FeatureLink

\*For more info see Guidebook Part 7, Section 5, Sheets 7-11\*

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# Description

FeatureLink is a fully electronic communications system designed to provide both standard and optional features to enhance POTS (Plain Old Telephone Service) business exchange service. It allows an end user to combine 1 to 30 lines on one account into a single flexible communications system.

## Features

### Standard Features

* Alternate Answer (See [Complimentary Network Services (CNS) Features](https://clec.sbc.com/clec/hb/shell.cfm?section=1571).)
  + Calls automatically transferred to pre-designated number only after a predetermined number of rings.
  + The number to which calls are transferred and the approximate number of ring cycles before an Alternate Answer call is transferred are specified by the end user at the time the feature is ordered.
  + This feature is in operation on a continuous basis and cannot be activated or deactivated by the end user.
* Call Transfer (See [Complimentary Network Services (CNS) Features](https://clec.sbc.com/clec/hb/shell.cfm?section=1571).)
  + The end user must dial 7 or 10 digits to transfer call, even if to another line in AFL system.
  + The end user can transfer any established call to another line within or outside the AFL group.
* Call Forwarding Busy Line/Don’t Answer/Variable
  + Allows incoming calls to be automatically transferred to another line inside or outside the AFL system.
  + While calls are being forwarded, outgoing calls can be made, calling party will not receive a busy, the incoming calls will continue to forward.
  + When a call is being forwarded, one short ring will be heard (unless the line is being used for an outgoing call); these calls cannot be answered.
  + Call Forwarding continues until canceled.
* Consultation Hold - Can place an established call on hold without using key telephone. This frees the line to originate another call, return to a previously held call or look up information.
* Message Waiting Indication-Audible (See [Complimentary Network Services (CNS) Features](https://clec.sbc.com/clec/hb/shell.cfm?section=1571).)
* Three Way Calling
  + Can add a third party to an existing call without the aid of attendant while maintaining privacy from the first call.
  + Second and third parties may or may not be part of the AFL group.
  + If third party is within AFL group, must dial 7 digits to add to call.

### Optional Features

* Caller ID
* Caller ID with Name
* Ground Start
* Speed Calling 30 (See [Speed Calling](https://clec.sbc.com/clec/hb/shell.cfm?section=1578).)
* All available calling plans (e.g., [Value Link](https://clec.sbc.com/clec/hb/shell.cfm?section=1679))
* All other business exchange services are also available to AFL, including:
  + Automatic Callback
  + Call Screening
  + Call Trace
  + Hunting
  + Inside Wire Maintenance
  + Linebacker
  + Message Waiting Notification Visual Only (See [Complimentary Network Services (CNS) Features](https://clec.sbc.com/clec/hb/shell.cfm?section=1571).)
  + Per Line Blocking (See [Blocking for Caller ID](https://clec.sbc.com/clec/hb/shell.cfm?section=1552).)
  + Repeat Dialing

Note: These features work with, but are not part of AFL.  All billing, availability, restrictions, etc. for these features are those of the individual feature, not AFL.   See the individual documents of each feature for more information.

# How to Use the Product

## Dial Access Codes

|  |  |  |
| --- | --- | --- |
| Feature | Activation | Deactivation |
| Speed Call 30 | \*75 (\*20-\*49 codes) | N/A |
| Call Screening | \*60 | \*80 |
| Repeat Dialing | \*66 | \*86 |
| Caller ID Per Call Blocking | \*67 | N/A |
| Call Forwarding Variable | \*72 | \*73 |
| Automatic Callback | \*69 | \*89 |

## Consultation Hold

* Press switch-hook - Call is on hold.
* Press switch-hook to return to the held call.

## Call Transfer Deluxe

* Press switch-hook.
* Dial 7 or 10 digit number.
* Hang up. Call is transferred.

# Availability

* AFL is available to business end users with 1-30 lines on one account.
* Available subject to central office switching capacity and availability.
* AFL is available in Illinois, Indiana, Michigan, Ohio and Wisconsin
* AFL is available in all DMS-100, EWSD, 1/1AESS, and 5ESS switches. Check for AFL availability by NPA-NXX tables below.
* For end users with more than one line on an account, AFL packages are available at month-to-month rates or can be contracted for terms of 36 months. **For end users with only one line on an account, AFL packages are available only on a month-to-month basis.**

## Restrictions/Limitations

* AFL is not available in the DMS-10 switch.
* All AFL lines must work out of the same central office and be the same bill name.
* Cannot convert Centrex Service (ACS) to AFL contract. Must negotiate new AFL contract or purchase month-to-month AFL.
* Cannot combine both Message Waiting Audible and Visual with Voice Mail in FeatureLink.

