to originate and receive voice switched calls, as well as an electronic key set capability over a 64 Kbps "B" channel. Voice calls will be subject to business local message, interzone, and MTS usage charges depicted in M.P.S.C. Tariff No. 20R, Part 4, and Part 9.
- b. Standard Features - The following features are standard with Circuit Switched Voice Service:
  - 1. Analog Line Appearance - Allows analog lines to have a line appearance on the ISDN CPE with circuit switched voice service. This capability is limited to analog lines that exist in the same switching entity that provides the ISDN Direct service. This capability may result in the loss of some features and/or functionality on the analog line.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**D. "B" CHANNEL SERVICE OPTIONS (cont'd)**

1. Circuit Switched Voice Service (cont'd)
  - b. Standard Features - The following features are standard with Circuit Switched Voice Service: (cont'd)
    2. 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, often, by depressing a properly programmed button on the customer's telephone equipment.
    3. Call Transfer - Incoming and outgoing calls may be transferred to other lines. The customer initiating the transfer is responsible for any local or toll charges on transferred calls.
    4. Called Number Display - The called number is displayed on compatible customer premises equipment when an outgoing call is placed.
    5. Caller ID - The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received. The Caller ID feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.
    6. Conference Calling 3-Way - Allows a user to hold incoming or outgoing calls, initiate another call, then return to the originating call, adding on the last party.
    7. Denied Origination - Allows call terminations, but prevents the origination of a call.
    8. Denied Termination - Allows call originations, but prevents the termination of a call.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**D. "B" CHANNEL SERVICE OPTIONS (cont'd)**

1. Circuit Switched Voice Service (cont'd)
  - b. Standard Features - The following features are standard with Circuit Switched Voice Service: (cont'd)
    9. Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete a call. This may be another Circuit Switched Voice channel, another ISDN station, or an analog line. 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 Appearances in certain serving central offices.
    10. Shared Call Appearance - Provides capability to terminate telephone numbers from one ISDN station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual exclusion capabilities are available in this arrangement.
    11. Multiple Call Appearances - Provides up to four appearances of 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.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)****D. "B" CHANNEL SERVICE OPTIONS (cont'd)****1. Circuit Switched Voice Service (cont'd)****c. The following voice capabilities are optional:**

1. 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.
2. 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.
3. Alternate Answer - provides for the forwarding of an incoming call to a predetermined telephone number, when the called number is not answered within a set numbers of rings.<sup>/2/</sup>
4. Automatic Callback - automatically returns the last incoming call, whether it was answered or not.<sup>/2/</sup>
5. Busy Line Transfer - provides for the forwarding of an incoming call to another predetermined telephone when the dialed number is busy.<sup>/2/</sup>

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/2/ Additional information and rates can be found in Part 7 of this Guidebook.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)****D. "B" CHANNEL SERVICE OPTIONS (cont'd)**

1. Circuit Switched Voice Service (cont'd)
  - c. The following voice capabilities are optional: (cont'd)
    6. Call Forwarding-Variable - enables the customer to have calls made to his number automatically forwarded to a dialable telephone number./2/
    7. Call Screening - provides the customer a way to block calls from certain numbers which may or may not be known to the customer./2/
    8. Intercom Calling - This capability 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.
    9. 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 to the user as determined by the customer's equipment.

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/2/ Additional information and rates can be found in Part 7 of this Guidebook.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)****D. "B" CHANNEL SERVICE OPTIONS (cont'd)****1. Circuit Switched Voice Service (cont'd)****c. The following voice capabilities are optional: (cont'd)**

10. Repeat Dialing - Automatically redials the last outgoing number dialed by the customer.<sup>/2/</sup>
11. 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 the dedicated facility, may be accessed from the network, and may originate a unique outgoing dial tone from one instrument that has another directory number as its primary directory number.
12. Station-Controlled Conference (6 Port) - Allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.
13. Speed Calling-8<sup>/3/</sup> - Enables the customer to call certain preset numbers by abbreviated dialing. The 8-Code service provides for abbreviated dialing of a maximum of 8 numbers.<sup>/2/</sup> (C)
14. Speed Calling-30 - Enables the customer to call certain preset numbers by abbreviated dialing. The 30-Code service provides for abbreviated dialing of a maximum of 30 numbers.<sup>/2/</sup>

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/2/ Additional information and rates can be found in Part 7.

/3/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**D. "B" CHANNEL SERVICE OPTIONS (cont'd)****2. Circuit Switched Data Service**

- a. 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 the rates shown in M.P.S.C. Tariff No. 20R, Part 9 and the ISDN Data Usage Schedule shown in Part 4, Section 2.
- b. The following data capabilities are standard:
  1. Caller ID - The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received. The Caller ID feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.
  2. Clear Channel Capability - Clear channel capability is provided since all signaling and control functions are handled by the "D" channel. This allows all 64 Kbps on each "B" channel to be used for customer information over the ISDN Direct line. Calls may be either 56 Kbps or 64 Kbps depending on the network capabilities in place between the ISDN Direct serving office and the distant end of the call.
  3. Denied Origination - Allows call terminations, but prevents the origination of a call.
  4. Denied Termination - Allows call originations, but prevents the termination of a call.
  5. 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.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)****D. "B" CHANNEL SERVICE OPTIONS (cont'd)****2. Circuit Switched Data Service (cont'd)****c. The following features are optional:**

