

**800 Service Management System (SMS/800) Functions**

Regulations, Rates and Charges  
Applying to the Provision of  
SMS/800 Functions and  
Support Services

x Issued under authority of Special Permission No. 93-213.  
All material contained herein is new.

---

**Issued: March 5, 1993**

**Effective: May 1, 1993**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS**

**ISSUING CARRIERS**

Sean Sullivan  
Director – Global Wholesale Marketing  
Verizon Communications Inc.  
One Verizon Way, 2<sup>nd</sup> Floor  
Basking Ridge, NJ 07920

T  
T

For Verizon Delaware Inc.  
Verizon Maryland Inc.  
Verizon New England Inc.  
Verizon New Jersey Inc.  
Verizon New York Inc.  
Verizon Pennsylvania Inc.  
Verizon Virginia Inc.  
Verizon Washington DC Inc.

Verizon South Inc.  
Verizon California Inc.  
Verizon Florida LLC  
Verizon North Retain Co.  
GTE Southwest Incorporated

D  
N  
N  
N  
N  
N



**SMS/800 FUNCTIONS**

**ISSUING CARRIERS**

Debra Clemens  
Director – Federal Regulatory  
AT&T Services Inc.  
1120 20th Street NW, Room 1000, Washington, DC 20036  
For Ameritech Operating Companies  
Nevada Bell Telephone Company  
Pacific Bell Telephone Company  
Southwestern Bell Telephone Company  
The Southern New England Telephone Company  
BellSouth Telecommunications, Inc.

T  
T  
T  
T

Teresa K. Million  
Director Legal Issues  
Qwest Corporation  
1801 California Street, Room 900, Denver, Colorado 80202  
For the States of:  
Arizona  
Colorado  
Idaho  
Iowa  
Minnesota  
Montana  
Nebraska  
New Mexico  
North Dakota  
Oregon  
South Dakota  
Utah  
Washington  
Wyoming

## SMS/800 FUNCTIONS

Under authority of DA 01-1428, adopted and released on June 14, 2001, material filed under Transmittal No. 18 to become effective June 15, 2001 is suspended for one day to become effective June 16, 2001. The following pages were suspended for a day:

Transmittal No. 18

<u>Page</u>	<u>Revision</u>
Title Page 2	6th Revised
Title Page 3	6th Revised
Title Page 4	7th Revised
7	1st Revised
10	3rd Revised
11	3rd Revised
13	3rd Revised
19	1st Revised
26	1st Revised
27	2nd Revised
28	3rd Revised
31	1st Revised
34	2nd Revised
35	2nd Revised
39	1st Revised
48	1st Revised
50	2nd Revised
51	1st Revised
52	1st Revised
55	2nd Revised
55.1	3rd Revised
57	2nd Revised
59	4th Revised
60	5th Revised
61	5th Revised

**This page filed under Transmittal No. 19**

**Issued: June 20, 2001**

---

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**THE BELL OPERATING COMPANIES**

**Supplement No.3  
TARIFF F.C.C. NO. 1**

**SUPPLEMENT No. 3**

**This supplement defers the effective date of revisions filed under Transmittal No. 16  
From May 19, 2000 to June 2, 2000.**

**N  
N**

**This page filed under Transmittal Number 17**

---

**Issued: May 16, 2000**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS**

**Under authority of DA 94-624, of the Federal Communications Commission, the effective date of tariff material contained in the following transmittal, modifying certain rate levels to reflect more current cost and demand data, originally scheduled to become effective June 15, 1994, is suspended for one day until June 16, 1994.**

**Transmittal No.7  
2<sup>nd</sup> Revised Page 60**

---

**Issued: June 14, 1994**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**ACCESS SERVICE**

Under authority of Special Permission No. 93-349 of the Federal Communications Commission, the effective date of tariff material contained in the following transmittal, submitting the tariff and support documentation to provide 800 Service Management System (SMS/800), originally scheduled to become effective May 1, 1993, is advanced for one day to April 30, 1993 and then suspended for one day to May 1, 1993.

Transmittal No. 1

Original Pages 1 through 61

Also under authority of Special Permission No. 93-349 of the Federal Communications Commission, the effective date of tariff material contained in the following transmittal, modifying material including minor rate changes to reflect corrections to demand and cost data submitted in Transmittal No. 1, originally scheduled to become effective May 1, 1993, is advanced for one day to April 30, 1993 and then suspended for one day to May 1, 1993.

Transmittal No. 2

1<sup>st</sup> Revised Page 60

1<sup>st</sup> Revised Page 61

Also under authority of Special Permission No. 93-349 of the Federal Communications Commission, the effective date of tariff material contained in the following transmittal, proposing to modify material to include provisions and rates for Resp Org changes performed by the Number Administration and Service Center (NASC), originally scheduled to become effective May 1, 1993, is advanced for one day to April 30, 1993 and then suspended for one day to May 1, 1993.

Transmittal No. 3

1<sup>st</sup> Revised Page 3

1<sup>st</sup> Revised Page 5

1<sup>st</sup> Revised Page 10

1<sup>st</sup> Revised Page 11

1<sup>st</sup> Revised Page 27

1<sup>st</sup> Revised Page 28

Original Page 28.1

1<sup>st</sup> Revised Page 45

1<sup>st</sup> Revised Page 46

Original Page 55.1

1<sup>st</sup> Revised Page 59

2<sup>nd</sup> Revised Page 61

---

**Issued: April 29, 1993**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

## SMS/800 FUNCTIONS

## CHECK SHEET

Title pages and Page 1 through 61 inclusive of this tariff are effective as of the date shown. Original and revised Pages as named below and Supplement Nos. 1, 2 and 3 contain all changes from the original tariff that are in effect on the date hereof.

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
Title Page 1	Original	28	4th	55	4th
Title Page 2	12th*	28.1	3rd	55.1	6th*
Title Page 3	6th	28.2	Original	56	1st
Title Page 4	13th*	29	1st	57	6th*
1	35th*	30	2nd	58	2nd
2	6th	31	3rd	58.1	Original
3	3rd	32	6th	59	6th
4	2nd	33	1st	59.1	3rd
5	4th	34	2nd	60	18th*
6	1st	35	3rd	61	18th*
7	1st	36	5th		
8	2nd	37	1st		
9	2nd	38	Original		
10	8th*	39	2nd		
11	8th*	40	2nd		
12	1st	41	1st		
13	5th	42	1st		
13.1	2nd	43	Original		
14	2nd	44	1st		
15	3rd	45	2nd		
16	Original	46	2nd		
17	2nd	46.1	1st		
18	2nd	46.2	1st		
19	4th	46.3	1st		
20	3rd	46.4	1st		
21	1st	46.5	1st		
22	4th*	47	1st		
23	3rd	48	3rd		
23.1	1st	49	1st		
23.2	2nd	50	4th		
24	2nd	51	3rd		
25	3rd	52	3rd		
26	2nd	53	3rd		
27	3rd	54	4th		

\* denotes Check Sheet change

This page filed under Transmittal No. 35

Issued: January 31, 2011

Effective: February, 15, 2011

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS****Table of Contents**

	<b>Page No.</b>	
Check Sheet	1	
Concurring Carriers	7	
Connecting Carriers	7	
Other Participating Carriers	7	
Registered Service Marks	7	
Registered Trademarks	7	
Explanation of Symbols	8	
Explanation of Abbreviations	8	
Reference to Technical Publications	10	
<b>1. Application of Tariff</b>	<b>12</b>	
<b>2. General Regulations</b>	<b>13</b>	
<b>2.1 Undertaking of the Company</b>	<b>13</b>	
2.1.1 Scope	13.1	
2.1.2 Limitations	16	
2.1.3 Liability	17	
2.1.4 Number Administration	19	
2.1.5 Disclaimer of Representations and Warranties	19	
2.1.6 Notification of Service Affecting Activities	20	
2.1.7 Provision and Ownership of Toll-free Telephone Numbers	21	
2.1.8 Suspension and Discontinuance of Service	22	T
<b>2.2 Use</b>	<b>23</b>	
2.2.1 Limitations of Use	23	
2.2.2 Unlawful Use	23	
2.2.3 Limitation on Resource Use	23.2	
<b>2.3 Obligations/Responsibilities of the Resp Org</b>	<b>24</b>	
2.3.1 General Responsibilities	24	
2.3.2 Service Establishment	28	
2.3.3 Representations and Warranties of the Resp Org	29	
2.3.4 Insurance and Claims and Demands for Damages	29	
2.3.5 System Security	30	
2.3.6 Protection of SMS/800 Logon Identification Codes and Passwords	31	
2.3.7 Additional Responsibilities of the Resp Org	32	

**This page filed under Transmittal No. 34**

Issued: January 29, 2010

Effective: February 15, 2010

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS****Table of Contents**

	<b>Page No.</b>	
<b>2. General Regulations (Cont'd)</b>		
<b>2.4 Payment Arrangements and Credit Allowances</b>	33	
2.4.1 Payment Arrangements	33	
2.4.2 Credit Allowance for Service Interruption	37	
<b>2.5 SMS/800 Security Features</b>	39	
2.5.1 General	39	
2.5.2 SMS/800 Environment	39	
<b>2.6 Proprietary Information</b>	40	
2.6.1 General	40	
<b>2.7 Definitions</b>		
Area of Service (AOS)	44	
Call Processing	44	
Exchange	44	
Exchange Access	44	
Interexchange Carrier (IC)	44	
Local Access and Transport Area (LATA)	44	
Local Exchange	44	
Local Exchange Carrier (LEC)	44	
North American Numbering Plan (NANP)	45	
Numbering Plan Area (NPA)	45	
Proprietary Information	45	
Responsible Organization (Resp Org)	45	
Service Control Points (SCP)	45	
Service Management System (SMS)	45	

