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3.2.7.5 Optional System Features

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At the Customer's option, PrimeXpress Lines can be configured with the following calling features for an additional monthly recurring charge per feature per line:

- Call Waiting -Cancel
- Call Waiting -Dial
- Call Waiting -Incoming
- Call Waiting -IntraGroup
- Call Waiting -Originating
- Directed Call Pickup with Barge-in
- Directed Call Pickup without Barge-in
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Circular Line Hunting
- Terminal Line Hunting
- Speed Calling - Individual 8 Number List
- Station Message Detail Recording -Direct Output (Basic)
- Three-Way Calling
- Touch Tone (DTMF)

3.2.7.6 Standard System Features

- Automatic Identified Outward Dialing
- Automatic Route Selection -Basic
- Direct Inward Dialing
- Direct Outward Dialing
- Line Treatments

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3.2.7.7 Loudspeaker Paging Access

Permits station line users to access Customer-provided loudspeaker paging equipment by dialing an access code. The Customer's equipment will dictate the type of termination that is provided by COMPANY. One access method could be the termination of a COMPANY PrimeNBX line on a standard jack interface. This assumes the paging equipment has a line card termination. In this method of operation users would dial the PrimeNBX line for access to the paging facilities. Another method of access to paging equipment is a four wire trunk side dedicated leased line which requires an access level or dial code in the COMPANY PrimeNBX. Users will dial this to access the paging equipment

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3.2.7.8 Station-to-Station Calling

Allows Customer group stations to complete calls to other stations without the assistance of an attendant.

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3.3 PrimePlex PRI Service

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3.3.1. Description

Primeplex PRI service is an optional service arrangement for local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). PrimePlex PRI is a high capacity access path for communications providing voice or data transmission inbound or outbound from the customer's location over the Company's exchange network. PrimePlex PRI may be provided as a stand-alone service or provisioned on an existing or new AT&T ACCU-Ring DS3 facility.

3.3.2. Explanation of Terms**3.3.2.1 Circuit Switching**

A switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

3.3.2.2 PrimePlex Primary Rate Interface (PRI)

PrimePlex PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and business dial tone lines. PrimePlex PRI is provisioned on the 1.544 megabits per second (Mbps) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel. It can also be provisioned as 24 B channels when coupled with controlling D facilities on other PRI circuits and backup D facilities. PRI service provides the customer with the capabilities of a simultaneous access, transmission and switching of voice, data, and imaging services via a channelized transport. In addition, PrimePlex PRI provides the customer with the service capabilities and features are described in the PrimePlex Service Capabilities and PrimePlex Features Sections.

3.3.2.3 Network Interfaces

ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI Customer Premises Equipment (CPE) located at the customer premises must be compatible with the network interface. The network interface is a metallic four-wire telephone loop interface between a switch equipped with ISDN and the Network Termination 2 (NT2). The NT2 is customer premises equipment required for providing physical compatibility in terminating telephone facilities at the customer premises.

3.3.2.4 Optional Service Features Package

The Optional Service Features Package incorporates the optional features Calling Line Identification and Call-by-Call Service Selection.

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3.3.2.5 PRI Line Group

A PRI Line Group is a group of channels that are designated as one of the following:

- Incoming Business Dial Tone Line Group.
- Outgoing Business Dial Tone Line Group.
- Two-Way Business Dial Tone Line Group.
- Call-by-Call Service Selection Line Group.

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Only one Call-by-Call line group may be provisioned on a PrimePlex PRI Arrangement. Where available, up to two of the other line group types may be provisioned on a PrimePlex PRI Arrangement. The total number of line groups per PRI Arrangement is limited to four. The capability to assign other than -Call-by-Call line groups varies by central office switch type.

3.3.2.6 Primary Rate Interface Arrangement

PrimePlex PRI Arrangement is a service providing ISDN capabilities between the customer premises and the serving central office. The PRI Arrangement consists of 23 "B" channels and one "D" channel or 24 "B" channels that are defined as follows:

3.3.2.7 Channels

The B Channel is a 64 kilobits per second (Kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service. The D channel is a 64 kilobits per second (Kbps) channel that carries signaling and control for the B channels.

