

## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (CONT'D)**

#### **5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

##### **A. Description**

*DID* Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX (Private Branch Exchange) station directly without an attendant's assistance.

##### **B. Terms and Conditions**

1. *DID* Service may be provided in addition to regular Foreign Central Office (FCO) or Foreign Exchange (FX) trunk rates and charges in the Aberdeen, Rapid City and Sioux Falls exchanges where CO facilities are available and where the customer-provided switching equipment (PBX) capabilities permit.
2. The charges applicable to *DID* Service contemplate the use of standard Company equipment and serving arrangements. When equipment or service of a special type is requested and provided, rates and charges will apply on an individual case basis.
3. *DID* Service must be provided on all lines in a trunk group arranged for *DID* Service. Each trunk group is considered a separate service.
4. One primary directory listing is provided with *DID* Service. Additional listings of departments, locations, titles and individuals may be provided subject to the terms and conditions, rates and charges specified in 5.7.1.
5. The customer is responsible for providing interception of calls to vacant and nonworking assigned *DID* station numbers by means of an attendant intercept, recorded announcement service or by Company Intercept Services, as provided in 5.8.4.
6. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.
  - a. A *DID* sequential number block is a group of twenty (20) telephone numbers in numeric order. The last digit of the first number within the block is a zero (0), and the last number within the number block must include an odd number in the sixth digit and a nine (9) in the last digit.
  - b. Customers requesting that numbers in a sequential number block be removed from the block will be charged a Block Compromise Charge as specified in the Rates and Charges following.

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B. Terms and Conditions (Cont'd)

7. The customer may reserve additional *DID* numbers for future use at the rates and charges stated in C., following.
8. *DID* Service is only offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.

C. Rates and Charges

The rates and charges specified for *DID* Service are in addition to the rates and charges for other services or facilities with which this services is associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. <i>DID</i> Service			
• In-Only <i>DID</i> Trunk Termination (Rotary Dial Outpulse Signal from CO), each [1,2]	NDT	\$50.00	\$35.00
• In-Only <i>DID</i> Trunk Termination (DTMF Outpulse Signal from CO), each [1,2]	NTP	50.00	35.00
• Two-Way Digital <i>DID</i> Trunk Termination with Answer Supervision (Rotary Dial Outpulse Signal from CO), each [1,2,3]	ND2	50.00	35.00

[1] Does not require Touch-Tone Service on the Exchange *DID* PBX trunk.

[2] In addition, a PBX or DSS trunk is required as specified in this Catalog.

[3] Only available with Digital Switched Service (DSS) trunks.

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C.1. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
<ul style="list-style-type: none"> <li>• Two-Way, Four-Wire analog <i>DID</i> Trunk Circuit Termination, each[1]</li> </ul>	NAY	\$ 50.00	\$35.00
<ul style="list-style-type: none"> <li>• Each In-Only Analog Trunk Circuit Termination provisioned for <i>DID</i> Call Transfer[2]</li> </ul>	NAR	50.00	35.00
2. <i>DID</i> Telephone Numbers			
a. Nonsequential telephone number, each	NHN	1.00	0.15
b. <i>DID</i> block of 20 sequential telephone numbers, per block	NGS	20.00	3.00
c. Block Compromise Charge			
<ul style="list-style-type: none"> <li>• Removal of a telephone number from a sequential number group, (other than temporary removal) per sequential number block</li> </ul>	REAGF	450.00	—
<ul style="list-style-type: none"> <li>• Temporary removal of a telephone number from a sequential number group, (for temporary transfer of calls only) per sequential number block</li> </ul>	REAGG	50.00	—

[1] In addition, a Two-way, Four-wire trunk (USOC THHCX), as specified in 5.3.3 of this Catalog, is required.

[2] In addition, an In-only Analog *DID* for Call Transfer trunk (USOC TRH1X), as specified in 5.3.3 of this Catalog is required. Certain switch limitations may apply.

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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

C.2. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
d. Reserving Telephone Numbers			
• Nonsequential number, per number[1]	NHNRN	–	\$0.15
• Sequential number block, per block[1]	NGQ	–	3.00

3. Personalized Numbers

Customer requests for (a) specific number(s) will be assessed the Personalized Number rates and charges specified in the *U S WEST* Custom Number Service section of this Catalog when the request is not due to customer equipment technical limitations. The rates and charges will also not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one (1) custom number charge will be applied per sequential number block.

[1] Rates apply only if the customer does not currently subscribe to *DID* service. Customers currently subscribing to *DID* will be charged the NHN or NGS rates and charges as appropriate.

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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

C. Rates and Charges (Cont'd)

4. Change Charges

The following nonrecurring charges are applied to rerouting of telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the PBX or to change DTMF signaling to DP or vice versa.