1. 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.
  2. Alternate Answer - Provides for the forwarding of an incoming call to a predetermined telephone number, when the called number is not answered within a set number of rings.<sup>/2/</sup>
  3. Busy Line Transfer - Provides for the forwarding of an incoming call to another predetermined telephone when the dialed number is busy.<sup>/2/</sup>
  4. Call Forwarding-Variable - Enables the customer to have calls made to his number automatically forwarded to a dialable telephone number.<sup>/2/</sup>
- d. Circuit Switched Data Usage Schedule - Each ISDN Circuit Switched Data call which originates and terminates within the customer's local calling area will be rated based on the Usage Schedule specified in Section F.11., following.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)** (C)**D. "B" CHANNEL SERVICE OPTIONS (cont'd)**

3. Alternate Circuit Switched Voice/Circuit Switched Data Service
  - a. Where technology permits, Alternate Circuit Switched Voice/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" channel, but not simultaneously.
  - b. Standard capabilities and features are provided as shown in sections D.1.b. and D.2.b., preceding.
  - c. Optional capabilities and features are available as shown in sections D.1.c. and D.2.c., preceding.
4. Packet Switched Data-B Channel
  - a. Provides the exclusive ability to originate and receive X.25 packet switched data calls over the 64 Kbps "B" channel.
  - b. Standard capabilities and features for Packet Switched Network lines using X.25 are included. (C)
  - c. Provides up to 128 logical channels and throughput of up to 19.2 Kbps per individual logical channel.
  - d. Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the rates shown in F.C.C. Tariff No. 2. (C)
5. On Demand Packet Switched Data-B Channel
  - a. 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.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)** (C)**D. "B" CHANNEL SERVICE OPTIONS (cont'd)**

5. On Demand Packet Switched Data-B Channel (cont'd)
- b. Standard capabilities and features for Packet Switched Network lines using X.25 access are included. (C)
  - c. Provides up to 128 logical channels and throughput of up to 19.2 Kbps per individual logical channel.
  - d. Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the rates shown in F.C.C. Tariff No. 2. (C)

**E. "D" CHANNEL SERVICE OPTIONS**

- 1. Standard Features - The "D" channel is always available regardless of "B" channel combinations for call set-up and signaling functions.
- 2. Optional Features - The "D" channel may be used to transmit Packet Switched Data as described below.
  - a. This optional feature provides the ability to originate and receive X.25 packet data calls over the 16 Kbps "D" channel.
  - b. Standard capabilities and features for Packet Switched Network lines using X.25 access are included.
  - c. Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the rates shown in F.C.C. Tariff No. 2. (C)
  - d. The "D" channel packet has a maximum throughput of 9.6 Kbps.
  - e. All "D" channel calls are subject to the Packet Switching rates shown in F.C.C. Tariff No. 2.

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**F. RATES AND CHARGES**

Description /Billing Code/	Non- Recurring Charge	Month To Month	Monthly Payment		
			Term Payment Plan		
			36 Months	60 Months	84 Months
1. ISDN Direct line <sup>/2/</sup> Custom/N2Q/ National/P2B/					
2. ISDN Direct Basic Feature Package <sup>/3/</sup>	\$75.00	\$ 5.00	\$4.75	\$4.50	\$4.25
3. Distance extension charges for beyond normal transmission range per ISDN Line/XTN/		20.25			
4. Circuit Switched Voice Service Element/LTQ5X/	15.00	4.00	2.80	2.60	2.40

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/2/ Applicable loop charges are based on the measured business rates specified in Tariff M.P.S.C. No. 20R, Part 4, Section 2.

/3/ ISDN Direct Rate Elements do not include the loop.



**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**F. RATES AND CHARGES (cont'd)**

Description /Billing Code/	Non- Recurring Charge	Month To Month	Monthly Payment		
			<i>Term Payment Plan</i>		
			36 Months	60 Months	84 Months
4. Circuit Switched Voice Service Element (cont'd)					
Standard Capabilities and features as described in Section D.1. preceding per "B" channel equipped.					
Additional Multiple Call Appearances, each /ACSPB/	\$5.00	\$2.00			
Secondary Telephone Numbers, each /DO6/	5.00	2.00			
Additional Call Offering /NCO/	5.00	2.50			

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**F. RATES AND CHARGES (cont'd)**

Description /Billing Code/	Non- Recurring Charge	Month To Month	Monthly Payment		
			<i>Term Payment Plan</i>		
			36 Months	60 Months	84 Months
4. Circuit Switched Voice Service Element (cont'd)					
Intercom Calling /NZV/	\$ 5.00	\$ 2.50			
Message Waiting Indicator /MLN/	5.00	2.50			
Station Controlled Conference-6 Port /EQ6/	15.00	14.00			
5. Circuit Switched Data Service Elements /LTQ6X/	15.00	8.00	\$7.80	\$7.60	\$7.40

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**F. RATES AND CHARGES (cont'd)**

Description /Billing Code/	Non- Recurring Charge	Month To Month	Monthly Payment		
			<i>Term Payment Plan</i>		
			36 Months	60 Months	84 Months
5. Circuit Switched Data Service Elements (cont'd)					
Standard capabilities and features as described in Section D.2. preceding per "B" channel equipped.					
6. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Element Charge /LTQ1X/	\$15.00	\$9.00	\$8.80	\$8.60	\$8.40

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**F. RATES AND CHARGES (cont'd)**

Description /Billing Code/	Non- Recurring Charge	Month To Month	Monthly Payment		
			Term Payment Plan		
			36 Months	60 Months	84 Months
6. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Element Charge (cont'd)					
Standard capabilities and features as described in Section D.2. preceding per "B" channel equipped.					
7. Packet Switched Data "B" Channel /LTQ3X/	\$100.00	\$85.00	\$80.00	\$75.00	\$70.00

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

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**F. RATES AND CHARGES (cont'd)**

Description /Billing Code/	Non- Recurring Charge	Month To Month	Monthly Payment		
			<i>Term Payment Plan</i>		
			36 Months	60 Months	84 Months
8. On-Demand Packet Switched Data "B" Channel /LTH7X/	\$50.00	\$20.00	\$20.00	\$20.00	\$20.00
9. Packet Switched Data Service "D" Channel Element Charge /LTQ4X/	15.00	6.50	6.30	6.10	5.90
Standard capabilities and features as described in preceding Section E apply per device.					

