

EMERGENCY CALL FORWARDING

This document provides guidelines and criteria for CLECs purchasing Unbundled Local Switching services, applicable across SBC-13STATE, requesting Emergency Call Forwarding (ECF) and Temporary Call Routing (TCR) arrangements during outages of critical service.

Critical service is defined as and will normally be limited to:

- Medical and Emergency Services (EMS) or Life Threatening situations
- Essential or Priority Services such as FCC or other Governmental Agencies

ECF and TCR allow for the re-direction of incoming calls to another working telephone number. The customer will be responsible for the payment of applicable usage and/or toll charges.

The Call Forwarding feature is available for placement on UNE ULS services, along with Remote Access to Call Forwarding (RACF), in selected locations listed in the CLEC Handbook. These features allow for call forwarding utilization by CLECs and its customers at their discretion, including as a normal precaution in advance of any actual outage. Normal short order and provisioning intervals can apply for these feature services, with many ordering scenarios of same day Due Date.

SBC-13STATE will provide ECF or TCR for a maximum period of seven days with no Non-Recurring or Recurring charges when Call Forwarding or RACF features were not placed on the original or subsequent order. At the end of the seven-day period, the call forwarding arrangement will be deactivated until the CLEC issues a supplemental LSR/PON to keep the Call Forwarding feature.

A CLEC and its customer may also deactivate Call Forwarding at their discretion using normal call forwarding removal procedures. Additionally, requests for SBC-13STATE to deactivate should be coordinated via a phone call to the applicable SBC-12STATE Local Operations Center (LOC) or the SBC CONNECTICUT Customer Service Bureau (CSB).

Requests for ECF and TCR must be coordinated via a Trouble Ticket reported to the LOCs for SBC-12STATE and CSB for SBC CONNECTICUT. If the trouble report is submitted via the Electronic Bonding Trouble Administration, the request to initiate this service should be included in the narrative, and a phone call is also necessary. This allows SBC-13STATE to work and track SBC-13STATE service outages while also performing the ECF and TCR actions for CLECs.

These guidelines do not initiate Escalation. Additionally, these guidelines do not replace Normal Escalation Procedures for the following situations:

- Service Order or Provisioning Issues
- SBC-13STATE caused outages
- CLEC-caused outages
- Cable damage

- Extended repair intervals due to such things as weather conditions
- Affecting Service Conditions/ Non Out of Service conditions for Non Medical or EMS

The ECF and TCR offering is limited to existing services where a Service Order Record is established.

ECF and TCR will apply to:

- A single telephone number (TN) for the same end user customer
- The main TN of Multi-Line Hunt Groups
- One TN forwarded to the main number of Multi-Line Hunt Groups

ECF and TCR will not apply for:

- End Users who 'forgot' how to use call forwarding
- Non Emergency conditions where the Feature has not been ordered
- Non Emergency CPE troubles where CLEC or Vendor is working on End User Equipment
- Outgoing calls
- Central Office Outages