

MISCELLANEOUS SERVICES

7. Miscellaneous Services

7.1 Local Directory Assistance Call Service

A. General

1. Telephone calls by customers for telephone number listings will be answered and numbers given if listed in the Company's directory assistance records.
2. A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance call.
3. The charge for each direct dialed call to Directory Assistance (1-411) is listed in Section 20.4
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

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7. Miscellaneous Services (Cont'd)

7.2 National Directory Assistance Service

A. General

1. National Directory Assistance Service includes the Continental United States, Canada and Puerto Rico.
2. Telephone calls by customers for telephone number listings will be answered and numbers given if listed in the Company's directory assistance records.
2. A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance call.
3. The charge for each direct dialed call to Directory Assistance (555-1212) and Directory Assistance call completion is listed in Section 20.4.
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorney's fees) that may arise from the use of such information.

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7. Miscellaneous Services (Cont'd)

7.3 Operator Services

A. General

1. Operator Services provides for live or automated operator treatment when a Customer dials "0". Operator Services can be used to assist the Customer in routing or billing for a call. Billing options include, but are not limited to, bill to calling card, collect or to a third party.
2. The charge for each direct dialed call to Operator Services is listed in Section 20.4.

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7. Miscellaneous Services (Cont'd)

7.4 Integrated Services Digital Network (ISDN) Service

7.4.1 Primary Rate Interface (PRI)

- A. ISDN – PRI Service will be offered from suitably equipped central offices and outside plant facilities as conditions permit.
- B. ISDN service provides a method of access to the telephone network called Primary Rate Interface (PRI). ISDN service with PRI interface provides a high capacity access line, operating at 1.544 Mbps to the telecommunications network and provides integration of multiple voice and data transmission channels on the same facility. The service will provide connectivity between an ISDN compatible CPE and a serving central office. PRI consist of twenty-three 64.0 KPBS (B) Channels and one 64.0 Kbps (D) Channel. These channels may be used to connect the customer's CPE to the public circuit switched network.
 - 1. Bearer (B) Channels – A two-way synchronous channel capable of supporting 64.0 Kbps of digital transmission. Each B Channel can be used for Circuit Switched Voice, Circuit Switched Data, or Packet Switched Data.
 - 2. Data (D) Channels – A 64.0 Kbps digital signaling-only channel for call establishment when used with Primary Rate Interface. The D Channel cannot be used for Packet Switching.

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7. Miscellaneous Services (Cont'd)

7.4 Integrated Services Digital Network (ISDN) Service (Cont'd)

7.4.1 Primary Rate Interface (PRI) (Cont'd)

- C. Clear Channel Capability and Extended Superframe Format are inherent to the service.
1. Clear Channel Capability (CCC) – A connection that provides end-to-end digital connection in which all 64.0 Kbps of bandwidth are available for customer use.
 2. Extended Superframe Format – This format increases bandwidth that can be used for other functions and allows enhanced features and continuous performance monitoring on all 1.544 Mbps links. It also accommodates Bipolar with 8 Zero Substitution (B8ZS) for 64.0 Kbps Clear Channel Capability.
- D. The required components for PRI-ISDN service will be as follows:
1. High Capacity Digital Service – Provides an access loop from the customer premises to the serving wire center. PRI is only available with non-protected High Capacity Digital Service. See access tariff for rates and regulation.
 2. Primary Rate Interface – Provides the multiplexing to support twenty-three B Channels at 64.0 Kbps and one D Channel for signaling also at 64.0 KBPS. See Section 20.4(D) for PRI rates and charges.
 3. Primary Rate B Channels – Provide circuit switched service that will allow either voice or data transmission at up to 64.0 Kbps.

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7. Miscellaneous Services (Cont'd)

7.4 Integrated Services Digital Network (ISDN) Service (Cont'd)

7.4.1 Primary Rate Interface (PRI) (Cont'd)

4. Subscriber Line Charge – The charges for End User Common Line Access will be in accordance with the NECA Access Tariff FCC #5.
5. PRI Port Charge – the PRI Port Charge rate and regulation are located in NECA Access Tariff FCC # 5.

E. Standard Features for PRI

1. Clear Channel Capability – The B Channels on the PRI are clear, since all signaling and control functions are handled by the D Channel. This allows all 64.0 Kbps on each B Channel to be used for customer information over the PRI.
2. Dedicated Trunk Groups – Allow all 23 channels to be used as stand-alone trunk groups. Each channel is capable of handling incoming or outgoing Circuit Switched Voice or Circuit Switched Data.
3. Calling Number Delivery – Provides the customer with the telephone number of the calling party. This feature is provided via the D Channel associated with incoming calls on a B Channel to a PBX.
4. Call by Call for Trunk Groups – Allows Circuit Switched Voice and Data options enabled on the PRI to share B Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switch Data calls to use B Channels on a call by call basis.

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7. Miscellaneous Services (Cont'd)

7.4 Integrated Services Digital Network (ISDN) Service (Cont'd)

7.4.1 Primary Rate Interface (PRI) (Cont'd)

F. A Service Rearrangement fee will be charged when, at the customer's request, the Company changes or makes additions/deletions to the PRI service trunking arrangement.

G. Rates and Charges

Refer to Section 20.4(D) for rates and charges for PRI.

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7. Miscellaneous Services (Cont'd)

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