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**1. ISDN DIRECT SERVICE<sup>/1/</sup> (cont'd)**

(C)

**F. RATES AND CHARGES (cont'd)**

Description /Billing Code/	Non- Recurring Charge	Month To Month	Monthly Payment		
			<i>Term Payment Plan</i>		
			36 Months	60 Months	84 Months
10. Subsequent charges for Circuit Switched Voice and/or Circuit Switched Data and/or Packet Switched Data rearrangements to add line appearances per occasion. /REA1Z/	\$15.00				

/1/ Effective August 11, 1997, no new installations and changes to existing ISDN Direct Service will be accepted. Customers who are on a Term Payment Plan contract, longer than month-to-month, on the aforementioned date, will be permitted to expand their service until the expiration of their contract.

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup>** (C)**A. DESCRIPTION**

1. National Integrated Services Digital Network (ISDN) Direct 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 Telephone and Telegraph Consultative Committee (CCITT) 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 (specifically, Implementation Agreements NIU.301 and NIU.302). (C)
2. National ISDN Direct provides the customer with the ability to combine Circuit Switched Voice, Circuit Switched Data and Packet Switched Data services over a single National ISDN Direct line. (C)
3. 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. (C)
4. The "D" channel is used to carry network signaling and user-originated Packet Switched Data at speeds up to 9.6 Kbps.
5. National ISDN Direct service is available as a residence service. (C)
6. 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.

**B. REGULATIONS**

1. Where available, a maximum of eight devices may be connected directly to the National ISDN Direct line. Only two of these devices are permitted to access the two "B" channels at the same time. (C)

<sup>/1/</sup> Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****B. REGULATIONS (cont'd)**

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. National ISDN Direct lines are also subject to End User Common Line (EUCL) charges as filed by the AT&T Operating Companies in Tariff F.C.C. No. 2. The customer shall be liable for all adjustments to the EUCL charge per National 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). (C)
4. The rates shown for National ISDN Direct are exclusive of local, interzone, and toll charges and associated customer premises equipment.
5. Distance Extension charges, as specified in ISDN Direct Section F.3 preceding of this Guidebook will apply for customers served beyond the normal transmission range specified in the Company ISDN Interface Specifications. (C)
6. When the customer's premises and the central office providing National ISDN Direct service are located in different Service Areas, Base Rate (F.C.C. No. 2, Page 410, Items 3 and 4) rates and charges will apply. Customers provided this service arrangement will require three Interexchange Mileage component charges and six Channel Mileage Termination charges for each National ISDN Direct line they purchase.
7. 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/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.



**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****B. Regulations (cont'd)**

8. Rates and charges for other services normally applied on a per line basis apply on a per channel basis for this service.
9. All customer provided equipment used to interface with National ISDN Direct service is required to conform with the Technical Reference Specifications as used by the Company and found in the following publication:

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

The Technical Reference can be obtained from:

APEX Support Team  
(734) 523-7348

(C)  
(C)

10. Residential ISDN customer premise equipment must be class B compliant as set forth by the Code of Federal Regulations 47 CFR Part 15, Subpart A, Section 15.3 Paragraph I.
11. A National ISDN CO Termination is required for each National ISDN Direct Line. This enables the subscriber to configure circuit switched service elements and/or packet switched data services on the 2B +D National ISDN Direct Line.

**C. General**

1. Term Payment Plan
  - a. National ISDN Direct service is offered under a payment plan which allows the customer to pay for the service over a customer selected term payment plan. Customers may select a month-to-month, 36-month, 60-month or 84-month term. The minimum period is one month. Signing a contract for a term allows customers to secure the then current rate for the duration of the contract.

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**C. GENERAL (cont'd)**

1. Term Payment Plan (cont'd)
  - b. In the event there is an increase in the rate levels during the period between the contract execution date and the service installation date, the customer's contract will be fixed at the rate level in effect on the service execution date if the service is installed within 90 days of the contract execution date.
  - c. Month-to-month rates will be subject to Company initiated rate adjustments.
  - d. National ISDN Direct customers on a month-to-month rate plan have no additional service commitments and, consequently, will not be subject to any termination charges upon service termination. (C)
2. Terminations
  - a. If a customer discontinues the entire National ISDN Direct service within the payment plan currently in effect, the customer will be liable for full payment of the service through the end of the current bill period. (C)
  - b. Termination charges are not applicable to changes in the physical location of any of the customer's National ISDN Direct services when the move is within the same central office. (C)
  - c. Service charges may apply to changes in the physical location of the customer's service.
3. Changes
  - a. Customers may change to a new National ISDN Direct contract at any time during the contract period as long as the new contract is equal to or greater in length than the time remaining on the current National ISDN Direct contract being changed. The new contract becomes effective upon execution. (C)  
(C)

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**C. GENERAL (cont'd)****3. Changes (cont'd)**

- b. Additions to a customer's National ISDN Direct contract will be billed at the current rates subject to the terms of the National ISDN Direct contract in effect. (C)  
(C)
- c. Service Ordering charges for National ISDN Direct service will not apply when customers extend the length of their contract period. (C)
- d. Changes in responsibility for payment of service, as provided in M.P.S.C. Tariff No. 20R, Part 2, is permissible.