D

This page filed under Transmittal No. 31

Issued: January 31, 2008

Effective: February 15, 2008

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS****Table of Contents**

	<b>Page No.</b>	
<b>2. General Regulations (Cont'd)</b>		
<b>2.7 Definitions (Cont'd)</b>		
Smart Card	46	
Terminal	46	
Toll-free Number Administration	46	
Toll-free Number Search and Reservation	46	T
Toll-free Service Provider	46	T
Toll-free Service Provisioning	46	T
Toll-free Subscriber	46	T
<b>2.8 Toll-free Interim Relief Measures</b>	46.1	T
<b>3. Service Offerings</b>	47	
<b>3.1 Services Available to Toll-free Resp Orgs</b>	48	T
3.1.1 Number Search and Reservation	48	
3.1.2 Customer Record Creation and Modification	48	
3.1.3 Request Reports	49	
<b>3.2 Service Assistance Corrective Actions</b>	50	

## SMS/800 FUNCTIONS

## Table of Contents

	Page No.	
<b>3. Service Offering (Cont'd)</b>		
<b>3.3 SMS/800 Access</b>	50	
3.3.1 Non-Dedicated Access Requirements	51	T
3.3.2 Dedicated Terminal Access Requirements	51	
3.3.3 Mechanized Generic Interface (MGI) Access Requirements	53	
<b>3.4 Batch Update Process</b>	54	
<b>3.5 Mechanized Generic Interface (MGI) Testing</b>	54	
3.5.1 Laboratory Test Requirements	55	
3.5.2 Field Test Requirements	55	
3.5.3 Test Duration	55	
3.5.4 Technical References for Testing Requirements	55	
<b>3.6 Change of Resp Org Performed by the Company</b>	55.1	
<b>3.7 Additional Copies of Monthly Bill</b>	55.1	

**SMS/800 FUNCTIONS**

**Table of Contents**

	<b>Page No.</b>	
<b>4. Schedule of Rates and Charges</b>	56	
<b>4.1 Rate Regulations</b>	56	
4.1.1 Types of Rates and Charges	56	
4.1.2 Rate Elements	57	
4.1.3 Minimum Service Period	59.1	C
4.1.4 Bill Level Detail	59.1	C
<b>4.2 Rates and Charges</b>	60	

**SMS/800 FUNCTIONS**

**CONCURRING CARRIERS**

NO CONCURRING CARRIERS

**CONNECTING CARRIERS**

NO CONNECTING CARRIERS

**OTHER PARTICIPATING CARRIERS**

NO OTHER PARTICIPATING CARRIERS

**REGISTERED SERVICE MARKS**

NONE

**REGISTERED TRADE MARKS**

SMS/800

N

---

Issued: May 31, 2001

Effective: June 15, 2001

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS**

**EXPLANATION OF SYMBOLS**

- C - To signify a changed regulation
- D - To signify a discontinued rate or regulation
- I - To signify an increase
- M - To signify matter relocated without change
- N - To signify new rate or regulation
- R - To signify a reduction
- S - To signify a reissued matter
- T - To signify a change in text but no change in rate or regulation
- Z - To signify a correction

**EXPLANATION OF ABBREVIATIONS**

AOS - Area of Service

D  
|  
D  
|  
D  
|  
D

- IC - Interexchange Carrier
- ID - Identification
- IMS - Information Management System

## SMS/800 FUNCTIONS

## EXPLANATION OF ABBREVIATIONS (Cont'd)

LEC	- Local Exchange Company	D
MGI	- Mechanized Generic Interface	D
NANP	- North American Numbering Plan	
NPA	- Numbering Plan Area	D
OS	- Operations System	
		D
		D
		D
Resp Org	- Responsible Organization	
SCP	- Service Control Point	
SMS	- Service Management System	
SMS/800	- 800 (Toll-free) Service Management System	T
SSP	- Service Switching Point	
STP	- Signal Transfer Point	
UAL	- User Application Layer	
UPL	- User Program Layer	

**This page filed under Transmittal No. 31**

**Issued: January 31, 2008**

**Effective: February 15, 2008**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS****REFERENCE TO TECHNICAL PUBLICATIONS**

The following technical publications are referenced in this tariff and current issues may be obtained from the SMS/800 website ([www.sms800.com](http://www.sms800.com)).

BR 780-004-220	800 Service Management System User Guide: General Procedures		
Issue 19:	November 2001	Available: November 2001	
BR 780-004-221	800 Service Management System User Guide: 800 Service Management		
Issue 38 Rev 1:	September 2010	Available: September 2010	T
BR 780-004-280	User Guide: Web-Based Access (WBA)		
Issue 21 Rev 1:	September 2010	Available: September 2010	T

**This page filed under Transmittal No. 35**

**Issued: January 31, 2011**

**Effective: February 15, 2011**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS****REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd)**

The following technical publications are referenced in this tariff and current issues may be obtained from the SMS/800 website ([www.sms800.com](http://www.sms800.com)).

SR-4592	Service Management System (SMS)/800 Mechanized Generic Interface Specification		
Issue 15	August 2010	Available: November 2010	
SR-ST5-002352	SMS/800 – OS Mechanized Generic Interface Industry Test Specifications		
Issue 21	November 2010	Available: November 2010	T
SR-5120	SMS/800 Databases Batch Update and Response Specifications		
Issue 5	January 2009	Available: January 2009	
UIS-SMS-201 Version 1.8	SMS/800 Network Connectivity Guide June 2010	Available: July 2010	T

**This page filed under Transmittal No. 35**

**Issued: January 31, 2011**

**Effective: February 15, 2011**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS**

**1. Application of Tariff**

- 1.1 This tariff contains regulations, rates and charges applicable to the provision of 800 Service Management System (SMS/800) functions and support services for toll free telephone numbers. The issuing carriers, listed on Title Pages 2 through 4, are collectively referred to hereinafter as the Company. Tx  
Tx  
Tx

x Issued under authority of Special Permission No. 96-101.

**SMS/800 FUNCTIONS****2. General Regulations****2.1 Undertaking of the Company**

The company provides SMS/800 functions to Responsible Organizations (Resp Orgs) through operation of the SMS/800. SMS/800 is an operations and administrative support system used for the creation and maintenance of call processing records for toll-free telephone numbers. It is also the source of toll-free number availability and reservation status information.

The SMS/800 will receive from the Resp Org the toll free subscriber record and call routing information associated with the toll-free numbers reserved by, or assigned to, the Resp Org. These records will be downloaded to the appropriate Service Control Points (SCPs), (hereinafter referred to as databases), based on the area of service indicated in each record, subject to technical constraints. D

Historically only the 800 Service Access Code (SAC) was reserved for toll-free calling and was administered through the SMS/800. However, the projected exhaust of toll-free 800 numbers resulted in the industry selection of additional codes to augment the diminishing supply. The additional codes are 888, 877, 866, 855, 844, 833 and 822, which are opened sequentially as existing codes exhaust. The generic term "800 number" throughout this tariff refers equally to all open toll-free codes.

**SMS/800 FUNCTIONS****2. General Regulations****2.1 Undertaking of the Company****2.1.1 Scope****(A) Operation and Maintenance**

The Company shall be responsible only for the operation and maintenance of the SMS/800 services it provides.

**(B) Service Provided**

The Company does not undertake to transmit messages under this tariff, but furnishes the use of its services to Resp Orgs for the creation and maintenance of toll-free call processing records. T

**(C) SMS/800 Accessibility**

The SMS/800 is accessible 24 hours per day, seven days per week, except for planned downtime as described in 2.1.6 following.

**(D) Company Obligations to Resp Orgs**

- (1) The SMS/800 includes a security system designed to ensure that proprietary information will be accessible through the SMS/800 only to the Resp Org and the Company. The Company will furnish the Resp Org with information outlining the SMS/800's security system and will explain the Resp Org's security responsibilities. More detailed information on the SMS/800 security features is set forth in 2.5 following.

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.1 Scope (Cont'd)**

**(D) Company Obligations to the Resp Orgs (Cont'd)**

- (2) After a Resp Org has been established pursuant to 2.3.2 following, the Company will assign the Resp Org an SMS/800 logon identification code or codes. The Company will treat Resp Orgs' SMS/800 passwords as proprietary information and will not disclose them to any other party. The Company will be responsible for all charges incurred from any unauthorized use arising from the Company's breach of its obligations under this paragraph.
- (3) The Company will assist the Resp Org in the analysis and resolution of trouble conditions encountered in interfacing with the SMS/800 and will generate resulting trouble reports.
- (4) At the Resp Org's request, the SMS/800 will generate the reports specified in 3.1.3, following.

C

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.1 Scope (Cont'd)**

**(E) Operating Assistance**

- (1) SMS/800 Help Desk will be accessible 24 hours per day, seven days per week. Assistance will be provided from the main Help Desk location to customers with regard to the operation of the SMS/800 from 6:00 AM Monday through 12:00 Midnight Saturday, Central Time, except for the holidays list below. Assistance will be provided from remote locations from 12:00 Midnight Saturday through 6:00 AM Monday, Central Time as well as on the holidays listed below.
  - T
  - C
  - C
  - C
  - C
  - T
  - D
  - D
  - D
  - D

Holiday List:

New Years Day	Memorial Day	Christmas Day	
Independence Day	Labor Day	Thanksgiving Day	
Day after Thanksgiving	Christmas Eve	New Year's Eve	N

- (2) The Help Desk assistance specified herein will include assistance in resolving any data input problems and correcting any input errors. The contact number for obtaining Help Desk operating assistance is 888-SMS-3300, Option 1.
  - T
  - T
  - T

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.2 Limitations**

- (A) The Resp Org may not assign or transfer the use of services provided under this tariff except as follows. Where there is no interruption of use of the service, such assignment or transfer may be made to:
- (1) another Resp Org, whether an individual, partnership, association or corporation, provided the assignee or transferee assumes all outstanding indebtedness for such services, and the unexpired portion of the minimum period applicable to such services, if any; or
  - (2) a court-appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided the assignee or transferee assumes the unexpired portion of the minimum period applicable to such services, if any.

