

BILLING AND COLLECTION SERVICES -
RECORDING SERVICE

A. GENERAL

The Telephone Company will provide Recording Service in association with the offering of Feature Groups C and D Switched Access Service for customer messages that can be recorded by Telephone Company provided automatic message accounting equipment. In addition, where the Telephone Company provides operator service and records the customer messages by a manual process, the Telephone Company will provide Recording Service for the manual tickets and at offices where the Telephone Company provides Feature Group A Switched Access Service and has the ability to record the Feature Group A call detail with automatic message accounting equipment and mark the recorded call detail as Feature Group A call detail for a specific customer, the Telephone Company will provide Recording Service for Feature Group A Switched Access Service.

The Telephone Company will provide Recording Service in its operating territory. The minimum territory for which the Telephone Company will provide Recording Service either for all the appropriately equipped offices in a state operating territory or on an end office basis for any appropriately equipped office in a state operating territory for which the customer has ordered Feature Group A, C or D Switched Access Service. A state operating territory of the Telephone Company includes all its LATAs which are located in the same state including the areas in contiguous states which are assigned to such LATAs and served by the Telephone Company. When the customer orders Recording Service on an end office basis, the terms and conditions are as specified in B.1.g. following.

For Feature Group C and D Switched Access Service, when answer supervision is provided by the customer, the term "customer message" used herein denotes a completed intrastate call originated by a customer's end user. A customer message begins when answer supervision from the premises of the ordering customer is received by Telephone Company recording equipment indicating that the called party has answered. A message ends when disconnect supervision is received by Telephone Company recording equipment from either the premises of the ordering customer or the customer's end user premises from which the call originated.

For Feature Group D Switched Access Service, when answer supervision is not provided by the customer premises, the term "customer message" used herein denotes an interstate call originated by a customer's end user where a start time (the recorded time at which the Feature Group D entry switch receives the first wink supervisory signal forwarded from the customer's point of termination) and a disconnect time are received by Telephone Company recording equipment. For purposes of measurement, the customer message begins when the wink supervisory signal is received and ends when disconnect supervision is received by Telephone Company recording equipment from either the premises of the ordering customer or the customer's end user premises from which the call originated.

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A. GENERAL (Cont'd)

Feature Group C Switched Access Service calls where the customer premises does not provide answer supervision are not permitted.

For Feature Group A Switched Access Service, the term "customer message" used herein denotes a completed call over an intrastate Feature Group A Switched Access Service. A completed call includes both completed calls originated to and terminated from a Feature Group A Switched Access Service. A customer message begins in the originating direction when the off-hook supervision provided by the premise of the ordering customer is received by Telephone Company recording equipment. A customer message begins in the terminating direction when answer supervision is received by Telephone Company recording equipment indicating the called party has answered. A customer message ends in the originating direction when disconnect supervision is received by the Telephone Company recording equipment from the premise of the ordering customer. A customer message ends in the terminating direction when disconnect supervision is received by Telephone Company recording equipment from either the premise of the ordering customer or the called party.

General Description

Recording Service is the recording of the details of a customer message and, when requested by the customer, the provision of those details to the customer. Recording Service includes recording, assembly and editing, and provision of recorded customer message detail.

Recording is the entering on electronic media the details of customer messages originated through Switched Access Service for which answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week. (C)

Assembly and editing is the aggregation of the recorded customer message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Telephone Company, is present. Assembly and editing is performed at least once a week.

Provision of customer message detail is the provision of electronic media containing the assembled and edited customer message detail, data-transmitting the assembled and edited customer message detail to the customer, sorting the message detail, and providing name and address information for the message detail. Except for lost or damaged records, the recorded detail will be available to the customer not more than five business days after the date all the detail requested by the customer was processed by the Telephone Company. (C)

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B. REGULATIONS

1. Undertaking of the Telephone Company

- a. When answer supervision is provided by the customer premises, the Telephone Company will record all customer messages carried over Feature Groups C and D Switched Access Service that are available to Telephone Company provided recording equipment or operators. When answer supervision is not provided by the customer premises, the Telephone Company will record Feature Group D Switched Access Service messages that are available to Telephone Company provided recording equipment or operators. Special arrangements must be made to provide these recordings, therefore the time necessary to implement the service and the charges to provide these recordings will be determined on an Individual Case Basis (ICB).

The Telephone Company will record all customer messages, including interLATA interstate messages and interLATA intrastate messages, carried over Feature Group A Switched Access Service. Unavailable customer messages (i.e. certain Feature Group C operator and TSPS messages which are not accessible by Telephone Company provided recording equipment or operators) will not be recorded. The recording equipment will be provided at locations selected by the Telephone Company. Assembly and editing will be performed on all customer messages recorded during the billing period established by the Telephone Company. Except as set forth in 8.1.2(F) and 8.1.3 following, recorded message detail from previous billing periods will not be recovered and made available to the customer.

