

**1. ISDN Direct****A. General**

ISDN Direct is a local exchange telecommunications service that provides customer access to Circuit Switched Voice and Circuit Switched Data Services. ISDN Direct consists of a Network Access Line, an ISDN Direct CO Termination, and individual ISDN Direct services. Individual ISDN Direct services require the use of the Network Access Line and the Direct CO Termination components. Each ISDN Direct "B" channel service includes a telephone number as required.

ISDN Direct utilizes a Basic Rate Interface which consists of two B channels operating at 64 Kbps and one D channel operating at 16 Kbps.

A variety of standard and optional features and capabilities are offered. The availability and functions of the features may vary by serving central office.

**B. Definitions**ISDN Direct CO Termination

Terminates the Network Access Line in the serving central office.

ISDN Direct Line

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

"B" Channel

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

"D" Channel

A 16 Kbps portion of an ISDN Direct service used for out of band signaling and control of "B" channels.

Flat Rate ISDN

A plan that provides a flat monthly rate for unlimited local usage on Circuit Switched Voice and Circuit Switched Data traffic. Flat Rate ISDN is provided using the same technology, network and switching architecture as non-Flat Rate ISDN Direct. Flat Rate ISDN is only available on a Month-to-Month basis.

**1. ISDN DIRECT (cont'd)****C. Regulations**

1. ISDN Direct is offered on a Month-to-Month basis. (C)

Month-to-Month

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

Term Payment Plans<sup>/1/</sup>

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. (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 a 36- or 60-month payment plan. During the length of the selected TPP, monthly prices for service ordered under the plan will automatically change (increase or decrease) as Company initiated price changes become effective. However, under no circumstances will any price change cause the monthly price for the service to exceed the price that was in effect at the beginning of the selected TPP term.

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

**1. ISDN Direct (cont'd)****C. Regulations (cont'd)**

## 1. (cont'd)

Term Payment Plans<sup>/1/</sup> (cont'd)

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

## a. Changes

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

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## b. Renewal Options

If the customer does not request discontinuance of service, service will be continued at the Month-to-Month price then currently in effect for the Month-to-Month payment plan.

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**1. ISDN DIRECT (cont'd)****C. Regulations (cont'd)****1. (cont'd)****Termination Charges**

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

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

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

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

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

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

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

**EXAMPLE:**

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

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

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

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

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

**1. ISDN DIRECT (cont'd)****C. Regulations (cont'd)**

2. Standard configurations of services are listed in the ISDN Technical Reference Specifications. On request non-standard configurations may be provided at an additional charge based on costs incurred. All customer-provided equipment used to interface with ISDN Direct is required to conform with the Technical Reference Specifications as used by the Company Technical References and found in:

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

The Technical References can be obtained from:

APEX Support Team  
(734) 523-7348

3. Distance Extension Charges, as set forth in Paragraph E. will apply for customers who are within the serving central office and who are served beyond the normal transmission range specified in the interface specifications.
4. ISDN Direct is offered only from central offices where the Company has arranged facilities for such service.
5. When the customer's premises and the central office providing ISDN Direct service are located in different Service Areas, Base Rate Service, contained in Part 15, Section 3, 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.
6. 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.
7. Rates and charges for other services normally applied on a per line basis apply on a per channel basis for this service.

**1. ISDN Direct (cont'd)****D. Service Descriptions****1. Circuit Switched Voice Service - "B" Channel**

- a. Provides the ability to originate and receive voice switched calls, as well as, an electronic key set capability over a 64 Kbps "B" channel.
- b. The following capabilities are standard:

Analog Line Appearance

Allows analog lines to have a line appearance on the ISDN CPE. This capability is limited to analog lines that exist in the same central office switch that provides the ISDN Direct service. This capability may result in the loss of some features and/or functionality on the analog line.

Call Hold

Allows the customer to hold a call in progress by depressing a button on the customer's telephone equipment.

Call Transfer

Incoming and outgoing calls may be transferred to other exchange access lines (Customer is responsible for any local or toll charges on transferred calls).

Called Number Display

The called number is displayed on compatible customer premises equipment when an outgoing call is placed.

Caller ID

The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received.

Caller ID is offered in appropriately equipped central offices.

Conference Calling, 3 Way

Allows a user to add a third party to an existing call.

Consultation Hold

Allows a station user to hold a call in progress (incoming or outgoing) and originate another call with privacy.

**1. ISDN Direct (Cont'd)****D. Service Descriptions (Cont'd)****1. Circuit Switched Voice Service - "B" Channel (Cont'd)****b. (Cont'd)**Denied Origination

The user/terminal can only receive calls with this capability. Calls can not be originated from this terminal.