In all cases of assignment or transfer, the written acknowledgment of the Company is required prior to such assignment or transfer which acknowledgment shall be made within fifteen (15) days from the receipt of notification. All regulations and conditions contained in this tariff shall apply to such assignee or transferee.

The assignment of services does not relieve or discharge the assignor or transferor from remaining jointly or severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.2 Limitations (Cont'd)**

- (B) The services offered herein will be provided on a first-come, first-served basis.

**2.1.3 Liability**

- (A) With respect to any claim or suit, by a Resp Org or by any others, for damages associated with the provision, termination, maintenance, or restoration of service, and subject to the provisions of (B) through (J) following, the 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. This liability for damages shall be in addition to any amounts that may otherwise be due the Resp Org under this tariff as a Credit Allowance for a Service Interruption.
- (B) The Company shall not be liable for any act or omission of any other carrier or customer providing a portion of a service, nor shall the Company for its own act or omission hold liable any other carrier or customer providing a portion of the service.
- (C) The Company shall be indemnified, defended and held harmless by the Resp Org and its toll-free subscriber against any claim, loss or damage arising from the use of services offered under this tariff, involving:
- (1) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Resp Org's or its toll-free subscriber's own communications; T
- (2) Claims for patent infringement arising from the Resp Org's or its toll-free subscriber's acts combining or using the service furnished by the Company in connection with facilities or equipment furnished by the Resp Org; or T
- (3) All other claims arising out of any act or omission of the Resp Org in the course of using services provided pursuant to this tariff.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.3 Liability Cont'd)**

- (D) The company shall not be liable for any loss or damage sustained by the Resp Org or by any third party by reason of defects or malfunctions in the hardware or software provided by the Resp Org to access the SMS/800, or by reason of errors made by the Resp Org in connection with accessing the SMS/800.
- (E) The Company shall not be liable for any loss or damage sustained by the Resp Org or by any third party by reason of defects or malfunctions in any SCP, STP, or SSP, or any other facilities, hardware or software used by local exchange carriers, interexchange carriers, or others to process or route calls to toll-free service access code numbers. D  
T
- (F) The Company and its subcontractors and agents are not liable for any loss of revenue or profit by the Resp Org or its toll-free subscriber or for any loss or damage arising out of this tariff or out of the use of the SMS/800 or any of the services provided under this tariff by any person, whether arising in contract, tort (including without limitation negligence or strict liability) or otherwise and whether or not informed of the possibility of such damages in advance. T
- (G) The Company will not bill the Resp Org for any charges attributable to those capabilities of the SMS/800 which are unavailable during periods that the SMS/800 fails to function properly subject to the provisions in 2.4.2 following. If the SMS/800 fails to function properly, the Company shall undertake all necessary efforts to correct the problem.
- (H) No license under patents (other than the limited license to access and use SMS/800) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this tariff. The Company will defend the Resp Org against claims of patent infringement arising solely from the use by the Resp Org of services offered under this tariff and will indemnify the Resp Org for any damages awarded based solely on such claims.
- (I) Notwithstanding anything to the contrary contained within this tariff, whether express or implied, the Company assumes no liability for services procured under this tariff when used in any method or process.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.3 Liability (Cont'd)**

- (J) The Company's failure to provide or maintain service under this tariff shall be excused by governmental orders, civil commotions, criminal actions taken against the Company, court orders, acts of God and other circumstances beyond the Company's reasonable control, subject to the Credit Allowance for a Service Interruption as set forth in 2.4.2 following.

**2.1.4 Number Administration**

The SMS/800 keeps track of the availability of all toll-free numbers and allows Resp Orgs with number reservation capabilities to search for spare numbers and change their status. The Company, acting upon instructions from the North American Numbering Plan (NANP) Administrator, makes toll-free numbers available or unavailable for use within the SMS/800. Rules regarding the quantity of numbers a Resp Org can reserve are contained in 47 CFR, Chapter 1, Paragraph 52.109 of the FCC's rules.

D

D

**2.1.5 Disclaimer of Representations and Warranties**

- (A) This tariff is for services only and does not encompass the sale or license of software, hardware, or any computer system.
- (B) The Company makes no representation or express or implied warranties or guarantees, to the Resp Org or to any third party, concerning the quality of any services provided under or in connection with this tariff. The Company disclaims, without limitation, any warranty or guarantee of merchantability or fitness for a particular purpose, any warranty or guarantee arising from a course of performance, course of dealing or from usages of trade, or any warranty or guarantee against intellectual property claims by way of infringement.
- (C) The Company does not promise, warrant or represent that the services provided under this tariff will be error free or that the SMS/800 will operate without interruption.
- (D) Except as specifically provided in 2.1.3 preceding and 2.4.2 following, the Company is not liable for damages incurred due to SMS/800 down-time, delays or security breaches or errors which may be incurred in connection with the provision of the services described in this tariff.

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.6 Notice of Service Affecting Activities**

The Company will provide the Resp Org reasonable notification of service-affecting activities that may occur in normal operation of its business. Examples of service-affecting activities include, but are not limited to the following.

**(A) Scheduled SMS/800 Downtime**

Scheduled SMS/800 system downtime is neither an error nor a system malfunction. Routine scheduled system downtime required for such activities as major software installations and environment maintenance and upgrades, will occur approximately every three (3) weeks and will last for approximately eight (8) hours per event. Resp Orgs will be notified of scheduled downtime at least fourteen (14) days in advance of the scheduled downtime event. Non-routine scheduled system downtime, required for such activities as database reorganizations and minor software installation, will be required from time to time, and Resp Orgs will be notified of such non-routine scheduled downtime at least twenty-four (24) hours in advance thereof by means of an SMS/800 electronic mail message. The Company will work with all Resp Orgs to ensure that routine and non-routine scheduled system downtime occurs at the time and in the manner least disruptive to all parties. An annual maintenance schedule for the following calendar year will be announced no later than October 31<sup>st</sup> of each year.

S x

N s  
 N s  
 N s

**(B) NPA Splits**

Resp Orgs will be notified of NPA splits a minimum of one year before the effective date of the change, or as soon as the Company is notified by the NANP Administrator in those cases where a lead time of less than one year is given.

**(C) SMS/800 Resp Org Format and Interface Changes**

The Company will provide a minimum sixty (60) days advance notice to Resp Orgs of any changes in the screens used to input data on-line into the SMS/800 and for specification changes in the Mechanized Generic Interface. The Company will also notify Resp Orgs of any significant retraining as may be required by a major update, modification, and/or enhancement to any SMS/800 procedures which affect the Resp Org. The scheduling of any necessary formal retraining will be handled by the Company.

(s) Re-issued to become effective on September 06, 2003.

(x) Material filed under Transmittal No. 26 pursuant to Special Permission No. 03-083, effective on September 06, 2003.

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.7 Provision and Ownership of Toll-free Telephone Numbers**

T

No individual or entity (e.g., subscriber/assignee, service provider, etc.) shall acquire any interest in, or proprietary right to, any toll-free telephone number assigned to the toll-free subscriber. However, toll-free subscribers and/or their assignees can retain a specific toll-free number despite changes in Service Providers and/or Resp Orgs.

T  
T  
T  
D  
D  
D

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.8 Suspension and Discontinuance of Service****(A) When Service May Be Suspended or Discontinued**

If a Resp Org fails to comply with 2.2, 2.3.2, 2.3.4, 2.3.5 or 2.4.1 following, including any payments to be made by it on the dates and times herein specified, the Company may, on thirty (30) days written notice by certified mail to the person designated by that Resp Org to receive such notices of noncompliance, discontinue service and/or suspend service to the noncomplying Resp Org at any time thereafter. In the case of discontinuance all applicable charges shall become due. If the Company does not suspend service on the date specified in the thirty (30) days notice, and the Resp Org's noncompliance continues, nothing contained herein shall preclude the Company's right to discontinue service and/or suspend service to the noncomplying Resp Org without further notice, including reports and testing support. C

**(B) Transfer of Responsibilities When a Resp Org's Service is Discontinued**

- (1) If a Resp Org is denied SMS/800 access, or of its own volition ceases providing Resp Org services, the Resp Org is responsible for notifying its toll-free subscribers that it will no longer provide those services and that the toll-free subscribers must choose a new Resp Org within fifteen (15) business days. The Resp Org must provide written proof to the Company of such notification.
- (2) If a Resp Org is suddenly unable to continue functioning as a Resp Org, the Resp Org must provide the Company with sufficient toll-free subscriber account information to allow for subscriber notification of the requirement to choose a new Resp Org within fifteen (15) business days.
- (3) If a subscriber is required to choose a new Resp Org, as set forth in (1) or (2) preceding, and fails to do so within fifteen (15) business days, the subscriber's account will be reassigned as set forth in (C) following.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.8 Suspension and Discontinuance of Service (Cont'd)**

C

**(C) Transfer of Toll-free Subscriber Accounts to Other Resp Orgs**

The Company will work with the disconnected Resp Org, as well as the impacted subscribers, if known, and other Resp Orgs, to transfer impacted subscriber accounts to functioning Resp Orgs. The Company will take steps to minimize subscriber disruption and provide support for subscribers as they select replacement Resp Orgs.

