8. Other Services
8.1 Call Usage Detail

Rates and charges for services explained herein are contained in Section 10.8.

8.1.0	General Restrictions on Availability	(N)
A.	Notwithstanding any other provisions of this Section 8, the availability under this Tariff of services purchased for resale is subject to the limitations set forth in paragraph 1.1.0.	(N) (N)

8.1.1	Description
A.	Call usage detail is available to resellers for local calls associated with the Telephone Company's resold message rate service or for local calls associated with the Telephone Company's resold message rate service and intraLATA toll service, if the reseller is presubscribed to Telephone Company intraLATA toll service. Call usage data is provided via transmission or tape/cartridge.
B.	Call usage detail-local, or local and intraLATA toll call usage detail, provides complete call detail by retail billing telephone number, and by line, consisting of calling telephone number, called telephone number, call date, call connect time, and call elapsed time.

8.1.2	Regulations
A.	**Responsibility of the Telephone Company**
1.	The lapsed time between usage recorded by the Telephone Company and delivery to the reseller will not exceed eight business days.
2.	The Telephone Company will store reseller usage data for 45 days from the date of transmission to the reseller.

8.1.3	Application of Rates and Charges
A.	**Record Processing—**A per record processed charge applies.
1.	A record consists of a call with called number, call date, connect time, and elapsed time.
B.	**Data Transmission—**A per record transmitted charge applies.
C.	**Tape or Cartridge—**Available in addition to or in place of data transmission.
1.	When a tape or cartridge is provided in place of data transmission, data transmission charges are not applicable and a per tape or cartridge charge will apply. If a tape or cartridge is requested in addition to data transmission, both the per tape or cartridge charge and the per data transmission charge apply.

8. Other Services
8.2 Electronic Customer Service Record Retrieval

8.2.1	Description
A.	This service provides the reseller with the ability to electronically request the customer service record of an end user, and the current customer service record will be formatted by the Telephone Company and transmitted back to the reseller. The customer service record reflects the most recent, completed service order activity and provides the service and equipment billed by the Telephone Company to a Telephone Company end user or to a reseller.

8.2.2	Application of Rates and Charges
A.	In addition to charges specified in Section 5.3.2A2, a service record retrieval charge applies to each customer service record electronically delivered to the reseller.
1.	A reseller may request any number of electronic customer service records, but will only be charged for the number of electronic customer service records successfully transmitted to the reseller.

8. Other Services
8.3 Operator and Directory Services

8.3.1	Customized Routing
A.	Upon request, the Telephone Company will reroute the reseller's end user's local operator services and directory assistance calls to an alternate operator services provider.
1.	Customized routing will be provided on a first-come first-served basis pursuant to a mutually agreed upon schedule and the reseller's submission of a network design request.
a.	The schedule established will depend upon the reseller's requirements, and in any event be completed within 12 months of the request.
B.	The reseller is responsible for customized routing charges which the Telephone Company will determine on an individual case basis.
C.	The reseller is responsible for ongoing charges per rerouted subscriber line.

8.3.2	Announcement Services
A.	Upon request, the Telephone Company will provide operator services and directory assistance announcement services to the reseller when the reseller utilizes the Telephone Company's operator and directory assistance services for the reseller's end user's local operator services and directory assistance calls. The reseller may choose a branded or unbranded announcement.
1.	Announcement service will be provided on a first-come first-served basis pursuant to a mutually agreed upon schedule.
a.	The schedule established will depend upon the reseller's requirements, and in any event be completed within 12 months of the request.
B.	The reseller is responsible for announcement service establishment charges.
C.	The reseller is responsible for ongoing charges per branded announcement.

8.3.3	Directory Assistance (DA) and Directory Listing Services
A.	The Telephone Company will include in its published white pages directories and in its directory assistance records, the name, address and telephone number of the reseller's telephone exchange service customers (one listing per end user line), in accordance with the Telephone Company tariff provisions relating to alphabetical listings and to directory assistance as specified in PUC RI No. 15. Such listings will not be provided for any lines for which the reseller purchases nonpublished, nondirectory listed and nonlisted number service. Additional listings will be provided under the terms and conditions set forth in PUC RI No. 15.
1.	The Telephone Company will include in the information pages, or comparable section of its white page directories, for areas served by the reseller, the reseller's customer service telephone number which has been provided by the reseller.

8. Other Services
8.3 Operator and Directory Services

8.3.3	Directory Assistance (DA) and Directory Listing Services
B.	Upon request the Telephone Company will include in its published yellow page directories a single line, light-face (non-bold) listing for the reseller's telephone exchange service business end user.

