
A8. TELEPHONE ANSWERING SERVICE FACILITIES

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A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.1 General Provisions

A8.1.1 Facilities and Equipment

- A. The Company will provide facilities, as outlined herein, for telephone answering bureaus (secretarial firms) for their use in furnishing telephone answering service for subscribers to individual and 2-party line service, IMTS and two-way dial service of a miscellaneous common carrier when they are absent or do not desire to answer their calls personally.
- B. PBX (or similar system) main station business individual line and local private line terminations may also be provided where the subscriber contracts with a telephone answering bureau to receive all incoming calls or where the telephone answering bureau wishes to terminate administrative service for answering purposes only. Standard charges for these services are applicable. (T)
- C. A concentrator-identifier is available for connecting a telephone answering bureau with secretarial lines or business individual lines of its clients located in central office areas other than that in which the telephone answering bureau is located.
- D. Local exchange trunks may be terminated in a telephone answering switchboard for the purpose of completing local or long distance calls.
- E. The telephone answering bureau may bridge calls from secretarial lines to the general exchange network over local exchange central office lines furnished the bureau for its administrative use; however, these facilities furnished by the Company are not designed for such call bridging. The telephone answering bureau bridges calls at its own risk and the Company will not be liable for defects in transmission or other service difficulties arising out of or resulting from this type connection. The service is not to be used to circumvent toll charges. Such usage is in direct violation of the intent of the service and is considered by the Company just cause to terminate the service after notice.

A8.1.2 Serving Rearrangements

- A. The existing charges for a customer's extension line mileage will continue in effect for twelve months when a change in the routing of facilities or other serving arrangements would result in the application of additional charges.
 - 1. The application of A applies when the change is required for reasons other than a customer's request. (T)
 - 2. The twelve-month period will begin effective with the first month following the change or rearrangements where such changes result in the application of increased charges and the customer's notification in writing of the rearrangements.
 - 3. Customers will be notified thirty (30) days prior to new charges being applied.
- B. The existing charges for a customer's extension line mileage will be reduced in the first month effective with the change where such changes result in the application of lesser charges.

A8.2 Rates and Charges

Telephone answering service facilities are billed at the rates and charges indicated herein to the telephone answering bureau with the exception of the facilities outlined in A8.2.4 which are billed to the client of the telephone answering bureau.

A8.2.1 Central Office Lines and Stations for Administrative Use

- A. Associated with key equipment and switchboards not arranged for making connections to administrative station lines.
 - 1. Rates and charges for Business Individual Lines, Extension Service (A13) rates and charges apply for additional terminations.
- B. Associated with switchboards arranged for making connections to administrative station lines. (M)
 - 1. Rates and charges for PBX trunks and station lines apply. (M)

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

A8.2.2 Concentrator - Identifier Channels

- A. Where the concentrator is located in the same wire center as the TAS bureau, the following charges apply.
 - 1. (Restructured to B3.4.4 of the Private Line Guidebook)
 - 2. (Restructured to B3.4.4 of the Private Line Guidebook)
 - 3. Secretarial Line Mileage

| | Installation Charge | Monthly Rate | USOC | |
|--|---------------------|--------------|-------|-----|
| (a) Secretarial line mileage between the TAS Bureau and its serving wire center, per line, per 1/4-mile (ALM) ¹ | \$10.25 | \$33.00 | 1LJBR | (1) |

- B. Where the concentrator is located in a different wire center from the TAS bureau, interoffice channel charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line Guidebook apply in addition to the charges specified in A.3.(a).
 - 1. (Restructured to B3.4.4 of the Private Line Guidebook)
 - 2. (Restructured to B3.4.4 of the Private Line Guidebook)
- C. Control Channels - See B103.9 of the Private Line Guidebook (Type 1204) for appropriate charges.

Note 1: Nonrecurring charge is per channel.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

(M1)

A8.2.3 Reserved for Future Use

A8.2.4 Billing to the Client

The following rates and charges are billed directly by the Company to the client of the Telephone Answering Bureau

| | Installation \\Charge | Monthly Rate | USOC |
|---|--------------------------|-----------------|-------|
| A. Secretarial Line Terminations | | | |
| 1. For lines terminating directly from the central office or through concentrator-identifier | | | |
| (a) Each | - | - | SSS |
| B. Secretarial Line Channels | | | |
| 1. Between terminations located in the same serving wire center area. | | | |
| a. Where the client is in the same building as the telephone answering firm. ¹ | | | |
| (1) Charges apply for each termination | | | |
| (a) Each termination ² | \$29.00 | \$.75 | 1LJBB |
| b. Where the client is connected directly to the TAS Bureau, the following charges apply. | | | |
| (1) Secretarial Line Mileage charges apply for connection between the TAS Bureau serving wire center and the TAS Bureau location. | | | |
| (a) Per 1/4 mile (ALM) ² | 10.25 | 3.65 | 1LJBR |

(M2)

Note 1: Charges are applicable only for those facilities in place as of June 30, 1984.