## Interactions

* POTS lines not in AFL system can be billed on same bill (ie. fax line with a secondary class of service).
* All AFL systems are built with Assume Dial 9. End user does not have to dial access code '9' for outgoing calls.
* AFL will work with lines that are extended off premises. Note: SLA is not permitted.

### Call Forwarding

* Call Forwarding takes precedence over Call Forwarding-Don't Answer on the same line.
* The standard number of paths built for Call Forwarding is 5.

### Hunting

* Series Completion Hunt, Multi-Line Hunt-Regular and Circle Hunt with series and multi-line hunt are the only hunting features available.
* Cannot hunt between AFL lines and POTS lines.
* Cannot have Call Forward-Busy and Hunting on the same line.  Last line of hunt can have feature.

## Conflicting Products

* AFL is not available on the following services:
  + Centrex
  + Dual Service
  + Feature Group A
  + Foreign Exchange Service
  + ISDN Direct
  + PBX
  + Coin Service
  + Remote Switching Service
  + WATS Access Lines
  + Temporary Suspension
* The following features are not available with AFL:
  + Call Pick-Up
  + Call Waiting
  + Distinctive Ringing
  + Intercom
  + Multi-Ring Service
  + Remote Access to Call Forwarding
  + Speed Calling 8
  + Wait and See
  + Flexline
  + Star Code Access
  + Privacy Manager
  + Custom Business Service
  + The Basics

## CPE Involvement

* AFL is compatible with CPE Key Systems.
* AFL will work with single line telephone sets.

# Ordering

The SWITCH TYPE can be secured via Verigate application by selecting the Feature Inquiry, input which is either a validated address or a working telephone number.  The Switch Type will be displayed on the response

Due Dates

Refer to standard due dates in the Ordering section.

## Class of Service/CLS

* The Class of Service for AFL is Y6++X.
* The third character is determined by the local calling area as follows:

|  |  |
| --- | --- |
| **Calling Area** | **Third Character** |
| Flat (1FB, 1FH) | B |
| Measured (1B8, LMB, BVJ) | C |
| Message (1MB, 1MH) | D |

* The fourth character is determined by the switch types as follows:

|  |  |
| --- | --- |
| **Switch Type** | **Fourth Character** |
| 1/ 1AESS | 2 |
| 5ESS | U |
| DMS100 | J |
| EWSD | S |

* The fifth character is always X.
* AFL cannot be a secondary class of service.
* FeatureLink may have other classes of service as secondary
  + Exception:  Centrex Service cannot be billed as a secondary class of service.
* Other POTS lines can be billed on AFL accounts as a secondary class of service.

## USOCs

Refer to [USOC Search](https://clec.sbc.com/clec/hb/shell.cfm?section=224) Tool for USOC/FID information. The following table provides USOCs associated with AFL.

|  |  |
| --- | --- |
| **USOC** | **Description** |
| PGOEA | AFL Package - Rate Area A |
| PGOEB | AFL Package - Rate Area B |
| PGOEC | AFL Package - Rate Area C |
| PGOED | AFL Package - Rate Area L (Used for Lake County and Rate Band 4-Indiana only) |
| GST2Y | Ground Start |

* **Note:** see Rate Areas below.

## Rate Areas

### Illinois and Michigan

|  |  |
| --- | --- |
| **Rate Area** | **Access Area** |
| A | A |
| B | B |
| C | C & D |

### Indiana

|  |  |
| --- | --- |
| **Rate Area** | **Exchange Area** |
| A | 1 |
| B | 2 |
| C | 3 |
| D | Lake County and Rate Band 4 |

### Ohio

|  |  |
| --- | --- |
| **Rate Area** | **Access Area** |
| A | B |
| B | C |
| C | D |

### Wisconsin

* Since rate areas are not designated in Wisconsin, always use the PGOEA USOC.

