

FACILITIES FOR INTERSTATE ACCESS

8. ANCILLARY SERVICES

8.1 General

8.1.1 Directory Assistance Service/Preferred Directory Assistance Service

The Telephone Company will provide Directory Assistance Service/Preferred Directory Assistance Service to a customer from Directory Assistance Service locations.

Regulations, rates and charges as follow apply to Directory Assistance Service/Preferred Directory Assistance Service and shall not serve as a substitute for customer tariff offerings of services to end users. The provision of such Directory Assistance Service/Preferred Directory Assistance Service by the Telephone Company as set forth following does not constitute a joint undertaking with the customer for the furnishing of any service.

The Telephone Company's undertaking to provide Directory Assistance Service/Preferred Directory Assistance Service is made only in conjunction with interstate services. The facilities offered for connection to Preferred Directory Assistance may be Switched Access or Special Access, at the customer's option.

The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other sections of this tariff and in other tariffs of the Telephone Company which are referenced herein.

For Switched Access connections to the Directory Assistance Service/Preferred Directory Assistance location, the rates as set forth in Section 4 apply. Switched Access connections to Directory Assistance service locations shall require the use of Switched Access Entrance Facilities and Direct-Trunked Transport. Switched Access Entrance Facilities provide the facilities and necessary interface between the customer's CDL and the serving wire center. Switched Access Direct-Trunked Transport provides the interoffice facilities between the serving wire center and the Directory Assistance service location. In addition to Directory Assistance rates described in this section, Entrance Facility and Direct-Trunked Transport rates are applied as described in Section 4.5.2.(H)(2)(d) and 4.5.2.(H)(2)(e).

For Special Access connections to Preferred Directory Assistance, the rates set forth under Section 5 will apply. Switched Access rate elements will not apply.

8.2 Description of Service

Directory Assistance Service provides access to Directory Assistance Service locations, use of Directory Assistance Service equipment, and use of Directory Assistance operators. This function consists of Directory Assistance Service to a customer to enable end users to obtain local telephone numbers maintained by the Telephone Company.

Preferred Directory Assistance provides Directory Assistance to a customer to enable their end users to obtain local published telephone numbers in designated NPAs served by the Telephone Company. Complete directory listings for each NPA include those customers served by the Telephone Company and those served by other local exchange companies. Preferred Directory Assistance service incorporates the following characteristics:

- (A) The carrier must presubscribe to all NPAs indicated per jurisdiction.

<u>Jurisdiction</u>	<u>NPAs Presubscribed</u>	
Illinois Indiana Michigan	217, 309, 618, 815 219 517, 616	(D)
Wisconsin	608, 715	(D) (D)

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8. ANCILLARY SERVICES (Cont'd)8.2 Description of Service (Cont'd)

- (B) Requires long term customer commitment over which the per call rate will not change: customer selects one of two minimum periods:
24 months
36 months
- (C) Call Branding is provided. Branding content will be mutually agreed upon by the Telephone Company and the customer.

8.3 Regulations8.3.1 Undertaking of the Telephone Company(A) Discontinuance and Refusal of Directory Assistance Service/
Preferred Directory Assistance Service

- (1) If the customer fails to comply with the provisions of this tariff, including any payments to be made by it on the dates or at the times herein specified, and fails within thirty (30) days after written notice via certified mail from the Telephone Company to an officer of the customer requesting payment for such noncompliance, the Telephone Company may discontinue the provision of the Directory Assistance Service/Preferred Directory Assistance Service. In case of such discontinuance, all applicable charges shall immediately become due.
- (2) If the customer repeatedly fails to comply with the provisions of this tariff in connection with the provision of Directory Assistance Service/Preferred Directory Assistance Service and fails to correct such course of action after notice as set forth in (a) preceding, the Telephone Company may refuse applications for additional Directory Assistance Service/Preferred Directory Assistance Service.

8.3.2 Obligations of the Customer(A) Request for Service

- (1) Directory Assistance Service will be offered for a minimum period of six months. Three months prior to the end of the minimum period, or subsequent extension, the customer shall notify the Telephone Company, in writing, if the service is to be discontinued. If no notice is received from the customer, the Telephone Company shall assume that the service is extended for another six months.
- (2) Preferred Directory Assistance Service will be offered for a minimum period of 24 months. The customer also has the option of choosing a 36 month period. Three months prior to the end of the selected period, the customer shall notify the Telephone Company, in writing, if the service is to be discontinued. If no notice is received from the customer, the Telephone Company shall assume that the service is extended for the same initially selected period at the current tariff rate.