**4. Renewals**

- a. The renewed contract becomes effective upon execution and the customer will be charged the then current rate for the renewal term.
- b. Upon expiration of a contract term, service may be continued on a month-to-month plan at the rates currently in effect for new customers for month-to-month rates for National ISDN Direct pursuant to the terms and conditions of this PART. The customer has no additional service commitment and, consequently, when service is terminated, will not be subject to any termination charges. Month-to-month rates will be subject to Company initiated rate adjustments. (C)
- c. Service charges for National ISDN Direct do not apply to renewals. The monthly contract rates applicable for the new period are those currently in effect for new customers. A service ordering charge-Record Work Only-applies for renewals. (C)

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****D. CHANNEL SERVICE**

1. Circuit Switched Service (Voice capabilities)
  - a. Provides the ability to originate and receive circuit switched voice calls, as well as an electronic key set capability over a 64 Kbps "B" channel. Voice calls will be subject to local and toll usage charges based upon the type of service selected by the customer. Local usage charges are specified in Part 4, Section 2, of this M.P.S.C. Tariff 20R. Toll usage charges are specified in Part 9, Section 1, of this Guidebook. (C)
  - b. The following voice capabilities are standard:
    1. Analog Line Appearance - Allows analog lines to have a line appearance on the ISDN CPE with circuit switched voice service. This capability is limited to analog lines that exist in the same switching entity that provides the National ISDN Direct service. This capability may result in the loss of some features and/or functionality on the analog line.
    2. 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, often, by depressing a properly programmed button on the customer's telephone equipment.
    3. Call Transfer - Incoming and outgoing calls may be transferred to other lines. The customer initiating the transfer is responsible for any local, interzone, or toll charges on transferred calls.
    4. Called Number Display - The called number is displayed on compatible customer premises equipment when an outgoing call is placed.

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**D. CHANNEL SERVICE (cont'd)**

1. Circuit Switched Service (Voice capabilities) (cont'd)
  - b. The following voice capabilities are standard: (cont'd)
    5. Caller ID - The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received. The Caller ID feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.
    6. Conference Calling-3 Way - Allows a user to hold incoming or outgoing calls, initiate another call, then return to the original call, adding on the last party.
    7. Denied Origination - Allows call terminations, but prevents the origination of a call.
    8. Denied Termination - Allows call originations, but prevents the termination of a call.
    9. Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ISDN station or analog line. 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/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**D. CHANNEL SERVICE (cont'd)**

1. Circuit Switched Service (Voice capabilities) (cont'd)
  - b. The following voice capabilities are standard: (cont'd)
    10. Multiple Call Appearance - Provides up to four appearances of 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.
    11. Shared Call Appearance - Provides the capability to terminate telephone numbers from one ISDN station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual exclusion capabilities are available in this arrangement.
  - c. The following voice capabilities are optional:
    1. 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.

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****D. CHANNEL SERVICE (cont'd)**

1. Circuit Switched Service (Voice capabilities) (cont'd)
  - c. The following voice capabilities are optional: (cont'd)
    2. 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.
    3. Alternate Answer - provides for the forwarding of an incoming call to a predetermined telephone number, when the called number is not answered within a set numbers of rings.<sup>/2/</sup>
    4. Automatic Callback - automatically returns the last incoming call, whether it was answered or not.<sup>/2/</sup>
    5. Busy Line Transfer - provides for the forwarding of an incoming call to another predetermined telephone when the dialed number is busy.<sup>/2/</sup>
    6. Call Forwarding-Variable - enables the customer to have calls made to his number automatically forwarded to a dialable telephone number.<sup>/2/</sup>
    7. Call Screening - provides the customer a way to block calls from certain numbers which may or may not be known to the customer.<sup>/2/</sup>

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.

/2/ Additional information and rates can be found in Part 7 in this Guidebook.

(C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****D. CHANNEL SERVICE (cont'd)**

1. Circuit Switched Service (Voice capabilities) (cont'd)
  - c. The following voice capabilities are optional: (cont'd)
    8. Intercom Calling - This capability 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.
    9. 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 to the user as determined by the customer's equipment.
    10. Repeat Dialing - Automatically redials the last outgoing number dialed by the customer.<sup>/2/</sup>

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.

/2/ Additional information and rates can be found in Part 7 in this Guidebook.

(C)



**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****D. CHANNEL SERVICE (cont'd)**

1. Circuit Switched Service (Voice capabilities) (cont'd)
  - c. The following voice capabilities are optional: (cont'd)
    11. 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.
    12. Station-Controlled Conference (6 Port) - Allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.
    13. Speed Calling-8 - Enables the customer to call certain preset numbers by abbreviated dialing. The 8-Code service provides for abbreviated dialing of a maximum of 8 numbers.<sup>/2/</sup>
    14. Speed Calling-30 - Enables the customer to call certain preset numbers by abbreviated dialing. The 30-Code service provides for abbreviated dialing of a maximum of 30 numbers.<sup>/2/</sup>
2. Circuit Switched Service (Data capabilities)
  - a. 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 the rates in M.P.S.C. Tariff No. 20R, Part 4, and Part 9.

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.

/2/ Additional information and rates can be found in Part 7 in this Guidebook.