	USOC	NONRECURRING CHARGE
• Rerouting of telephone numbers, per number	N/A	[1]
• Changing number of digits outpulsed, per change	REAGM	\$ 50.00
• Changing signaling, per change	REAGN	50.00
• Digit Manipulation, per route index	PT3DM	1,000.00

D. Optional Features

1. Expanded Answer for 1A/1E ESS Central Offices

a. Description

Expanded Answer enables customers with Call Forwarding - Don't Answer or Call Forwarding - Busy Line/Don't Answer to forward their unanswered calls to a *DID* station number. This feature includes common equipment and Call Completion Software Positions.

b. Terms and Conditions

- (1) Expanded Answer is furnished only in 1A/1E ESS central offices where adequate and suitable facilities are available. Central offices will be equipped with this feature at the discretion of the Company.

[1] Same nonrecurring charge as specified for initial installation of *DID* telephone numbers.

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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D.1.b. (Cont'd)

- (2) The expanded Answer common equipment includes two Call Completion Software Positions (CCSP). Additional CCSPs may be required if the volume of calls attempting to complete to the *DID* station number exceeds the processing limitations of the software.
- (3) Both the *DID* station number and the number equipped with the Call Forwarding - Don't Answer or Call Forwarding - Busy Line/Don't Answer feature must be in the same central office.

c. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Common equipment, including first two CCSPs	FT3CX	\$200.00	\$ 20.00
• Each <i>DID</i> station number equipped	FT5	5.00	0.30
• Additional CCSPs			
- Third CCSP	FT3A1	-	35.00
- Fourth CCSP	FT3A2	-	55.00
- Fifth CCSP	FT3A3	-	65.00
- Sixth CCSP	FT3A4	-	75.00
- Seventh CCSP	FT3A5	-	85.00
- Eighth CCSP	FT3A6	-	100.00
- Ninth CCSP	FT3A7	-	110.00
- Tenth CCSP	FT3A8	-	120.00
• Addition or removal of CCSP subsequent to initial installation of common equipment per order.[1]	PT3CT	50.00	-

[1] Only applies if Expanded Answer remains in service.

## **5. EXCHANGE SERVICES**

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#### **5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

##### **D. Optional Features (Cont'd)**

##### **2. DID Trunk Queuing**

###### **a. Description**

*DID* Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a *DID* system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

###### **b. Optional Features**

###### Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

###### Music on Queue

This option allows for customer-provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D.2. (Cont'd)

c. Terms and Conditions

- (1) *DID* Trunk Queuing and its associated options will only be provided where adequate and suitable CO facilities exists.
- (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
- (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy must have two queue slots in the queue group.
- (4) The music on queue option requires a Voice Grade Private Line Transport Channel between the serving central office and a customer-provided music source at the customer's premises.
- (5) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D.2. (Cont'd)

d. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Queuing			
- Per <i>DID</i> Station number equipped	UQQ	\$ 2.50	\$ 0.25
- Per queue group	UQQPG	175.00	-
- Per queue slot in group	UQQPQ	-	15.00
- Change in quantity of queue slots in queue group, per group	REAE9	100.00	-
• Delay Announcement	N/A	[1]	[1]
• Music on Queue	N/A	[2]	[2]

[1] Apply rates and charges as specified in 9.4.4, Uniform Call Distribution - Delay Announcement.

[2] Apply rates and charges as specified in 9.4.4, Uniform Call Distribution - Music on Queue.

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5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

D. Optional Features (Cont'd)

3. DID Call Transfer

a. Description

DID Call Transfer allows the user of a specially provisioned, in-only or 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call.

b. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• DID Call Transfer, each 2-way trunk equipped, or specially provisioned in-only analog DID trunk equipped[1]	3CW	[2]	\$13.00

[1] Certain switch limitations may apply

[2] Same nonrecurring charge as specified for business Custom Calling Services.

## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

#### **5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

##### **D. Optional Features (Cont'd)**

#### **4. CALL PLANNER**

##### **a. Description**

A forwarding feature designed for business customers to enable their employees, who work away from the office, to receive their business calls directly at a remote location. The service is uniquely designed to work with *DID* Service. The employee may remotely forward their business calls from any location, and may forward the calls based upon time of day and/or day of week.

##### **b. Terms and Conditions**

- (1) *CALL PLANNER* is available to customers who subscribe to PBX trunks which terminate on a *DID* number. The *CALL PLANNER DID* number cannot be the main billing telephone number or a directory listed number.
- (2) Each customer system will be equipped with a number of PBX trunks equipped with *DID* based on a standard Poisson Capacity Table. This table provides the number of trunks for the number of lines in a system. These trunks provide a standard level of usage for the customer system.
- (3) The Company reserves the right to invoke a throttling process that could block calls in order to protect extraordinary traffic loads on the network, in the event that call loads could be hazardous to the network.
- (4) The following are restrictions to forwarding destinations for *CALL PLANNER*:
  - No International numbers - only United States NPAs allowed.
  - No 700, 800, 900, 950 or 976.
  - No N11 or 555-1212.
  - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 10XXX+01+).
  - No speed dial codes or customized dialing plans.
  - No third-number billed calls.
  - A limit of four destination changes per hour.