## Line Class Codes (LCC)

* LCC designates outgoing call restrictions.
* Following are tables of LCCs by switch, by state areas, and by type of outgoing restrictions requested.
  + Unrestricted = no outgoing call restrictions.
  + Toll Restricted = restricts anything other than local calls.
  + 900 = blocks 900 calls. See 900/976 Call Blocking for more information.
  + 976 = blocks 976 calls. See 900/976 Call Blocking for more information.
  + IDDD = blocks International Direct Distance Dialed calls. See Outgoing Screening Services for more information.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1AESS** | | | | |
| **State** | **Unrestricted** | **Toll Restricted** | **Block 900 & 976** | **Block 900 & 976 & IDDD** |
| Illinois (Chicago)  \*All Chicago addresses. | C4N | CND | B4N | B6N |
| Illinois (State)  \*Area Codes - 708,847,630,815, 224 that do not have a City of Chicago listing address | C4N | CND | A8N | A1N |
| Illinois (Suburban)  \*Area Codes - 217, 309, 618 | C8N | CND | B8N | B1N |
| Indiana | RXR | R8R | R9R | R9C |
| Michigan | RM1 | R2M | RMA | B36 |
| Ohio | RXR | RTD | 9BX | 9BW |
| Wisconsin | RXR | RXD | RX6 | -- |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **5ESS** | | | | |
| **State** | **Unrestricted** | **Toll Restricted** | **Block 900 & 976** | **Block 900 & 976 & IDDD** |
| Illinois (Chicago)  \*All Chicago addresses. | C4N | CND | B4N | B6N |
| Illinois (State)  \*Area Codes - 708,847,630,815, 224 that do not have a City of Chicago listing address | C4N | CND | A8N | A5N |
| Illinois (Suburban)  \*Area Codes - 217, 309, 618 | C8N | CND | B8N | B1N |
| Indiana | RXR | R8R | R9R | R9C |
| Michigan | RM1 | R2M | RMA | B36 |
| Ohio | MRI | MTI | 9BC | 9BF |
| Wisconsin | RXR | RXD | RX6 | -- |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DMS-100** | | | | |
| **State** | **Unrestricted** | **Toll Restricted** | **Block 900 & 976** | **Block 900 & 976 & IDDD** |
| All states | IBN | IBN | IBN | IBN |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **EWSD** | | | | |
| **State** | **Unrestricted** | **Toll Restricted** | **Block 900 & 976** | **Block 900 & 976 & IDDD** |
| Illinois (Chicago)  \*All Chicago addresses. | C4N | CND | B4N | B6N |
| Illinois (State)  \*Area Codes - 708,847,630,815, 224 that do not have a City of Chicago listing address | C4N | CND | A8N | A1N |
| Illinois (Suburban)  \*Area Codes - 217, 309, 618 | C8N | CND | B8N | B1N |
| Indiana | RXR | R8R | R9R | R9C |
| Michigan | RM1 | R2M | RMA | B36 |
| Ohio | MRI | MTI | 9BC | 9BF |
| Wisconsin | RXR | RXD | RX6 | -- |

## Customer Access Treatment (CAT) Codes

* CAT codes are required on all AFL lines.
* 1AESS and 5ESS switches require CAT 1.
* EWSD switches require CAT 0.
* DMS-100 switches require CAT 1-4 based on the end user's outgoing call restrictions. See the table below for 'DMS-100 Multiple Rate Center CAT Code Assignment'. Exception: All states will have exceptions to the normal assignment of CAT 1-4 for DMS-100 switches. The tables below show the appropriate CAT codes assignments.

|  |  |  |
| --- | --- | --- |
| **State** | **If** | **Then** |
| Illinois, Wisconsin | The DMS-100 switch is located in areas where the same NXX is in multiple NPA areas | A different CAT code assignment is required. See the table below for 'DMS-100 Multiple Rate Center CAT Code Assignment'. |
| All | The DMS-100 switch is located in multiple rate areas | A different CAT code assignment is required. See the table below for 'DMS-100 Multiple Rate Center CAT Code Assignment'. |

## DMS-100 CAT Code Assignment

|  |  |
| --- | --- |
| **Restriction** | **Cat Code** |
| Unrestricted | 1 |
| Toll Restricted | 2 |
| Block 900 and 976 | 3 |
| Block 900 and 976 and IDDD | 4 |