If after a reasonable time period, no subscriber has been identified as being associated with a particular Toll Free number, the number will transition to spare status following the normal SMS/800 procedures and timeframes.

**2.2 Use****2.2.1 Limitations on Use**

The Resp Org will not perform any functions using the SMS/800 which are not expressly provided for under this tariff, nor will the Resp Org access data contained in the SMS/800 which belongs to any other entity. Any violation of this paragraph may result in immediate termination of service by the Company.

**2.2.2 Unlawful Use**

The services provided under this tariff may not be used for any unlawful purpose.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.2 Use (Cont'd)****2.2.2 Unlawful Use (Cont'd)**

The Federal Communications Commission has directed that the following language be included in this tariff:

(A) (1) [T]he Federal Communications Commission ("FCC") has concluded that warehousing, which the FCC defines as Responsible Organizations, either directly or indirectly through an affiliate, reserving toll free numbers from the SMS database without having an identified toll free subscriber for whom those numbers are being reserved, is an unreasonable practice under Section 201(b) of the Communications Act and is inconsistent with the FCC's obligation under Section 251(e)(1) of the Communications Act to ensure that numbers are made available on an equitable basis; and (2) if a Responsible Organization does not have an identified toll free subscriber agreeing to be billed for service associated with each toll free number reserved from the database, or if a Responsible Organization does not have an identified, billed toll free subscriber before switching a number from reserved or assigned to working status, then there is a rebuttable presumption that the Responsible Organization is warehousing numbers. Responsible Organizations that warehouse numbers will be subject to penalties. T  
T  
T  
T

(B) The Federal Communications Commission ("FCC") has concluded that hoarding, defined as the acquisition of more toll free numbers than one intends to use for the provision of toll free service, as well as the sale of a toll free number by a private entity for a fee, is contrary to the public interest in the conservation of the scarce toll free number resource and contrary to the FCC's responsibility to promote the orderly use and allocation of toll free numbers. T

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.2 Use (Cont'd)****2.2.3 Limitation on Resource Use**

The Company reserves the right to discontinue access to Resp Orgs who utilize an inappropriate proportion of SMS/800 Central Processing Unit (CPU) capacity, and who, after notification of such usage by the Company, continue to perform the actions which result in the excessive use of CPU capacity. For the purposes of this Section, any Resp Org that utilizes a proportion of the SMS/800's CPU capacity that is more than: (a) 2.5 times that Resp Org's proportion of the total WORKING Toll Free numbers, or (b) 5% of the SMS/800's CPU capacity, whichever is larger, will be considered to be using an inappropriate proportion of SMS/800 CPU capacity. For Example:

- If a Resp Org has 20% of the WORKING numbers, they may use up to 50% (2.5 x 20%) of the SMS/800 CPU capacity.
- If a Resp Org has 1% of the WORKING numbers, they may use up to 5% of the CPU capacity. (2.5 x 1% is less than the 5% minimum)

If a Resp Org is found to be using an inappropriate proportion of SMS/800 CPU capacity, that Resp Org will be notified via certified mail that it is in violation of this tariff and must reduce its utilization of SMS/800 CPU capacity immediately on receipt. Subsequently, the Resp Org must provide the Company with written agreement to permanently reduce its level of SMS/800 CPU capacity utilization within fourteen (14) days of the date of receipt. If the Resp Org does not reduce its utilization and provide the required written agreement, that Resp Org's access to the SMS/800 will be discontinued and the Resp Org will be notified via certified mail of the disconnection.

If the disconnected Resp Org provides the Company with written assurances that the use of an inappropriate level of SMS/800 CPU capacity will not occur in the future, access to the SMS/800 will be restored, and a fee equivalent to fifty percent (50%) of the charge for Service Establishment – First Logon ID (Section 4.2 [A]) will be assessed.

In the event that the same Resp Org is disconnected more than once for using an inappropriate proportion of SMS/800 CPU capacity, that Resp Org will not be allowed access to the SMS/800 for a period of ninety (90) days and a reconnection charge equal to the charge for Service Establishment – First Logon ID will be assessed.

N

N

---

This page filed under Transmittal Number 15

Issued: December 15, 1999

Effective: December 30, 1999

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org**

The Resp Org is the entity identified by the toll-free subscriber or the subscriber's agent that assumes the duty of managing and administering the appropriate records in the SMS/800. Functions provided include data entry, record change and trouble acceptance, referral, and/or clearance. T

**2.3.1 General Responsibilities**

The Resp Org is responsible to its subscribers for the overall coordination to provision, maintain and test toll-free Service between various entities, including Local Exchange Carriers (LECs) and Interexchange Carriers (ICs). T

In general, the Resp Org is responsible to:

- Identify and inform its subscribers of the specific responsibilities that it, as a Resp Org, has accepted.
- Initiate and change a toll-free customer record in SMS/800 based on information provided by the subscriber and/or their service provider(s). At the subscriber's request, these changes must be made at the earliest possible date. T
- Notify the subscriber that when multiple LECs and/or ICs will be used to carry traffic for a specific toll-free number, the subscriber must inform all involved service providers of the changes it has directed the Resp Org to make. Further notification may be required when changes are made which could effect LEC and/or IC traffic loads. T
- Notify and obtain the acceptance of any LEC or IC to which traffic for a specific toll-free number will be routed. Notification and/or acceptance is not required for specific LECs and/or ICs who have waived their rights to be notified and/or to accept traffic. T
- Treat all subscriber information as confidential unless otherwise instructed by the subscriber.

Further guidelines are defined following.

**This page filed under Transmittal No. 31**

Issued: January 31, 2008

Effective: February 15, 2008

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.1 General Responsibilities (Cont'd)**

- |   |                  |
|---|------------------|
| <b>(A) Toll-free Number Administration</b>  | T                |
| (1) Toll-free numbers are obtained by Resp Orgs for subscribers from a common pool of available numbers. Toll-free Service numbers are not to be treated as commodities which can be bought or sold and no individual or entity is granted a proprietary interest in any toll-free service number assigned.   | T<br>T<br>T<br>T |
| (2) Specific toll-free number requests are honored based upon availability, on a first-come first-served basis, at the time the reservation request is received in the Reservation Queue by the SMS/800.  | T                |
| (3) A specific toll-free number may be reserved for a maximum of 45 calendar days on behalf of a subscriber. However, if a toll-free number order to activate the reserved toll-free number is not placed prior to the end of the number reservation period, the toll-free number status will change to Spare. This process supports the need to make toll-free numbers available for use by all toll-free service providers and subscribers.   | T<br>T<br>T<br>T |
| (4) Each Resp Org can have up to 2000 numbers reserved, or 7.5 percent of its total quantity of working numbers, whichever is greater.  | T                |
| (5) Certain toll-free NXX codes are "not open" for line number assignment in the United States because of specific toll-free service applications outside the U.S., but within the North American Numbering Plan. In addition, certain toll-free NXX codes are reserved for special applications (e.g., the hearing impaired 800-855) and are not open for general assignment. These NXXs will remain in a closed status in SMS/800. The Company will make individual line number assignments to subscribers based on NANP guidelines for these specialized services. | T<br>T<br>T<br>D |
| (6) Each Resp Org can have a maximum of 3% of the quantity of available numbers reserved at any given time.   | T                |

**This page filed under Transmittal No. 31****Issued: January 31, 2008****Effective: February 15, 2008**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.1 General Responsibilities (Cont'd)****(A) Toll-free Number Administration (Cont'd)**

- |            |  |        |
|------------|--|--------|
| <b>(7)</b> | An individual toll-free number can be assigned to only one subscriber. No individual or entity (e.g., subscriber, service provider) has a proprietary interest in any given toll-free number; however, subscribers do have a controlling interest in their active numbers. | D      |
| <b>(8)</b> | All entities, (e.g., Resp Orgs, subscribers, service providers), are prohibited from selling, brokering, bartering, and releasing for a fee (or otherwise) any toll-free number.   | D      |
| <b>(9)</b> | Toll-free subscribers may retain the use of their number assignments, even following changes in their toll-free Service Providers and/or Resp Org.   | D<br>T |

**(B) Trouble Reporting Responsibilities**

The Resp Org is responsible for the overall coordination of maintenance and testing of the end-to-end toll-free service. In addition the Resp Org will:

- |   |   |        |
|---|---|--------|
| • | Provide a contact telephone number for referrals of toll-free troubles on a 24 hours a day, 7 days a week basis.  | T      |
| • | Provide trained personnel to interface with subscribers, end users, LECs, ICs, the Company and SMS/800.   |        |
| • | Accept trouble reports from toll-free subscribers, casual end users or other parties receiving trouble reports on toll-free services for which they are the Resp Org. | T<br>T |
| • | Work with the involved service providers to determine whose facilities have caused the trouble report to be generated.  |        |
| • | If necessary, test cooperatively with service providers to further identify and clear a trouble once it has been sectionalized.                                       |        |

---

This page filed under Transmittal No. 31

Issued: January 31, 2008

Effective: February 15, 2008

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.1 General Responsibilities (Cont'd)****(B) Trouble Reporting Responsibilities (Cont'd)**

- Advise the toll-free subscriber and affected LECs and ICs of the status of trouble clearance. T

**(C) Resp Org Changes**

When a toll-free subscriber requests a change of Resp Org: T

- (1) The current Resp Org will release the toll-free subscriber's SMS/800 records to the receiving (new) Resp Org within two (2) days of the receipt of the request unless the releasing (current) and receiving (new) Resp Orgs negotiate a different release date. Upon completion of the change, the receiving Resp Org will notify the toll-free subscriber that the change has been made. T  
T
- (2) When the receiving Resp Org requests the Company to make the change, upon written request from the receiving Resp Org, which certifies that it has the written authorization of the subscriber, the Company will change an SMS/800 number record to reflect the receiving Resp Org as the Resp Org for that toll-free number, as described in 3.6 following. D

---

This page filed under Transmittal No. 31

Issued: January 31, 2008

Effective: February 15, 2008

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

SMS/800 FUNCTIONS

2. General Regulations (Cont'd)

2.3 Obligations/Responsibilities of the Resp Org (Cont'd)

2.3.2 Service Establishment

(A) In order to access the SMS/800, the Resp Org must first obtain a logon identification (logon ID) code from the Company. In order to obtain a logon ID, the Resp Org must demonstrate that one or more Resp Org employees have been adequately trained in SMS/800 system capabilities and features, including handling customer records, number administration and service provisioning. Requests for logon IDs should be made via Form 6A, which is available on the SMS/800 website, www.sms800.com.

