

**Service Catalog  
Wapakoneta & Cridersville, Ohio**

The services contained in this document are for those exchanges served by TSC's facilities not found in TSC's Tariff No. 5. Please see PUCO Tariff No. 5 for additional information.

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**LOCAL EXCHANGE SERVICE**

**WAPAKONETA EXCHANGE RATES**

**RATES AND THEIR REGULATIONS**

Inside Based Rate Area:

The following rates shall apply within the Base Rate Area and within the Wapakoneta, Ohio exchange area.

	<u>Net Monthly Rates</u> <u>Business</u>
4 or more access lines	\$11.20
1 Trunk	\$14.35
2 or 3 Trunks	\$14.35
4 or more Trunks	\$14.35

Outside the Base Rate Area:

The following rates and mileage charges shall apply outside the Base Rate Area but within the Wapakoneta, Ohio exchange area:

	<u>Net Monthly Rates</u> <u>Business</u>
4 or more access lines	\$11.20
1 Trunk	\$14.35
2 or 3 Trunks	\$14.35
4 or more Trunks	\$14.35

Mileage Charges, per airline mile  
or fraction thereof

	\$ 1.00
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Included in the access line rate is extended area service to the following points:  
Telephone Service Company exchanges: Cridersville, Ohio.  
Buckland Telephone Company exchange: Buckland, Ohio  
Sprint exchanges: Botkins, Jackson Center, Westminster, and Waynesfield, Ohio.  
Verizon exchanges: St. Marys, Minster and New Bremen Ohio.#

#Subject to negotiations with Verizon North Inc.

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**LOCAL EXCHANGE SERVICE**

**CRIDERSVILLE EXCHANGE RATES**

**RATES AND THEIR REGULATIONS**

Inside Based Rate Area:

The following rates shall apply within the Base Rate Area and within the Cridersville, Ohio exchange area.

	<u>Net Monthly Rates</u> <u>Business</u>
4 or more access lines	\$11.20
1 Trunk	\$14.35
2 or 3 Trunks	\$14.35
4 or more Trunks	\$14.35

Outside the Base Rate Are:

The following rates and mileage charges shall apply outside the Base Rate Area but within the Cridersville, Ohio exchange area:

	<u>Net Monthly Rates</u> <u>Business</u>
4 or more access lines	\$11.20
1 Trunk	\$14.35
2 or 3 Trunks	\$14.35
4 or more Trunks	\$14.35
Mileage Charges, per airline mile or fraction thereof	\$ 1.00

Included in the access line rate is extended area service to the following points:

Telephone Service Company exchanges: Wapakoneta, Ohio.

Buckland Telephone Company exchange: Buckland, Ohio

Sprint exchanges: Lima, Botkins, Jackson Center, Westminster, and Waynesfield, Ohio.

Verizon exchanges: St. Marys, Minster and New Bremen Ohio.#

#Subject to negotiations with Verizon North Inc.

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**CALLING SERVICES**

**ADVANCED CALLING SERVICES (ACS)**

**Rates and Charges**

**Moon Packages**

Quarter Moon

Features:

Call Waiting  
Call Forwarding  
Three Way Calling  
Touch Tone

Monthly Rate: \$3.25

New Moon

Features:

Call Waiting  
Call Forwarding  
Three Way Calling  
Call Return  
Touch Tone

Monthly Rate: \$4.50

Harvest Moon

Features:

Caller ID with Call Waiting  
Caller ID with Name and Number  
Call Forwarding  
Three Way Calling  
Personal Ringing  
Touch Tone

Monthly Rate: \$8.75

Blue Moon

Features:

Caller ID with Call Waiting  
Caller ID with Name and Number  
Call Forwarding  
Three Way Calling  
Anonymous Call Rejection  
Repeat Dialing  
Touch Tone

Monthly Rate: \$10.00

Moon packages are groups of ACS features offered together at a package rate that is lower than the rate would be if the services were purchased separately.

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**TRUNK HUNTING/ROTARY LINE SERVICE**

Trunk hunting/rotary line is a combination of two or more individual lines connected to the same central office so that calls to the listed number overflow to the next available line if the listed number is unavailable. The monthly rate for trunk hunting applies to each line in addition to the regular individual lines.

A. Rates and Charges

Each individual or exchange trunk line arranged for rotary line service, in addition to the charges for the appropriate class and grade of service as specified in this document.	Monthly <u>Rate</u> \$2.00
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**DIRECTORY SERVICES**

**DIRECTORY AND LISTING SERVICES**

The following services are available to subscribers at the monthly rates below:

	<u>Rate</u>
a. Extra Name Service, Business	\$ 2.20/month
e. Foreign Listing, Business	\$ 2.20/month

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**DIRECT INWARD DIALING SERVICE**

1. Direct inward dialing service (DID) provides the central office switching equipment necessary for inward dialing directly to the telephone stations served by the switching equipment located on the customer's premises.
2. Direct inward dialing is provided from telephone company central office trunk lines to customer premises Telephone Company dial PBX systems and customer-provided PBX systems that are equipped for DID operation.
3. Direct inward dialing to PBX systems is provided subject to the availability of central office facilities and telephone numbers.
4. The initial contract period for direct inward dialing is three years. Termination of service before expiration of this period shall result in termination liability as set forth below.
5. Direct inward dialing service is based on the use of standard equipment. If nonstandard equipment is requested, rates based on cost involved will be provided.
6. Customer-provided PBX systems will provide for the intercepting of assigned DID station numbers that are unused.
7. The following rates and charges are in addition to the rates and charges that are applicable for PBX trunks and involve central office switching equipment arranged for DID.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Termination Liability</u>
a. 100 DID numbers	\$17.00	\$250.00	\$1,800.00
b. DID Trunk Termination In Central Office	\$84.00	\$ 15.00	
c. 10 DID numbers	\$ 2.00	\$ 0.00	

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**CENTREX**

**General**

Centrex service is furnished subject to the availability of facilities, features and central office equipment in locations as determined by the Company.