### DMS-100 Multiple Rate Center CAT Code Assignment

#### Illinois

|  |  |  |  |
| --- | --- | --- | --- |
| **Rate Center** | **NPA** | **NXX** | **CAT Code (See Note.)** |
| Athens | 217 | 636 | 9-12 |
| Aviston | 618 | 228 | 17-20 |
| Beckemeyer | 618 | 227 | 21-24 |
| Belleville | 618 | 744, 746 | 17-20 |
| Bluford | 618 | 732 | 5-8 |
| Braidwood | 815 | 417, 458 | 21-24 |
| Buffalo | 217 | 364 | 5-8 |
| Carlyle | 618 | 594 | 25-28 |
| Elk Grove | 773 | 694, 741 | 5-8 |
| 847 | 228, 238, 250, 262, 264, 290, 350, 354, 357, 364, 427, 434, 437, 439, 545, 569, 593, 595, 616, 640, 690, 700, 718, 734, 758, 766, 773, 787, 806, 860, 871, 952, 956, 979, 981 | 1-4 |
| Elwood | 815 | 423, 424 | 5-8 |
| Evanston | 312 | 773 | 5-8 |
| 847 | 316,328, 332, 424, 467, 475, 491, 492, 570, 733, 864, 866, 869 | 1-4 |
| Frankfort | 708 | all | 5-8 |
| 815 | all | 1-4 |
| Franklin Park | 847 | 288, 451, 455 | 9-13 |
| Freeburg | 618 | 539 | 5-8 |
| Germantown | 618 | 523 | 13-16 |
| Glen Carbon | 618 | 288 | 5-8 |
| Grant Park | 815 | 465, 466 | 13-16 |
| Greenville | 618 | 664 | 5-8 |
| Hanna City | 309 | 565 | 5-8 |
| Harmony | 618 | 755 | 9-12 |
| Harvard | 815 | 943 | 9-12 |
| Herscher | 815 | 421, 426 | 5-8 |
| Kell | 618 | 266, 822 | 13-16 |
| Kinmundy | 618 | 547 | 17-20 |
| LaGrange | 630 | all | 1-4 |
|  | 708 | all | 5-8 |
| Lebanon | 618 | 537 | 9-12 |
| Lemont | 630 | 252, 427, 739, 783, 910,972, 985 | 5-8 |
| Lombard | 630 | 424, 548, 495, 543, 576, 620, 627-629, 652, 691, 693, 705, 827, 889, 932, 953 | 5-8 |
| Luka | 618 | 323 | 9-12 |
| Manhattan | 815 | 478 | 17-20 |
| Marengo | 815 | 568 | 5-8 |
| Marine | 618 | 887 | 13-16 |
| Nashville | 618 | 327 | 9-12 |
| New Athens | 618 | 475 | 13-16 |
| Newcastle | 773 | 380, 399, 557, 569, 864, 867 | 5-8 |
| Oakford | 217 | 635 | 5-8 |
| Park Ridge | 847 | 232, 318, 384, 698, 939 | 5-8 |
| Peotone | 708 | 258 | 5-8 |
| Plattville | 815 | 475 | 9-12 |
| River Glenn | 708 | all | 1-4 |
| 773 | all | 5-8 |
| 847 | all | 9-12 |
| River Grove | 708 | 452, 453, 456, 583, 627, 697, 842 | 1-4 |
| 773 | 589, 625 | 5-8 |
| 847 | 261 288, 451 455, 737 | 9-12 |
| Roselle | 630 | 259, 295, 307, 314, 351, 529, 539, 582, 603, 612, 671, 872, 893, 894, 905, 924, 980 | 1-4 |
| 847 | 240, 301, 310, 330, 352, 407, 413, 490, 517, 519, 524, 534, 536, 576, 584-585, 605, 619, 706, 762, 781, 843, 874, 880, 882, 884, 885, 891, 895, 923, 944, 969, 985, 995 | 5-8 |
| Salem | 618 | 548 | 21-24 |
| St. Anne | 815 | 422, 427 | 9-12 |
| St. Joseph | 217 | 469 | 5-8 |
| Schaumburg | 847 | 538, 576, 761, 907 | 5-8 |
| Spring Bay | 309 | 822 | 9-12 |
| Summit | 708 | 458, 467, 496, 563, 594, 728, 839, 924 | 1-4 |
| 773 | 229, 586, 788 | 5-8 |
| Trenton | 618 | 224 | 13-16 |
| Trivoli | 309 | 362 | 13-16 |
| Troy | 618 | 667 | 9-12 |
| Union | 815 | 923 | 13-16 |
| Vandalia | 618 | 283 | 25-28 |
| Western Springs | 708 | 246, 352, 354, 387, 482, 485, 579, 588, 783-784 | 9-12 |
| Wilmington | 815 | 476 | 13-16 |

**Note:** Following are the CAT Codes and applicable restrictions for Illinois.

|  |  |
| --- | --- |
| **Restrictions** | **CAT Code** |
| Unrestricted | 5, 9, 13, 17, 21 |
| Toll Restricted | 6, 10, 14, 18, 22, 26 |
| Block 900 and 976 | 7, 11, 15, 19, 23, 27 |
| Block 900 and 976 and IDDD | 8, 12, 16, 20, 24, 28 |