C  
C  
D  
D  
D

Regardless of the method used for obtaining the necessary knowledge, in all cases the SMS/800 training manager will prepare, schedule, and administer a certification test that the prospective Resp Org must pass.

Subsequent to becoming certified by passing the certification test, the Resp Org is expected to use the SMS/800 website to stay informed about the SMS/800 system.

Failure to pass the certification test will result in the following:

- (1) Any applicant that fails the certification test will be required to wait a period of at least one week before requesting that the test be repeated. T
- (2) Any applicant that fails three (3) certification tests will have its application for access to the SMS/800 canceled. T
- (3) After three (3) failures of the certification test, a period of at least six (6) months must elapse between the time the applicant is notified that their application has been canceled and the time the applicant re-applies. Such subsequent applications will be treated as first-time applications.

Resp Orgs interfacing with the SMS/800 on a mechanized basis are required to participate in a series of tests as described in 3.5 following prior to interfacing with the SMS/800 on a mechanized basis.

C  
T

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.2 Service Establishment (Cont'd)**

Access to the SMS/800 will not be granted to individuals requesting access if that individual is known to have either been convicted of a felony within the past 5 years or has incurred an adverse judgment rendered for the wrongful disclosure of proprietary information. Resp Org status can be revoked at any time if the Resp Org is found to have been involved in felonious activities. Violations of proprietary information standards shall be considered justification for revocation of access for the purposes of enforcing this provision.

Before a logon ID is assigned by the Company, the customer/Resp Org must provide the following information:

- Resp Org Name
- Resp Org billing Address
- Resp Org contact name and telephone number (i.e., the only individual that future orders can be accepted from unless this responsibility is subsequently assigned to someone else and the Company is so notified in writing).
- Resp Org first point of contact name and telephone number for trouble reporting and resolution
- Resp Org contact names, telephone numbers and email addresses for primary and alternate billing contacts, i.e., those individuals responsible for retrieving and paying SMS/800 invoices N
- Type of Resp Org access to SMS/800 (i.e., non-dedicated, dedicated terminal, or dedicated mechanized) N
- Access link speed for dedicated links
- Name of Interexchange Carrier (IC) providing the connection
- IC circuit number and service order number
- Circuit installation due date
- For non-dedicated users, the challenge and response token supported by SMS/800 and the seeding information (as further described in 2.7 and 3.3.1 (B)), following N
- Permission class(es) to be associated with each logon ID
- Associated printer for non-dedicated users

Certain material previously on this page now appears on Page 28.2.

**This page filed under Transmittal No. 34**

**Issued: January 29, 2010**

**Effective: February 15, 2010**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.2 Service Establishment (Cont'd)****(B) Assignment of Logon IDs and Passwords**

When the required information has been received, the requested logon IDs will be assigned by the Company. At the time the logon ID is assigned, the Company will establish a temporary password to be associated with the ID. The first time the Resp Org uses the logon ID to access the SMS/800, the temporary password must be changed to one selected by the Resp Org. Mechanized Generic Interface access does not use a password.

M  
|  
M

Certain material on this page originally appeared on Page 28.1.

**This page filed under Transmittal No. 34**

**Issued: January 29, 2010**

**Effective: February 15, 2010**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.3 Obligations/Responsibilities of the Resp Org**

**2.3.3 Representations and Warranties of the Resp Org**

- (A) The Resp Org warrants that it has the right to provide to the Company all information, specifications, and data which it furnishes to the Company under the terms of this tariff.
- (B) The Resp Org warrants that possession and use by the Company of the information which the Resp Org furnishes to the Company under this tariff does not constitute an infringement upon any patent, copyright, trade secret, or other intellectual property right of any third party.

**2.3.4 Claims and Demands for Damages**

C

D

D

- (A) The Resp Org shall defend, indemnify and save harmless the Company from and against any suits, claims, losses or damages, including punitive damages, attorney fees and court costs by the Resp Org or third parties resulting from the neglect or willful misconduct of the Resp Org.

N

N

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.4 Claims and Demands for Damages (Cont'd)**

- (B) With respect to claims of patent infringement made by third persons, the Resp Org shall defend, indemnify, protect and save harmless the Company from and against all claims arising out of the combining with, or use in connection with, the services provided under this tariff, any circuit, apparatus, system or method provided by the Resp Org.
- (C) The Resp Org shall defend, indemnify, protect and save harmless the Company from and against any and all suits, claims, and demands by third persons arising out of the construction, installation, operation, maintenance, or removal of the Resp Org's circuits, facilities, or equipment connected to the Company's services provided under this tariff, including, without limitation, Workmen's Compensation claims actions for infringement of copyright and/or unauthorized use of program material, libel and slander actions based on the content of communications transmitted over the Resp Org's circuits, facilities or equipment, and proceedings to recover taxes, fines, or penalties for failure of the Resp Org to obtain or maintain in effect any necessary certificates, permits, licenses, or other authority to acquire or operate the services provided under this tariff.
- (D) The Resp Org shall defend, indemnify and save harmless the Company from and against any suits, claims, losses or damages, including punitive damages, attorney fees and court costs by the Resp Org or third parties arising out of any act or omission of the Resp Org in the course of using services provided under this tariff.

**2.3.5 System Security**

Resp Orgs will adhere to the following:

- (A) Resp Orgs may access SMS/800 only to the extent required by and incident to the administration and management of their toll-free subscriber's telecommunications services. T
- (B) Resp Orgs may not disclose or use information which may be learned as a consequence of access to SMS/800 except as may be directly required to insure the proper operation of the subscriber's telecommunications service. Resp Orgs must take all reasonable precautions to prevent any other person or entity who does not have a need to know from acquiring such information.

This page filed under Transmittal No. 31

Issued: January 31, 2008

Effective: February 15, 2008

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.5 System Security (Cont'd)**

- (C) Resp Orgs shall take reasonable precautions to avoid disclosure, in whole or in part, of SMS/800 documentation, any related material or any other confidential material except to those who have a need to know incident to the operation of their toll-free subscriber's telecommunications service.
- (D) Resp Orgs shall take all reasonable precautions to maintain the confidentiality of SMS/800 information. Such precautions shall include the use of logon IDs and passwords known only to the Resp Org's individual authorized users and the Company (except that a portion of the logon ID is known to others for systems communications purposes). SMS/800 telephone numbers and non-dedicated access numbers assigned to the Resp Org by the Company, or any aspect of access and sign-on methodology shall not be posted or shared with others under any circumstances. Resp Orgs shall follow normal logoff procedures prior to leaving a terminal unattended. Resp Orgs should report any known or suspected attempt by others to obtain unauthorized access to SMS/800.
- (E) Access into SMS/800 beyond that authorized may result in suspension and/or discontinuance of service as set forth in 2.1.8 preceding and in civil and/or criminal penalties. C

**2.3.6 Protection of SMS/800 Logon Identification Codes and Passwords**

The Resp Org will be responsible for protecting and limiting access to its SMS/800 logon ID password(s), and will be liable for all charges incurred from the use of its logon ID codes and/or password(s), unless such charges arise from the Company's breach of 2.1.1 (D)(2) preceding. In the event the Resp Org suspects the compromise of the security of its logon ID password(s), the Resp Org may request new logon ID password(s). The Company shall effect such code(s) changes at no charge to the Resp Org within twenty-four (24) hours of the Resp Org's request thereof.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.7 Additional Responsibilities of the Resp Org**

- (A) The Resp Org is responsible for accessing the SMS/800 to reserve numbers, to construct and modify toll-free subscriber records and to schedule the date for downloading each record to the necessary databases. The Resp Org is solely responsible for the accuracy of this information, and for assuring that all required information is input or transmitted to the SMS/800 in the proper format as specified in BR 780-004-221, 800 Service Management System User Guide: 800 Service Management, BR 780-004-280, User Guide, Web-Based Access (WBA), and in SR-4592, Service Management System (SMS)/800 Mechanized Generic Interface Specification. The Company may modify that format under the conditions set forth in 2.1.6(C) preceding. T
- (B) The Resp Org will provide and maintain the hardware needed for its interface with the SMS/800. The hardware and link specifications for the SMS/800 are contained in 3.3 following. C
- (C) The Resp Org is responsible for assuring that its number search and number reservation activities are consistent with Section 2.2.2 of this tariff. T

SMS/800 FUNCTIONS

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances

2.4.1 Payment Arrangements

(A) The Resp Org shall pay the Company for services rendered pursuant to this tariff in accordance with the schedule of rates and charges set forth in Section 4 following. The bill cycle will close on the fourteenth day of the month. On the tenth work day of the following month, a bill to the Resp Org for services rendered and charges incurred as set forth in (C) following will be made available by the Company at the SMS/800 website, [www.sms800.com](http://www.sms800.com).<sup>1</sup> Such bill will be based on the schedule of rates and charges and all other applicable provisions of this tariff. The customer shall pay to the Company, within thirty (30) days from the bill issue date, an amount equal to the amount of the bill in accordance with (G) following.