- A. The service is furnished from digital central office equipment located on Company premises and associated facilities so arranged as to provide the following service features:
  - (1) Direct-Inward Dialing (DID) and (Direct-Outward Dialing (DOD) of exchange and long distance message network calls to and from stations and attendant positions of a Centrex system. This includes one seven-digit access number, per line.
  - (2) Intercommunications calls between stations of the same Centrex system.
  - (3) Identified-Outward-Dialing (IOD) by station number of outgoing long distance message calls dialed by a station. Only calls billed to the subscriber by this company will be provided this identification.
  - (4) Common recorded announcement interception of calls to unassigned station numbers.
  - (5) Station Line Hunting.
  - (6) Touch Tone Service
  
- B. Each Centrex line may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the line is installed. When a change in the operation is requested by the customer, the appropriate service charges as specified in Tariff 2 apply per line affected.
  
- C. A Centrex system may be comprised of the following components:
  - Centrex Station Lines (including the outside plant facility)
  - Features
  - Telephones
  - Attendant Lines (including the outside plant facility)
  - Attendant Console Support Equipment
  - Attendant Console(s)
  
- D. Centrex service is not provided in association with public or semi-public telephone service.
  
- E. Centrex service may be provided in trunks
  
- F. Certain auxiliary services may be available on an individual Centrex station line and are subject to the capabilities of the serving central office.

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**CENTREX (Cont.)**

- G. Service charges as specified in Tariff 2 apply to all Centrex station line installations, customer requested moves, changes and rearrangements performed by the Company.
- H. The rate for Centrex service in an FX area is the monthly rate for the Centrex service desired, plus an FX charge.
- I. The lines for direct connections between a Centrex system and other systems are provided primarily for communications between stations of the two systems. In such cases, rate and charges for the tie line services. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long distance calls through the Centrex system to or from other systems (Centrex or Non-Centrex) provided such connections to the exchange or long distance network are only made at one system at a time.
- J. Rates and charges for DID Service will apply when the customer requests a guarantee of consecutive numbers.
- K. The applicable end user charges will apply to each Centrex station.
- L. A system may not be provided for intercommunication (stand alone) service only. Access to the exchange network must be provided.
- M. Directory Listings will be furnished subject to the rates and regulations specified in this document.
- N. Centrex Service will be provided on a month-to-month basis at the rates as specified in this document. The initial service period for Centrex Service is a minimum of one month, commencing with the date of installation of the service.
- O. All Centrex features are available only to lines utilizing Touch Tone signaling.
- P. Centrex Service is available at a maximum distance of 12,000 feet from the Company's central office. Centrex Service provided at further distances will only be available at additional charges based on the special service arrangements required.
- Q. All exchange lines in a Centrex system must be served by the same central office and have the same billing arrangement.
- R. At the option of the Company and subject to the availability of facilities, alternative transmission facilities may be provided on a special assembly basis.

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**CENTREX FEATURE PACKAGES**

a. **BASIC FEATURE PACKAGE**

The basis feature package will include, but not be limited to, the following features:

- (1) **Station Features**
  - Automatic Line
  - Call Forward
  - \*All Calls
  - \*Busy
  - \*No Answer
  - Call Pickup
  - Call Pickup Datafill Enhancements
  - Call Waiting
  - Consultation Hold
  - Cancel Call Waiting
  - Preset Conference
  - Meet-Me Conference
  - Ring Again
  - Speed Calling
  - Station Call Park
  - Station Code Call Access
  - Station Controlled Conference Access (Six Ports Max)
  - Station-to-Station Dialing
  - Three-Way Conference/Transfer
- (2) **System Features**
  - Attendant Service (local/Remote Consoles)
  - Class-of-Service Restrictions
  - Code call Access
  - Code Restrictions
- (3) **Attendant Features**
  - Attendant Access to Paging
  - Attendant Autodial
  - Attendant Call Park Recall Timer
  - Attendant Call Selection
  - Attendant Camp-on
  - Attendant Conference (Max. six Conferees)
  - Attendant Console Display
  - Attendant Control of Trunk Group Access
  - Attendant Locked Loop Operation
  - Attendant Release Upon Completion of Dialing
  - Attendant Speed Calling
  - Attendant to Recorded Announcement
  - Attendant Transfer
  - Automatic Recall

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**CENTREX FEATURE PACKAGES (Cont.)**

Busy Verification  
Call Hold  
Call Park  
Code Calling Line Termination  
Console Test  
Interposition Calls and Transfer  
Lockout  
MAP Display for Attendant  
Operational Measurements  
Multiple Console Operation  
Multiple Listed Directory Numbers  
Position Busy  
Secrecy  
Serial Call  
Trunk Group Busy Indication  
Two-Way Splitting  
Uniform Call Distribution from Queue  
Wild Card Key

**b. ENHANCED BUSINESS FEATURES**

The enhanced Business Feature Package is available only in conjunction with the Basic Feature Package and will include, but not be limited to, the following features:

- (1) Attendant Features  
Attendant Display of Queued Calls by ICI Key Flexible Console Alerting.
- (2) System Features  
Audio Input on Incoming Calls in Queue  
(Attendant and Uniform Call Distribution)  
Distinctive Ringing  
ESN-Variable Types of out pulsing on Same Call  
Executive Busy Override  
Intergroup calling  
Last Number Redial  
Uniform Call Distribution

**c. VIRTUAL FACILITY GROUPS**

The virtual facility group package will include, but not be limited to the following features:

Attendant Control of Virtual Facility Groups  
Off-Hook Queue, Call Back Queue for OUTWATS  
Virtual Facility Groups  
VFG Trunk Group Busy on Attendant Console

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**CENTREX RATES AND CHARGES**