#### Indiana

|  |  |  |  |
| --- | --- | --- | --- |
| **Rate Center** | **NPA** | **NXX** | **CAT Code (See Note.)** |
| Albany | 765 | 789 | 17-20 |
| Andrews | 260 | 786 | 9-12 |
| Bloomfield | 812 | 227, 381, 384 | 5-8 |
| Bluffton | 260 | 824, 827 | 13-16 |
| Darlington | 765 | 794 | 13-16 |
| Eaton | 765 | 396 | 9-12 |
| Edinburgh | 812 | 526 | 5-8 |
| Fishers | 317 | 588 | 9-12 |
| Flat Rock | 812 | 587 | 9-12 |
| Gaston | 765 | 358 | 5-8 |
| Heltonville | 812 | 834 | 17-20 |
| Highland | 219 | 513, 836, 852-853, 931-933, 937 | 5-8 |
| Indianapolis | 317 | 469, 735 | 5-8 |
| Ladoga | 765 | 942 | 21-24 |
| Largo | 260 | 782 | 5-8 |
| Morgantown | 812 | 597 | 9-12 |
| Mt. Summit | 765 | 836 | 5-8 |
| Mt. Vernon | 812 | 833, 838 | 5-8 |
| New Harmony | 812 | 682 | 9-12 |
| New Market | 765 | 866 | 17-20 |
| Rockville | 765 | 344 | 9-12 |
| Sheridan | 317 | 758 | 13-16 |
| Solitude | 812 | 783 | 13-16 |
| Spencer | 812 | 821, 828-829 | 13-16 |
| Spencerville | 260 | 238 | 5-8 |
| Summitville | 765 | 536 | 5-8 |
| Upland | 765 | 998 | 5-8 |
| Waynetown | 765 | 234 | 5-8 |

**Note:** Following are the CAT Codes and applicable restrictions for Indiana.

|  |  |
| --- | --- |
| **Restrictions** | **CAT Code** |
| Unrestricted | 5, 9, 13, 17, 21 |
| Toll Restricted | 6, 10, 14, 18, 22 |
| Block 900 and 976 | 7, 11, 15, 19, 23 |
| Block 900 and 976 and IDDD | 8, 12, 16, 20, 24 |

#### Michigan

|  |  |  |  |
| --- | --- | --- | --- |
| **Rate Center** | **NPA** | **NXX** | **CAT Code (See Note.)** |
| Armada | 586 | 784 | 5-8 |
| Beulah | 231 | 882 | 13-16 |
| Buchanan | 269 | 695, 697 | 5-8 |
| Carleton | 734 | 654 | 5-8 |
| Casanovia | 616 | 675, 678 | 9-12 |
| Charlevoix | 231 | 237, 547 | 37-40 |
| Dansville | 517 | 623 | 9-12 |
| Dimondale | 517 | 646 | 5-8 |
| Dutton | 616 | 281, 455, 554, 656, 698, 827 | 5-8 |
| Fife Lake | 231 | 879 | 17-20 |
| Frankfort | 231 | 352 | 21-24 |
| Freeport | 616 | 765 | 5-8 |
| Grand Rapids | 616 | 222, 224, 301, 559, 831 | 5-8 |
| Grattan | 616 | 691 | 5-8 |
| Interlochen | 231 | 276 | 33-36 |
| Lake Leelanau | 231 | 256 | 5-8 |
| Mancelona | 231 | 587 | 25-28 |
| Marshall | 269 | 781, 789 | 5-8 |
| Mulliken | 517 | 649 | 21-24 |
| Nashville | 517 | 852 | 13-16 |
| Northport | 231 | 386 | 9-12 |
| Plymouth | 734 | 420, 432, 462, 464, 542, 591, 632, 655, 666, 779, 805, 953 | 5-8 |
| Portland | 517 | 647 | 5-8 |
| Rochester | 248 | 276, 340, 364, 370-371, 373, 375, 377, 475, 754 | 5-8 |
| Rockwood | 734 | 379, 471 | 9-12 |
| Royal Oak | 248 | 280, 288, 435, 551, 588, 655, 837, 898 | 9-12 |
| 248 | 307, 457, 524, 526, 528, 577, 583, 585, 588, 589, 597, 616, 619, 680, 689, 733, 740, 743 | 5-8 |
| Troy | 248 | 244, 269, 273, 275, 362, 404, 729, 816, 822, 824 | 5-8 |
| Utica | 586 | 247, 532, 566 | 5-8 |
| Vermontville | 517 | 726 | 17-20 |
| Wayne | 734 | 266, 334, 367, 466, 523 | 5-8 |
| W. Bloomfield | 248 | 324, 488-489, 553, 592, 561, 788, 848, 994 | 5-8 |
| Williamsburg | 231 | 267 | 29-32 |
| Ypsilanti | 734 | 434, 528, 572, 712 | 5-8 |

**Note:** Following are the CAT Codes and applicable restrictions for Michigan.

|  |  |
| --- | --- |
| **Restrictions** | **CAT Code** |
| Unrestricted | 5, 9, 13, 17, 21, 25, 29, 33, 37 |
| Toll Restricted | 6, 10, 14, 18, 22, 26, 30, 34, 38 |
| Block 900 and 976 | 7, 11, 15, 19, 23, 27, 31, 35, 39 |
| Block 900 and 976 and IDDD | 8, 12, 16, 20, 24, 28, 32, 36, 40 |