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8. ANCILLARY SERVICES (Cont'd)8.3 Regulations (Cont'd)8.3.2 Obligations of the Customer (Cont'd)(A) Request for Service (Cont'd)(3) ASR Requirements

When Directory Assistance Service/Preferred Directory Assistance Service is ordered, the customer shall furnish the Telephone Company, for each state, for each NPA, and for each month in the order period, an estimate of the number of calls (call capacity) to be billed. At a minimum, the customer is required to revise this estimate semi-annually. More frequent revisions of the estimates may be submitted, however, no more than once per month.

When Directory Assistance Service/Preferred Directory Assistance Service is ordered in the state of California, the standard facility interface arrangement for accessing these services is DS1 as set forth in Section 5 preceding.

8.3.3 Payment Arrangements(A) Minimum Charges

After service has been provided for a period of 3 months the customer is subject to minimum monthly charges if in any month within the period ordered the actual call volumes are:

- less than 75% of any one of the previous months' actual calls in the period ordered, or
- less than 75% of the highest forecast in the period ordered, whichever is higher.

Applicability of minimum charges shall be made by comparing the actual call volumes to either the forecasted volumes or the previous months' actual call volumes, whichever is higher.

The minimum monthly charge is computed using the difference between the actual call volume for a month and the calculated minimum (i.e., 75% of the highest forecast or 75% of any previous months' actual), multiplied by the appropriate Directory Assistance Service/Preferred Directory Assistance Service Charge, and then multiplied by 0.5.

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8. ANCILLARY SERVICES (Cont'd)8.3 Regulations (Cont'd)8.3.3 Payment Arrangements (Cont'd)(B) Minimum Period Disconnect Charges

- (1) If service is discontinued prior to the end of six months when Directory Assistance Service is ordered, then the customer shall be obligated to pay the Telephone Company nonrecoverable costs, less the net salvage value for any equipment and material provided or used, for the discontinued service. Such charges will be tariffed as they occur.
- (2) If after subscription to Preferred Directory Assistance Service the customer cancels any portion of this service his rate will revert to the standard Directory Assistance call rate. In addition, the customer will be subject to a cancellation charge equal to the difference between the Preferred Directory Assistance charges and the standard Directory Assistance charges for the period the customer was being charged the Preferred Directory Assistance Service rate.

8.4 Rate Regulations8.4.1 Directory Assistance Service/Preferred Directory Assistance Service

- (A) The Telephone Company Directory Assistance/Preferred Directory Assistance operator, when furnished a name, will provide or attempt to provide the telephone number listed in the Telephone Company Directory Assistance records associated with the name given. The Telephone Company's contact with the end user shall be limited to such contact necessary to process an end user's request for a telephone number.
- (B) A maximum of two requests for telephone numbers will be processed per access to the Directory Assistance/Preferred Directory Assistance operator.
- (C) A telephone number which is not listed in Directory Assistance records will not be available to the end user.
- (D) The Telephone Company reserves the right to determine from which Directory Assistance Service location the service will be provided.

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8. ANCILLARY SERVICES (Cont'd)8.4 Rate Regulations (Cont'd)8.4.1 Directory Assistance Service/Preferred Directory Assistance Service (Cont'd)

- (E) In the event that a telephone number is not listed in the Directory Assistance records and no number is provided, no credit applies for the call to the Directory Assistance/Preferred Directory Assistance operator.

The customer will receive credit allowances on Directory Assistance Service/Preferred Directory Assistance charges for FIA interruptions as set forth in 2.4.4.

- (F) The Directory Assistance/Preferred Directory Assistance per call charge, as set forth in 8.5, applies for each call to a Directory Assistance service location. A chargeable call is one which has been answered by or forwarded to a Directory Assistance/Preferred Directory Assistance operator. The charge applies whether or not the Directory Assistance/Preferred Directory Assistance operator provides the requested telephone number. The number of calls answered or forwarded to Directory Assistance/Preferred Directory Assistance operators will be accumulated by the Telephone Company measuring equipment.

- (G) In the event of a rate increase, the customer rate will be sustained for the agreed upon period (24 months or 36 months) as listed in 8.6.

In the event of a rate decrease, the customer may select one of the following options:

- 1) remain at his existing rate until his minimum period expires, or
- 2) exit the agreed upon minimum period and select the new rate. If the customer selects this option, a new minimum period will begin on the date of the rate decrease selection made by the customer.