8. Other Services
8.4 Emergency Number Service 911 (C)

8.4.1	Description	
A.	Deployment of 911 for people requiring emergency assistance, and equal access to the telephone network for people with disabilities via resold services, is provided as follows.	(C)
B.	The Telephone Company will include the reseller's telephone exchange service customers in the relevant 911 database.	(C)
C.	The Telephone Company will bill the reseller the 911 surcharge. The 911 surcharge is not subject to the resale discount specified in Section 10.	(C)

8. Other Services
8.5 Annoyance Call Bureau

8.5.1	Description
A.	Resellers are entitled to use the services provided by the Telephone Company's annoyance call bureau.

8. Other Services
8.6 Grandfathering Exception

8.6.1	Description	

A.	The services listed below are available to resellers on a non-resale basis, under the regulations, terms and conditions set forth in the Rhode Island Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. The offerings will be grandfathered and no longer available to new customers on and after February 16, 2013, for such grandfathering. Moves, additions or changes to subscribers' existing service will not be permitted on and after such date. The offerings will remain available to grandfathered customers after February 16, 2013, but only until the corresponding services are withdrawn from the Product Guide.
	
	• Toll-Free Services
	  ○ Dedicated Toll-Free Service
	  ○ Toll-Free Service
	  ○ Optional Toll Plans
	  ▪ Inward Toll Calling Plan (ITCP)
	• Digital PBX Services
	  ○ Flexpath®
		(D)
		(D)

B.	The following services/features listed below are available to resellers on a non-resale basis, under the terms and conditions set forth in the RI Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. The offering will be grandfathered and no longer available to new customers on and after October 17, 2016. Moves, additions or changes to subscribers' existing service will not be permitted on and after such date.
	
	• Auxiliary Exchange Service – Business
	  ○ Custom Calling Services
	  ▪ Call Forwarding Busy Line
	  ▪ Call Forwarding Don't Answer
	  ○ INTELLIDIAL® Calling Services
	  ▪ Call Forwarding Busy Line
	  ▪ Call Forwarding Don't Answer
	  ○ PHONESMART®
	  ▪ Caller ID-Number Only
	  ▪ Call Waiting ID Deluxe
	• Integrated Services Digital Network (ISDN) Services - Business
	  ○ Circuit Switched Services (Voice and Data)
	  ▪ Call Forwarding Don't Answer
	  ▪ Call Forwarding Busy Line
		(C)
		(C)

8. Other Services
8.6 Grandfathering Exception

8.6.1	Description
B.	(Cont'd)

B.	• Adjunct Features - Business
	  ○ Centrex Line Administration System (CLAS)/Electronic Central Office Features
	  ▪ Call Forwarding Busy Line
	  ▪ Call Forwarding Don't Answer
	  ○ INTELLISMART
	  ▪ Caller ID-Number Only
	• Analog Centrex Services - Business
	  ○ Nova Centrex Services
	  ▪ Call Forwarding Busy Line
	  ▪ Call Forwarding Does Not Answer
	• Digital Centrex Services - Business
	  ○ INTELLIPATH® Centrex Services/Digital Centrex Plus Service (Centrex Plus)
	  ▪ Call Forwarding Busy Line
	  ▪ Call Forwarding Don't Answer

C.	The following services/features listed below are available to resellers on a non-resale basis, under the terms and conditions set forth in the RI Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. The offering will be grandfathered and no longer available to new customers on and after April 17, 2016. On and after April 17, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations
	
	• ISDN Basic Service and Virtual Serving Arrangement (VSA)
	  ○ ISDN Basic with Digital Centrex Service*
	• INTELLIPATH® Digital Centrex Service
	  ○ Intellipath Digital Centex Service Proprietary Telephone Set Programmable Features** (N)
	• Digital Centrex Plus Service (Centrex Plus)
	  ○ Digital Centex Plus Service Proprietary Telephone Set Programmable Features** (N)

* Please refer to Part G, Section 1.1.1D of the RI Product Guide for additional limitations on the availability of ISDN Basic Service with Digital Centrex.

** Please refer to Part G, Section 1.1.1F of the RI Product Guide for additional limitations on the availability of Intellipath Digital Centex and Digital Centex Plus Services – Proprietary Telephone Set Programmable Features. (N) (N) (N)

8. Other Services
8.6 Grandfathering Exception

8.6.1	Description	
D.	The one year term agreements for the business plans listed below are available to resellers on a non-resale basis, under the terms and conditions set forth in the RI Product Guide (except those provisions relating to grandfathering), and at a price equal to the retail price less the discount specified in Section 10.5.1. The one year term commitment plans will be grandfathered and no longer available to new customers on and after October 17, 2016. Existing customers may maintain their service and the one year term commitment plans will automatically renew. Moves or changes to subscribers' existing services are permissible. • Unlimited Local Usage for Business • Unlimited Local and Toll Usage for Business	(N) (N)