(C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**D. CHANNEL SERVICE (cont'd)****2. Circuit Switched Service (Data capabilities) (cont'd)****b. The following data capabilities are standard:**

1. Caller ID - The caller's number, if not blocked, is displayed on compatible customer premise equipment when an incoming call is received. The Caller ID feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.
2. Clear Channel Capability - Clear channel capability is provided since all signaling and control functions are handled by the "D" channel. This allows all 64 Kbps on each "B" channel to be used for customer information over the National ISDN Direct line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between the National ISDN Direct line and the distant end of the call. (C)
3. Denied Origination - Allows calls terminations, but prevents the origination of a call.
4. Denied Termination - Allows call originations, but prevents the termination of a call.
5. 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. (C)

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****D. CHANNEL SERVICE (cont'd)**

2. Circuit Switched Service (Data capabilities) (cont'd)
  - c. The following data capabilities are optional: (cont'd)
    1. 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.
    2. Alternate Answer - Provides for the forwarding of an incoming call to a predetermined telephone number, when the called number is not answered within a set number of rings.<sup>/2/</sup>
    3. Busy Line Transfer - Provides for the forwarding of an incoming call to another predetermined telephone when the dialed number is busy.<sup>/2/</sup>
    4. Call Forwarding-Variable - Enables the customer to have calls made to his number automatically forwarded to a dialable telephone number.<sup>/2/</sup>
3. Packet Switched Data-B Channel
  - a. Provides the exclusive ability to originate and receive X.25 packet switched data calls over the 64 Kbps "B" channel.

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.

/2/ Additional information and rates can be found in Part 7 in this Guidebook.

(C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**D. CHANNEL SERVICE (cont'd)****3. Packet Switched Data-B Channel**

- b. Standard capabilities and features for Packet Switched Network lines using X.25 are included. (C)
- c. Provides up to 128 logical channels and throughput of up to 19.2 Kbps per individual logical channel.
- d. Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the rates shown in F.C.C. Tariff No. 2. (C)

**4. On Demand Packet Switched Data-B Channel**

- a. 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.
- b. Standard capabilities and features for Packet Switched Network lines using X.25 access are included. (C)
- c. Provides up to 128 logical channels and throughput of up to 19.2 Kbps per individual logical channel.
- d. Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the rates shown in F.C.C. Tariff No. 2. (C)

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

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**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**D. CHANNEL SERVICE (cont'd)****5. Packet Switched Data-D Channel**

- a. Provides the ability to originate and receive X.25 packet switched data calls over the 16 Kbps "D" channel.
- b. Standard capabilities and features for Packet Switched Network lines using X.25 access are included. (C)
- c. Provides up to 32 logical channels and throughput of up to 9.6 Kbps per individual logical channel.
- d. Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the rates shown in F.C.C. Tariff No. 2. (C)

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**E. RATES AND CHARGES**

1. National ISDN Direct is available as a residence service. Rates charged for the loop, the EUCL, usage and optional features such as Custom Calling services are based upon the customer's class of service. (C)
2. Service ordering and line connection charges are specified in M.P.S.C. Tariff No. 20R, Part 3 are also applicable for the establishment of National ISDN Direct. (C)
3. Service Elements and Optional Features:

Description /Billing Code/	Nonrecurring Charge	Monthly Price
a. National ISDN CO Termination /P2B/	\$50.00	\$14.00
b. National ISDN Direct Line /P2L/	Applicable loop charges are based on residence rates as specified in M.P.S.C. No. 20R, Part 4.	

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)** (C)**E. RATES AND CHARGES****3. Service Elements and Optional Features: (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Monthly Price
c. Circuit Switched Service Element Per "B" Channel /LTF1D/	\$ 15.00	\$ 4.00
Additional Call Offering /NCO/	5.00	2.50
Additional Multiple Call Appearances, each /ACSPB/	5.00	2.00
Intercom Calling /NZV/	5.00	2.50
Secondary Telephone Numbers, each /DO6/	5.00	2.00
Station Controlled Conference-6 Port /EQ6/	15.00	14.00
Message Waiting Indicator, each /MLN/	5.00	2.50
d. Packet Switched Data "B" Channel /LTQ3X/	100.00	85.00
e. On-Demand Packet Switched Data "B" Channel /LTH7X/	50.00	20.00

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted. (C)

**2. NATIONAL INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)****E. RATES AND CHARGES****3. Service Elements and Optional Features: (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Monthly Price
f. Packet Switched Data "D" Channel, per device /LTQ4X/	\$15.00	\$4.00
g. Subsequent changes for Circuit Switched & Packet Switched rearrangements to add line appearances, move line or features appearances, per occasion /REA1Z/	/2/	

/1/ Effective August 11, 1997, no new installations and changes to existing National Integrated Services Digital Network (ISDN) Direct will be accepted.

/2/ For applicable charges see ISDN Direct Section F.9 preceding of this Guidebook.

(C)



**3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE**

Effective July 5, 2005, no further installations, moves, rearrangements, or changes of any type will be made to ISDN Direct B-Channel or D-Channel Packet Services. Customers of record on July 5, 2005 may continue their service as long as such service remains at the location at which it was being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be reestablished. The preceding supersedes all of the rules and regulations that follow.

(D)  
(D)**A. DESCRIPTION**

Integrated Services Digital Network (ISDN) Direct Service provides data communications capability for the transmission of 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 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 high speed Packet Switched Data Services. The "D" channel is used to carry user-originated Packet Switched Data at speeds up to 9.6 Kbps.

**3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)****A. DESCRIPTION***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.)

(D)

**3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)****A. DESCRIPTION***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).

**B. DEFINITIONS***"D" Channel*

A 16 Kbps portion of an ISDN Direct Service Line used for packet switched data.

**C. TERMS AND CONDITIONS**

1. Where available, a maximum of eight devices or terminals may be connected directly to an ISDN Direct Service Line.
2. An ISDN CO Termination is required for each ISDN Direct Line. This enables the subscriber to configure packet switched data services on the 2B+D ISDN Direct Line.