3.3.2.8 Software Defined Lines

Software Defined Lines are lines that are provisioned on the Primary Rate Access Facility by establishing their identity in central office translations. These lines physically ride on the 4-wire ISDN Primary Rate Access Facility.

3.3.2.9 Simulated Facility Group

A simulated facility group is a software defined register used to limit the number of simulated calls with specific attributes.

3.3.2.10 CPE Conformance

The CPE used by the customers subscribing to PrimePlex PRI must comply with ISDN Primary Rate Interface specifications as designated by the Telephone Company or Bellcore.

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3.3.3. Service Capabilities

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PrimePlex PRI provides the capability to:

- Transport customer information in the form of circuit switched voice or data over any B channel.
- Allow, where available, one D channel to control up to 20 PRI Arrangements. In such cases, a single D channel in one PRI Arrangement handles all the signaling and control requirements of multiple PRI Arrangements in a specific grouping, allowing supplemental PRI Arrangements to consist of 24 B channels.
- Allow the user to have access to the directory number of the calling party.
- Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID) and Direct Outward Dialing (DOD), or optionally configure channels to access multiple services on a Call-by-Call basis. All of the preceding services may be accessed on a Call-by-Call Service Selection basis, except two way lines which must be dedicated to specific channels.

3.3.4. Features

The following optional features are available with PrimePlex PRI:

- Backup D Channel—Automatically takes over for a failed D channel in case of trouble. This is purchased as part of a 23B+Backup D PRI Arrangement.
- Call-by-Call Service Selection—Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID, DOD, and business dial tone lines. The customer premises equipment signals the local serving central office as to what type of service to access for each call.
- Calling Line Identification—Allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and is the responsibility of the customer.

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- Multiple Facility Signaling Control—Allows the D channel of one PRI Arrangement to provide signaling for up to 20 PRIs terminating on a switch module. Required Backup D channel.
- Original Called Number (OCN)-which must be ordered for specific PRI ISDN trunks, places the callers original dialed digits into the OCN field of the selected ISDN message, for inbound calls which have been forwarded one or more times. These ISDN messages, containing OCN information, will be transmitted over the designed Data-Channels (D-Channels, primary, secondary, and back-up) on the ISDN trunk.
- 2 B-Channel transfer on PRI: allows a controller that is interfaced over an ISDN PRI to initiate the transfer of one of its calls to another call so that the two end-users are connected to each other within the switch and the two PRI B-channels to the controller are released.

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3.3.5. Conditions**FILED**

This service is offered subject to the following conditions:

PrimePlex PRI is only available from serving central offices equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.

- ISDN-compatible terminal equipment is required for operation. It is the customer's responsibility to power and obtain such equipment.
- PrimePlex PRI service does not preclude customers from originating or receiving circuit-switched voice calls from inside or outside either their serving central office or their Local Exchange Area. Where facilities are available, customers will be able to originate and receive circuit-switched data calls outside of their serving central offices.
- This service guide does not provide for the transmission of packet data on the B or D channels. Packet data is not offered on the B or D channels.
- Existing local usage or MTS rates apply to circuit-switched voice calls. The unlimited usage package is not available with PrimePlex PRI service.
- All PRI Arrangement configurations must have at least one 23B+D PRI Arrangement for signaling and control functions. A 23B+Backup D PRI Arrangement is required whenever more than 47 B channels are controlled by a single D channel.
- When more than one service is accessed over the same PrimePlex PRI Arrangement, Call-by-Call Service Selection may be required.
- Each line group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20 as specified under PrimeXpress. DID trunk connection charges apply to DID numbers but not to Individual Telephone Numbers.
- Telephone numbers ordered in blocks of 20 and individual additional telephone numbers may not be delivered on the same Simulated Facility Group or dedicated trunk group. The quantity of Individual Additional Telephone Numbers may not exceed the size of the trunk group or Simulated Facility Group to which they are assigned.

