
ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

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ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

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GENERAL

Enhanced Service Providers (ESPs) Services are central office capabilities which can be used by an Enhanced Service Provider (ESP/Customer) who, in turn, provide services such as voice messaging services to their clients. Customers who subscribe to any of the options require trunk line or CentraNet® services which are obtained from existing general tariff offerings.

CONDITIONS

Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.

The Utility will not provide instructions for operating services of customers. Instructing clients is the responsibility of the Customer.

The Utility is not required to notify a Customer (such as an ESP) when the Utility disconnects a service subscribed to by another customer who is also the Customer's (ESP's) client.

The Utility will not disconnect or discontinue the tariffed services subscribed to by an end-user who is also a client of another Customer (such as an ESP) because of nonpayment of charges billed to the Customer. The Utility will discontinue or disconnect services billed directly to a Customer for nonpayment in accordance with the rules of the Utility's tariffs. The Utility is not responsible for harm or damages to a Customer or its clients resulting from services disconnected in accordance with tariff rules, terms, and conditions.

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ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

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CONDITIONS (Continued)

Each Customer and each Customer's client shall indemnify, defend, protect, and save harmless the Utility against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this tariff or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.

Each Customer, not the Utility, has the responsibility and control over the content, quality, and characteristics of the services provided and conversations conducted over its equipment. The Utility is not responsible for quality of, defects in, or content of the services which a Customer provides its clients. The Customer is responsible for complying with law, rules and regulations of governmental agencies, and with the terms and conditions of the Utility's tariffs.

A Customer may neither use the Utility's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Utility in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP/Customer or jointly by the ESP/Customer and the Utility, unless the ESP/Customer first obtains written permission from the Utility for each advertisement, announcement, or other informational media to be released.

The Customer must subscribe to a number of trunks or CentraNet® lines sufficient to insure service standards as determined by the Utility.

Each Customer subscribing to User Transfer service is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line. User Transfer (Call Transfer) is part of the standard CentraNet® services. Therefore, User Transfer rates from this section are not billed to CentraNet® Customers.

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ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

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CONDITIONS (Continued)

Each Customer, such as an ESP, ordering services from the Utility on behalf of its customers (the Customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the Customer's authority, the Customer will be held responsible by the Utility, whether or not an agency agreement (any agreement between Customer and client) exists.

The Nonrecurring Charges, specified in this tariff under Section 5, Service Charges will be billed to the Customer for each client whenever services associated with a client's line and subscribed to by the Customer on behalf of the Customer's client are established. One NRC will apply when more than one of the following services are ordered at the same time for the same client on the same line:

Call Forwarding Busy Line
Call Forwarding Busy Line/Don't Answer
Call Forwarding - Don't Answer
Forward Call Information
Message Waiting Indication
Three Service Package

The Customer is responsible for placing orders for disconnecting or discontinuing ESP services subscribed to on behalf of clients. Should a Customer's client's telephone service be discontinued or disconnected for any reason, the Utility will continue billing the Customer for ESP services subscribed to on behalf of the client until the Customer requests that the service be disconnected or discontinued.

Each Customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line.

Unless otherwise indicated, services available to CentraNet® Customers will be billed in accordance with the rates, charges, and conditions included in the CentraNet® section of this tariff.

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ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

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CONDITIONS (Continued)

Each call forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each ESP package containing any of these services must be associated with a specific individual line, with a specific telephone trunk-line telephone number, or with a specific CentraNet® station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a Customer or a Customer's client.

A Customer must specify which services are to be associated with each client's telephone service.

Each Customer providing voice message services must subscribe to either business trunk or CentraNet® service for access to the Utility's switched network. The network connection will be used to pass messages to and from the ESP's equipment, and the client's equipment must be compatible.

Services are limited in their offering to where facilities are available.

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DEFINITIONS

Call Forwarding-Busy Line is a permanently activated service which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters a normal busy-line condition.