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8. ANCILLARY SERVICES (Cont'd)

8.5 Rates and Charges

<u>Jurisdiction</u>	<u>Directory Assistance Service</u>	<u>Preferred Directory Assistance Service</u>		
	<u>Per Call Rate</u>	<u>Per Call Rate</u>		
		<u>24 Month</u>	<u>36 Month</u>	
Illinois	.2550	.2450	.2100	(D)
Indiana	.2550	.2450	.2100	
Michigan	.2550	.2450	.2073	
N Carolina	NA	NA	NA	
Ohio	NA	NA	NA	
S Carolina	NA	NA	NA	(D)
Wisconsin	.2550	.2450	.2100	(D)

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8. ANCILLARY SERVICES (Cont'd)8.6 Preferred Directory Assistance Service Rates and Effective Dates - (Grandfathered Rates)

<u>From</u>	<u>Effective Dates</u> <u>To</u>	<u>24 Month Rate During Effective Dates</u>	<u>36 Month Rate During Effective Dates</u>
7/1/90	6/30/92	\$.2230	N/A
2/1/90	1/31/93	N/A	\$.2200

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8. ANCILLARY SERVICES (Cont'd)8.7 Operator Services

Operator Services described in this Section will be provided to access customers as an optional feature in conjunction with Feature Group C (FGC), Feature Group D (FGD), BSA-C, or BSA-D Switched Access Services from designated Operator Services Switching locations in those LATAs where the Telephone Company has the capability to provide such services. Operator Services include Operator Transfer and Inward Operator Assistance functions which enable a customer to provide operator related services to their end users. A customer may order both Operator Transfer and Inward Operator Assistance Services or may order them individually.

8.7.1 General Description(A) Operator Transfer Service

Operator Transfer Service is an originating service that provides call transfer of 0- (the digit 0 with no additional digits) interLATA calls to a participating customer as requested by the calling end user. Operator Transfer Service is provided when an end user dials "0" and is routed to the Telephone Company's operator and requests completion of an interLATA call. Operator Transfer Service provides for the routing of the call from the Telephone Company's Operator Services Switching Location to one customer designated location in the same LATA.

The Telephone Company operator will ask the end user to identify the customer to which they desire to be connected. The operator will then transfer the call to the designated customer.

If the end user has no preference, or the identified customer has not subscribed to Operator Transfer Service, the end user will be asked to select from a list of participating customers. The list of participating Operator Transfer Service customers will be updated monthly. The order in which participating customers will appear on the list will be initially determined by use of a random drawing. For each subsequent monthly update following the initial selection, the customer in the first position will be moved to the last position on the list. All other customers will be moved up one position. New Operator Transfer Service customers will be placed at the bottom of the list of participating customers pending the next monthly update.

(B) Inward Operator Assistance Service

Inward Operator Assistance Service provides for operator assistance on inward calls received from a customer's operator. Three Inward Operator Assistance functions are provided as described below. Each call may include any combination of functions for the same telephone number. Only one telephone number per call will be handled by the operator.

- (1) Busy Line Verification - The Telephone Company operator, at the request of the customer's operator, will determine the status of an exchange service line (e.g., conversation in progress) and report the status to the customer's operator. The Telephone Company operator will not complete the call after performing Busy Line Verification.
- (2) Busy Line Interrupt - The Telephone Company operator will, at the request of the customer's operator, interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made. The Telephone Company operator will not complete the call after performing Interrupt.
- (3) Operator Assistance - The Telephone Company operator will provide the customer's operator with assistance or information regarding service conditions.

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8. ANCILLARY SERVICES (Cont'd)8.7 Operator Services (Cont'd)8.7.2 Service Provisioning

- (A) The Telephone Company will provide Operator Transfer Service for calls originating from all end offices within the LATA served by a designated Operator Services Switching Location.

The Telephone Company will provide Inward Operator Assistance Service for calls associated with exchange service lines in end offices served by the Operator Services Switching Location.

A list of end offices served by the Operator Services Switching Location will be provided to the customer upon request.

- (B) Operator Services will be provided over FGC, FGD, BSA-C, or BSA-D trunk groups, arranged for either one-way or two-way calling, from the Operator Services Switching Location to one customer designated location in the same LATA. Both Operator Transfer and Inward Operator Assistance traffic may be combined on the same trunk group.
- (C) Switched Access used in conjunction with Operator Services will be provisioned in accordance with the technical specifications and requirements set forth in Section 4 of this tariff.
- (D) Designated Telephone Company Operator Services Switching Locations are identified in The National Exchange Carrier Association Tariff FCC No. 4. The designated locations will be in those LATAs in which the Telephone Company is able to provide Operator Services.

8.7.3 Rate Regulations

Where the Telephone Company has measurement capability for Operator Services per call charges, the Telephone Company will bill the actual usage measured on a per call basis. For Operator Transfer Service, FGC, FGD, BSA-C, and BSA-D access minutes will also be billed in addition to the per call charge.