(D)

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

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

Code	Description	Features
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
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

(D)

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

Code	Description	Features
E <sup>/1/</sup>	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 <sup>/1/</sup>	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

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

(C)

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

Code	Description	Features
N <sup>/1/</sup>	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
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
T <sup>/1/</sup>	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

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

(D)

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

Code	Description	Features
A1 <sup>/1/</sup>	Basic D channel Packet	Voice and Circuit Data Features None Packet Data Features Fast Select Fast Select Acceptance Reverse Charge 2-Way Logical Channel
B1 <sup>/1/</sup> B2 <sup>/1/</sup> B3 <sup>/1/</sup>	Circuit Switched Data on one B channel	Circuit Data Features Calling Number Identification Redirecting Number Deliver
C1 <sup>/1/</sup> C2 <sup>/1/</sup> C3 <sup>/1/</sup>	Alternate Voice/ Circuit Switched Data on one B channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
D1 <sup>/1/</sup> D2 <sup>/1/</sup>	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 <sup>/1/</sup>	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

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

(D)

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

Code	Description	Features
D4 <sup>1/</sup>	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
E1 <sup>1/</sup> E2 <sup>1/</sup>	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 <sup>1/</sup>	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

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

(D)



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

Code	Description	Features
F1 <sup>/1/</sup> F2 <sup>/1/</sup>	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 <sup>/1/</sup>	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

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

(D)

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

Code	Description	Features
G1 <sup>/1/</sup>	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 <sup>/1/</sup>	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 <sup>/1/</sup> G4 <sup>/1/</sup>	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

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

(D)

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

Code	Description	Features
G5 <sup>/1/</sup>	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 <sup>/1/</sup> H2 <sup>/1/</sup>	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.

(D)

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

Code	Description	Features
H6 <sup>/1/</sup>	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 <sup>/1/</sup> I2 <sup>/1/</sup> I3 <sup>/1/</sup>	Circuit Switched Data on two B channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
I4 <sup>/1/</sup>	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 <sup>/1/</sup> J2 <sup>/1/</sup> J3 <sup>/1/</sup> J4 <sup>/1/</sup> J5 <sup>/1/</sup> J6 <sup>/1/</sup>	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

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

(D)

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

Code	Description	Features
K1 <sup>/1/</sup>	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 <sup>/1/</sup>	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 <sup>/1/</sup>	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.

(D)

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

Code	Description	Features
M1 <sup>/1/</sup> M2 <sup>/1/</sup> M4 <sup>/1/</sup> M5 <sup>/1/</sup>	Alternate Voice/ Circuit Switched Data on two B channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
M3 <sup>/1/</sup>	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 <sup>/1/</sup>	Alternate Voice/ Circuit Switched Data on two B channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
N1 <sup>/1/</sup>	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

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

(D)

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

Code	Description	Features
O1 <sup>/1/</sup>	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 <sup>/1/</sup>	Circuit Switched Data on two B channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery

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

(D)

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

Code	Description	Features
S2 <sup>/1/</sup>	Alternate Voice/ Circuit Switched Data on two B channels	Voice Features Basic ECTS 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 <sup>/1/</sup>	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

**E. VACANT**

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

(D)



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

Effective July 1, 2002, 84-Month Term Payment Plans will no longer be available for ISDN Direct Service. Current ISDN Direct 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 Guidebook rates. The Company will not impose termination liability to those customers required to make a contract term change. (C)

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. (C)

The preceding supersedes all of the rules and regulations that follow.

**F. PRICES****1. Service Elements**

Description /Billing Code/	Non- Recurring Charge	Monthly	Monthly Payment Term Payment Plan		
			36 Months	60 Months	84 Months
Circuit Switched Capability, per "B" Channel /BSB1D/					\$3.25
Packet Switched Data "B" Channel, per "B" channel /BSB3X/	\$100.00	\$85.00	\$80.00	\$75.00	70.00
Packet Switched Data "D" Channel, per device /LTQ4X/	15.00	6.50	6.30	6.10	5.90
On-Demand Packet Switched Data "B" Channel, per "B" channel /BSB7X/	50.00	20.00			

**3. 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 Plan</i>	
			36 Months	60 Months
Subsequent charges for Packet Switched rearrangements to add, change or move line appearances or feature appearances, per line, per occasion /REA16/	\$15.00			

**2. Other Applicable Charges and Payments**

References:

<i>Service</i>	<i>Reference</i>	
Packet Switched Service	Guidebook, Part 6, Section 2	(C)

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

- **Term Payment Plans**

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.

/1/

(C)

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 an 84-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.

(C)

/1/

/1/ Material formerly appeared on Original Sheet 42 in this Section.

**4. ISDN RESIDENTIAL SERVICE**

Effective November 1, 2012, no further installations, moves, rearrangements, or changes of any type will be made to ISDN Residential Service. Customers of record on November 1, 2012 may continue their service as long as such service remains at the location at which it was being furnished on the aforementioned date. In the event that these services are discontinued at their present location for any reason, they will not be reestablished. The preceding supersedes all of the rules and regulations that follow. (N)

**A. DESCRIPTION**

Integrated Services Digital Network (ISDN) Residential Service is a telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and 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. (M)<sup>/1/</sup>

ISDN Residential Service provides the customer with the ability to combine Circuit Switched Voice and Circuit Switched Data services over a single ISDN Residential Service line.

All ISDN Residential 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 and/or Circuit Switched Data. The "D" channel is used to carry signaling only.

**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.) (M)<sup>/1/</sup>

**Circuit Switched Capability (Voice)**

Provides the ability to originate and receive Circuit Switched Voice calls, as well as 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.) (M)<sup>/2/</sup>

(M)<sup>/2/</sup>(M)<sup>/3/</sup>

/1/ Material formerly appeared on 2<sup>nd</sup> Revised Sheet 39 in Part 17, Section 1 of this Guidebook.

/2/ Material formerly appeared on 3<sup>rd</sup> Revised Sheet 40 in Part 17, Section 1 of this Guidebook.