3. Local Exchange Services**3.4. PrimePlex PRI High Volume Inbound Calling Option: PrimeConnect PRI****3.4.1 Description**

At the Company's discretion, the Company may reconfigure the Customer's service from PrimePlex PRI to PrimeConnect PRI Service if the Customer's PrimePlex PRI usage meets one or more of the following criteria: 1) Supports a maximum of two rate centers per PRI facility or T1 trunk, 23B + 1D channel, within the COMPANY designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU), per PRI, per month. The Customer will be charged rates for PrimeConnect PRI Service as listed below. The Company reserves the right to audit the Customer's PrimePlex PRI usage for the above conditions.

- a. The Customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the COMPANY network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PrimeConnect PRI trunks to satisfy the call completion criteria listed above.

- b. PrimeConnect PRI Customer Access Requirements:

PrimeConnect PRI supports inbound calling only, and does not include outbound calling to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The Customer is responsible for securing individual business lines, or other appropriate facilities, to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N = 2-9) or other special service codes that may be created, or
- Calls to 0 and 00

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3.4 PrimePlex PRI High Volume Inbound Calling Option: PrimeConnect PRI (Cont'd)

- c. PrimeConnect PRI is intended solely for the purposes of providing local and intraLATA non-toll access into a Customer's location. In the event that local and intraLATA non-toll calls placed into a Customer's location become subject to additional charges imposed by connecting carriers or by regulation, the Company reserves the right to modify the facility rate charges for traffic into the location upon 30 days written notice to the Customer. The Customer has the option to accept the rate change(s) or terminate the contract without penalty, unless specifically bound to specific commitments associated with capital recovery, special construction, or other issues written into the Customer's contract or agreement with the Company over and above the normal terms and conditions of the contract or agreement.

3.4.2. Rates

Non-Recurring	\$1,200.00
<u>Monthly Recurring</u>	<u>Per DS1 Facility</u>
1 Year	\$1,995.00
2 Year	\$1,850.00
3 Year	\$1,660.00

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3. Local Exchange Services

3.4.3. Application of Rates

Business dial tone line functionality is included in the PrimePlex PRI Service rates and charges.

When DID numbers are ordered from the PrimePath Services Section, a DID line connection charge applies for each B channel dedicated for DID service, or DID simulated facility group member over which the DID numbers are transmitted

When a customer converts existing DS1 facilities provided under PrimeXpress Service to PrimePlex Primary Rate ISDN Access Facilities, installation charges for the Primary Rate Access Facilities are waived.

Hunting Service is included in the PrimePlex PRI rates.

3.4.4. PrimePlex PRI Rates

Non-Recurring Charges**

Installation Charge**	\$1,200.00
Change Charge (All Options)	\$45.00
Features	
Original Called Number (OCN)	\$250.00
2 B-Channel Transfer (per PRI)	
12 simultaneous calls	\$500.00
24 simultaneous calls	\$500.00
36 simultaneous calls	\$500.00

	1 Year	2 Year	3 Year
Initial 23B + D channel			
Ea. Additional 23B+ D/	\$2,140.00	\$1,995.00	\$1,785.00
24B without backup D	\$2,140.00	\$1,995.00	\$1,785.00
23B + Back-Up D	\$2,140.00	\$1,995.00	\$1,785.00
Features			
OCN	\$150.00	\$150.00	\$150.00
2 B-Channel Transfer (per PRI)			
12 simultaneous calls	\$150.00	\$150.00	\$150.00
24 simultaneous calls	\$300.00	\$300.00	\$300.00
36 simultaneous calls	\$450.00	\$450.00	\$450.00

**Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a minimum of a 2 year contract, and selects COMPANY as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge

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3.4 PrimePlex PRI

Monthly Recurring Charges-Provisioned on AT&T ACCU-Ring facility - Voice and Data

Non-Recurring Charge: \$1,200.00

	1 Year	2 Year	3 Year
23B + D	\$1,995.00	\$1,850.00	\$1,660.00
24B	\$1,995.00	\$1,850.00	\$1,660.00
23B + Back-Up D	\$1,995.00	\$1,850.00	\$1,660.00

3.4.5. Standard Feature

Multiple Facility Signaling Control.

**Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum 1-year contract, and selects COMPANY as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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3.4 PrimePlex PRI

3.4.6. Optional Features

Features	Non-Recurring Charges
Original Called Number (OCN)	\$250.00
2 B-Channel Transfer (per PRI)	
12 simultaneous calls	\$500.00
24 simultaneous calls	\$500.00
36 simultaneous calls	\$500.00

Features	Monthly Recurring Rates		
	1 Year	2 Year	3 Year
Original Called Number (OCN)	\$150.00	\$150.00	\$150.00
2 B-Channel Transfer (per PRI)			
12 simultaneous calls	\$150.00	\$150.00	\$150.00
24 simultaneous calls	\$300.00	\$300.00	\$300.00
36 simultaneous calls	\$450.00	\$450.00	\$450.00

3. Local Exchange Services**3.5 Prime Digital Trunk Service****3.5.1. Description**

Prime Digital trunk (PDT) is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. Prime Digital Trunk is delivered via a DS1 (1.544 Mbps) facility providing up to 23 voice-grade DS0 communications channels. Prime Digital Trunk is available on a month-to-month basis or on a 1, 2, or 3 year term commitment.

The Customer may opt to utilize Prime Digital Trunk service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the Customer elects to utilize Prime Digital Trunk for both inbound and outbound calls, they may choose Two-Way service which allows incoming to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

Customer must subscribe to sufficient number of trunks or channels per Rate Center so as not to degrade the Company's network below an incoming call completion rate of 99 percent. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PDT trunks or channels to satisfy the call completion criteria listed above

3.5.2. Rate Regulations

The following rate elements apply to Prime Digital Trunk service:

- Per Active Channel (PAC) charge - monthly recurring charge applicable to each active DS0 channel. A minimum of 12 PACs must be ordered per PDT facility.
- Non-recurring installation charges are applicable for each DS0 channel.
- See the LATA Calling Services Section for COMPANY local and intraLATA toll calling rates associated with PDT service.

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3.5 Prime Digital Trunk (Cont'd)

3.5.3. Rates

DOD, Two-Way Trunks (per DSO channel)

	Non-Recurring*	1 Year	2 Year	3 Year
DOD, Two-Way Trunks	\$25.00	\$41.55	\$40.05	\$38.90
DID, DID/DOD Trunks	\$40.00	\$61.75	\$59.60	\$57.95

DID NUMBERS

Block of initial 20 Numbers	\$3.80 per block, per month
Block of additional 10 Numbers	\$1.90 per block, per month

*Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum 1-year contract, and selects COMPANY as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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3.6 Prime On Integrated Network Connection Service (Prime On INCS)

3.6.1. Description

Prime On INCS provides one of the following services: PrimeXpress, PrimePlex, or Prime Digital Trunks over an INCS access arrangement. Each individual Customer location must be in an area where AT&T has the necessary facilities.

Prime On INCS has two options:

- Classic INCS - for Customers with 12+ DS-1
- INCS 512 —for Customers with 8-10 DS-1

3.6.2. Provisioning

The INCS access arrangement will connect to the Customer's premises via a T1 line. Customer must provide compatible customer premise equipment, (CPE), and interfaces to support the Local voice line and trunk applications.

3.6.3. Types of Service

Types of service delivery of INCS with the Prime services are as follows:

PrimeXpress- delivers as 24 (twenty four) voice grade digital channels.

PrimePlex - delivers current functionality, excluding the delivery of Switched Digital Service and 64KBPS ETE through the network.

Prime Digital Trunks – deliver as a voice grade digital channel.

