

## CUSTOM LOCATION ALTERNATE ROUTING (CLAR)

## A. DESCRIPTION

Custom Location Alternate Routing (CLAR) service is an Intelligent Network-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., disaster, fire, flood, cable cut, etc.). CLAR service allows the customer to develop and maintain alternate routing (contingency) plan(s) that can be activated at its command to reroute incoming calls to predetermined alternate customer locations.

CLAR service 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. The service supports up to nine alternate routing plans with a maximum of 10,000 protected telephone numbers.

In addition to disaster routing capabilities, CLAR service also provides the customer the ability to route inbound calls based on customer-defined call traffic management conditions.

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 services required for rerouting must be in place or subscribed to at the same time as CLAR and are also subject to review by the Company. The customer may activate CLAR alternate routing plans 24 hours a day, seven days a week.

## 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 to which the call is being rerouted.
3. The customer must establish sufficient capacity of facilities at the forward-to destination to handle the volume of calls being forwarded via CLAR.
4. CLAR is available to CentraLink, DCOSS, ISDN, PBX and basic exchange business line customers where facilities permit.
5. Customer requested changes to an existing CLAR plan are subject to a charge as found in paragraph D following.
6. The services and facilities furnished by the 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.
7. 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.

NETWORK SERVICES TARIFF

The Southern  
New England  
Telephone Company

Tariffs Part XIV  
Section 1  
Sheet 2

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C. FEATURES

1. Customer Access  
CLAR provides a Touch Tone customer interface. Touch Tone Access provides the customer's service administrator the ability to activate or deactivate alternate routing plans via telephone Touch Tone.
2. Calendar Routing  
Calendar Routing is an optional feature that allows the customer to develop and maintain a calendar-based routing schedule that will route inbound calls based on customer-defined time-of-day, day-of-week and day-of-year (holiday) conditions.
3. Percentage Allocation Routing  
Percentage Allocation Routing is an optional feature that allows the customer to develop and maintain a routing scheme that route inbound calls based on customer-defined percentage allocations of inbound call traffic, for example 60% of calls are routed according to routing plan 1, and 40% of calls are routed according to routing plan 2.

D. Rates and Charges

The following rates will apply for CLAR Services. With respect to rate elements having minimum and maximum rates, the Telephone Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least fourteen (14) days prior to the effective date of any change to that rate. Rates charged must be at or between the minimum and maximum rates.

CLAR Service Month to Month Plan	USOC	Non- Recurring Charge			Monthly Recurring Charge		
		Minimum	Maximum	Current	Minimum	Maximum	Current
Standard features Service Establishment	SEPPE	\$175.00	\$700.00	\$350.00	N/A	N/A	N/A
Protected Numbers - per number charge	R7UFX	\$5.00	\$20.00	\$10.00	\$1.75	\$8.00	\$4.00
Optional Features							
1. Additional alternate routing plan	EWP	\$35.00	\$140.00	70.00	\$10.00	\$140.00	\$70.00
2. Protected numbers - per additional routing plan	NR9FA	\$ .75	\$3.00	\$1.50	N/A	N/A	N/A
3. Routing plan change per telephone number - via service order process	NR9EV	\$ 5.00	\$20.00	\$10.00	N/A	N/A	N/A
4. Calendar Routing: Time of day / day of week / day of year routing	R7MPG	\$35.00	\$140.00	\$70.00	\$10.00	\$140.00	\$70.00
5. Percentage allocation routing	R7WPG	\$35.00	\$140.00	\$70.00	\$10.00	\$140.00	\$70.00
6. Activation of customer plan - via service order	NR9EW	\$20.00	\$80.00	\$40.00	N/A	N/A	N/A

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