Note 2: Nonrecurring charge is per channel.

(T)

M1 - Material previously appearing on this page now appears on page(s) 2 of this section.

M2 - Material previously appearing on this page now appears on page(s) 4 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

A8.2.4 Billing to the Client (Cont'd)

B. Secretarial Line Channels (Cont'd)

| | Installation Charge | Monthly Rate | USOC | (T) |
|--|------------------------|-----------------|-------|---------|
| 2. Between terminations located in different serving wire center areas. | | | | |
| a. Where the client is directly connected to the TAS Bureau, interoffice channel charges apply. ¹ | | | | (T) |
| (1) Restructured to B3.4.4 of the Private Line <i>Guidebook</i> | | | | (M1) |
| (2) Restructured to B3.4.4 of the Private Line <i>Guidebook</i> | | | | (T)(M1) |
| (3) Secretarial Line Mileage charges apply for the connection between the TAS Bureau serving wire center and the TAS Bureau location. | | | | |
| (a) Per 1/4 mile (ALM) ^{2,3} | \$10.25 | \$3.65 | 1LJBR | |
| b. Where the client is connected to a concentrator in the client's serving central office area. | | | | |
| (1) Concentrator Line Termination | | | | |
| (a) Each connection ³ | 10.25 | 2.95 | S6T | |
| c. Where the client is connected to the TAS Bureau through concentrator-identifier equipment located in a central office area other than the client's serving central office area and is bridged to the concentrator in the central office. ¹ | | | | |
| (1) Restructured to B3.4.4 of the Private Line <i>Guidebook</i> | | | | (T) |
| (2) Restructured to B3.4.4 of the Private Line <i>Guidebook</i> | | | | (T) |
| (3) Concentrator Line Termination | | | | |
| (a) Each connection ³ | 10.25 | 2.95 | S6T | (M2) |
| Note 1: The rates and charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line <i>Guidebook</i> apply. | | | | (T) |
| Note 2: When the client requests that a telephone number be terminated, only at the TAS Bureau, exchange rates for the class of service requested apply in lieu of the Secretarial Line Mileage charges. | | | | |
| Note 3: The nonrecurring charge is per channel. | | | | |
| Note 4: The rates and charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line <i>Guidebook</i> apply. | | | | (M1)(T) |

M1 - Material appearing on this page previously appeared on page(s) 3 of this section.

M2 - Material previously appearing on this page now appears on page(s) 5 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

A8.2.4 Billing to the Client (Cont'd)

B. Secretarial Line Channels (Cont'd)

3. Between terminations located in different exchanges (Cont'd)

| | Installation Charge | Monthly Rate | USOC | |
|---|------------------------|-----------------|-------|---------|
| a. Where the client is directly connected to the TAS Bureau, interoffice channel charges apply. ¹ (Cont'd) | | | | (M1)(T) |
| (1) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>) | | | | |
| (2) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>) | | | | (M1)(T) |
| (3) (DELETED) | | | | (T) |
| (4) (DELETED) | | | | |
| (5) Secretarial Line Mileage charges apply for the connection between the TAS Bureau serving wire center and the TAS Bureau location | | | | |
| (a) Per 1/4 mile (ALM) ^{2,3} | \$10.25 | \$3.65 | 1LJBR | |
| b. Where the client is connected to the TAS Bureau through a concentrator-identifier equipment located in a wire center in the same exchange as the TAS Bureau and is bridged to the concentrator in the central office. ¹ | | | | |
| (1) (DELETED) | | | | |
| (2) (DELETED) | | | | |
| (3) (DELETED) | | | | |
| (4) (DELETED) | | | | |
| (5) Concentrator Line Termination | | | | (M2) |
| (a) Each connection ³ | 10.25 | 2.95 | S6T | (T)(M2) |
| Note 1: The rates and charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line <i>Guidebook</i> apply. | | | | |
| Note 2: When the client requests that a telephone number be terminated only at the TAS Bureau, exchange rates for the class of service requested apply in lieu of the Secretarial Line Mileage charges. | | | | |
| Note 3: Nonrecurring charge is per channel. | | | | |

M1 - Material appearing on this page previously appeared on page(s) 4 of this section.