- b. A standard format for the provision of the recorded customer message detail will be established by the Telephone Company and provided to the customer. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers two months prior to the change. Three formats are presently available. The first format will be used when message type calls are recorded (i.e., calls where the end user dials the calls and no operator, third number, credit card number, WATS Outward Service or WATS Toll Free Service terminating measurement is involved.) The second format will be used when an operator, TSPS, third number or credit card is involved. The third format will be used when WATS Outward Service or WATS Toll Free service terminating measurement is involved. Any other format that a customer may request when ordering Provision of Customer Message Detail will be provided on an Individual Case Basis. If the customer is provided a special format and the customer requests the message detail be used to provide Message Processing and/or Message Bill Processing Service, additional charges as set forth in 8A following will apply.

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B. REGULATIONS (Cont'd)

1. Undertaking of the Telephone Company (Cont'd)

- c. The recorded customer message detail provided to the customer will, when requested by the customer, be sorted to furnish detail to meet the customer's need.

Also name and address information will, when requested by the customer and to the extent the required names and addresses are available in the Telephone Company customer information data bases, be provided for the recorded customer message detail. The sorting will be provided in accordance with the specifications the customer provides when it orders recorded customer message detail with sorting. If the information necessary to sort the recorded message detail as requested by the customer is not available in the recorded message detail (i.e., a sort based on any other information other than calling number or called number), the Telephone Company will provide the sorting if 1) the information necessary to perform the sort is contained in its customer information data bases or the Wire Center Information (as set forth in EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. No. 2), or 2) the customer provides the necessary information. If the sorting is to be performed using information which is confidential due to legal, national security, end user or regulatory imposed requirements, the information will not be used unless the customer secures written permission from the end user for the Telephone Company to use such information as requested by the customer.

The name and address information will be provided with the recorded customer message detail and included on electronic media. The name and address information will be provided in a format in accordance with the specifications the customer provides when it orders recorded customer message detail. The name and address information will be obtained by the Telephone Company from its customer information data bases. The name and address information will be provided for the calling number shown in the recorded customer message detail to the extent a name and address exists in the Telephone Company customer information data bases (e.g., some calling number names and addresses may be confidential). If the name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the name and address information will not be used unless the customer secures written permission from the end user for the Telephone Company to use the information as requested by the customer. When sorting of recorded customer message detail and/or unsorted name and address information is provided to the customer, the interval and the per-record process charge minimum period and charges to provide the sorting and/or name and address information will be determined on an Individual Case Basis. In addition, any Program (C)

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B. REGULATIONS (Cont'd)

1. Undertaking of the Telephone Company (Cont'd)

c. (Cont'd)

Development charges, as set forth in G. following apply for the hours required to design, develop and maintain the necessary programs.

- d. Recorded customer message detail with or without sorting and names and addresses will be provided to a customer as set forth in e. following. The Telephone Company will determine the number of data files required (C) to provide the recorded message detail to the customer.

- e. At the request of a customer, electronic files containing the recorded (C) customer message details with or without sorting and names and addresses will be provided to the customer as part of Recording Service. When the (C) recorded customer message details are data-transmitted to a customer premises, the data transmission charges will be determined on an Individual Case Basis. When the customer does not wish to receive the recorded customer message details, except when sorting and name and address information is provided, and the Telephone Company receives notice from the customer at least two weeks prior to the date the details would be sent to the customer, the charge as set forth in C.3. following does not apply. When sorting and name and address information is provided and the customer does not wish to receive the recorded customer message detail, the terms and conditions will be as set forth in the Individual Case Basis agreement.

- f. Recorded customer message detail which is used at the request of the customer to provide Message Processing and Message Bill Processing Service is not retained by the Telephone Company for longer than 45 days. The rated but unbilled message detail and the billed message detail is retained for reference (i.e. on paper or microfiche) in place of the recorded customer message detail. For recorded customer message detail not used by Message Processing Service at the customer's request, the Telephone Company will make every reasonable effort to recover recorded customer message detail previously made available to the customer and make it available again for the customer. The charges as set forth in C.3. following will apply for all such detail provided. When the recorded customer message details are data-transmitted to a customer premises, the data transmission charges will be determined on

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B. REGULATIONS (Cont'd)

1. Undertaking of the Telephone Company (Cont'd)

f. (Cont'd)

an Individual Case Basis. Such a request must be made within 30 days from the date the details were initially made available to the customer.

- g. When Recording Service is provided to the customer on an end office basis, the Telephone Company will determine on an individual order basis the interval of time required to provide this service. Program development charges as set forth in C. following apply for the hours required to design, develop, test and maintain the necessary programs required to provide the service.

2. Obligations of the Customer

- a. The customer shall order Recording Service under a Special Order for each state where the service is desired.

The customer shall order Recording Service at least one month prior to the date when the customer message detail is to be recorded.

- b. The customer shall order provision of recorded customer message detail without sorting or name and address information at least one month prior to the date when it wishes to receive the recorded message detail. However, the customer may wish to receive magnetic tapes of the recorded customer message detail without sorting or name and address information or have the recorded detail data-transmitted to a customer premises at some times and not at others. Therefore, a change in the provision of recorded customer message detail without sorting and name and address information to the customer will be accommodated provided the customer gives two weeks advance written notification to the Telephone Company.