3.6.4. Features

All standard requirements, capabilities and feature functionality that are available for use with PrimePlex, and PrimeXpress Services, and Prime Digital Trunks are available for use with Prime On INCS at the rates and charges specified in this Service Guide.

3.6.5. Application of Rates

Prime On INCS rates consist of a non-recurring and monthly recurring charge. All voice services delivered over INCS are billed separately.

Prime On INCS is available on a 1, 2 or 3-year term commitment as described in the Rates to follow:

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Prime On Integrated Network Connection Service (Prime On INCS)

3.6.6. RATES

3.6.6.1 PrimeXpress on INCS

Non-Recurring Charge	\$1,200.00
Change Order Charge	\$45.00

Monthly Charges

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
DOD	N/A	\$710.00	\$675.00	\$640.00
Combo	N/A	\$710.00	\$675.00	\$640.00
DID/DOD	N/A	\$735.00	\$675.00	\$640.00
DID		\$735.00	\$675.00	\$640.00

3.6.6.2 PrimePath on INCS

	<u>NonRecurring Charge</u>	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Standard Line	25.00	\$39.75	\$36.55	\$35.05	\$33.90
Key Line	25.00	\$39.75	\$36.55	\$35.05	\$33.90

3.6.6.3 PrimePlex on INCS

Non-Recurring Charge	\$1,200.00
Change Order Charge	\$45.00

Monthly Charges

Voice	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
23B+D	N/A	\$1,990.00	\$1,845.00	\$1,635.00
24B	N/A	\$1,990.00	\$1,845.00	\$1,635.00
23B+Backup D	N/A	\$1,990.00	\$1,845.00	\$1,635.00
Data				
23B+D	N/A	N/A	N/A	N/A
24B	N/A	N/A	N/A	N/A
23B+Backup D	N/A	N/A	N/A	N/A

Non-Recurring Charges applies when the feature is added to the service.

Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects COMPANY as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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Prime On Integrated Network Connection Service (Prime On INCS) (Cont'd)

3.6.6. RATES (Cont'd)

3.6.6.4 Prime Digital Trunks on INCS

Non-Recurring Charge
 Change Order Charge \$45.00

Monthly Charges

	<u>NonRecurring</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
DOD, Two Way Trunks	\$25.00	\$36.55	\$35.05	\$33.90
DID, DID/DOD Trunks	\$40.00	\$56.75	\$54.60	\$52.95

3.6.6.5 DID Number Blocks

First 20 \$3.80
 Additional 10 \$1.90

Non-Recurring Charges applies when the feature is added to the service.

Initial installation charges will be waived for new customers, or existing customers adding new locations (not applicable for moves), where service is available, when Customer signs a new contract with a minimum one year term commitment, and selects COMPANY as the primary carrier for Local and IntraLATA toll calling. If Customer terminates their Term Plan prior to expiration they will be billed the appropriate installation charge.

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3.7 SUPPLEMENTAL SERVICES, FEATURES & RATES

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3.7.1. General

The features in this section are made available on an individual basis. All features are provided subject to availability; features may not be available on all Services.

3.7.2. Description of Local Calling Features

Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line.

Call Forwarding - Busy

automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer

automatically reroutes call.

Call Forwarding - Variable

allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

Call Waiting -Cancel

Allows a Call Waiting Customer to cancel this feature for one call through the use of a cancel call waiting code.

Call Waiting -Dial

Permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to calls within the established user group only.

Call Waiting -Incoming

Allows an incoming call to a busy station line to be held waiting while a signal is directed towards the busy station line user.

Call Waiting -IntraGroup

Permits both incoming calls and calls originating from within the system to activate the call waiting feature.

Call Waiting -Originating

Allows a station line user to impose call waiting on a busy station line.

Directed Call Pickup with Barge-in

Allows a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a 3-way call.

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CHAIRMAN
OFFICE OF COMM.
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Distinctive Call Waiting Tones

Permits a called station line user to determine whether an incoming waiting call is external or internal to the Customer group by providing different tone cadences for both occurrences.

