

## **1. ISDN PRIME SERVICE**

### **A. Description**

ISDN (Integrated Services Digital Network) Prime is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include circuit switched voice (local calling, Message Toll Service, Wide Area Telephone Service (WATS), and Custom 800) and circuit switched data. Each ISDN Prime will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis.

Each ISDN Prime connection provides access from a customer premises to the Company's circuit switched voice, and circuit switched data services via a 1.544 Mbps central office termination and a 1.544 Mbps Local Distribution Channel to the customer's premises. The Local Distribution Channel must be an AT&T Indiana provided facility. It may be a DS1 Local Distribution Channel, ProtectPath 1.5, or part of a DS3, ProtectPath 45, OC-3, OC-12, or other suitable Company facility with Clear Channel Capability. The rates and charges for the channel are in addition to those for the ISDN Prime connection. The central office connection is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). The "D" channel is used for out-of-band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by multiple ISDN Primes for the same customer. "B" channels can be dedicated to each circuit switched voice and circuit switched data service by type or they can be shared among service types by using the call by call feature.

**1. ISDN PRIME SERVICE (cont'd)**

**B. Definitions**

"B" Channel

"B" Channel (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched voice and circuit switched data.

"D" Channel

"D" Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.

Out of Band Signaling

Out of Band Signaling is signaling that is separated from the channel carrying the circuit switched voice and data services.

**1. ISDN PRIME SERVICE (cont'd)**

**C. Terms and Conditions**

1. ISDN Prime is offered only from central offices where the Company has arranged facilities for such service. ISDN Prime may be extended to central offices within the same Local Access Transport Area (LATA) through the application of DS1, DS3, OC-3, OC-12 Service or other suitable Company services. This arrangement is not available in Independent Telephone Company (ITC) serving areas.
2. The availability, functionality and capabilities of ISDN Prime Service features may vary based on the serving central office.
3. When an ISDN Prime subscriber is also the customer of record for the Company's high speed transport services, the ISDN Prime customer may request provisioning of the ISDN Prime over their high speed transport service's vacant bandwidth.
4. The same customer of record is required for both ISDN Prime and the associated Company facility. Sharing of common transport or ISDN Prime arrangements between multiple customers is not permitted.

**1. ISDN PRIME SERVICE (cont'd)**

**D. Features**

1. Standard Features

Call by Call for Trunk Groups

Allows the circuit switched voice and data services enabled on the ISDN Prime to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing circuit switched voice and data calls to utilize "B" channels on a call by call basis. Without this capability, each service will have a dedicated "B" channel.

Caller ID

All calling numbers presented to the services working on ISDN Prime can be delivered to the customer's CPE, including calls made to Direct Inward Dialing Service telephone numbers. This feature is optioned on a per trunk group basis only and is offered in appropriately equipped central offices.

Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

Clear Channel Capability

The "B" channels on the ISDN Prime are clear, since all signaling and control functions are handled by the "D" channel. This allows all 64 kbps on each "B" channel to be used for customer information over the ISDN Prime connection. Calls over the network may either be 56 kbps or 64 kbps depending on the public network in place between the ISDN Prime and the distant end of the call.

"D" Channel Control of Multiple ISDN Primes

Provides capability for a single "D" channel to provide signaling and control for one or more ISDN Prime connections. The twenty-fourth channel on one or more ISDN Prime connections is then made available for incoming and outgoing calls.

**1. ISDN PRIME SERVICE (cont'd)**

**D. Features (cont'd)**

1. Standard Features (cont'd)

Dedicated Trunk Groups

Allows all 23 channels (24 where technology permits), or a subset thereof, to be used as stand alone trunk groups. Each channel is capable of handling incoming or outgoing circuit switched voice or circuit switched data.

Digital Voice Transmission

All voice calls are transmitted using digital signaling.

Direct Inward Dialing Signaling

Permits incoming dialed calls from the exchange network to reach a specific number served by customer-premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE which can further process the calls as desired.

Equal Access for InterLATA Calling

Allows the customer to preselect an Interexchange Carrier for each circuit switched voice or circuit switched data trunk group. The carrier designation can be changed for charges shown in the Ameritech Operating Companies Access Service Tariff, F.C.C. No. 2, Section 4.