For recorded customer message detail with sorting and/or name and address information, the customer shall order the detail in accordance with the terms and conditions of the Individual Case Basis established and filed in this tariff to cover the provision of recorded customer message detail with sorting and/or name and address information.

- c. The premises of the ordering customer shall provide such signals as may be required for the proper operation of the Telephone Company's automatic message accounting equipment used to perform the detail recordings.

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B. REGULATIONS (Cont'd)

2. Obligations of the Customer (Cont'd)

- d. For Recording Service on an end office basis, the customer shall order the service in accordance with the terms and conditions established and filed in this tariff covering the provision of Recording Service.

3. Payment Arrangements

a. Minimum Period and Minimum Monthly Charge

The minimum period for which Recording Service without sorting and/or name and address information is provided and for which charges apply is one month for each state in which the service is ordered.

The minimum charges for each month are the charges for all customer messages recorded and for all customer messages assembled and edited for a 30-day period, except when Message Processing Service is ordered for the same 30-day period. The Telephone Company will use the most recent 30-day period for which data is available to determine the minimum charge.

If the customer has ordered Provision of Message Detail, and the service is discontinued prior to entering the customer message detail on a magnetic tape or data file, but without the required 2 weeks notice, the minimum charge for all customer messages recorded, assembled, edited and where appropriate, sorted or unsorted with or without name and address information for the most recent 30-day period applies.

b. Cancellation of a Special Order

A customer may cancel a Special Order for Recording Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the special order is to be canceled. The verbal notice must be followed by written confirmation within 10 days.

The service date for Recording Service is the date the customer requests the recording to start.

The order date is the date the customer order is accepted by the Telephone Company.

When a customer cancels a Special Order for Recording Service after the order date, but prior to the service date, an order cancellation charge will apply. The charge as set forth in C.6 following will apply for all such cancellations.

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B. REGULATIONS (Cont'd)

3. Payment Arrangements (Cont'd)

c. Changes To Special Orders

When a customer requests material changes to a pending Special Order for Recording Service, the pending Special Order will be cancelled and the requested changes will be undertaken if they can be accommodated by the Telephone Company under a new Special Order. Material changes to a pending Special Order for Recording Service include changes in the location and/or number of Telephone Company recording locations, changes in sorting parameters, provision of end user telephone number and name and address, provision of data transmission to a customer location of customer recorded message detail, and changes in schedules, dates or intervals for receipt of customer recorded message detail. Nonmaterial changes to a pending Special Order include changes in customer name, customer address and customer requests to receive Recording Service output at the Telephone Company location instead of through U.S. Mail. All cancellation charges as set forth in b. preceding will apply for the canceled Special Order.

4. Rate Regulations

- a. For each customer message recorded, the recording and the assembling and editing charges apply except when the customer orders Message Processing Service. When Message Processing Service as set forth in Section 8B, Division I following is ordered for the same state and month that Recording Service is ordered, the assembling and editing charge does not apply per customer message.

The charges for recording and for assembly and editing apply per message recorded and per message assembled and edited whether or not the customer's schedule of rates specifies billing on a per-message basis or any other basis.

The Special Order charge set forth in C.5. following applies for each Special Order accepted by the Telephone Company to establish or change Recording Service.

- b. When message detail with or without sorting and/or name and address information is entered on a data file or magnetic tape for provision of message detail to a customer, the per tape charge applies for each data file or magnetic tape prepared, and the per-record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. The Telephone Company will determine the charges based on the number of data files or magnetic tapes prepared and on its count of the records processed. The number of records

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B. REGULATIONS (Cont'd)

4. Rate regulations (Cont'd)

b. (Cont'd)

processed will be determined using the number of records input to or the number of records output from the programs that process the information and load the data file, whichever number of records is higher. (C)

C. RATES

Rates and Charges

The rates and charges are:

	<u>Rates</u>	<u>USOC</u>	
1. Recording, per customer message	\$.021	BARRX	
2. Assembling and editing, per customer message*	.006	BARAX	
3. Provision of customer message detail			
Unsorted without name and address information per record processed	.007	BBLR2	
Sorted output without name and address information, per record processed	ICB rates and charges apply	BFT++	
Unsorted output with name and address information, per record processed	ICB rates and charges apply	BFQ++	
Sorted output with name and address information, per record processed	ICB rates and charges apply	BFS++	
Per data file	25.00	BBLT2	(C)
4. Data transmission to a customer location and per record transmitted, ...	ICB rates and charges apply	DT3++	
5. Recording Service Special Order Charge, per special order	25.00		
6. Recording Service Order Cancellation Charge, per special order	25.00		

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C. RATES (Cont'd)

	<u>FID</u>	<u>Rates</u>	<u>USOC</u>
7. Program Development,			
Basic, per hour, each employee (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)	AHM N	75.00	PRDRN
Premium, per hour, each employee (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)	AHM P	95.00	PRDRP

* Not applicable when Message Processing Service, as set forth in Section 8B, Division I following, is provided to the customer except as set forth in Section 8B, Division I, B.1.b following.