Distinctive Ringing

Allows a unique pattern of ringing to permit the station line user to distinguish between IntraGroup and DID calls.

Circular Line Hunting

Allows a call directed to a busy station configured in a circular hunt arrangement, to be directed to any station within the group until such time as a station becomes available.

Terminal Line Hunting

Routes a call in a prearranged linear pattern until it reaches the last number in the series. If that last number is busy, the incoming caller receives a busy signal.

Speed Calling - Individual 8 Number List

Permits the station line user to dial selected numbers by using fewer digits than normally required. This is accomplished by assigning of abbreviated codes to frequently called numbers. The list is dedicated to the individual station line user.

Station Message Detail Recording -Direct Output (Basic)

Permits the capturing of call detail information by the switch and passing this information to a call accounting system.

Three Way Calling/Call Hold

The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

Touch Tone (DTMF)

Provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

Description of Standard System Features

Automatic Identified Outward Dialing

A feature that automatically provides you with an accurate record of all toll calls made by each line.

Automatic Route Selection -Basic

This is a preset pattern of routing calls originated by a PrimeNBX station user to selected Interexchange carriers or dedicated facilities.

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Directed Call Pickup without Barge-in

Allows a station line user to answer a call that is ringing on any other line within the same Customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

Direct Inward Dialing

Allows Incoming calls from the local exchange and long distance networks to reach an individual line or group of lines in the system without the assistance of an attendant.

Direct Outward Dialing

Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code.

Line Treatments

Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines.

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SARA K. WILSON
DIRECTOR OF COMM.
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3.7.3. Incoming Call Redirect Option

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with PrimeXpress, PrimePlex PRI Service or Prime Digital Trunk Service only.

ICR can redirect all or only pre-selected DID numbers, depending on the Customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the Customer to obtain any necessary permissions for the use of any Destination Number.

If ICR is ordered in two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1's, and a maximum of forty-eight simultaneous calls for trunk groups of five T1's or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

1) Application of Rates

Incoming Call Redirect rates consist of a non-recurring and a monthly recurring charge per T1, a local usage charge per redirected call, and a nonrecurring charge per change or group of changes requested in a Customer's listing of Redirected Numbers or Destination Numbers.

Non-Recurring Charges

	Rate
Per T1	\$250.00
Per Change	\$ 80.00

Monthly Recurring Charges

	Rate
Per T1	\$80.00
Local Usage Rate Plan (Per Minute)	\$.02

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3.7.4. Directory Assistance

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This section applies to Directory Assistance Service furnished by the Company within the Number Plan Area (NPA) served by the Customer. It does not apply to directory assistance calls for points outside the NPA in which the caller is located.

Customers and Users of the Company's Local Exchange Services may obtain directory assistance by determining the NPA in which they subscribe to such service by calling the Directory Assistance Operator.

3.7.4.1 Rates

Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

Rate Element	
	Recurring Rate
Directory Assistance	\$0.30 per number requested

- A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.
- No charge applies for:
 - Calls for Directory Assistance originating from coin telephones.
 - Calls for Directory Assistance from Users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the Customer will provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. Information contained on the exemption records will be treated as confidential by the Company. The Customer will notify the Company when the need for an exemption no longer exists.

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- A credit will be given for calls to Directory Assistance when:
 - The Customer experiences poor transmission or is cut-off during the call, the Customer is given an incorrect telephone number, or the Customer inadvertently misdials.
 - To receive a credit, the Customer must notify the Company operator or Business Office of the problem experienced.

3.7.4.2 Local Operator Service

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service and will be equal to or less than those rates charged by the dominant telephone service provider. In addition to usage charges, an operator assistance charge applies to each call:

3.7.4.3 Rates for Operator Services

Operator Services

	Rate
Customer Dialed Calling Card	\$0.50 per call
Person to Person	\$3.00 per call
3 rd Number Billed	\$1.33
All other Operator Assistance	\$1.25 per call

3.7.4.4 Blocking

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services.