A. Centrex Access (Per Line)

	<u>Monthly Rate</u>
2-25 Lines	\$33.00
26-50 Line	\$31.00
Over 50 Lines	\$29.00

B. Centrex Attendant Line (including the outside plant facility)

a.	First line, per console	\$34.80
b.	Each additional line terminating on same Console (maximum of 6)	\$6.00

C. FEATURE PACKAGE

	<u>Monthly</u>
(1) Basic Feature Package	\$4.25 per line*
(2) Enhanced Business Features	\$2.00 per line*
(3) Virtual Facility Groups	\$4.30 per group
(4) CLASS features (Per Line)	See Tariff 2

\*(In addition to Centrex Access)

D. DISCOUNT SCHEDULE

The following long term service commitment discounts apply to both the nonrecurring installation charges and the monthly recurring Centrex line charges:

<u>Service Term</u>	<u>Discount</u>
3 years	7%
5 years	12%
7 years	19%

If the customer cancels or downgrades Centrex service after installation of the service but prior to the completion of the service term, the customer shall be obligated to reimburse Telephone Service Company the amount of any and all discounts the customer received through the about discount schedule.

Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signatories to such agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.

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**VOICE GRADE PRIVATE LINE CABLE FACILITY**

1. Voice Grade Private Line Cable Facility

a. General

This service provides the customer with a point to point cable pair capable of handling voice communications and/or signaling applications. It is a non- conditioned service and is not intended, nor will be maintained, to support the transmission of data service(s).

Use for other than voice or signaling (i.e. data transmission) are prohibited, not maintained and will be disconnected. Multiplexing of the circuit(s) is also prohibited. Allowable uses include, but not limited to, voice paths, control circuits, radio transmitter control utilizing various voltage drops etc. However, the Company reserves the right to disallow the connection of devices that use excessively high voltage or current which would either interrupt other customers' service or cause the malfunction of Telephone Service Company equipment and/or cable facilities.

The service is provisioned on a point to point basis. In most cases, two (2) facilities will be required to provide service. In order to connect two customer locations, the facilities will normally run via the telephone company central office. Thus, one facility will be required from the customer location A to the central office and a second facility will be required from the central office to customer location B. Additionally, the service is furnished subject to the availability of facilities, features and central office equipment in locations as determined by the company.

Distance between locations is measured as a per quarter mile airline measurement basis. Each leg of the facility will have a minimum of one (1) mile. Additional length will be in quarter mile increments rounded up to the nearest quarter mile.

b. Rates

	Monthly Rate	Non Recurring Charge
For each cable pair – first mile or fraction thereof	\$ 12.00	\$ 35.00
For each additional quarter mile or fraction thereof	\$ 3.00	n/a

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**PRIVATE LINE CHARGES**

Private Lines covering the furnishing of a pair of wires not connected through the switchboard or switchboards of the telephone company will be furnished at any location within the exchange boundary limits at the following rates:

For each cable pair-first mile or fraction thereof per month.....	\$6.00
For each addition ¼ mile or fraction thereof per month per cable pair.....	\$1.00
Loops for Press Service, per month.....	\$6.00

The company reserves the right to control the current flow over any cable pair leased. As of August 29, 1997, no new “pair of wires” will be installed under the authority of this document.

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**ISDN - PRIMARY RATE INTERFACE (PRI)**

**A. GENERAL DESCRIPTION**

1. Advanced Digital Services are a public network-based set of communications services that make it possible to send and receive digital information using regular telephone facilities. These services provide end-to-end digital communications with the ability to transmit data and voice over the same telephone line simultaneously. For example, a user can speak with a person while simultaneously sending a digital file to their personal computer. This functionality is based on the Integrated Services Digital Network (ISDN) technology and conforms to National ISDN standards.

The ISDN architecture provides two access methods that connect customers' premises to network switching systems. Basic Rate Interface (BRI) lines are typically used when a customer wants small quantities of digital connections to the network. Primary Rate Interface (PRI) facilities are typically used when a customer wants large quantities of digital connections to the network. BRI lines are used for both residential and business, while PRI facilities are typically used for business only. Advanced Digital Services using the Primary Rate Interface are the subject of this document.

2. Advanced Digital Services PRI is an optional Service arrangement that can be used in conjunction with a customer's business lines or Centrex service. It can also be used in conjunction with, or in place of, a customer's Private Branch Exchange trunks. This service arrangement uses the SIDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, Advanced Digital Services PRI provides the customer with access to Circuit-Switched Voice Services and Circuit-Switched Data Services. In general, this document addresses standardized National ISDN-2 (NI-2) capabilities and features.

**B. PRIMARY RATE INTERFACE SERVICE ARRANGEMENT**

1. An advanced Digital Services PRI Service Arrangement connects an ISDN-capable Telephone Company central office switch to ISDN-capable Class II Customer Premise Equipment (CPE). Depending on the application, that CPE might be a PBX, a router, a multiplexer, etc. The PRI Service Arrangement supports up to five PRI Access Facilities, each with up to twenty-four digital communications channels. These communications channels can be either B (Bearer) Channels or D (Data) Channels:

**a. B Channel** – The B Channel is a bi-direction synchronous channel capable of supporting digital transmission speeds of 64 kilobits per second (kbps). Each B Channel of an Advanced Digital Services PRI may carry:

- (1) Circuit-Switched Voice
- (2) Circuit-Switched Data

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**ISDN PRI (Cont.)**

- b. D Channel** – The D Channel is a 64 KBPS digital signaling channel that carries signaling and control for the B Channels
- 1. Primary Rate Access Facility** – The Primary Rate Access Facility provides a high-capacity digital link over which the Advanced Digital Services PRI capabilities are delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility). The typical PRI Access Facility configuration is known as 23B+D, where twenty-three of the channels are B Channels and one is a D Channel.
- 2. Multiple PRI Facility Arrangement** – There may be situations where more than 23 B Channels are needed at a particular customer premise. In those situations, multiple PRI facilities can be assigned to an Advance Digital Services PRI Service Arrangement. With the Multiple PRI Facility Arrangement, the D Channel in the first PRI facility is used to transport signaling for up to four additional PRI facilities. The first facility would be configured as 23B+D and the other facilities would be configured as 24B. This use of Non-Facility Associated Signaling (NFAS) allows the overhead of the D Channel to be distributed over a maximum of 119 B Channels (up to 5 PRI facilities), thereby increasing channel efficiency.
- 3. D Channel Backup** – In Multiple PRI Facility Arrangements, a second D Channel can be assigned (where available) as an automatic backup to the primary D Channel to provide redundancy of the signaling channel.