Denied Termination

The user/terminal can only originate calls with this capability. Incoming calls can not be received by this terminal.

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 an analog line. This feature may impact the use of Shared Call Appearance and Multiple Call Appearances in certain serving central offices.

Shared Call Appearance

Provides capability to terminate telephone numbers from one ISDN station on another. These numbers will be configured in a Single Call Arrangement.

Single Call Arrangement 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.

Multiple Call Appearances

Provides up to four appearances of station's own telephone number or an additional 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 Appearances under c. following for applications that require more than four call appearances on the same set). This feature may impact the use of Shared Call Appearance in certain serving central offices.

**1. ISDN DIRECT (Cont'd)****D. Service Descriptions (Cont'd)****1. Circuit Switched Voice Service - "B" Channel (Cont'd)**

- c. The following capabilities are optional:

Additional Call Offering

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

Additional Multiple Call Appearances

Provides additional appearances, beyond the initial four appearances, of a station's own directory or secondary directory 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.

Alternate Answer

Provides for the automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is not answered by a specified number of rings (See Part 7, Section 3).

Automatic Callback

By dialing a special code, the customer is able to return the last call received whether or not it was answered (see Part 7, Section 2).



**1. ISDN DIRECT (Cont'd)****D. Service Descriptions (Cont'd)****1. Circuit Switched Voice Service - "B" Channel (cont'd)****c. The following capabilities are optional: (cont'd)**Busy Line Transfer

Provides for the automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is busy (see Part 7, Section 3).

Call Forwarding

Permits customer to transfer incoming calls to another line (see Part 7, Section 1).

Call Screening

Allows customer to prevent repeated calls from an unwanted caller whose number may or may not be known (see Part 7, Section 2).

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, 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.

**1. ISDN DIRECT (Cont'd)****D. Service Descriptions (Cont'd)****1. Circuit Switched Voice Service - "B" Channel (cont'd)****c. The following capabilities are optional: (cont'd)**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.

Repeat Dialing

Enables a customer to reach a called party whose line is busy without having to continually redial the telephone number (see Part 7, Section 2).

Secondary Telephone Numbers (including call appearance)

Provides an additional telephone number and a call appearance which is not physically terminated, but exists in the programming of Circuit Switched Voice.

The Secondary Telephone Number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from an instrument that has another telephone number as its primary number.

Speed Calling<sup>/1/</sup>

Permits the customer to place calls to a preselected group of telephone numbers by dialing abbreviated codes. Speed calling is provided in capacities of eight or thirty telephone numbers (see Part 7, Section 1).

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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.

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/1/ Speed Calling 30 is withdrawn for residence customers effective June 15, 2013.

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**1. ISDN DIRECT (Cont'd)****D. Service Descriptions (Cont'd)****2. Circuit Switched Data Service - "B" Channel**

- a. Provides the ability to originate and receive switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted.
- b. The following capabilities are standard:

Caller ID

The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received.

Caller ID is offered in appropriately equipped central offices.

Clear Channel Capability

All ISDN Direct 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. Calls may either be 56 Kbps or 64 Kbps depending on the network capabilities in place between ISDN Direct and the distant end on the call.

Denied Origination

The user/terminal can only receive calls with this capability. Calls cannot be originated from this terminal.

Denied Termination

The user/terminal can only originate calls with this capability. Calls cannot be received by this terminal.

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.

- c. The following data capabilities are optional:

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. ISDN DIRECT (Cont'd)****D. Service Descriptions (Cont'd)****2. Circuit Switched Data Service - "B" Channel****c. The following data capabilities are optional (Cont'd)**Alternate Answering

Provides for the automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is not answered by a specified number of rings (see Part 7, Section 3).

Busy Line Transfer

Provides for the automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is busy (see Part 7, Section 3).

Call Forwarding

Permits customer to transfer incoming calls to another line (see Part 7, Section 1).

**3. Alternate Circuit Switched Voice Service/Circuit Switched Data Service "B" Channel**

- a. Where technology permits, 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. The standard capabilities and features are those listed in Paragraph 1.(b) and 2.(b) preceding.
- c. Optional capabilities and features are those listed in Paragraph 1.(c) and 2.(c) preceding.

