

NETWORK SWITCH ALTERNATE ROUTING (NSAR)

A. Description

Network Switch Alternate Routing (NSAR) is an Advanced Intelligent Network (AIN) based service that allows the customer to safeguard against the loss of incoming calls resulting from the complete failure of the customer's serving central office switch.

NSAR allows the customer to develop and maintain a contingency plan that can be activated at their command to reroute incoming calls around their failed central office switch and back to their location or an alternate location.

NSAR allows the customer the ability to develop and test solutions to potential problems before they occur.

NSAR supports up to ten alternate routing plans with a maximum of 10,000 telephone numbers.

NSAR operates across the public network or private facilities.

The customer may activate NSAR 24 hours a day, seven days a week in coordination with the Company.

Upon local central office recovery, conditions permitting, the Company will deactivate network controls in coordination with the customer.

An NSAR plan is subject to review by the Company in order to determine effects on network capability, capacity and control.

All telecommunications service required for rerouting must be in place or subscribed to at the same time as NSAR and will be reviewed by the Company.

NSAR allows the customer to exercise their back-up facilities during normal conditions.

NETWORK SWITCH ALTERNATE ROUTING (NSAR) (cont'd)

B. Terms and Conditions

1. NSAR service is available where central office facilities and equipment permit.
2. The NSAR customer is responsible for the payment of any applicable station-to-station charges for each call between the central office where the NSAR protected numbers reside and the telephone number to which the call is being rerouted.
3. Upon request of the customer, the Company will coordinate an out-of-hours test of the customer's alternate routing plan which will be subject to a charge as found in the Price section following.
4. NSAR is available to Centrex, ISDN, PBX and basic exchange business line customers.
5. Due to network capacity and capability limitations during a long central office outage, some blocking of calls in the network may occur, and therefore, all incoming calls may not be rerouted and terminated to the alternate site. In all cases, the first priority will be to stabilize the public network.
6. Customer requested changes to an existing NSAR plan are subject to a charge as found in the Price section following.
7. The services and facilities furnished by the Telephone Company are subject to the terms, conditions and limitations specified herein. With respect to a claim or suit by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Telephone Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected.

NETWORK SWITCH ALTERNATE ROUTING (NSAR) (cont'd)

C. Features

Standard Features

Customer Access

NSAR provides two customer interface options: Internet Access and Touch Tone Access.

NSAR with Internet Access provides direct access to the Service Management System. Under this method, the customer's service administrator may define an entire contingency plan, change the "forward-to" destination for protected telephone numbers, activate or deactivate a contingency plan, modify an existing plan and retrieve information about existing plans.

NSAR with Touch Tone Access provides the customer's service administrator the ability to activate or deactivate a contingency plan.

PART 8 - Miscellaneous Services
SECTION 4 - Diverse Routing Services

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NETWORK SWITCH ALTERNATE ROUTING (NSAR) (cont'd)

D. Prices

Service Elements

Description /Billing Code/	Non Recurring Charge	Monthly	Term Payment Plans			
			12 Months	36 Months	60 Months	84 Months
Service Establishment /SEPRA/	\$500.00	-	-	-	-	-
Per protected telephone number, each						
1st to 100th number /EN41X/	1.50	\$ 1.70	\$1.65	\$1.60	\$1.55	\$1.50
101st to 999th number	1.50	1.50	1.45	1.40	1.35	1.30
1000th number and above	1.50	1.30	1.25	1.20	1.15	1.10
Per protected telephone number, per additional routing plan, ordered on initial order /NR9FB/	1.50	-	-	-	-	-
Per Additional Alternate Routing Plan /EQ4/	25.00	18.00	-	-	-	-
Coordinated Test Activation, per event, per originating exchange /NR9EZ/	200.00	-	-	-	-	-
Routing plan change, per telephone number via the service order process /NR9EX/	10.00	-	-	-	-	-
Activation of customer plan by the Company /NR9EY/	10.00	-	-	-	-	-

CUSTOMER LOCATION ALTERNATE ROUTING (CLAR)

A. Description

Customer Location Alternate Routing (CLAR) is an Advanced Intelligent Network (AIN) based service that allows the customer to safeguard against the loss of incoming calls due to circumstances that make the customer's physical work location inaccessible (i.e., fire, flood, cable cut, etc.).

CLAR allows the customer to develop and maintain a contingency plan that can be activated at their command to reroute incoming calls to predetermined alternate customer locations.

CLAR provides the customer the ability to develop and test solutions to potential problems before they occur.

CLAR allows the customer to exercise their back-up facilities during normal conditions.

CLAR supports up to ten alternate routing plans with a maximum of 10,000 telephone numbers.

CLAR operates across the public network or private facilities.

A CLAR plan is subject to review by the Company in order to determine effects on network capability, capacity and control.

All telecommunications service required for rerouting must be in place or subscribed to at the same time as CLAR and will be reviewed by the Company.

The customer may activate CLAR 24 hours a day, seven days a week.

CUSTOMER LOCATION ALTERNATE ROUTING (CLAR) (cont'd)

B. Terms and Conditions

1. CLAR service is available where central office facilities and equipment permit.
2. The CLAR customer is responsible for the payment of any applicable station-to-station charges for each call between the central office where the CLAR protected numbers reside and the telephone number to which the call is being rerouted.
3. CLAR is available to Centrex, ISDN, PBX and basic exchange business line customers.
4. Customer requested changes to an existing CLAR plan are subject to a charge as found in the Price section following.
5. The services and facilities furnished by the Telephone Company are subject to the terms, conditions and limitations specified herein. With respect to a claim or suit by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Telephone Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected.
6. Due to network capacity and capability limitations, some blocking of calls in the network may occur, and therefore, all incoming calls may not be routed and terminated to the alternate site. In all cases, the first priority will be to maintain the integrity of the public network.

CUSTOMER LOCATION ALTERNATE ROUTING (CLAR) (cont'd)

C. Features

Standard Features

Customer Access

CLAR provides two customer interface options: Internet Access and Touch Tone Access.

CLAR with Internet Access provides direct access to the Service Management System. Under this method, the customer's service administrator may define an entire contingency plan, change the "forward-to" destination for protected telephone numbers, activate or deactivate a contingency plan, modify an existing plan and retrieve information about existing plans.

CLAR with Touch Tone Access provides the customer's service administrator the ability to activate or deactivate a contingency plan.

PART 8 - Miscellaneous Services
SECTION 4 - Diverse Routing Services

Original Sheet 8

CUSTOMER LOCATION ALTERNATE ROUTING (CLAR) (cont'd)

D. Prices

Service Elements

Description /Billing Code/	Non Recurring Charge	Monthly	Term Payment Plans			
			12 Months	36 Months	60 Months	84 Months
Service Establishment /SEPRH/	\$200.00	-	-	-	-	-
Per protected telephone number, each						
1st to 100th number /EL41X/	1.50	\$1.70	\$1.65	\$1.60	\$1.55	\$1.50
101st to 999th number	1.50	1.50	1.45	1.40	1.35	1.30
1000th number and above	1.50	1.30	1.25	1.20	1.15	1.10
Per protected telephone number, per additional routing plan, ordered on initial order /NR9FA/	1.50	-	-	-	-	-
Per Additional Alternate Routing Plan /EWP/	25.00	18.00	-	-	-	-
Routing plan change, per telephone number via the service order process /NR9EV/	10.00	-	-	-	-	-
Activation of customer plan by the Company /NR9EW/	10.00	-	-	-	-	-