**C. CIRCUIT-SWITCHED SERVICE DESCRIPTIONS**

Circuit Switching is a switching arrangement in which an entire circuit or B Channel is dedicated to a given call. The circuit is connected on a per-call basis and can carry circuit-switched voice or circuit-switched data. Circuit-switched related services include:

- 1. Clear Channel Capability** – This feature is a characteristic of the transmission paths on the B Channel that allows the full bandwidth of 64 kbps to be available to the customer. This feature is applicable to CPE that supports clear channel capability. Rate adaptation to 56 kbps is supported for CPE that does not support clear channel capability.
- 2. Dedicated Trunk Groups** - The B Channels of an Advanced Digital Services PRI can be dedicated for calls to and from the public network. Trunk Group types include Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID).

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### ISDN PRI (Cont.)

3. **Primary Rate Call-by-Call Service** – The Primary Rate Call-by-Call feature offers access to additional services via the B Channel of an Advanced Digital Services PRI. These additional services include:

- Foreign Exchange
- Tie Trunk

With this feature, any B Channel can be used to offer the above services on a per-call basis, in addition to supporting trunk calls to/from the public network (i.e. DOD/DID).

Simulated Facility Groups (SFG) are used to control the number of B Channels that can be used for a particular service or fall calls to the public network. The SFG is a logical relationship between the services (or public network calls) and the number of B Channels. Any B Channel may be used for any service (or for public network calls) provided the actual number of calls currently active for that service does not exceed the maximum-allowed value associated within the SFG.

4. **Multiple Directory Numbers** – Each Advanced Digital Services PRI facility includes an individual directory number. Additional directory numbers, a range of directory numbers, or several ranges of directory numbers can be optionally added.
5. **Caller ID-Number** – This feature allows the central office and the customer's suitably equipped CPE to communicate the calling party's directory number. On calls carried by the Advance Digital Services, PRI, the number can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.
6. **Caller ID-Name** – This feature allows the central office and the customer's suitably equipped CPE to communicate calling party name information (Associated with the calling party's directory number) on calls carried by the Advanced Digital Service PRI. The name can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.

### **D. TECHNICAL SPECIFICATIONS**

**Transmission Specifications** – The Primary Rate Access Facility provides a high-capacity digital link over which Advanced Digital Services PRI is delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility)

1. **Customer Premise Equipment and Facilities** – Compatible customer premise equipment is required for Advanced Digital Services PRI. All equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Bellcore specifications:

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**ISDN PRI (Cont.)**

<b><u>Document Number</u></b>	<b><u>Description</u></b>
TR-NWT-001268	ISDN Primary Rate Interface Call Control Switching and Signaling Generic Requirements for Class II Equipment
SR-NWT-002343	ISDN Primary Rate Interface Generic Guidelines for Customer Premises Equipment

The Telephone Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Telephone Company used in the provisioning of Advanced Digital Services render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.

**E. REGULATIONS AND CONDITIONS**

1. Unless specifically exempted, Advanced Digital Services shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in this document.
2. Advanced Digital Services PRI provided at the option on the Telephone Company. These services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.
  - a. The availability, functionality, and capabilities of Advanced Digital Services PRI may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch, and associated outside plant.
    1. Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
3. Payment for Service
  - a. The minimum charge period for services is one month.
  - b. The customer may choose to pay for the service on a month-to month basis or on a long-term service contract basis. A customer on month-to-month payment may, at any time, convert to a service contract plan.

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**ISDN PRI (Cont.)**

- c. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
- d. Subsequent service additions will be rated under a new contract or added to any existing contract, based upon the remaining period of the initial contract.
- e. Suspension of service is not allowed
- f. Contract Renewals and Termination Liabilities.
  - (1) Customers may change to a new Advanced Digital Services contract at any time during their contract period. The new contract must be for a term equal to, or greater than, the time remaining on their current contract and will become effective upon execution.
  - (2) If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to reimburse Telephone Service Company the amount of any discounts he/she received when application for service was originally made.
  - (3) Commission approval of the above termination liability language is not intended to indicate that the commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of the dispute, signatories to such agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.
- 4. At the Telephone Company's discretion, the following charges may be reduced or waived during promotional campaigns and/or as part of customer negotiations:
  - a. Nonrecurring per PRI Access facility service establishment charge
  - b. Nonrecurring per Communications Channel service establishment charge
  - c. Nonrecurring Call-to-Call feature service establishment charge
  - d. Nonrecurring Caller ID service establishment charge

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**ISDN PRI (Cont.)**

5. Directory Listings: One directory listing is provided without charge for each Advanced Digital Services PRI facility. For Centrex customers, one directory listing (either an analog or Advanced Digital Services PRI number) is provided per Centrex system. Additional listings may be provided as specified for Additional Listing Service in the Directory Listings section of this document.
6. Billable Call Treatment
  - a. Normal toll charges shall apply to calls that are made outside the Local Service Area.
  - b. Advanced Digital Services customers who use the Call Forwarding or Call Transfer features are responsible for the payment of any applicable charges for each billable call connected via these features over the public network. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
7. Customer Premise Equipment
  - a. This document does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, sold or leased separately by the Telephone Company (under a separate contract), or may be provided by the customer.
  - b. The customer is responsible for providing the power required for any customer premise equipment connected to an Advance Digital Services PRI.
8. Education Applications: Public educational institutions and accredited private educational institutions may obtain a 25% discount for Advanced Digital Services lines that are used predominantly for education or distance learning purposes.
9. The telephone Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of Advanced Digital Services or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions or the services after the Telephone Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

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**ISDN PRI (Cont.)**

**F. RATES AND CHARGES**

**1. Advanced Digital Services PRI Access**

1. The rates and charges below are for providing an Advanced Digital Services PRI access facility to the customer's premises. These charges provide the underlying communications facility to support a PRI Service Arrangement. Rates and charges for the communications channels (i.e., B and D Channels) are additional.