**1. ISDN DIRECT (cont'd)****E. Rates and Charges****1. General**

- a. The rate structure for each ISDN Direct shall include charges for an ISDN Direct Line, ISDN Direct CO Termination, optional services (see 2. following) and End User Common Line Charge (EUCL).
- b. Calls are subject to the usage charges for the services provisioned on the channels. With the exception of Flat Rate ISDN, measured Local Message Charges for usage will apply to Local Service Area voice and Circuit Switched Data calls provisioned on the channel. Message Toll charges will apply to calls outside the Local Service Area. Success 800 and WATS usage charges apply.
- c. ISDN Direct is a business service, which may be provisioned at either non-residence or residence addresses. Rates charged for End User Common Line and optional services such as Custom Calling Service are based upon the ISDN Direct class of service.
- d. References:

| <u>Service</u>  | <u>Reference</u>   |
|---|--|
| End User Common Line Charges                                    | Ameritech Operating Companies<br>Access Service Tariff, F.C.C. No. 2,<br>Section 4.1.7 |
| Circuit Switched Voice/Data:<br>Exchange Service, Measured Rate | AT&T Ohio Guidebook, Part 4, Section 2   |
| Message Toll Service  | AT&T Ohio Guidebook, Part 9, Section 1   |

**1. ISDN DIRECT (cont'd)****E. Rates and Charges (cont'd)****2. Service Elements and Optional Features**

| <u>Description /Billing Code/</u>   | <u>Nonrecurring<br/>Charge</u> | <u>Variable Term Option<sup>/2/</sup><br/>Monthly Rates</u> |                 |                 |
|---|--------------------------------|---|-----------------|-----------------|
|   |                                | <u>1 Month</u>  | <u>36 Month</u> | <u>60 Month</u> |
| a. ISDN Direct Line /OBQD1/   | -                              | \$883.00 (I)  | \$11.75         | \$11.50         |
| b. ISDN Direct CO Termination<br>/N2Q/ /P2B/ <sup>/1/</sup>   | \$50.00                        | 1,425.00 (I)  | /1/             | /1/             |
| c. Distance extension charge for<br>beyond normal transmission<br>range per ISDN Line /XTN/ <sup>/1/</sup>                          | -                              | 26.00   | /1/             | /1/             |
| d. Circuit Switched Voice Service<br>Element, per "B" Channel<br>equipped /LTQ5X/   | 15.00                          | 3.00  | 2.80            | 2.60            |
| e. Circuit Switched Data Service<br>Element, per "B" Channel<br>equipped /LTQ6X/  | 15.00                          | 8.00  | 7.80            | 7.60            |
| f. Alternate Circuit Switched Voice<br>Service/Circuit Switched Data<br>Service Element Charge, per "B"<br>Channel equipped /LTQ1X/ | 15.00                          | 161.00 (I)  | 8.30            | 8.10            |

/1/ Term Payment Plan (TPP) rates no longer available for this Rate Element as of September 1, 2004. TPPs in existence prior to September 1, 2004 are rate protected as per Paragraph 1.C.1 in this Section, through the end of the existing TPP term.

/2/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply.

**1. ISDN DIRECT (cont'd)****E. Rates and Charges (cont'd)****2. Service Elements and Optional Features (cont'd)**

| <u>Description /Billing Code/</u>  | <u>Nonrecurring<br/>Charge</u> | Variable Term Option <sup>/2/</sup><br><i>Monthly Rates</i> |                 |                 | (C) |
|--|--------------------------------|---|-----------------|-----------------|-----|
|  |                                | <u>1 Month</u>  | <u>36 Month</u> | <u>60 Month</u> |     |
| g. Subsequent changes for Circuit Switched Voice and/or Circuit Switched Data rearrangement to add line appearance or move line or feature appearances, per occasion /REA1B/ | \$15.00                        | -   | -               | -               |     |
| h. Additional Call offering, each /NCO/  | 5.00                           | \$ 3.00   | -               | -               |     |
| i. Additional Multiple Call Appearances, each /ACSPB/  | 5.00                           | 2.00  | -               | -               |     |
| j. Intercom Calling, Each /NZV/  | 5.00                           | 2.50  | /1/             | /1/             |     |
| k. Secondary Telephone Numbers, including call appearance, each /D06/  | 5.00                           | 2.50  | /1/             | /1/             |     |
| l. Station Controlled Conference 6 port /EQ6/  | 15.00                          | 14.00   | -               | -               |     |
| m. Message Waiting Indicator each /MLN/  | 5.00                           | 2.50  | -               | -               |     |
| n. Flat Rate Usage (Business) /UXG1X/  | -                              | 67.60   | -               | -               |     |

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/2/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month tariff rates in effect at such time will automatically apply

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/1/ Material now appears in Part 20, Section 17, Sheet 7.



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/1/ Material now appears in Part 20, Section 17, Sheet 8.

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/1/ Material now appears in Part 20, Section 17, Sheet 9.

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/1/ Material now appears in Part 20, Section 17, Sheet 10.

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/1/ Material now appears in Part 20, Section 17, Sheet 11.

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