3.7.4.5 Rates and Charges for Blocking

Blocking	Non-Recurring Charge
Initial Blocking Service	N/A
Subsequent changes to blocking options	\$8.00 per Service Order
Caller ID options - initial change	N/A
Subsequent Caller ID changes	\$8.00

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3.7.4.6 Busy Verification and Interrupt Service

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

3.7.4.7 Rate Application

A Verification Charge will apply when:

- The operator verifies that the line is busy with a call in progress, or
- The operator verifies that the line is available for incoming calls.

Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

No charge will apply when the calling party advises that the call is from an official public emergency agency.

3.7.4.8 Rates

Verification charge, each request	\$1.50
Interrupt Charge, each request	\$1.50

3.7.4.9 Customer Requested Service Suspension

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number. This service is available to customers at no charge.

The Company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of Suspension Charge

First Month or Partial Month	Regular Monthly Rate (no reduction)
Each Additional Month (one year limit)	1/2 Regular Monthly Rate

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3.8 Connection Charges

3.8.1. Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service.

Restoral Charge

	Per Reconnecton
Business Line	\$40.00

3.8.2. Moves, Adds and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The Customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Move:

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add:

The addition of a vertical service to existing equipment and/or service at one location.

Change:

Change - including rearrangement or reclassification - of existing service at the same location.

Move, Add, Change Rates

Business Moves	\$40.00
Business Add	\$40.00
Business Change	\$40.00

When a Customer reschedules the effective service date of an order less than thirty (30) days prior to the originally requested service date, the Customer may be charged a rescheduling charge equal to a maximum of one hundred percent (100%) of the non-recurring charges per arrangement, per reschedule. If a Customer reschedules more than thirty (30) days after the originally scheduled installation date, Monthly Recurring Charges may be charged beginning thirty-one (31) days after the original installation date.

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3.8.3. Charges Associated with Premises Visit

The Customer may ask for an estimate or a firm bid before requesting a Company technician to visit the Customers' premises. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time (measured in 1/2 hour increments) and materials charges incurred. When a firm bid is provided at Customer request, the charge to be billed is the amount quoted to the Customer for the work requested, as Special Construction charges.

	Charge Per 1/2 hour increments
Premises Visit	\$75.00

3.9. Added Labor Charge

3.9.1. Description

In situations where a PrimeXpress or PrimePlex PRI Customer reports a trouble to the Company for clearance and is subsequently informed that no reported trouble has been found in the Company's facilities, the Customer will be responsible for payment of an Added Labor Charge if the Customer still requests the dispatch of Company personnel to the Customer's site. An Added Labor Charge will be applied as shown below for the period of time from when Company personnel are dispatched to the Customer's premises to when the work is completed.

No charges will apply if the reported trouble is found to be in Company facilities. Failure of Company personnel to detect the reported trouble in Company facilities will result in no charge to the Customer if the reported trouble is discovered in the Company facilities at a later date.

3.9.2. Rate Regulations

Rates are applied in the 6-minute increments. Customers will be charged a minimum charge based on the Minimum Hours shown below. Fractions of 6-minute increments will be rounded up to the next whole 6-minute increment.

Business hours are defined as 8:00 am up to but not including 6:00 pm, Monday through Friday (non-holiday). Non-business hours are defined as 6:00 pm up to but not including 8:00 am, Monday through Friday and all day Saturday and Sunday.

Non-business hour rates will apply to the following holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25), and on legal holidays when New Year's, Independence, or Christmas Day holidays fall on dates other than January 1, July 4, or December 25 respectively.

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	Charge Per 6 Minute Increment
Added Labor Charge	FILED \$30.00
Minimum Hours	
Business Hours	1 Hour
Non-Business Hours	4 Hours

3.9.3. Temporary Promotional Offerings

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges to introduce a present or potential customer to a service not previously subscribed to by the Customer.

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