PBX Station ID Capability

Allows the station user's number (calling party) to be transmitted over the ISDN Prime "D" channel from Direct Inward Dialing equipped CPE PBXs that use ISDN Prime. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

Switch Utilization

Provides basic exchange service for 23 circuits. Basic Exchange service allows for telephone communications within the local serving area and includes the right to send and receive both local and toll messages.

**1. ISDN PRIME SERVICE (cont'd)**

**D. Features (cont'd)**

2. Optional Features

2 "B" Channel Transfer

Allows the ISDN Prime to connect two calls, transfer the call together and then release the parties from the ISDN Prime.

Backup "D" Channel Arrangement

Provides backup for primary "D" channel under those circumstances where multiple ISDN Primes share a single "D" channel. A predetermined channel on another ISDN Prime connection will automatically take over call signaling for circuit switched voice and data calls. The back up "D" channel arrangement is strongly recommended if three or more ISDN Primes are controlled by a single "D" channel.

Call By Call for FX

Allows Foreign Exchange calls to be directed to and originated from ISDN Prime "B" channels. This provides Call By Call Service selection for incoming and outgoing Circuit Switched and Private Facility services (National ISDN only).

**1. ISDN PRIME SERVICE (cont'd)**

**D. Features (cont'd)**

2. Optional Features (cont'd)

Call By Call for Tie Lines

Allows Tie Line calls to be directed to and originated from the ISDN Prime "B" channels. This provides Call By Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.

Circular Hunt

Circular Hunt is a switch feature that dynamically points each new call attempt to the next idle B Channel following the last channel either to have accepted a call or the last channel to have attempted to place a call. Circular Hunt serves to evenly distribute traffic through all the B Channels in the trunk groups within the route list in a forward (ascending) circular fashion.

ISDN Calling Name ID

Allows ISDN Calling Name Identification with call control to send calling party information to ISDN Class II equipment.

Network Name Display

Allows the name of a station user calling over an ISDN Prime to be forwarded for display on a properly equipped customer-provided set. The terminating system may be in the same or a different central office.

Network Ring Again

Enables station users whose Digital PBX is connected to a central office by ISDN Prime to complete calls to a busy station line in another system without redialing. The system may be in the same or a different central office.

**1. ISDN PRIME SERVICE (cont'd)**

**D. Features (cont'd)**

2. Optional Features (cont'd)

Redirected Number

Provides the redirected number (i.e., the directory number to which the call was last presented) to the CPE, as well as the calling number in cases such as call forwarding. If, during the call establishment phase, the call is redirected to another directory number by call forwarding, both the calling party number and the redirected number are delivered to the called party. If a call is redirected multiple times, only the first and the last redirecting numbers are delivered. Available where technical capabilities exist.

Selective Class of Call Screening

Allows the user, by means of Company operator identification, to restrict outgoing calls to those which are charged to the called telephone number, a third number or a Company calling card.

System Intercommunication Service

Allows ISDN Prime "B" channels to connect to a Centrex business system or another ISDN Prime that originates in the same central office. This feature is offered on a per trunk group basis only.



**1. ISDN PRIME SERVICE (cont'd)**

**E. Technical References**

Customer-provided equipment compatibility requirements are listed in the Company's ISDN Interface Specifications. The availability and functions of the features and capabilities may vary by serving central office. All customer-provided equipment used to interface with ISDN Prime is required to conform with the Technical Reference Specifications as used by the Company and found in Technical Reference:

| <u>Subject</u>                         | <u>Technical Reference</u> |
|--|----------------------------|
| Ameritech ISDN Interface Specification | AM-TR-NIS-000068           |

The Technical Reference can be obtained from:

APEX Support Team  
(734) 523-7348

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices**

1. Service Elements

| Description<br>/Billing Code/                      | Non-<br>recurring<br>Charge | Monthly     | Monthly Payment    |              |              |              |                             |
|--|-----------------------------|-------------|--------------------|--------------|--------------|--------------|-----------------------------|
|  |                             |             | Term Payment Plans |              |              |              |                             |
|  |                             |             | 12<br>Months       | 24<br>Months | 36<br>Months | 60<br>Months | 84<br>Months <sup>/1/</sup> |
| ISDN Prime<br>(Custom)<br>- each /ZPAZD/           | \$2,000.00                  | \$925.00(l) | \$700.00           | \$600.00     | \$550.00     | \$500.00     | \$420.00                    |
| ISDN Prime<br>(National)<br>- each /ZPQZD/         | 2,000.00                    | 925.00(l)   | 700.00             | 600.00       | 550.00       | 500.00       | 420.00                      |
| Switch<br>Utilization<br>- per ISDN<br>Prime /UTW/ | -                           | 655.00      | 655.00             | 655.00       | 655.00       | 655.00       | 655.00                      |
| Backup<br>"D" Channel<br>- each /ZPBXD/            | 200.00                      | 120.00      | 120.00             | 120.00       | 115.00       | 110.00       | 105.00                      |