C  
|  
C

If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and a day when Martin Luther King Day, President's Day, Memorial Day, Columbus Day and Veteran's Day are legally observed), payment for such bills will be due from the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

<sup>1</sup> Once the new billing system is active, customers will continue to receive the paper or electronic formats they have been receiving for a period of three months. After that period, the customer's billing contacts will receive email notification that the invoice is available and they will be able to retrieve the invoice in electronic form and pay the invoice.

N  
N  
N  
N

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.1 Payment Arrangements (Cont'd)**

- (B) The Company will, in order to safeguard its interest, require a Resp Org which has a proven history of late payments to the Company, or does not have established credit, or has filed for bankruptcy, to make a deposit prior to or at any time after the provision of a service to the Resp Org to be held by the Company as a guarantee of the payment or rates and charges. C

No such deposit will be required of a Resp Org which is a successor of a company which has established credit and has no history of late payments to the Company unless this successor is one with a proven history of late payments to the Company or which does not have established credit. Such deposit may not exceed the actual or estimated rates and charges for the service for a two month period. The fact that a deposit has been made in no way relieves the Resp Org from complying with the Company's regulations as to the prompt payment of bills.

Such a deposit will be refunded or credited to the account when the Resp Org has established credit or, in any event, after the Resp Org has established a one-year prompt payment record at any time prior to the termination of the provision of the service to the Resp Org. At such time as the provision of the service to the Resp Org is terminated, the amount of the deposit will be credited to the Resp Org's account and any credit balance which may remain will be refunded, unless the deposit has previously been refunded or credited to the Resp Org's account as specified preceding.

In case of a cash deposit, for the period the deposit is held by the Company, the Resp Org will receive interest at the same percentage rate as that set forth in (D) following. Simple interest will be applied for the number of days from the date the Resp Org deposit is received by the Company to and including the date such deposit is credited to the Resp Org's account or the date the deposit is refunded by the Company. Should a deposit be credited to the Resp Org's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the Resp Org's account.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.1 Payment Arrangements (Cont'd)**

- (C) The Company shall bill on a current basis all charges incurred by and credits due the Resp Org under this tariff attributable to services established or discontinued during the preceding billing period.

Resp Org bills will be available on the tenth work day of the month. Work days are considered to be Monday through Friday, excluding holidays or holiday observance days. In case of a holiday or holiday observance, the bill availability date shall be the first non-holiday or non-holiday observance day following such holiday or holiday observance. The actual holidays which can affect the bill availability date are set forth in 2.1.1 (E)(1) preceding. C  
C  
C

- (D) Payments to the Company provided for in this tariff shall, when overdue, be subjected to a late payment charge calculated at an annual rate of twelve percent (12%), applied as simple interest, following the payment due date. If the amount of such interest charge exceeds the maximum permitted by law for such charge, the interest charge shall be reduced to such maximum amount. N  
D

All billing inquiries and disputes should be forwarded, in writing, to:  
SMS/800 Billing Coordinator  
Post Office Box 8122  
Bridgewater, NJ 08807-8122

- (E) The Resp Org may, at its election and upon written notice to the Company, pay directly to the taxing authority or reimburse the Company for any and all sales or use taxes and other similar duties or levies imposed by any authority, government or government agency (other than property taxes and taxes levied on the Company's net income) in connection with the services provided herein.
- (F) The Resp Org may, at its election and upon written notice to the Company, directly contest or require the Company to contest with the imposing jurisdiction, at the Resp Org's expense, any taxes or assessments which the Resp Org may deem to be improperly levied under this tariff. The Company agrees, on request of the Resp Org, to furnish statements evidencing that taxes and assessments for which the Resp Org is responsible hereunder and which the Resp Org has paid to the Company have been paid to the appropriate taxing authority.

**This page filed under Transmittal No. 34**

**Issued: January 29, 2010**

**Effective: February 15, 2010**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Pages 2 through 4**

SMS/800 FUNCTIONS

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment Arrangements (Cont'd)

(G) Payment to the Company shall be made (a) via wire transfer (Fedwire) or Automated Clearing House (ACH) payments to the following account:

Mellon Bank N.A.  
ABA # 043000261  
Account #: 010-1012

or (b) by check, appropriately dated and drawn payable to the order of SMS/800, Inc., which check shall be directed as follows:

SMS/800, Inc.  
P.O. Box 005235  
Philadelphia, PA 19175-5235

or (c) by credit card, with information entered on the SMS/800 website; N  
N

or (d) in such other manner as may be approved by both parties in writing. T

(H) In the event of the lack of adequate computer information at the time of scheduled bill preparation, the billing for the services for which data was unavailable shall be made available as soon as reasonably possible thereafter, and shall include auditable backup detail, and will be made available based on incurred costs at the rates in effect when the service was rendered. All bills will be payable by the customer in accordance with paragraphs (A) through (G) preceding. C  
C  
C  
C

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.1 Payment Arrangements (Cont'd)**

- (I) In case of disputes regarding billing prepared by the Company, the Resp Org shall pay the undisputed amount in accordance with the provisions of (D) preceding and shall immediately thereafter negotiate in good faith with the Company a resolution of the amount in dispute. When the dispute is resolved, the Resp Org or the Company, whichever is applicable shall pay to the other the amount determined to be properly due and owing, together with interest from the original date. Such interest shall be calculated in the manner specified in (D) preceding. C
- (J) For purposes of administering this tariff, all months are assumed to have 30 days. Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this tariff will be prorated to the number of days or major fraction of days based on a 30 day month. Unless specified otherwise, "day" refers to calendar day.
- (K) The Company will, upon request and if available, furnish such detailed information as may reasonably be required for verification of any bill.

**2.4.2 Credit Allowance for Service Interruption****(A) General**

A service is interrupted when it becomes unusable to the Resp Org. For purposes of this tariff, service interruptions shall be considered to be those instances where the Resp Org is unable to access the SMS/800 during a continuous three hour period, except for those periods of scheduled downtime as specified in 2.1.6 preceding, provided such failure to access is caused by the SMS/800 and not the data links connecting the Resp Org to the SMS/800.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.2 Credit Allowance for Service Interruption (Cont'd)****(B) Application of the Credit Allowance**

After the SMS/800 has been inaccessible for a period of three hours or more (except as specified in (A) preceding), a credit allowance shall be granted at the rate of 1/720 of the monthly rates for the following rate elements:

- SMS/800 Access
- Customer Record Administration

The credit allowance shall be granted for each hour or major fraction thereof of the total period that the interruption occurs.

**(C) Limitations on the Credit Allowance for SMS/800 Access**

The SMS/800 Access, the credit allowance for an interruption or series of interruptions shall not exceed the sum of the monthly rates for the rate elements specified in (B) preceding.

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.5 SMS/800 Security Features**

**2.5.1 General**

User accessibility and interface capability are administered by the Company through the assignment of logon identification codes and passwords. Logon identification codes are based on a combination of user classes and security groupings which are associated with each user's responsibilities/job functions.

In general, the SMS/800 security enables the Resp Org to select the appropriate user class to ensure that only authorized users can access specific data. This is accomplished through the establishment of different permissions for different user groups.

**2.5.2 SMS/800 Environment**

The SMS/800 database application operates within information management software environments on mainframe and mid-range computer systems. User access to the mainframe can be accomplished via a non-dedicated connection, such as the Internet, or a dedicated connection.

C  
T

These connections serve as the first tier of a three-tier security system.

**(A) Tier 1 Security – Network Access to SMS/800**

T

**(1) Dial-up Access Peripherals**

D  
|  
D

**(2) Dedicated Access Peripherals**

SMS/800 dedicated access utilizes private, non-public connections between end user and the SMS/800 application.

C  
C

**(3) Non-Dedicated Access Peripherals**

T

SMS/800 non-dedicated access via the public internet uses a personal computer (PC) and Smart Card. An online security system permits access to SMS/800 only to Smart Cards defined in its database.

T  
T

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.5 SMS/800 Security Features (Cont'd)****2.5.2 SMS/800 Environment (Cont'd)****(B) Tier 2 Security -SMS/800 Application Access**

T

SMS/800 application access is independent of an end user's network access. SMS/800 application logons and passwords must be requested from and created by the Company. Each request for SMS/800 application access must be approved and signed by a predetermined, authorized individual of the Resp Org.

C

C

T

The password is independently controlled by the Resp Org and must be changed periodically. Failed logon attempts above a certain threshold will cause the system to revoke a logon ID. The logon ID may be restored by contacting the Company.

T

**(C) Tier 3 Security - SMS/800 User Group Permissions**

T

User group permissions are defined by the Resp Org to match a specific user's needs. A user group can consist of multiple user classes. As such, each user group's access to the SMS/800 application is limited to a specified set of functionalities.

T

T

T

**2.6 Proprietary Information****2.6.1 General**

- (A)** Without limiting the generality of Proprietary Information as defined in 2.7 following, the Company's Proprietary Information shall extend to cover all data regarding the operation of the SMS/800, the interfaces that permit the Resp Org to connect to and use the SMS/800, all of the Company's supporting software systems used in conjunction with the Company's provision of the services specified in this tariff and information displayed on all SMS/800 computer screens accessed by the Resp Org, except to the extent specifically excluded below.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.6 Proprietary Information (Cont'd)****2.6.1 General (Cont'd)**

(B) Without limiting the generality of Proprietary Information, as defined in 2.7 following, the Resp Org's Proprietary Information includes the Resp Orgs' SMS/800 logon identification code(s) as well as individual and compiled listings of the Resp Org's customers, their call processing record(s) information and any other related information insofar as such information is capable of being displayed in tabular (or the electronic equivalent thereof) form, but the Company is granted a limited license to disclose Resp Org Proprietary Information to the extent that it is necessary for the provision of toll-free service to the Resp Org(s), including without limitation, the population of the SMS/800 database, the downloading (and updating) of this information to SCPs, and the disclosure of such information to the specific toll-free Resp Org(s) to which such information corresponds.