#### Ohio

|  |  |  |  |
| --- | --- | --- | --- |
| **Rate Center** | **NPA** | **NXX** | **CAT Code (See Note.)** |
| Aberdeen | 937 | 795 | 29-32 |
| Arabia | 740 | 643 | 5-8 |
| Atwater | 330 | 947 | 5-8 |
| Belfast | 937 | 764 | 25-28 |
| Bloominburg | 740 | 437 | 5-8 |
| Bloomingville | 419 | 359 | 5-8 |
| Castalia | 419 | 684 | 9-12 |
| Cheshire | 740 | 367 | 21-24 |
| Conesville | 740 | 829 | 17-20 |
| Dalton | 330 | 828 | 5-8 |
| Danville | 937 | 288 | 5-8 |
| Euclid / Wickliffe | 440 | 347, 516, 585, 810, 833, 943, 944 | 5-8 |
| Fletcher-Lena | 937 | 368 | 5-8 |
| Girard | 330 | 530 | 5-8 |
| Gnadenhutten | 740 | 254 | 5-8 |
| Guyan | 740 | 256 | 9-12 |
| Jeffersonville | 740 | 426 | 9-12 |
| Lindsey | 419 | 665 | 5-8 |
| Magnolia-Waynesbg | 330 | 866 | 5-8 |
| Manchester | 330 | 882 | 5-8 |
| Marlboro | 330 | 935 | 5-8 |
| Marshall | 937 | 466 | 17-20 |
| Milledgeville | 740 | 948 | 13-16 |
| Navarre | 330 | 879 | 9-12 |
| Newcomerstown | 740 | 492, 498 | 9-12 |
| New Holland | 740 | 495 | 17-20 |
| New Riegel | 419 | 595 | 5-8 |
| North Canton | 330 | 244, 305, 433, 490-494, 497-499, 649, 966 | 5-8 |
| Rainsboro | 937 | 365 | 9-12 |
| Rio Grande | 740 | 245 | 17-20 |
| Ripley | 937 | 392 | 13-16 |
| Sebring | 330 | 938 | 9-12 |
| Sedalia | 740 | 874 | 21-24 |
| Sugar Tree Ridge | 937 | 927 | 33-36 |
| Uhrichsville | 740 | 922 | 21-24 |
| Vinton | 740 | 388 | 5-8 |
| Walnut | 740 | 379 | 13-16 |
| West Lafayette | 740 | 545 | 13-16 |
| Winchester | 937 | 695 | 21-24 |

**Note:** Following are the CAT Codes and applicable restrictions for Ohio.

|  |  |
| --- | --- |
| **Restrictions** | **CAT Code** |
| Unrestricted | 5, 9, 13, 17, 21, 25, 29, 33 |
| Toll Restricted | 6, 10, 14, 18, 22, 26, 30, 34 |
| Block 900 and 976 | 7, 11, 15, 19, 23, 27, 31, 35 |
| Block 900 and 976 and IDDD | 8, 12, 16, 20, 24, 28, 32, 36 |

#### Wisconsin

|  |  |  |  |
| --- | --- | --- | --- |
| **Rate Center** | **NPA** | **NXX** | **CAT Code (See Note.)** |
| Ellsworth | 715 | 273 | 5-8 |
| Houlton | 715 | 549 | 5-8 |
| Hubertus | 262 | 628 | 5-8 |
| Hartland | 262 | 367, 369, 538, 966 | 5-8 |
| Merton | 262 | 538 | 5-8 |
| Oconomowoc | 414 | 560, 567, 569 | 5-8 |
| Roberts | 715 | 749 | 9-12 |
| Thiensville | 262 | 236, 238, 242, 478, 512 | 5-8 |
| Van Dyne | 920 | 688 | 5-8 |

**Note:** Following are the CAT Codes and applicable restrictions for Wisconsin.

|  |  |
| --- | --- |
| **Restrictions** | **CAT Code** |
| Unrestricted | 5, 9, 13 |
| Toll Restricted | 6, 10, 14 |
| Block 900 and 976 | 7, 11, 15 |
| Block 900 and 976 and IDDD | 8, 12, 16 |

## Centrex Group Numbers (CTX)

* Centrex Group Numbers (CTS) are required on all AFL lines.
* The tables below provides the CTX group numbers.

|  |  |
| --- | --- |
| **Switch** | **Centrex Group Number** |
| 1AESS | See the tables below. (Ohio & Wisconsin do not have 1AESS switches) |
| 5ESS (See Note.) | 0888 |
| DMS-100 | 0888:0 |
| EWSD | 0888 |