/1/ Effective June 21, 2002, 84-Month Term Payment Plans will no longer be available for ISDN Prime Service. Current ISDN Prime 84-month customers may continue to retain their existing service as is at their current address until the 84-month contract term expires. Any customer-requested changes to the existing Service will require the customer to select a new contract term payment plan or the month-to-month option at the then current Service Guide rates. The Company will not impose termination liability to those customers required to make a contract term change.

Upon completion of the 84-month TPP term, customers may continue receiving the Service at the then-current rates under any available payment plan. If the customer does not select a new payment plan and does not request discontinuance of the Service, the month-to-month Service Guide rates in effect at such time will automatically apply.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

1. Service Elements (cont'd)

| Description<br>/Billing Code/  | Non-<br>recurring<br>Charge | Monthly | Monthly Payment    |              |              |              |                             |
|--|-----------------------------|---------|--------------------|--------------|--------------|--------------|-----------------------------|
|  |                             |         | Term Payment Plans |              |              |              |                             |
|  |                             |         | 12<br>Months       | 24<br>Months | 36<br>Months | 60<br>Months | 84<br>Months <sup>/2/</sup> |
| Call by Call<br>for FX<br>- per trunk group<br>/C2Q/   | \$ 75.00                    | \$25.00 | \$25.00            | \$25.00      | \$20.00      | \$17.50      | \$15.00                     |
| Call by Call for Tie<br>Lines<br>- per trunk<br>group /C3Q/  | 75.00                       | 25.00   | 25.00              | 25.00        | 20.00        | 17.50        | 15.00                       |
| System Inter-<br>communication<br>Service<br>- per trunk<br>group<br>• Circuit<br>Switched<br>Voice or Data<br>/ZCMCX/ | 150.00                      | 35.00   | /1/                | /1/          | /1/          | /1/          | /1/                         |

/1/ Not available.

/2/ Effective June 21, 2002, 84-Month Term Payment Plans will no longer be available for ISDN Prime Service. Current ISDN Prime 84-month customers may continue to retain their existing service as is at their current address until the 84-month contract term expires. Any customer-requested changes to the existing Service will require the customer to select a new contract term payment plan or the month-to-month option at the then current Service Guide rates. The Company will not impose termination liability to those customers required to make a contract term change.

Upon completion of the 84-month TPP term, customers may continue receiving the Service at the then-current rates under any available payment plan. If the customer does not select a new payment plan and does not request discontinuance of the Service, the month-to-month Service Guide rates in effect at such time will automatically apply.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

1. Service Elements (cont'd)

| Description<br>/Billing Code/                         | Non-<br>recurring<br>Charge | Monthly | Monthly Payment    |              |              |              |                             |
|---|-----------------------------|---------|--------------------|--------------|--------------|--------------|-----------------------------|
|   |                             |         | Term Payment Plans |              |              |              |                             |
|   |                             |         | 12<br>Months       | 24<br>Months | 36<br>Months | 60<br>Months | 84<br>Months <sup>/1/</sup> |
| Circular Hunt<br>- per ISDN<br>Prime<br>/NZSPR/       | \$ 50.00                    | -       | -                  | -            | -            | -            | -                           |
| Network Ring<br>Again<br>- per trunk<br>group /ZRA/   | 400.00                      | \$75.00 | \$75.00            | \$75.00      | \$65.00      | \$55.00      | \$45.00                     |
| Network Name<br>Display<br>- per trunk<br>group /ZNN/ | 400.00                      | 75.00   | 75.00              | 75.00        | 65.00        | 55.00        | 45.00                       |