Call Forwarding-Busy Line/Don't Answer is a permanently activated service which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

Call Forwarding-Don't Answer is a permanently activated service which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters a no answer condition after a specified number of rings.

Customer Controllable Ringing is a service which provides a client with the ability to program the number of rings generated before a call is forwarded. A client may program the service to complete as many as nine ring cycles. This service provides clients with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a "No Answer" situation. To select the number of rings desired (1-9), the client will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

Data Link service provides the capability to deliver Forwarded Call Information to an ESP (requires subscription to Forwarded Call Information-Intraoffice). A Data Link is required for each central office serving area per system. Data Link service is limited to the provisioning of voice messaging by voice message providers.

Enhanced Call Transfer allows the user of a two-way trunk with DID to transfer incoming calls to another number and then leave the connection without disconnecting the call. This frees the line to receive another call. Enhanced Call Transfer is available to Customers who have existing facilities and does not require any additional equipment for connectivity.

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ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

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DEFINITIONS (Continued)

Enhanced Service Provider (ESP) A Customer of the Utility who provides Enhanced Services, which are defined as services offered over the Local Exchange Carrier, i.e., Utility, exchange and transmission facilities used in intraLATA communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the ESP's/Customer's transmitted information; provide the ESP/Customer additional, different, or restructured information or involve ESP/Customer interaction with stored information. A customer of an ESP is, in turn and with respect to this tariff, a client.

Forwarded Call Information-Intraoffice service provides information related to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy or no-answer condition) for calls being forwarded. This service requires subscription to Data Link.

Message Waiting Indication-Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage. This service must be used in conjunction with Forwarded Call Information.

Message Waiting Indication - Visual service provides the Enhanced Service Provider (or Customer) with the ability to send a signal to the (client's) customer premises equipment which activates a light. This light indicates to the client that a message(s) is waiting.

Queuing is a service which places calls incoming on a trunk line or CentraNet® line in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged in a multi-line hunt group.

User Transfer service provides a customer subscribing to trunk lines or CentraNet® lines used in conjunction with an ESP's equipment with the ability to place on hold an established call, or originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use.

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ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

RATES

	<u>NRC</u>	<u>Monthly Rate</u>
Call Forwarding Busy Line Per line arranged	Note 1	1.25
Call-Forwarding Busy Line/Don't Answer Per line arranged	Note 1	1.50
Call Forwarding – Don't Answer Per line arranged	Note 1	1.25
Customer Controllable Ringing Per line arranged	Note 1	1.00
Data Link (Requires Subscription to Forwarded Call Information) Per Data Link	713.67 ^{Note 2}	350.00
Enhanced Call Transfer Per trunk	713. 67 ^{Note 2}	19.00

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Note 1 Nonrecurring charges in Section 5 of this tariff are applicable.

Note 2 Nonrecurring charge is applied per customer. Nonrecurring charges from Section 5 of this Tariff are applicable in addition to this charge.

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ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

RATES (Continued)

	<u>NRC</u>	<u>Monthly Rate</u>
ESP Package 1		
A fixed package of service which includes:		
Call Forwarding Busy-Line/Don't Answer		
Forwarded Call Information		
Message Waiting Indication		
Per Line Arranged	Note 1	2.00
ESP Package 2		
A fixed package of services which includes:		
Call Forwarding Busy-Line/Don't Answer		
Customer Controllable Ringing		
Forward Call Information-Intraoffice		
Message Waiting Indication-Audible		
Per Line Arranged	Note 1	2.75
Forwarded Call Information-Intraoffice		
(Requires Subscription to Data Link)		
Per Line Arranged	Note 1	1.00
Message Waiting Indication-Audible		
Per Line Arranged	Note 1	0.50
Message Waiting Indication-Visual		
Per Line Arranged	Note 1	0.50
User Transfer		
Per CentraNet® line or trunk line	Note 1	1.50
Queing		
Per CentraNet® line or trunk line	Note 1	1.50

Note 1 Nonrecurring charges in Section 5 of this tariff are applicable.