<u>Access</u>	<u>Service Establishment</u>	<u>Rate</u>	<u>Monthly</u>
Advanced Digital Services PRI access	\$460.00		\$296.72

--per facility.

**2. Communications Channels**

- a. Flat Rate:

1. Service establishment and recurring monthly charge for B Channels:

<u>Service Element</u>	<u>Service Establishment</u>	<u>Rate</u>	<u>Monthly</u>
23 B Channels plus D Channel	\$700.00		\$635.00
Additional 24 B Channels (Multiple PRI facility arrangement)	\$700.00		\$635.00

- b. D Channel Backup

<u>Service Element</u>	<u>Service Establishment</u>	<u>Rate</u>	<u>Monthly</u>
D Channel Backup (maximum one Per PRI Service Arrangement)	\$150.00		\$50.00
 <u>Directory Number</u>			
Primary Directory Number (one with each Advanced Digital Services PRI facility)	No charge		No charge

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**ISDN PRI (Cont.)**

	<u>Service Establishment</u>	<u>Rate</u>	Monthly
Additional DID Directory Number (per additional DN)	No charge		\$0.50

**3. Circuit-Switched Features**

a. Recurring charges as follows:

<u>Feature</u>	<u>Service Establishment</u>	<u>Rate</u>	Monthly
Clear Channel Capability	No charge		No charge
Call-by-Call Capability for Public network calls (incoming, outgoing, or 2- way trunk calls)	No charge		No charge
Call-by-Call Capability for DID (per DID simulated Facility in PRI Service Arrangement)	\$20.00		\$15.00
Call-by-Call Capability For FX (per FX facility/ /simulated facility in PRI Service Arrangement). This does not include the cost of the FX facilities between CO's.	\$20.00		\$12.00

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**ISDN PRI (Cont.)**

	<u>Service Establishment</u>	<u>Rate</u>	<u>Monthly</u>
Call-by-Call Capability for Tie Facility (per Tie/facility Simulated facility in PRI Service Arrangement) This does not include the cost of the Tie facilities between CO's.	\$20.00		\$12.00
Caller ID – Name & Number  (per PRI Facility)	\$20.00		\$90.00

b. Subsequent feature additions and changes

When the above features are ordered or modified after the initial installation of an Advance Digital Service PRI, the nonrecurring feature addition and change charge is as follows:

	<u>Charge</u>
Feature Additions and Changes (per PRI facility)	\$50.00

Only one service charge will appear when multiple features are added or changed on an Advanced Digital Services PRI facility as part of the same service order.

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**ISDN PRI (Cont.)**

**4. Long Term Contract Discounts**

The nonrecurring service establishment charges associated with Advance Digital Services PRI Circuit-Switched Services, and Circuit-Switched Features, will automatically be reduced according to the following schedule for customers who sign long term contracts:

<u>Contract Duration</u>	<u>Discount on Service Establishment Charges</u>
Monthly	0%
12 Months	20%
24 Months	40%
36 Months	60%
48 Months	80%
60 Months	100%

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**AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE**

**A. GENERAL DESCRIPTION**

1. Central Office Automatic Call Distribution (ACD) is a business communications service which provides capabilities similar to those offered on a premises-based ACD system, but without requiring switching equipment on the customer's premises. Automatic Call Distribution (ACD) is used to evenly distribute incoming calls to a group of lines by concentrating and queuing the calls.
2. An optional capability of ACD is a Management Information System (MIS) which provides historical and real-time agent and group performance reports. ACD/MIS allows a customer to have the following services:
  - a. Real-time Statistical Reporting that provides data on the performance of the entire ACD Group as well as individual agents in the ACD Group.
  - b. Load Management Capabilities that allow the user to change the parameters of the ACD Call Center. Call Center supervisors can rearrange groups to suit temporary increases or decreases in incoming calling patterns.

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**AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE**

**B. RATE AND CHANGES**

**1. ACD Agent Line Rates**

- a. The monthly line rates for ACD agent lines include the following standard ACD Agent Station Features:
  - (1) Make Busy
  - (2) Login/Logoff
  - (3) Post-Call
  - (4) ACD Emergency Calls
  - (5) Call Forcing
  - (6) ACD Line of Business Codes (ISDN ACD Station Users only)
- b. Centrex service is a prerequisite to ACD service. Centrex monthly line rates are provided in the Centrex section of this document. All applicable standard and non-chargeable Centrex features such as Call Hold, Three-Way Calling and Call Transfer are available to ACD lines at no additional charge.
- c. The following monthly rates are applied to each ACD agent line. These rates are in addition to the Centrex monthly line rates.