M2 - Material appearing on this page previously appeared on page(s) 6 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

A8.2.4 Billing to the Client (Cont'd)

C. Service Connection Charges

1. For each secretarial line connected either directly to the telephone answering facility or through concentrator-identifier equipment the following charge applies.

| | | Installation Charge | Monthly Rate | USOC | |
|----|---|------------------------|-----------------|------|-----|
| | (a) Each ¹ | \$29.00 | - | NA | (T) |
| 2. | Main station lines - The charges specified in the "Service Charges" Section of this <i>Guidebook</i> for main station service apply. | | | | (T) |
| 3. | Changes of client's lines from a direct connection to a telephone answering facility to a connection through concentrator-identifier equipment or vice versa are made without charge. | | | | |

- D. Lines of clients terminated only in telephone answering facilities for answering purposes only are at the business access line rates quoted in Section A3, "Basic Exchange Service" for Flat Rate (USOC SJ4), Message Rate (USOC LCM) or Measured Service (USOC SMQ), subject to the availability of these offerings, plus the rate specified in A8.2.4.A for a secretarial line termination. (T)

A8.2.5 Reserved for Future Use

A8.3 Central Office Concentrator Service

A8.3.1 General

- A. Central Office Concentrator Service is available to any subscriber who has a need for concentration of incoming calls to clients' Central Office exchange lines. The service is provided by the Company through the use of concentrator(s) located in the Company's Central Office. The concentrator(s) concentrates incoming calls to some number of client lines to some smaller number of trunks/channels connected to the subscriber's premises equipment.² (T)
- B. Central Office Concentrator Service, upon detecting a ringing signal to the client's line, will immediately process the call, with unique identification, to the subscriber's premises equipment. A variable ring count feature whereby the client's ring count can be changed from the subscriber premises is also provided. The signaling arrangement employed in processing the call from the concentrator to the subscriber's premises equipment is standard Direct Inward Dialing (DID) type signaling. (M2)
- C. Central Office Concentrator Service can be used with either compatible Company-provided or customer-provided equipment located on the subscriber's premises. (M2)

Note 1: Where the secretarial line is bridged in the central office this charge does not apply in connection with a main station change of address within the same wire center area. (T)

Note 2: "Subscriber" as used in this Section refers to the Company customer. "Client" as used in this Section refers to the customer of the Company's subscriber. (T)

M1 - Material previously appearing on this page now appears on page(s) 5 of this section.

M2 - Material appearing on this page previously appeared on page(s) 7 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.3 Central Office Concentrator Service (Cont'd)

A8.3.2 *Terms and Conditions*

- A. Channels connecting the concentrator with the subscriber's premises shall be provided at rates applicable to concentrator-identifier services, as specified in A8.2.2.A. (M1)
- B. Client line terminations on the concentrator (billed to the client) shall be provided at rates shown for Secretarial line terminations. (T)
- C. Central Office Concentrator Service is designed to work with all premises equipment which is capable of receiving standard DID type signaling. However the Company does not guarantee the compatibility of Central Office Concentrator Service with any particular manufacturer's premises equipment. (T)

A8.3.3 Central Office Concentrator Service - Type A

- A. Description of Service Elements
 - 1. Master Concentrator - The Master Concentrator provides for up to 256 client line terminations and 16 outgoing trunks/channels to the subscriber's premises.
 - 2. Slave Concentrator - Slave Concentrators must be located in the same Central Office as the host Master Concentrator. Up to 2 Slave Concentrators can be connected to a Master Concentrator.
Each Slave Concentrator provides for up to 256 additional client line terminations. When a Master Concentrator and 2 Slave Concentrators are employed, there is a capacity for 768 client line terminations and 16 outgoing trunk/channel terminations.
 - 3. Concentrator Line Card - The Concentrator Line Card provides for connection of up to 32 client lines to the concentrator/matrix switch. Eight of these cards may be connected for a single 256 line concentrator assembly. This card is used in both the Master and Slave Concentrators.
 - 4. Client Line Control - Client Line Control provides capability for the concentrator to transfer control of a completed call from the answering service attendant back to the client (originally called party) if the client goes off-hook, thus eliminating any possible interference between the answering service attendant and the client.
Variable Ring Count is also provided as a feature which allows the client's line to be answered immediately or after three or five rings; selection is also provided for no-answer. The no-answer alternative would be employed for non-24 hour customers and would effectively deactivate service as desired. Also required for operation with each Master Concentrator, when using the variable ring count feature, are 108 type data sets and a 300 or 1200 baud channel.