**Note:** Fisher, Indiana will require CTX 1388 in 5ESS switches.

### Illinois

|  |  |  |  |
| --- | --- | --- | --- |
| **City** | **NPX** | **NXX and Line Numbers** | **Centrex Group Number** |
| Austin | 773 | 261, 287, 378, 379, 473, 560, 626, 854, 921 | 0088 |
| Oak Park | 708 | 209, 358, 366, 383, 386, 445, 488, 524, 660, 763, 771, 848 | 0188 |
| Prospect | 773 | 434, 436, 471, 476, 737, 776, 778, 863, 918, 925 | 0108 |
| Rogers Park | 773 | 262, 273, 274, 338, 381, 465, 508, 743, 761 | 0108 |

### Indiana

|  |  |  |  |
| --- | --- | --- | --- |
| **City** | **NPX** | **NXX and Line Numbers** | **Centrex Group Number** |
| Fleetwood | 317 | 308, 322, 351-353, 356-359, 375 | 0388 |
| Liberty | 317 | 377, 541-547, 562, 568, 591 | 0388 |
| Melrose | 317 | 624, 631, 632, 634-638, 682, 685-687 | 0388 |

### Michigan

|  |  |  |
| --- | --- | --- |
| **NPX** | **NXX and Line Numbers** | **Centrex Group Number** |
| 248 | 253, 258, 322, 332-335, 338, 433, 540, 642, 644-647, 745, 901, 988 | 0179 |
| 248 | 681-683, 706, 738 | 0089 |
| 313 | 267, 365, 366, 368, 369, 571, 579, 891-893, 921-925 | 0089 |
| 313 | 937 | 0174 |
| 313 | 361, 894-899 | 0189 |
| 313 | 277, 561-563, 565, 724 | 0108 |
| 313 | 331, 499, 821-824, 926 | 0089 |
| 517 | 272, 393, 394, 882, 887 | 0188 |
| 734 | 246, 281-285, 324 | 0188 |
| 734 | 261, 421, 422, 425, 427, 458, 513, 522, 524 | 0174 |

## Miscellaneous Ordering Procedures

* FeatureLink is considered POTS (plain old telephone service) and should be ordered using REQTYP E Forms.
* The CTX, CAT and LCC FIDs, and their associated data, are to be entered in the FEATURE Detail field on the Resale Service Request form.  A virgule (/) is to precede each FID.
  + Example:  /CTX 0888/CAT 0/LCC MRI
* The BA/BLOCK fields are not to be used to request blocking (i.e. 900/976). The LCC code, added in the feature detail section of the LSR, will add the requested blocking.
* When converting an existing service to FeatureLink, all USOCs that are not applicable to FeatureLink must be removed.
  + Example:  FA D FEATURE ESM      FA N FEATURE ZCFV1
* Service outage should not occur when changing an existing line to an AFL line. Frame Due Time is optional. Use Frame Due Time on the order with a time when outage will least affect the end user's service.

# Billing

The minimum period is one month.

## Recurring Charges

* Package rates are determined by the state and length of contract (e.g., month-to-month, 36 or 60 months) and number of lines in the AFL package.
* There are different AFL packages, referred to as one-line, 2+, 5+, 12+, and 20+. The number of lines included in the AFL group determine the package.
* All package rates are the same within a state regardless of the state's Rate Areas. For example, a 2+ line package rate in Ohio is the same rate in all three of Ohio's rate areas.
* Applicable line rates apply.
* Applicable feature rates apply.
* Applicable feature discount applies per line when three or more Custom Calling Features (CCF) and/or Advanced Custom Calling Services (ACCS) features are on the line.
* For recurring charges associated with optional features available with AFL, see the appropriate product document (e.g., Call Screening, Enhanced ValueLink).
* Indiana and Ohio: End users are not billed additional Hunting charges with AFL.

## Nonrecurring Charges

* Nonrecurring Charge (NRC) applies to Speed Calling 30 on a per-line basis and to Ground Start on a per-line basis.
* AFL Installation Charge will be charged for the following:
  + Installing AFL on a New Order.
  + End user moves (Move Order) and establishes new AFL at the new location. However, charge does not apply when end user moves (Move Order) within the same central office.
  + Changing existing POTS service to AFL.
  + End user moves (Move Order) existing AFL to a different central office.
* For NRCs associated with optional features available with AFL, see the appropriate product document (e.g., Call Screening, or Enhanced ValueLink).
* The following tables provide NRC application by state.