Number of	<b>SERVICE TERM</b>					
		<b>12</b>	<b>24</b>	<b>36</b>	<b>48</b>	<b>60</b>
1-6	\$10.00	\$9.20	\$9.04	\$8.88	\$8.72	\$8.56
7-15	\$9.92	\$9.12	\$8.96	\$8.80	\$8.64	\$8.48
16-30	\$9.84	\$9.04	\$8.88	\$8.72	\$8.56	\$8.40
31-50	\$9.76	\$8.96	\$8.80	\$8.64	\$8.48	\$8.32
51-100	\$9.68	\$8.88	\$8.72	\$8.56	\$8.40	\$8.24
Over 100	\$9.60	\$8.80	\$8.64	\$8.48	\$8.32	\$8.16

- d. Service Establishment Charge per ACD Group \$240.00 non-recurring
- e. Service Establishment Charge per ACD Line \$ 40.00 non-recurring

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**AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE**

2. **ACD Agent Advanced Digital Services (ISDN)**

ACD lines may either be analog or ISDN. ISDN ACD lines provide additional feature capabilities including single button activation of ACD station features and feature status indicators. The rates above are for analog ACD lines. For ISDN ACD agents, the following additional rates are applicable:

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. ISDN ACD station (voice B Channel) per ACD Agent equipped	\$20.00	\$7.00
b. Additional ISDN features and B Channels	See this document	

3. **ACD Queuing Features**

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. Queuing (per DN equipped with Queue)	\$50.00	\$10.00
b. Queuing (per queue slot)	\$8.00	\$3.00
c. Queuing Announcements		
(1) Standard Announcement (per announcement)	\$25.00	\$25.00
(2) Custom Announcement (Customer-Worded) - Telephone Company-Provided (per announcement)	\$50.00	\$50.00

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		<u>Service Establishment</u>	<u>Monthly Rate</u>
(3)	Changes to Telephone Company Provided Custom Music/Audio Source	\$60.00	
(4)	Custom Music/Audio Source (customer-provided)*	\$25.00	
<i>*Each customer-provided announcement or music source requires a trunk circuit to the customer premise at normal trunk circuit rates.</i>			
d.	Queue Overflow (per Queue)	\$4.00	\$2.00
e.	Changes to Queues (queue priority, overflow, etc.)	\$30.00	

**4. ACD Optional Station Agent Features (Per ACD Station Agent)**

<u>Feature</u>		<u>Service Establishment</u>	<u>Monthly Rate</u>
a.	Caller ID		
(1)	Caller ID – Name and Number (external calls) ISDN ACD Agent	No Charge	No Charge
(2)	Caller ID – Number Analog ACD Agent	NA	
(3)	Caller ID – Name	See this document	
b.	Additional Directory Number assigned to ACD Agent Station	\$1.50	\$3.00

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**AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE**

**5. ACD Optional Group and/or Supervisory Features**

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. ACD Ring Threshold (per ACD Group)	\$4.00	\$2.00
b. Night Service (per ACD Group)	\$4.00	\$2.00
c. Telephone Company changes to above parameters	\$4.00	
d. Call Agent	No charge	No charge
e. Agent Observe (Per ACD Supervisor line)	\$4.00	\$2.00

**6. ACD/MIS Features**

<u>Feature</u>	<u>Service Establishment</u>	<u>Monthly Rate</u>
a. ACD/MIS Datalink and MIS capabilities	\$180.00	\$70.00
(1) ACD/MIS Real-Time Screens	(Included with Datalink)	
(2) ACD/MIS Load Management Features	(Included with Datalink)	
(3) ACD/MIS Reports	(Included with Datalink)	

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**AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE**

**C. REGULATIONS AND CONDITIONS**

1. Regulations and conditions that are applicable to Centrex lines shall also be applicable to ACD lines.
2. ACD and ACD/MIS Services are provided at the option of the Telephone Company and are subject to central office switching capacity, capability, and the availability of outside plant facilities. Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.
3. Subsequent line additions/deletions to the original service term are stipulated as follows:
  - a. Subsequent additions will be rated under a new term or added to an existing term, based upon the remaining period of the initial service term. If the line addition causes the customer's total ACD line count to exceed the threshold of the line count previously applied, all lines will be billed at the rate for the larger line count.
  - b. If the number of lines is reduced at the customer's request, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under the existing service terms, the customer shall be obligated to reimburse Telephone Service Company the amount of any discounts he/she received when application for service was originally made.
  - c. Commission approval of the above termination liability language is not intended to indicate that the Commission has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signatories to such agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.

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4. At the Telephone Company's discretion, the non-recurring service establishment charges associated with the initial provisioning of ACD service may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.
5. Customers who subscribe to more than 100 ACD lines may, at the Telephone Company's discretion, be offered customer-specific pricing on a contract basis. The rates will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer-specific rates, all other rates, charges, and regulations specified herein shall continue to apply.
6. A customer's ACD lines may terminate at multiple locations; however, all lines in an ACD Group must be served by the same central office.
7. Electronic Key Telephone Service (EKTS) is not available on ACD lines.
8. Customer Premise Equipment
  - a. Unless specifically stated otherwise, this document does not include customer premise equipment (CPE).
  - b. CPE may include but is not limited to analog or ISDN telephone instruments, MIS stations and modem equipment, supervisor terminals, wall display units, printers, tape back-up equipment, and announcement equipment.
  - c. CPE may be covered under a separate tariff, sold or leased separately by the Telephone Company (under a separate contract), or provided by the customer.
  - d. MIS customer premise equipment for ACD must comply with the technical specifications listed in this document.
  - e. The customer is responsible for providing the power required for any and all customer premise equipment used with ACD and ACD/MIS.
9. InWATS Service

ACD is often provided in conjunction with InWATS (800, 888, or 887) service. Charges for InWATS and its associated Simulated Facility Groups are specified in the Centrex section of this document. The customer (subscriber of the InWATS number) is billed for each InWATS call.

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10. The Telephone Company shall not be liable for any loss or damages arising from error, interruptions, defects, failure, or malfunctions of ACD service, the MIS datalink or associated equipment. Damages arising from such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has had reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

**D. TECHNICAL SPECIFICATIONS**

Two-way communication between the EWSD Switch and the customer premise MIS equipment is via an asynchronous RS-232 protocol. Data accuracy is enhanced via two modems (one at the Central Office and one at the customer site) using error correcting protocols. The Microcom Network Protocol (MNP) and the UDS V.3225 modem is supported. Maximum data transmission rate is 9.6 Kbps.