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**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D.4. (Cont'd)

c. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• <i>CALL PLANNER</i>			
- Per <i>DID</i> number	WH2	\$15.00	\$7.95

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE (CONT'D)**

(N)

E. Commercial Mobile Radio Service (CMRS) Providers

Per FCC Order 00-194 effective June 21, 2000, the Company will not bill recurring charges for the use of numbers by CMRS Providers.

1. Number Activation

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Charge for activating numbers			
- Nonsequential telephone number, each	NHN	\$ 1.00	—
- Per block of 20 numbers	NGS	20.00	—

2. Numbers

• Charge for reserving numbers			
- Per block of 20 sequential numbers	NGQ	—	—
- Per block of 100 sequential numbers	NOJA1	—	—
• Nonsequential number reservation, per number	NHNRN	—	—

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

E.2. (Cont'd)

(N)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Rerouting of number, per number	N/A	[1]	—
• Changed number of digits outpulsed	REAGM	\$50.00	—
• Changed signaling, per change	REAGN	50.00	—

[1] Same nonrecurring charge as USOC's NHN or NGS.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (CONT'D)**

**5.3.6 NETWORK ACCESS REGISTERS**

A. Description

Network Access Registers (NARs) permit the dialing of exchange and MTS calls to and from a *CENTRON*/Centrex Plus system. The number of simultaneous calls between the exchange or MTS network and a *CENTRON*/Centrex Plus system is limited by the number of NARs to which the customer subscribes. These facilities may be provided as two-way, one-way incoming, one-way outgoing or a combination thereof.

B. Rates and Charges

	USOC	NON- RECURRING CHARGE[1]	MONTHLY RATE PER RATE GROUP		(C)
			1	2	
• In-only NAR, each	EQB	\$10.00	\$25.80 (I)	\$33.70 (I)	
• Two-way, out-only and out-only Hotel Guest NARs, each	EQA, EQC EQD	10.00	30.40 (I)	39.15 (I)	(C)

[1] Applies to establish Network Access Registers.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.2 TOUCH-TONE CALLING SERVICE**

A. Description

Touch-Tone Calling Service is a distinctive type of telephone service using audible voice frequency tones to actuate the CO equipment and is provided at no charge with an access line.

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B. Terms and Conditions

1. COs are equipped for touch-tone operation in accordance with regular engineering practices.
2. Touch-Tone Calling Service will be provided in connection with all classes of service

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**5.4 PREMIUM EXCHANGE SERVICES**

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[1] This page also cancels the following pages: Pages 96 and 97, Release 1.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (CONT'D)**

**5.4.3 CUSTOM CALLING SERVICES**

A. Description

Custom Calling Services furnish the following dial service features to the customer, where facilities permit.

Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

Anonymous Call Rejection

Anonymous Call Rejection is available with Caller Identification and Last Call Return at no extra charge and prevents incoming calls marked private or anonymous from being completed. Anonymous Call Rejection is placed on the customer's line in the "off" condition. The customer must activate and deactivate the feature by dialing a code.

Calls marked private or anonymous are those calls on which per call blocking or permanent per line blocking has been activated in order to prevent name and telephone number information from passing to the called party. Blocked calls are routed to an announcement that states that the customer does not accept private or anonymous calls and provides further direction to the caller on how to unblock the call.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Call Curfew

Allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer.

When the feature is activated, incoming calls will be blocked and calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur.

Call Forwarding - Variable

Allows a customer to forward incoming calls to another telephone number of the customer's choice. The customer activates and deactivates this feature and may also change the telephone number to which the calls are forwarded.

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(M) Material moved from Page 98.

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Call Forwarding - Busy Line (Expanded)

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy.

##### Call Forwarding - Busy Line (External)

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy.

##### Call Forwarding - Busy Line (Overflow)

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.

##### Call Forwarding - Busy Line (Programmable)

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

##### Call Forwarding - Don't Answer

Allows a customer to have an incoming call forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

##### Call Forwarding - Don't Answer (Expanded)

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Call Forwarding - Don't Answer (Programmable)

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

##### Call Forwarding - Busy Line/Don't Answer (Expanded)

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

##### Call Forwarding - Busy Line (External)/Don't Answer

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the customer does not answer after a preset number of rings (where available).

##### Call Forwarding - Busy Line (Overflow)/Don't Answer

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or if the customer does not answer after a preset number of rings.