When measurement capability is not available, the customer shall furnish a forecast of the number of calls (call capacity) anticipated for each month of the succeeding year by type of call (i.e., Operator Transfer and Inward Operator Assistance calls) and by Operator Services Switching Location at the time the order is placed. For mixed intrastate and interstate services, the customer's estimate shall include the percent of interstate calls. At a minimum, the customer shall revise this forecast annually. More frequent revisions of the forecast may be submitted, however, no more than once per month.

Such estimates shall be used as a basis for billing the Operator Services per call charges until such time as the Telephone Company has actual measurement capability available. The customer shall maintain records supporting such estimates.

FACILITIES FOR INTERSTATE ACCESS

8. ANCILLARY SERVICES (Cont'd)8.7 Operator Services (Cont'd)8.7.3 Rate Regulations (Cont'd)(A) Operator Transfer ServiceOperator Transfer Service Rate

The Operator Transfer Service Rate is assessed per 0- call transferred to a customer. A 0- call is considered transferred when the Telephone Company operator activates the transfer function sending the call to the designated customer.

Switched Access Charges

FGC, FGD, BSA-C, or BSA-D Switched Access usage charges and Carrier Common Line Charges will also apply per minute of use for Operator Transfer Service.

(B) Inward Operator Assistance Service

Inward Operator Assistance Service includes the functions of Busy Line Verification, Busy Line Interrupt and Operator Assistance. The Inward Operator Assistance rate applies on a per call basis. Each call may include any combination of functions for the same telephone number. A call is considered an Inward Operator Assistance call when the call is received at the Telephone Company's operator position.

Switched Access Charges

FGC, FGD, BSA-C, or BSA-D Switched Access usage charges do not apply to Inward Operator Assistance Service.

FACILITIES FOR INTERSTATE ACCESS

8. ANCILLARY SERVICES (Cont'd)8.7 Operator Services (Cont'd)8.7.4 Rates and Charges

(A)	<u>Operator Transfer Service</u>	<u>Rate</u>
	Per call transferred	\$.35
(B)	<u>Inward Operator Assistance Service</u>	
	Per call, per telephone number	\$.65

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8. ANCILLARY SERVICES (Cont'd)8.8 Line Information Data Base (LIDB) Query Service(A) General

Line Information Data Base (LIDB) Query Service, available to Operator Service Providers (OSPs), provides OSPs the ability to access billing validation data in conjunction with Common Channel Signaling System 7 (CCS7) Access service.

(B) Description

The Telephone Company's LIDB Query Service will contain a record for every working line number served by the Telephone Company. Other local exchange carriers who store their data in the Telephone Company's LIDB must provide this data as well. LIDB Query Service is offered by the Telephone Company to its customers to provide access to billing validation data, residing in Telephone Company data bases, for use with and in support of Alternate Billing services such as Calling Card, Collect Calls and Third Number Billing. Alternate Billing services provide customers' end users the ability to bill calls to an account not necessarily associated with the originating line. LIDB Query Service will allow customers to validate Telephone Company calling cards, to screen billing numbers for collect call and/or third number call acceptance, and to perform public telephone line number checks to prevent the alternate billing of calls to public telephones. The customer must subscribe to CCS7 Access service as described in Section 4 in order to obtain access to the Telephone Company's LIDB. CCS7 Access Service for LIDB Query Service is available from any local or regional Telephone Company STP via the Telephone Company's CCS7 interconnection and transport service as shown in 4.2.10. The location of the Telephone Company's STP switches are indicated in NECA Tariff FCC No. 4.

Customers subscribing to LIDB Query Service originate queries to the LIDB from an operator services system (OSS) identified by an originating point code (OPC). The LIDB query is routed from the CDL over the CCS7 access connection through one of the Telephone Company STPs to the Telephone Company's LIDB. The requested billing validation data, in the form of signaling information, is passed back via one of the Telephone Company interconnecting STPs to the CDL.

LIDB Query Service will provide the following functions on a per query basis:

- Validation of calling card information stored on the Telephone Company's LIDB.
- Determination of whether collect or third number calls may be billed to a given line number.
- Determination of whether the billed line in the billed number screening query is a public telephone number.

FACILITIES FOR INTERSTATE ACCESS

8. ANCILLARY SERVICES (Cont'd)8.8 Line Information Data Base (LIDB) Query Service (Cont'd)(B) Description (Cont'd)(1) Limitations

Unless expressly authorized in writing by the customer and the Telephone Company, LIDB Query Service is not to be used for purposes other than those LIDB functions described herein. LIDB Query Service is to be used for those services only on an on-line call-by-call basis and accessed LIDB data may not be stored elsewhere for future use or for any other reason.