1. **ACD/MIS Host Workstation minimal requirements:**

- a. Pentium-based PC with color monitor, 1 GB hard drive and 16 MB RAM
  - Asynchronous modem(s)
  - Up to three 4-port RS-232 boards
  - 150 MB Tape Backup Subsystem
  - Headset (Optional)
- b. Operating System and Software
  - Santa Cruz Operation (SCO) UNIX
  - INFORMIX-SQL database interface
  - ACD/MIS Software

2. **ACD/MIS Supervisor Terminal (used with emulation software package for supervisor terminal) minimal requirements**

- PC-based VT320 compatible terminal

3. **Optional Wall Mount Unit for ACD/MIS**

- Spectrum 4120C Wall Mount Display Unit for ACD/MIS with Interface Cable and Mounting Hardware

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**AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE**

**4. Optional Uninterruptable Power Supply (UPS) for ACD/MIS Workstation**

- DELTEC UPS, PRA1000

**E. DEFINITIONS**

The following standard and optional features may be provided as part of ACD or ACD/MIS Service:

**1. ACD Service**

ACD provides an efficient method to route, queue, and equitably distribute a large volume of incoming calls among assigned agents or answering positions. ACD service utilizes a call routing algorithm which routes calls to available agents on a first-in, first-out basis to the station or agent in the ACD Group which has been idle the longest. If all agents are busy, calls may be held in a queue until an agent position becomes available or the caller disconnects.

An ACD Directory Number (DN) is a unique number for receiving incoming ACD calls. ACD DNs are assigned to ACD Groups and are not associated with individual ACD lines. Up to 48 DNs may be assigned to an ACD Group. Priority answering levels for each DN (with priority levels of 1 to 6) may be assigned.

**2. ACD Agent Station Features**

**a. Agent Login/Logoff**

This feature defines and manages ACD agent login/logoff functions. It allows an ACD agent to log in using a specific code or password. At this point, the system will consider the agent position as ready to receive incoming ACD calls. Logoff effectively removes an ACD agent from his or her position in the ACD Group. When an agent is logged out, no ACD calls can be presented to the agent.

**b. Agent Make Busy State**

This feature allows an agent to disable the receipt of incoming ACD calls in order to take a break or perform another task.

**c. Agent Post Call State**

This feature temporarily disables receipt of incoming ACD calls and allows agents to complete work associated with a concluded incoming call.

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d. **Call Forcing with Tone**

This feature establishes an interval of time before the next ACD call is presented to an agent who has just finished a call, and allows the agent to complete work associated with the previous call. It can effectively be used to automate the Post Call State feature. If the agent uses a headset with auto answer, a warning tone is provided to the agent headset to alert of the incoming call.

e. **Emergency Call**

This feature allows an agent to connect and conference a call to another agent position, supervisor, or recording device.

f. **ACD/MIS – Calling Party Identification**

Provides caller identification (number or name) on ISDN agent sets. Analog ACD agents may optionally use the analog Caller ID feature (compatible CPE required).

g. **Line of Business Codes**

This feature allows agents to enter a 4-digit code on their sets while in the Post-Call state. This 4-digit code is then associated with the previously concluded incoming call. The Line of Business code is sent to the customer premise MIS equipment through the MIS interface.

h. **Secondary Telephone Directory Numbers**

Agent or supervisor positions can be assigned secondary directory telephone numbers that are non-ACD numbers for purposes of receiving and originating non-ACD calls.

i. **ACD in 2500 (Analog) Sets**

ACD agents may use analog “2500-type” (analog) sets. Agents utilizing 2500 sets may use and access the following ACD Station Agent features:

- Login\*
- Logoff\*
- Post Call\*
- Make Busy\*
- Emergency Calls\*
- Secondary DN

\*These capabilities are available by dialing access codes.

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**AUTOMATIC CALL DISTRIBUTION (ACD) SERVICE**

**3. ACD Queuing Features**

**a. ACD Queuing**

ACD Queuing allows calls into an ACD Group in which all agents are busy to be placed in waiting based on the order of their arrival. As agents become available, calls are removed from the queue and routed to agent positions.

A total of six queues can be associated to a single ACD Group. A sequence of up to four announcements, with tones or music between announcements, can be provided to calls waiting in queue.

Each directory number associated with an ACD Group (up to 48 DNs) has a priority associated with it (1-6). Calls are serviced by Agent Positions based on this priority. Calls of a higher priority get answered before calls of a lower priority.

**b. ACD System Queue Overflow**

This feature defines a maximum number of calls in queue, or an expected maximum waiting time of calls in queue, which causes the redirection of incoming calls before they are queued. If either of these thresholds are exceeded, any new incoming calls are rerouted according to the customer's direction, either to another ACD Group, a directory number, an announcement, or a busy tone.

**c. ACD – Music While on Queue**

This feature allows for music (or other audio input) to be provided to calls held in queue. The music source may be either Telephone Company-provided or customer provided. If the music source is customer provided, a trunk circuit is required from the Central Office to the customer premise along with customer-provided music on hold or announcement equipment.

**4. ACD Optional Group and/or Supervisory Features**

**a. ACD-Night Service**

This feature is activated when all agents in an ACD Group are logged off their positions. Calls are routed to another ACD location, a night service number, or recorded announcement.

**b. ACD – Ring Threshold**

A ring threshold is a maximum amount of time an incoming call will ring at an idle agent position before the agent is logged off and the call is routed to the next available agent or placed at the front of an incoming call queue if all agents are busy.

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c.     **ACD – Call Agent**

An ACD supervisor may dial an agent’s extension in order to directory call an agent.

d.     **ACD – Observe Agent**

This feature allows the supervisor to listen in on an agent call (whether it is a two-or three-party call). A special tone may be provided to alert the agent when observation is activated on a call.