T  
T  
D  
T

(C) Information shall be considered Proprietary Information unless and only to the extent that the Receiving Party can demonstrate that such information:

- (1) was or becomes available to the public through no breach of this tariff;
- (2) was previously known by the Receiving Party without any restrictions on its use and disclosure;
- (3) is received from a third party free to disclose such information without restriction;
- (4) is independently developed by the Receiving Party without the use of Proprietary Information of the Disclosing Party; or
- (5) is approved for release by written authorization of the Disclosing Party, but only to the extent of and subject to such conditions as may be imposed in such written authorization.

Proprietary Information shall not include any 800 number, the status of any 800 number, the name of the entity which is the Resp Org for any 800 number and the Resp Org's trouble referral number.

(D) With respect to Proprietary Information, the Receiving Party shall:

- (1) use the Proprietary Information only for the purpose(s) set forth in this tariff;

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.6 Proprietary Information****2.6.1 General (Cont'd)****(D) (Cont'd)**

- (2) restrict disclosure of the Proprietary Information solely to those employees of the Receiving Party and its affiliates and contractors with a "need to know" who are subject to a confidentiality agreement with the "Receiving Party", and not disclose it to any other person or entity without the prior written consent of the Disclosing Party. The confidentiality agreement must limit the use of the Proprietary Information to those activities necessary to complete tasks listed in this tariff and it must contain terms and conditions that will provide the same level of confidentiality as those contained herein. The Resp Org will have access to the confidentiality agreement between the Company and the affiliates and contractors to assure that it provides adequate protection of the Resp Org's Proprietary Information. All of the Resp Org's agreements with affiliates and/or contractors shall contain a provision whereby each Resp Org acknowledges that the SMS/800 contains Proprietary Information of the Company;
- (3) advise those employees, in writing, who gain access to Proprietary Information of their obligations with respect to the Proprietary Information;
- (4) make only the number of copies of the Proprietary Information necessary to disseminate the information to those employees who are entitled to have access to it, and ensure that all confidentiality notices set forth on the Proprietary Information are reproduced in full on such copies;
- (5) safeguard the Proprietary Information with the same degree of care to avoid unauthorized disclosure as recipient uses to protect its own similar confidential and proprietary information;
- (6) disclose the Proprietary information if required by law or regulation to be disclosed, but only to the extent and for the purposes of such required disclosure; provided however, that the Receiving Party shall first notify the Disclosing Party ten (10) days prior to the impending disclosure, or as soon as possible if the Receiving Party has less time to respond; and

C

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.6 Proprietary Information (Cont'd)**

**2.6.1 General (Cont'd)**

**(D) (Cont'd)**

- (7) disclose Proprietary Information in response to a valid order of a court or other government body of the United States or any political subdivisions thereof, but only to the extent of and for the purposes of such required disclosure; provided, however, that the Receiving Party shall first notify the Disclosing Party of the requirement and permit the Disclosing Party to seek an appropriate protective order.

The Company and the Resp Org agree that an impending or existing violation of any provision of Section 2.6 of this tariff would cause irreparable injury for which there would be no adequate remedy at law, and that the harmed party shall be entitled to seek immediate injunctive relief prohibiting such violation, in addition to any other rights and remedies available to it.

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.7 Definitions.**

**Area of Service (AOS):** The geographical area from which a toll-free subscriber can receive calls dialed to its toll-free number. T  
T

**Call Processing:** The sequence of operations performed by a telephone switching system from the time a call is dialed through delivering it to its terminating location.

**Exchange:** A unit generally smaller than a Local Access and Transport Area, established by the telephone company for the administration of communications service in a specified area which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. One or more designated exchanges comprise a given Local Access and Transport Area. T

**Exchange Access:** The provision of local network facilities by local exchange carriers for the purpose of originating or terminating interexchange telecommunications.

**Interexchange Carrier (IC):** Any common carrier authorized by the FCC and/or a state public utility commission to provide interexchange telecommunications.

**Local Access and Transport Area (LATA):** The geographic regions within which a local telephone company can offer exchange access services.

**Local Exchange:** The telephone exchange in which a group of subscriber's lines terminate and where those lines have access to other local exchanges and interexchange carrier networks, also known as an end office or local telephone office.

**Local Exchange Carrier (LEC):** A local telephone company that provides exchange access services. D

D  
D  
D

## SMS/800 FUNCTIONS

## 2. General Regulations (Cont'd)

## 2.7 Definitions (Cont'd)

**North American Numbering Plan (NANP):** The system for assigning 10-digit telephone numbers in North America where the first three numbers represent an area code, the second three a Local Exchange within that area, and the final four digits a particular subscriber's line within the Exchange. T  
T

**Numbering Plan Area (NPA):** In the U.S., a nationwide numbering program for accessing telephone service in geographical regions by area codes.

**Proprietary Information:** Any information or data of a party which is disclosed by that party (the "Disclosing Party") to the other party (the "Receiving Party") under or in contemplation of this tariff and which if in tangible form or other media that can be converted to readable form, is clearly marked as confidential or proprietary when disclosed; or if oral or visual, is identified as confidential or proprietary on disclosure and is summarized in a writing so marked and delivered within ten (10) days following such disclosure.

**Responsible Organization (Resp Org):** The entity that has total responsibility for the account management of a particular toll-free number, including maintaining its customer record in the SMS/800 system. Also, the entity to which logon IDs are assigned. An entity which accesses the SMS/800 to (a) search for and reserve toll-free numbers and (b) create and maintain toll-free number customer records, including call processing records for Exchange and Exchange Access toll-free service. T  
T  
T  
T

**Service Control Points (SCP):** The real-time data base systems in the toll-free service network that contain instructions on how subscribers wish their calls to be routed, terminated, or otherwise processed. T  
T

**Service Management System (SMS/800):** The main administrative support system of toll-free service. It is used to create and update subscriber toll-free records that are then downloaded to SCPs for handling subscriber's toll-free calls. The system is also used by Resp Orgs to reserve and assign toll-free numbers. T  
D  
T

This page filed under Transmittal No. 31

Issued: January 31, 2008

Effective: February 15, 2008

The names, titles and address of the  
tariff's Issuing Officers are located  
on Pages 2 through 4

## SMS/800 FUNCTIONS

## 2. General Regulations (Cont'd)

## 2.7 Definitions (Cont'd)

**Smart Card:** The access token used by non-dedicated users of the SMS/800 which provides security by generating a Pseudo Random Number (PRN) produced by a time based algorithm common to both the token (i.e., card) and the mainframe. The PRN, referred to as "seed" information is loaded into the mainframe. C

**Terminal:** Any desktop device capable of sending or receiving information over a telecommunications channel; generally refers to a personal computer or an executive work station.

**Toll-free Number Administration:** The process of assigning, reserving, and releasing toll-free telephone numbers for public use. T  
T

**Toll-free Number Search and Reservation:** The process of searching the SMS/800 data base to obtain and reserve available toll-free numbers for subscribers. T  
T

**Toll-free Service Provider:** A telecommunications company that offers toll-free services to subscribers; A toll-free Service Provider may be an Interexchange Carrier or a Local Exchange Carrier. T  
T  
T

**Toll-free Service Provisioning:** The process of entering a new toll-free subscriber record into the SMS/800 data base; also deleting or updating any such existing record. T

**Toll-free Subscriber:** Any individual, business, or government agency that has arranged with a LEC or an IC to have a toll-free service, and that has been assigned a toll-free number. T  
T  
T

Certain material previously on this page now appears on Page 45.

**This page filed under Transmittal No. 31**

**Issued: January 31, 2008**

**Effective: February 15, 2008**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Pages 2 through 4**

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.8 800 Interim Relief Measures**

D

D

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.8 800 Interim Relief Measures (Cont'd)**

**2.8.1**

D

**2.8.2**

D

---

**Issued: May 16, 1997**

**Effective: May 31, 1997**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Pages 2 through 4**

**SMS/800 FUNCTIONS**

**2. General Regulations (Cont'd)**

**2.8 800 Interim Relief Measures (Cont'd)**

**2.8.2**

D

**2.8.3**

D

SMS/800 FUNCTIONS

2. General Regulations (Cont'd)

2.8 800 Interim Relief Measures (Cont'd)

2.8.3

D

2.8.4

D

SMS/800 FUNCTIONS

2. General Regulations (Cont'd)

2.8 800 Interim Relief Measures (Cont'd)

2.8.4

D  
|  
D



**SMS/800 FUNCTIONS****3. Service Offerings (Cont'd)****3.1 Service Available to Toll-free Resp Orgs**

T

**3.1.1 Number Search and Reservation**

The SMS/800 provides the Resp Org the ability to search for and reserve ten digit toll-free (NPA-NXX-XXXX) numbers that reside within the database. The results of the search are the current status of a specified number or a display of a spare number. Unless specific instructions are given by the Resp Org, the SMS/800 does a random selection of spare numbers. If the number is spare, the Resp Org can reserve that number for up to 45 calendar days.

T

The status of a toll-free number can be changed by the Resp Org, or in limited cases by the Company. The status can also be changed automatically by the system, based on predetermined criteria contained in the toll-free subscriber's record.