### Illinois

|  |  |
| --- | --- |
| **Order Activity** | **NRC** |
| Install AFL on a New Order or Move Order | Line Connection Charge -- per line Service Ordering - Establish -- per account AFL Installation Charge |
| Change existing business line to AFL | AFL Installation Charge |
| Add line to existing AFL | Line Connection Charge -- per line |
| Add optional feature to existing AFL | Applicable feature charge (See the appropriate product document.) |
| Change one optional feature to another | Applicable feature charge (See the appropriate product document.) |

### Indiana

|  |  |
| --- | --- |
| **Order Activity** | **NRC** |
| Install AFL on a New Order or Move Order | Line Connection Charge -- per line Service Request Charge - Initial Service Connection -- per account AFL Installation Charge |
| Change existing business line to AFL | AFL Installation Charge |
| Add line to existing AFL | Service Request Charge - Change -- per account Line Connection Charge -- per line |
| Add optional feature to existing AFL | Service Request Charge – Change applicable feature charge (See the appropriate product document.) |
| Change one optional feature to another | Service Request Charge - Change  applicable feature charge (See the appropriate product document.) |

### Michigan

|  |  |
| --- | --- |
| **Order Activity** | **NRC** |
| Install AFL on a New Order or Move Order | Line Connection Charge -- per line AFL Installation Charge |
| Change existing business line to AFL | AFL Installation Charge |
| Add line to existing AFL | Line Connection Charge -- per line |
| Add optional feature to existing AFL | Applicable feature charge (See the appropriate product document.) |
| Change one optional feature to another | Applicable feature charge (See the appropriate product document.) |

### Ohio

|  |  |
| --- | --- |
| **Order Activity** | **NRC** |
| Install AFL on a New Order or Move Order | Service Ordering Charge - Establish -- per account  Line Connection Charge -- per line      Central Office Connection Charge -- per line AFL Installation Charge |
| Change existing business line to AFL | AFL Installation Charge |
| Add line to existing AFL | Service Ordering Charge - Establish -- per account Line Connection Charge -- per line Central Office Connection Charge -- per line |
| Add optional feature to existing AFL | Applicable feature charge (See the appropriate product document.) |
| Change one optional feature to another | Applicable feature charge (See the appropriate product document.) |
| Establish AFL contract | Installation Charge |

### Wisconsin

|  |  |
| --- | --- |
| **Order Activity** | **NRC** |
| Install AFL on a New Order or Move Order | Service Ordering Charge - Establish -- per account   Line Connection Charge -- per line      AFL Installation Charge |
| Change existing business line to AFL | Service Ordering Charge - Change      AFL Installation Charge |
| Add line to existing AFL | Service Ordering Charge - Establish -- per account   Line Connection Charge -- per line |
| Add optional feature to existing AFL | Installation Charge -- once per order Central Office Work Charge -- once per line group |
| Change one optional feature to another | Installation Charge -- once per order Central Office Work Charge -- once per line group |

## Feature Usage Charges

* The following table provides the application of feature usage charges.

|  |  |
| --- | --- |
| Feature | Explanation |
| Call Forwarding Busy/Don't Answer  Call Forwarding  Call Transfer Deluxe/All Calls | Normal charges apply (message or toll) for all calls forwarded within or outside AFL system |

## Miscellaneous Billing Information

### Carrier Disconnect Service

* Carrier Disconnect Service is available with AFL.

### Ground Start

* In Indiana only: End user does not pay an additional charge for Ground Start with AFL.

## Minimum Billing / Terminations

* End user is responsible for billing of package contracted for. If end user contracts for the 12+ package and falls below 12 lines, the end user will be billed the 12+ package price.
* Discontinuance of the entire service within the initial service contract period will result in termination charges.
* Partial termination applies when the actual number pf packages drops below the contracted amount in any given month.
* Termination charges do not apply if end user upgrades to Centrex Service. Exception: The Centrex term agreement must have a term which will expire later than the AFL agreement and has a line capacity commitment equal or greater than the AFL agreement.

### Contracts

* A 36 or 60 month contract can be requested for FeatureLink
* The CLEC must populate the VTA field to request a contract.
* Due to a system edit the VTA field should be populated as follows:
  + Segment 1 – 36 or 60
  + Segment 2 – VT9
  + Segment 3-5 – Left Blank
  + Remarks – Number of Lines Guaranteed
* Contract not required for month-to-month plan.

#### Options

* Prior to the completion of a contract, an end user may enter into a new contract for a period equal to or greater than the life of the original contract at the prices currently in effect at the time of the new contract.
* If an end user does not elect to subscribe to a new contract upon expiration of an existing contract, the service will be continued on a month-to-month basis.
* The month-to-month prices currently in effect at the time of expiration of the contract will apply.
* Once the month-to-month rates begin, the end user will no longer be subject to termination charges.
* Month-to-month payment plans will be subject to SBC initiated price changes.
* End user must sign a new contract if billing account number changes.

### Term Payment Plan

* End user can choose month-to-month, or 36 or 60 month Term Payment Plan. End users with only one line on an account can only choose the month-to-month plans.
* The Term Payment Plan is a plan which bills an end user a fixed price for service over optional payment periods.