5.     **ACD/MIS – Interface to MIS**

This feature provides a bi-directional link from the Central Office to the ACD customer’s MIS Station. The customer’s MIS station can use this information to produce and display current statistics and to produce historical reports. In addition, MIS provides the ability to change ACD parameters for load management control.

For each ACD supervisor, a color display shows the activity and status of the supervisor’s group. This real-time display includes complete group statistics, the status of each agent, and the length of time each agent has been in his or her current state. Displayed values exceeding present thresholds alert the supervisor through color changes, blinking, or both.

The following features are part of the MIS capability:

a.     **ACD/MIS Real-Time Information**

The supervisory terminal receives information on the overall performance of an ACD Group on a real-time basis. This information can also be displayed for the entire ACD Group on an optional wall mount display. Information displayed includes the number of calls in the queue, expected delay, number of agents on ACD calls, etc. Over selected intervals of time, supervisors can track the total number of calls answered or abandoned for the ACD Group. Information for specific ACD agents is also available, including the agent’s status (logged on/logged off, call state, busy/idle, etc.) and total number of calls an agent is handling per hour.

b.     **Load Management**

Using the Load Management function, a customer can alter ACD Groups, positions, and queues on a real-time basis to adjust call center performance for varying incoming traffic conditions and transmit these adjustments to update and EWSD Switch. Adjustable parameters include:

- (1)     Queue Management – The queue’s priority, size, intercept treatment, overflow threshold, etc.

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- (2) Group Management – The Night Service treatment for an ACD Group, Ring Threshold, Call Force Seconds, etc.
- (3) Position Management – The ability to move ACD agent positions among ACD groups.

**c. Reports**

The ACD/MIS System include a complete report generating function. With this function, the supervisor can create and print detail and summary reports, graphs, and data. Reports can be created and printed “on demand”, or they can be scheduled to print automatically.

The reports included with the ACD/MIS system are:

- Group Performance
- Group ACD Call Distribution
- Group Staffing
- ACD Directory Number Call Distribution
- Agent Performance
- Agent Position Performance
- Agent Login/Logout
- Agent Position Login/Logout
- Agent Exception

The reports are controlled by parameters to cover any period, including the use of archived data.

**d. Configuration**

The ACD/MIS system offers flexibility in allocating and controlling switch resources, organizing agents into teams, and defining real-time display parameters. For example, the customer can define the ACD Group’s pilot DN and the hunt group ID. The names of ACD Groups, departments, teams, and individual agents can be entered into appropriate fields, thus allowing supervisors to readily identify the agent or group of agents being monitored. These names will also appear on various summary and detail reports. Performance thresholds can also be set so that the ACD System can highlight exceptions or problems as they occur.

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**CONCURRENCES**

Message Toll Telephone Service. Telephone Service Company, hereinafter called the concurring company, except as otherwise specifically stated herein, asserts to, adopts, and concurs in the Message Toll Telephone Service Tariff filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, insofar as such tariff applies to message toll telephone service furnished jointly by the issuing company and the Telephone Service Company (including such service as is also participated in by one or more other companies ), and, to message toll telephone service furnished jointly by the concurring company and one or more other connecting companies, and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Wide Area Telephone Service. Telephone Service Company, hereinafter called the concurring company, assents to, adopts and concurs in the Wide Area Telephone Service Tariff, P.U.C.O. No. 1, filed with the Public Utilities Commission of Ohio by the Ohio Bell Telephone Company, hereinafter called the issuing company as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for Wide Area Telephone Service furnished jointly by the issuing company and the concurring company (including such services as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Foreign Exchange Service. Telephone Service Company hereinafter called the concurring company, assents to, adopts and concurs in the Exchange and Network Tariff P.U.C.O. No. 1, Foreign Exchange Service, filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for such foreign exchange service furnished jointly by the issuing company and the concurring company (including such service as is also participated in by one or more other companies), and hereby makes itself a party thereof and obligates itself to observe each and every provision thereof.

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**CONCURRENCES (Cont'd.)**

Private Line Services. Telephone Service Company hereinafter called the concurring company, assents to, adopts and concurs in the Private Line Tariff, P.U.C.O. No. 2, filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for private line services and channels furnished jointly by the issuing company and the concurring company (including such services and channels as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Channels and Services. Telephone Service Company, hereinafter called the concurring company, assents to, adopts and concurs in the Channels and Services – Private Line Service Tariff, P.U.C.O. No. 2, filed with the Public Utilities Commission of Ohio by The Ohio Bell Telephone Company, hereinafter called the issuing company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for Channels and Services – Private Lines, furnished jointly by the issuing company and the concurring company (including such services and channels as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

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**EMERGENCY SERVICES CALLING PLAN**

Message toll telephone calls, to governmental emergency service agencies as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following, are offered at no charge to customers:

- a) Governmental fire fighting, Ohio State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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**TSC FOREIGN EXCHANGE (FX) SERVICE**

TSC Interexchange Foreign Exchange (FX) Service

TSC FX Service is furnished intraLATA by TSC between it's Wapakoneta and Cridersville, Ohio Exchanges. The scope of local service for, and the toll rates to and from, services connected for foreign exchange service are in accordance with the tariff provisions of the exchange area from which the service is furnished.

The monthly access line charge(s) and service connection charges found Tariff No. 5 apply in addition to the following rate for TSC FX service. Subsequent move and change charges associated with the service are those applicable in the exchange area in which the customer is located.

TSC FX Service is provided in one of two ways. The customer may order the service in Wapakoneta with a Cridersville exchange telephone number or may order service in Cridersville with a Wapakoneta exchange telephone number. The monthly and non-recurring rates for TSC FX service are the same in either instance.

	Monthly Rate	Non-recurring Charge
For each TSC TX service line	\$21.00	\$40.00