/3/ Material now appears on Original Sheets 60.2 and 60.3 in this Section.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****B. DEFINITIONS**(M)<sup>/1/</sup>**"B" Channel**

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

**"D" Channel**

A 16 Kbps portion of an ISDN Residential Service Line used for out of band signaling and control of the "B" channels.

**ISDN Line**

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

**ISDN CO Termination**

Terminates the ISDN 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).

(M)<sup>/1/</sup>**C. TERMS AND CONDITIONS**(M)<sup>/2/</sup>

1. 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.
2. 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.
3. ISDN Residential Service is available as a residence service.
4. 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.
5. Residential ISDN customer premises equipment must be Class B compliant as set forth by the Code of Federal Regulations 47 CFR Part 15, Subpart A, Section 15.3 Paragraph I.
6. An ISDN Line and an ISDN CO Termination are required for each IOC ordered.
7. This service only supports National compliant customer premises equipment.
8. ISDN services, features and functionality are only available via defined ISDN Ordering Codes (IOCs) with this service.
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

(M)<sup>/2/</sup>

/1/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 41 in Part 17, Section 1 of this Guidebook.

/2/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 42 in Part 17, Section 1 of this Guidebook.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES****1. ISDN Ordering Codes (IOCs)**

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

Code	Description	Features
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
G <sup>/2/</sup>	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
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

(M)<sup>/1/</sup>(M)<sup>/1/</sup>(M)<sup>/3/</sup>(M)<sup>/3/</sup>(M)<sup>/4/</sup>(M)<sup>/4/</sup>(M)<sup>/5/</sup>(M)<sup>/5/</sup>

/1/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 43 in Part 17, Section 1 of this Guidebook.

/2/ Effective August 31, 1993, no new installations and changes to existing will be accepted.

/3/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 60 in this Section.

/4/ Material formerly appeared on 3<sup>rd</sup> Revised Sheet 44 in Part 17, Section 1 of this Guidebook.

/5/ Material formerly appeared on 2<sup>nd</sup> Revised Sheet 45 in Part 17, Section 1 of this Guidebook.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES****1. ISDN Ordering Codes (IOCs)**

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

Code	Description	Features
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
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
B1 <sup>/3/</sup> B2 <sup>/3/</sup> B3 <sup>/3/</sup>	Circuit Switched Data on one B channel	Circuit Data Features Calling Number Identification Redirecting Number Delivery
C1 <sup>/3/</sup> C2 <sup>/3/</sup> C3 <sup>/3/</sup>	Alternate Voice/ Circuit Switched Data on one B channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery

(M)<sup>/1/</sup>(M)<sup>/1/</sup>(M)<sup>/2/</sup>(M)<sup>/2/</sup>(M)<sup>/4/</sup>(M)<sup>/4/</sup>

/1/ Material formerly appeared on 2<sup>nd</sup> Revised Sheet 46 in Part 17, Section 1 of this Guidebook.

/2/ Material formerly appeared on 2<sup>nd</sup> Revised Sheet 47 in Part 17, Section 1 of this Guidebook.

/3/ Effective August 31, 1998, no new installations and changes to existing will be accepted..

/4/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 60 in this Section.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

Code	Description	Features
G1 <sup>/1/</sup>	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 <sup>/1/</sup>	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 <sup>/1/</sup> G4 <sup>/1/</sup>	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

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

(D)



**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

Code	Description	Features
G5 <sup>/1/</sup>	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 <sup>/1/</sup> H2 <sup>/1/</sup>	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.

(D)

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

Code	Description	Features
H6 <sup>/1/</sup>	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 <sup>/1/</sup> I2 <sup>/1/</sup> I3 <sup>/1/</sup>	Circuit Switched Data on two B channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
J1 <sup>/1/</sup> J2 <sup>/1/</sup> J3 <sup>/1/</sup> J4 <sup>/1/</sup> J5 <sup>/1/</sup> J6 <sup>/1/</sup>	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

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

(D)

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

Code	Description	Features
K1 <sup>/1/</sup>	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 <sup>/1/</sup>	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 <sup>/1/</sup>	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.

(D)

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****1. ISDN Ordering Codes (IOCs) (cont'd)**

Code	Description	Features	
M1 <sup>/1/</sup> M2 <sup>/1/</sup> M4 <sup>/1/</sup> M5 <sup>/1/</sup>	Alternate Voice/ Circuit Switched Data on two B channels	Voice and Circuit Data Features <i>Calling Number Identification</i> Redirecting Number Delivery	
M3 <sup>/1/</sup>	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 <sup>/1/</sup>	Alternate Voice/ Circuit Switched Data on two B channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery	
R1 <sup>/1/</sup>	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	(M) <sup>/2/</sup>
S2 <sup>/1/</sup>	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	(M) <sup>/3/</sup>

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

/2/ Material formerly appeared on 3<sup>rd</sup> Revised Sheet 56 in Part 17, Section 1 of this Guidebook./3/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 66 in this Section.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****2. Features and Capabilities****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.

(M)<sup>/1/</sup>**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

(M)<sup>/2/</sup>(M)<sup>/2/</sup>**Advanced Custom Calling Features**<sup>/3/</sup>

(See Other Applicable Charges and Payments.)

- Automatic Callback
- Repeat Dialing (Automatic Recall)

(C)

**Automatic Recall**<sup>/3/</sup>

(See Advanced Custom Calling Features.)

(C)

**Basic EKTS**<sup>/3/</sup>

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.

(C)

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/ Material now appears on 2<sup>nd</sup> Revised Sheet 65 in this Section.

/2/ Material formerly appeared on 3<sup>rd</sup> Revised Sheet 58 in this Part 17, Section 1 of this Guidebook.