(M2)

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.3 Central Office Concentrator Service (Cont'd)

A8.3.3 Central Office Concentrator Service - Type A (Cont'd)

B. Payment Option Plan

1. Central Office Concentrator Service - Type A is offered under the Variable Term Payment Plan (VTPP) as described in Section A22, except as specified in 2. (M1)(T)
2. Options and Conditions Under VTPP (T)
 - a. Customers may select one of three payment periods - 1 month, 48 months, or 72 months. A different rate applies for each payment period. (M1)
 - b. VTPP provisions relating to moves within a jurisdiction and to moves between jurisdictions do apply. Moves however must be out of service moves and must recover all applicable costs.
 - c. A customer converting from Two-Tier AUTOTAS® concentrator service to Central Office Concentrator Service - Type A may do so subject to the following conditions.
 - (1) Any specific non-recurring charges which were deferred under the Two-Tier Payment Plan must be paid before the customer is eligible for transition.
 - (2) The customer's entire concentrator service at a given Central Office location must be converted to VTPP at monthly rates specified in A8.3.3.C. Entire concentrator service includes a Master Concentrator, plus any associated Slave Concentrators, Concentrator Line Cards, and Client Control Circuits. (T)
 - (3) Remaining Two-Tier Basic (Tier A) charges do not apply to equipment which is converted to Central Office Concentrator Service - Type A provided the customer elects a VTPP period of longer than one month.
 - (4) A one-time charge for conversion from AUTOTAS® concentrator service provided under the Two-Tier payment plan to Central Office Concentrator Service - Type A is applicable as shown in Section A8.3.3.C.
 - d. Supersedure, as defined in **Section A22**, is permitted. A transfer charge, as shown in Section A8.3.3.C is applicable to the new customer. (T)
 - e. Termination charges applicable depend on the payment period selected, as follows:
 - 1 month - None
 - 48 months - 60 Percent of the remaining amount due.
 - 72 months - 60 Percent of the remaining amount due.

(M2)

M1 - Material appearing on this page previously appeared on page(s) 7 of this section.

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A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.3 Central Office Concentrator Service (Cont'd)

A8.3.3 Central Office Concentrator Service - Type A (Cont'd)

C. Rates and Charges

1. Equipment

| | | Variable Term Options | | | | | |
|-----|---|-----------------------|----------|-----------|-----------|------|-----|
| | | Monthly Rate | | | | | |
| | | Installation Charge | 1 Month | 48 Months | 72 Months | USOC | |
| (a) | Master Concentrator, each ^{1,2} | \$7,590.75 | \$698.15 | \$618.50 | \$552.90 | ECR | (M) |
| (b) | Slave Concentrator, each ¹ | 2,066.25 | 196.80 | 173.40 | 149.95 | ECV | (M) |
| (c) | Concentrator Line Card, per 32 Client Lines or fraction thereof, each ¹ | 45.00 | 89.05 | 76.85 | 66.55 | EC2 | (M) |
| (d) | Client Line Control, per 25 Client Line Terminations or fraction thereof, each ¹ | 140.50 | 39.35 | 32.80 | 28.10 | EC7 | |

| | | Nonrecurring Charge | USOC |
|-----|---|---------------------|------|
| 2. | Equipment Addition Charges | | |
| a. | These charges consist of a system charge and any applicable unit charges. These charges apply when rate elements are added to existing service and are in addition to the Installation Charges shown for any rate elements being added. | | |
| (1) | System Charge | | |
| (a) | Per occasion | \$ 515.25 | NA |
| (2) | Unit Charge | | |
| (a) | Slave Concentrator, per unit | 1,311.75 | NA |
| (b) | Concentrator Line Card, per unit | 210.75 | NA |
| (c) | Client Line Control, per unit | 112.50 | NA |
| 3. | Transfer of Service | | |
| | Superseding of service, as defined in the VTPP, is permitted subject to the following transfer of service charge. | | |
| (a) | Each transfer | 93.75 | NA |

4. Conversion of Concentrator Service

Conversion from AUTOTAS® concentrator service provided under the Two-Tier payment plan to Central Office Concentrator Service - Type A is permitted subject to the following charge.

| | | | |
|----------------|---|----------|----|
| (a) | Per Master Concentrator | 4,685.50 | NA |
| Note 1: | Installation charge does not apply to concentrator service converted from AUTOTAS® Two-Tier Payment Plan to VTPP. See conversion charge as specified in A8.3.3.C.4. | | |
| Note 2: | In addition apply rates and charges for the appropriate data sets and data channel. | | |