(2) Rate Elements

The application of rates and charges for LIDB Query service is set forth in 8.8(C). The rates for LIDB Query service are set forth in 8.8(D).

(C) Obligations of the Telephone Company(1) LIDB Validation System Updates

As a part of the normal business operation of LIDB Query service, the Telephone Company will, on a business day basis, add, delete, and modify end user customer accounts as such customers move, become delinquent on their accounts, or order new service. The Telephone Company will investigate referrals and will deactivate billing validation data in the event fraudulent usage is detected. Emergency or priority updates will be made seven days a week, 24 hours a day reflecting lost, stolen, or otherwise compromised calling cards. The Telephone Company will conduct annual audits of the LIDB where line information for all working exchange access lines and calling cards is audited. The Telephone Company will monitor all Alternate Billing Services (ABS) validation seven days a week, 24 hours a day and take timely steps to generate high usage reports to detect and stop fraudulent calling card use. The Telephone Company will accept ABS fraud referrals at the Telephone Company's National Fraud Control Center on a 24 hour basis.

(2) CCS7 Network Performance

The Telephone Company supports the performance standards contained in Section 7 of TR-TSV-000905. The overall end-to-end CCS7 network objective is less than ten minutes unavailability per year from any Signal Point (SP) to any other SP. The performance objective for any single SP, including a Service Control Point (SCP), is less than three minutes unavailability per year. The combined link set from the SCP to the applicable mated STP pair has a performance objective of less than two minutes unavailability per year.

(3) LIDB Validation System

LIDB validation system downtime is required to be less than twelve hours per year. The LIDB validation system is capable of processing up to 75 queries per second. The response time for a query, from transmission to reception, is less than one second and should not exceed two seconds for 99 percent of all queries.

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8. ANCILLARY SERVICES (Cont'd)8.8 Line Information Data Base (LIDB) Query Service (Cont'd)(C) Obligations of the Telephone Company (Cont'd)(4) LIDB Query Gapping

During periods of LIDB validation system congestion, the Telephone Company will utilize an automatic query gapping procedure to control such congestion. Automatic query gapping controls congestion via a gap and duration index which tells the switch the gap (how long the switch should wait before sending another query to the LIDB) and the duration (how long the switch should continue to perform gapping). For example, if gapping is invoked, every third query might be dropped. This query gapping procedure will be applied uniformly to all users of the Telephone Company's LIDB. The Telephone Company reserves the right to invoke manual intervention in the automatic query gapping procedure to preserve the integrity of the network.

(5) Confirmation Service

The Telephone Company, upon request of the customer, shall confirm the Billed Number Screening service applied to their account as shown in 4.2.22.

(6) Originating Line Number Screening (OLNS) Service

OLNS Service provides customers access to the Telephone Company's LIDB to facilitate the completion of originating calls from working telephone numbers. In response to a properly formatted OLNS query, the Telephone Company will provide originating line screening information that will identify allowable originating call processing and originating billing decisions.

Technical Specifications for OLNS can be found in Technical Reference GR-1149-CORE, Issue 7, System Interfaces.

(D) Rate Regulations

Rates and charges for LIDB Query Service apply as follows:

(1) LIDB Query Transport Charge

A LIDB Query Transport charge applies to each query received at the Telephone Company Service Control Point (SCP). Per query charges are accumulated over a monthly period and are billed to the customer on a monthly basis.

(2) LIDB Query Charge

A LIDB Query charge applies to each query received at the Telephone Company SCP and processed at the Telephone Company LIDB. Per query charges are accumulated over a monthly period and are billed to the customer on a monthly basis.

(3) OLNS Query Charge

The OLNS query rate element provides for identification of the originating screening requirements for call processing and billing that are associated with an originating line.

(4) Nonrecurring Ordering Charges

LIDB Query service is ordered in conjunction with CCS7 Access service under the provisions set forth in Section 3.

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FACILITIES FOR INTERSTATE ACCESS

8. ANCILLARY SERVICES (Cont'd)8.8 Line Information Data Base (LIDB) Query Service (Cont'd)(E) Rates and Charges

<u>LIDB Query Transport Charge</u>	<u>LIDB Query Charge</u>
<u>Rate</u> <u>Per Query</u>	<u>Rate</u> <u>Per Query</u>
.0046	.0350

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8. ANCILLARY SERVICES (Cont'd)

8.8 Line Information Data Base (LIDB) Query Service (Cont'd)

(E) Rates and Charges (Cont'd)

OLNS Query Charges

Rate
Per Query

.018