/3/ Effective August 31, 1998, no new installations and changes to existing will be accepted.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****2. Features and Capabilities****Call Appearance Call Handling<sup>/1/</sup>**

Call Appearance Call Handling (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 DNs 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.

**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, often, 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.

**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 Residential Line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between the ISDN Residential 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)

(M)<sup>/2/</sup>(M)<sup>/2/</sup>(M)<sup>/3/</sup>(M)<sup>/4/</sup>(M)<sup>/4/</sup>

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

/2/ Material formerly appeared on 3<sup>rd</sup> Revised Sheet 59 in Part 17, Section 1 of this Guidebook.

/3/ Material now appears on Original Sheet 67.1 in this Section.

/4/ Material formerly appeared on 2<sup>nd</sup> Revised Sheet 60 in Part 17, Section 1 of this Guidebook.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****2. Features and Capabilities (cont'd)****Conference Calling - 3 Way**

(See Flexible Calling.)

(M)<sup>/1/</sup>**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

(M)<sup>/1/</sup>**Flexible Calling**

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

(M)<sup>/2/</sup>

- 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.

(M)<sup>/2/</sup>**Intercom Calling**<sup>/3/</sup>

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.

(M)<sup>/4/</sup>**Message Service**

(See Message Waiting Indicator.)

(M)<sup>/2/</sup>**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.

(M)<sup>/2/</sup>**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.

(M)<sup>/5/</sup>(M)<sup>/5/</sup><sup>/1/</sup> Material formerly appeared on 2<sup>nd</sup> Revised Sheet 60 in Part 17, Section 1 of this Guidebook.<sup>/2/</sup> Material formerly appeared on 3<sup>rd</sup> Revised Sheet 61 in Part 17, Section 1 of this Guidebook.<sup>/3/</sup> Effective August 31, 1998, no new installations and changes to existing will be accepted.<sup>/4/</sup> Material formerly appeared on 1<sup>st</sup> Revised Sheet 67 in this Section.<sup>/5/</sup> Material formerly appeared on 3<sup>rd</sup> Revised Sheet 62 in Part 17, Section 1 of this Guidebook.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****D. FEATURES (cont'd)****2. Features and Capabilities****Secondary Telephone Number<sup>/1/</sup>**

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<sup>/1/</sup>**

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.

**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.

**Subject****Technical Reference**

Ameritech ISDN Interface Specification

AM-TR-NIS-000068

These publications may be obtained from:

APEX Support Team  
(734) 523-7348

(M)<sup>/2/</sup>

(M)<sup>/2/</sup>

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

/2/ Material formerly appeared on 2<sup>nd</sup> Revised Sheet 63 in Part 17, Section 1 of this Guidebook.



**4. ISDN RESIDENTIAL SERVICE (cont'd)****F. PRICES**

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

(M)<sup>/1/</sup>

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

ISDN Residential Service 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 Residential Service 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 Residential Service 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 Residential Service 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.

(M)<sup>/1/</sup>(M)<sup>/2/</sup>

/1/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 64 in Part 17, Section 1 of this Guidebook.

/2/ Material now appears on Original Sheets 69.1 and 69.2 in this Section.

**4. ISDN RESIDENTIAL SERVICE (cont'd)****F. PRICES (cont'd)**

## 1. Service Elements

Description /Billing Code/ ISDN CO Termination /P2B/	Nonrecurring Charge \$50.00	Monthly Price \$16.00	
ISDN Line /P2L/ Call Plan 50			
Access Area A		24.00	(I)
Access Area B1		24.00	
Access Area B2		24.00	
Access Area C1		24.00	
Access Area C2		24.00	
Access Area C3		24.00	
Access Area C4		24.00	
Access Area C5		24.00	(I)
Call Plan 400 All Access Areas		24.00	(I)
Call Plan 400 Extended All Access Areas		31.55	
Call Plan Unlimited All Access Areas		24.00	(I)
Circuit Switched Capability, per "B" Channel /BSB1D/	15.00	4.00	
Additional Call Offering, each /NCO/	5.00	2.50	
Complementary Network Services Alternate Answering Busy Line Transfer (See Other Applicable Charges and Payments)			
Custom Calling Features Call Forwarding Variable (See Other Applicable Charges and Payments)			
Message Waiting Indicator, each /MLN/	5.00	2.50	
Advanced Custom Calling Features Automatic Callback Repeat Dialing (See Other Applicable Charges and Payments)			
Intercom Calling /NZV// <sup>1/</sup>	5.00	2.50	
Secondary Telephone Number, each /DO6// <sup>1/</sup>	5.00	2.00	

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

**4. ISDN RESIDENTIAL SERVICE (cont'd)****F. PRICES****2. Other Applicable Charges and Payments**(M)<sup>/1/</sup>

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

References:

<i>Service</i>	<i>Reference</i>
Base Rate Service	Guidebook, Part 15, Section 3
Complementary Network Services	Guidebook, Part 7, Section 3
Custom Calling Features	Guidebook, Part 7, Section 1
End User Common Line (EUCL)	Tariff F.C.C. No. 2, Section 4
Service ordering and line connection	Guidebook, Part 3, Section 1
Usage	Guidebook, Part 4, Section 2
Call Plan 50	
Call Plan 400	
Call Plan Extended	
Call Plan Unlimited	
Advanced Custom Calling Features <sup>/2/</sup>	Guidebook, Part 7, Section 2

(M)<sup>/1/</sup>(M)<sup>/3/</sup>

/1/ Material formerly appeared on 3<sup>rd</sup> Revised Sheet 65 in part 17, Section 1 of this Guidebook.

/2/ Effective August 31, 1998, no new installations and changes to existing will be accepted.

/3/ Material formerly appeared on 1<sup>st</sup> Revised Sheet 69 in this Section.