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Upon completion of the 84-month TPP term, customers may continue receiving the Service at the then-current rates under any available payment plan. If the customer does not select a new payment plan and does not request discontinuance of the Service, the month-to-month Service Guide rates in effect at such time will automatically apply.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

1. Service Elements (cont'd)

| Description<br>/Billing Code/  | Non-<br>recurring<br>Charge | Monthly | Monthly Payment    |              |              |              |                             |
|--|-----------------------------|---------|--------------------|--------------|--------------|--------------|-----------------------------|
|  |                             |         | Term Payment Plans |              |              |              |                             |
|  |                             |         | 12<br>Months       | 24<br>Months | 36<br>Months | 60<br>Months | 84<br>Months <sup>/2/</sup> |
| Changes and/or<br>additions to an<br>existing ISDN<br>Prime<br>- per occasion,<br>per Prime<br>/REA1F/ | \$100.00                    | -       | -                  | -            | -            | -            | -                           |
| Telephone<br>Numbers   | /1/                         | /1/     | /1/                | /1/          | /1/          | /1/          | /1/                         |

/1/ Current charges for telephone numbers apply.

/2/ Effective June 21, 2002, 84-Month Term Payment Plans will no longer be available for ISDN Prime Service. Current ISDN Prime 84-month customers may continue to retain their existing service as is at their current address until the 84-month contract term expires. Any customer-requested changes to the existing Service will require the customer to select a new contract term payment plan or the month-to-month option at the then current Service Guide rates. The Company will not impose termination liability to those customers required to make a contract term change.

Upon completion of the 84-month TPP term, customers may continue receiving the Service at the then-current rates under any available payment plan. If the customer does not select a new payment plan and does not request discontinuance of the Service, the month-to-month Service Guide rates in effect at such time will automatically apply.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

1. Service Elements (cont'd)

| Description<br>/Billing Code/  | Non-<br>recurring<br>Charge | Monthly | Monthly Payment    |              |              |              |                             |
|--|-----------------------------|---------|--------------------|--------------|--------------|--------------|-----------------------------|
|  |                             |         | Term Payment Plans |              |              |              |                             |
|  |                             |         | 12<br>Months       | 24<br>Months | 36<br>Months | 60<br>Months | 84<br>Months <sup>/1/</sup> |
| ISDN Calling Name ID<br>- per trunk group<br>/NM1PG/                 | \$200.00                    | \$75.00 | -                  | -            | -            | -            | -                           |
| 2 "B" Channel Transfer<br>- per trunk group<br>/2BTPG/               | 150.00                      | 60.00   | -                  | -            | -            | -            | -                           |
| Redirected Number<br>- per ISDN Prime<br>/RN4PQ/                     | 150.00                      | -       | -                  | -            | -            | -            | -                           |
| Selective Class of Call<br>Screening<br>- per trunk group<br>/HMBPG/ | 150.00                      | 30.00   | -                  | -            | -            | -            | -                           |

/1/ Effective June 21, 2002, 84-Month Term Payment Plans will no longer be available for ISDN Prime Service. Current ISDN Prime 84-month customers may continue to retain their existing service as is at their current address until the 84-month contract term expires. Any customer-requested changes to the existing Service will require the customer to select a new contract term payment plan or the month-to-month option at the then current Service Guide rates. The Company will not impose termination liability to those customers required to make a contract term change.

Upon completion of the 84-month TPP term, customers may continue receiving the Service at the then-current rates under any available payment plan. If the customer does not select a new payment plan and does not request discontinuance of the Service, the month-to-month Service Guide rates in effect at such time will automatically apply.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

2. Other Applicable Charges and Payments

The price structure for each ISDN Prime shall include charges for an ISDN Prime including optional features, a Company-provided DS1 Service Local Distribution Channel and End User Common Line Charges (EUCL). Note: Two (2) intrastate EUCLs are applicable per ISDN Prime Service. These charges represent the physical components of the customer's service.

WATS Service and Custom 800 Service are available over the ISDN Prime at their current Service Guide charges.

Calls will be subject to the usage charges for the services provisioned on the channels. Flat rate charges for usage will apply to Local Service Area voice and circuit switched data calls provisioned on the channel. Message Toll charges will apply to calls outside the Local Service Area. Custom 800 and WATS usage charges apply.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

2. Other Applicable Charges and Payments (cont'd)

References:

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| <u>Service</u>  | <u>Reference</u>  |
|---|---|
| DS1, DS3, OC-3, OC-12, ProtectPath 1.5 or ProtectPath 45 Service        | Service Guide Part 15, Section 3                              |
| DS3, OC-3, OC-12, Service   | Ameritech Operating Companies Tariff, F.C.C. No. 2, Section 7 |
| End User Common Line Charges (EUCL)                                     | Ameritech Operating Companies Tariff, F.C.C. No. 2, Section 4 |
| Circuit Switched Data <sup>/1/</sup><br>Exchange Service, Measured Rate | Service Guide Part 4, Section 2                               |
| Wide Area Telecommunications Service & Custom 800                       | Service Guide Part 10, Section 1                              |
| Message Toll Service  | Service Guide Part 9, Section 1                               |

/1/ Effective August 11, 1997, no new subscribers of ISDN Services who subscribe to Circuit Switched Data capability will incur this charge. Voice Usage will be applicable to all new ISDN Services having Circuit Switched capability.



**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

**3. Payment Plans**

- Month to Month

ISDN Prime is offered on a month-to-month basis. The provision of ISDN Prime Service on a month-to-month basis is dependent on the availability and capacity of Central Office facilities. Month-to-month prices will be subject to Company initiated price adjustments.

- Term Payment Plans

ISDN Prime is offered under the Term Payment Plan (TPP) which allows the customer to pay for the service over a customer selected term payment plan.

Customers may elect to subscribe to ISDN Prime Service for an extended period under a Term Payment Plan (TPP) option which allows the customer to select a 12-, 24-, 36- or 60-month payment plan. During the length of the selected TPP, monthly prices for service ordered under the plan will automatically change (increase or decrease) as Company initiated price changes become effective. However, under no circumstances will any price change cause the monthly price for the service to exceed the price that was in effect at the beginning of the selected TPP term.

In addition to other regulations of this Service Guide, the following terms and conditions apply to Term Payment Plans:

**Changes**

1. With the written permission of the Company, the obligation to pay the TPP charges may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

3. Payment Plans (cont'd)

- Term Payment Plans (cont'd)

Changes (cont'd)

2. During a customer's TPP term, conversion may be made to a new TPP term of the same or different length, if the expiration date for the TPP is beyond the end of the original TPP. The new TPP becomes effective upon execution. Customers may also change from a Month-to-Month Payment Plan to a TPP. No credit for months under the previous TPP or under the month-to-month plan may be transferred to the new TPP. The customer incurs no liability for the remaining months on the original TPP, since the change is not considered a termination of service. The prices applicable for the new term are those currently in effect for new customers.

Renewal Options

1. If the customer does not elect a new TPP and does not request discontinuance of service, service will be continued at the month-to-month price then currently in effect for the Month-to-Month Payment Plan. At a later date, the customer may elect any TPP option currently in effect for new customers.
2. The monthly TPP prices applicable for the new term are those currently in effect for new customers.
3. There are no nonrecurring charges associated with renewing a TPP.

**1. ISDN PRIME SERVICE (cont'd)**

**F. Prices (cont'd)**

**4. Termination Charges**

In the event of termination of the service provided under the Term Payment Plan (TPP) during the TPP term, the customer will remain liable for payment of a percentage of the monthly TPP charges for the remainder of the term as indicated below, which shall upon any such termination immediately become due and payable in its entirety.

Customers requesting termination of service prior to the expiration date of the TPP term will be liable for a termination charge.

1. The termination charge for all TPP terms will be calculated as follows:

For service term agreements which became effective on or after July 1, 2003:

In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of ISDN Prime Service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term.

For Service Term Agreements in effect prior to July 1, 2003:

The dollar difference between the current monthly TPP price for the TPP term that could have been completed during the time the service was actually in service and the customer's current TPP price for each month the service was provided.

EXAMPLE:

A customer subscribed to a 60 month TPP term and disconnected service during the 37th month. This customer's termination charge would be:

$(36\text{-month TPP price} - 60\text{-month TPP price}) \times 37 = \text{Termination Charge}$

The 36-month TPP term could have been completed during the months the service was actually in service.

All termination charges will be based on the TPP prices in effect at the time of termination.

2. Termination charges are not applicable to changes in the physical location of the customer's ISDN Prime Services as long as the service originates in the same serving central office area.