D

Number statuses recognized by SMS/800 are defined in BR 780-004-221, 800 Service Management System User Guide: 800 Service Management.

**3.1.2 Customer Record Creation and Modification**

The Resp Org will have the ability to create new and modify existing toll-free Customer Records in the SMS/800 and schedule the date and time that the records are to be activated at the affected databases. The SMS/800 will update network databases, consistent with the effective date and time stated on the Customer Record.

T

C

The toll-free Customer Record contains all data relevant to a particular toll-free number, including:

T

- a unique toll-free number
- the date the toll-free Service activation or change is to become effective (Effective Date)
- the time the service becomes effective (Time)

D

T

**SMS/800 FUNCTIONS****3. Service Offerings (Cont'd)****3.1 Services Available to Toll-free Resp Orgs (Cont'd)**

T

**3.1.3 Request Reports**

Various types of reports are available to the Resp Org. Reports are described in detail in BR 780-004-220, 800 Service Management System: General Procedures and BR 780-004-221, 800 Service Management System User Guide: 800 Service Management.

- (A) On-line reports are available to specific user classes and can be selected for viewing or printing, depending on the report.
- (B) Various off-line reports are also available, including call sampling reports. Where available, the Company will design call sampling studies and reports in accordance with customer specified criteria, selected from criteria described in the documents referenced above.
- (C) Exception reports are generated by the SMS/800 whenever the SMS/800 is unsuccessful in its attempt to send a subscriber record to one or more SCPs.
- (D) All reports which are printed at a Company location and provided to the Resp Org will be sent via first class U.S. mail unless the Resp Org requests otherwise. If the Resp Org requests that the reports be sent on an expedited basis, the Company will comply with such request and will send the report via an overnight carrier. The overnight carrier will be instructed to bill their shipping charges to the recipient of the expedited reports.

This page filed under Transmittal No. 31

Issued: January 31, 2008

Effective: February 15, 2008

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS**

**3. Service Offerings**

**3.2 Service Assistance Corrective Actions**

As part of the service provided to Resp Orgs, the Company will provide assistance and/or take corrective actions, as necessary, 24 hours daily if the Resp Org experiences difficulty logging on to SMS/800 or performing number search and reservation functions or when the Resp Org cannot create or modify call processing records.

If the Company is unable to solve a problem immediately, Company personnel will advise the Resp Org of the status of the problem at agreed-upon intervals until the problem is resolved or an alternative access arrangement is put into place, whichever occurs first.

**3.3 SMS/800 Access**

Resp Orgs have the option of accessing the SMS/800 via a non-dedicated, or dedicated connection. C  
C  
D  
|  
D

Dedicated access allows a Resp Org to connect directly to the SMS/800 via a Resp Org secured communications link. D  
D

Details pertaining to these communications links are set forth below. It is the responsibility of the Resp Org to secure and maintain the communications links.

Non-dedicated access permits a Resp Org to connect to the SMS/800, via the public Internet by use of a Smart Card for security purposes. Downloading of certain reports is possible with non-dedicated access. C  
C  
C

**This page filed under Transmittal No. 31**

**Issued: January 31, 2008**

**Effective: February 15, 2008**

**The names, titles and address of the tariff's Issuing Officers are located on Title Pages 2 through 4**

**SMS/800 FUNCTIONS**

**3. Service Offerings (Cont'd)**

**3.3 SMS/800 Access (Cont'd)**

**3.3.1 Non-Dedicated Access Requirements**

C

**(A) Equipment**

D  
 D

**(1) Compatible Modems**

D  
 D

D  
 D

**(2) Compatible Terminal Types**

D  
 |  
 D  
 D

**(B) Information Requirements**

Access via non-dedicated connections is accomplished with the use of a Smart Card, as defined in 2.7 preceding. The Resp Org must ensure that the appropriate seed information is programmed in the SMS/800. If the Resp Org obtains the Smart Card from the Company, this will be taken care of by the Company. If the Resp Org uses an existing Smart Card or a card from a different source, the Resp Org must provide the seed information in tape format. The card number and pin number must also be provided.

C

**3.3.2 Dedicated Terminal Access Requirements**

**(A) Equipment**

D  
 D  
 D

**SMS/800 FUNCTIONS**

**3. Service Offerings (Cont'd)**

**3.3 SMS/800 Access (Cont'd)**

**3.3.2 Dedicated Terminal Access Requirements (Cont'd)**

**(A) Equipment (Cont'd)**

**(1) Controllers**

D  
D

D  
D

D  
D

**(2) Terminals**

D

D

D

D

D

**(3) Printers**

D

D

D

**SMS/800 FUNCTIONS**

**3. Service Offerings (Cont'd)**

**3.3 SMS/800 Access (Cont'd)**

**3.3.2 Dedicated Terminal Access Requirements (Cont'd)**

**(B) Information Requirements**

When connecting to the SMS/800 on a MGI or non-MGI dedicated basis, the Resp Org must provide certain information to the SMS/800 Data Center. The address and telephone number are:

C

3199 Pilot Knob Road  
Eagan, MN 55121  
Phone: 888-767-3300, Option 2

C  
C

Information to be provided is identified in UIS-SMS-201 SMS/800 Network Connectivity Guide, which can be obtained from the SMS/800 website, [www.sms800.com](http://www.sms800.com), or by contacting the SMS/800 Data Center.

N  
N  
N  
N  
D

D

**3.3.3 Mechanized Generic Interface (MGI) Access Requirements**

The Resp Orgs may also elect to interface with the SMS/800 on a mechanized basis. The SMS/800 Mechanized Generic Interface (MGI) facilitates the transfer of number administration and customer record administration data between SMS/800 and other Operations Systems (OSs) belonging to the Resp Org in order to support the various operations functions performed by SMS/800. The interface is a two-way interface in the sense that data will flow to and from an OS.

The SMS/800 to OS interface consists of five protocol layers: (1) the physical layer; (2) the link layer; (3) the packet layer; (4) a User Application Layer (UAL); and (5) the User Program Layer (UPL). The physical, packet, and link layers comprise the Transport Service, which provides an error-free communication path for the transfer of data between sites. It relieves application layers of any concern about the way in which reliable data transfer is achieved. UAL provides the Application Service functionality, which performs the necessary high-level protocol functions not supplied by the Transport Service. The functionality includes request/reply correlation, site-to-site confirmation, message queuing, message priority, message segmentation, and system or link failure/recovery. The UPL is concerned with the specific application messages themselves.

**This page filed under Transmittal No. 31**

**Issued: January 31, 2008**

**Effective: February 15, 2008**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS**

**3. Service Offerings (Cont'd)**

**3.3 SMS/800 Access (Cont'd)**

**3.3.3 Mechanized Generic Interface (MGI) Access Requirements (Cont'd)**

The MGI is described in detail in SR-4592, Service Management System (SMS)/800 - Mechanized Generic Interface Specification.

**3.4 Batch Update Process**

In addition to providing for toll-free record creation and modification through direct interaction with the SMS/800, the Company also provides for record creation and modification via a batch update process.

The batch update process allows the Resp Org to transmit information to create, modify or disconnect toll-free numbers electronically. It does not provide for number search and reservation functions. C

Before a Resp Org can use the batch update process, an initial test format must be provided to the Company. A test will be performed per each format submitted to verify the electronic format and to ensure that the Resp Org's record updates are properly generated, acted upon and responded to. Specifications can be found in the document SR-5120, SMS/800 Databases Batch Update and Response Specifications. A charge will be assessed for this testing either on a daily or hourly basis, as set forth in 4.2(F). T

D  
D  
D  
D

When the batch update method is used, the Resp Org will be assessed an additional charge, as set forth in 4.2(F) following.

Reports generated during the batch update process, along with Resp Org input, will be returned to the Resp Org. C  
C

**3.5 Mechanized Generic Interface (MGI) Testing**

Before OS to SMS/800 total system integration, Mechanized Generic Interfaces (MGIs) must be tested thoroughly to confirm data communications integrity. Resp Orgs planning to use the MGI method of access must comply with specific laboratory and field testing requirements prior to being allowed to access the SMS/800 via an MGI. A unique testing logon ID will be assigned for such testing.

**SMS/800 FUNCTIONS****3. Service Offerings (Cont'd)****3.5 Mechanized Generic Interface (MGI) Testing (Cont'd)****3.5.1 Laboratory Test Requirements**

The laboratory test consists of the following test phases: Telcordia Protocol Conformance Testing Facility (verify TCP/IP protocol stack connectivity); User Application Layer (UAL) Testing; User Program Layer (UPL) Testing; and Volume Testing. Detailed testing requirements are set forth in SR-STS-002352, SMS/800 OS Mechanized Generic Interface Industry Test Specifications. C

Any MGI company which expands or enhances its use of MGI access must first complete laboratory testing of the additional functionality, consistent with the above documents. N  
N  
N

**3.5.2 Field Test Requirements**

Field testing will be conducted on a one-on-one basis. Five types of field testing will be conducted. These are: Communications Protocol testing, User Application Layer (UAL) testing, User Programming Layer (UPL) testing, Volume testing and Line Failure/Outage testing. Detailed testing requirements are set forth in SR-STS-002352, SMS/800 OS Mechanized Generic Interface Industry Test Specifications. D

**3.5.3 Test Duration**

Initial MGI testing will take approximately four months. Requests for initial MGI testing must be received at least four months in advance of the proposed testing start date. Additional testing may be requested by the Resp Org, with advance notice. When testing is requested, charges will be assessed, on an hourly basis. T  
C  
C

**3.5.4 Technical References for Testing Requirements**

MGI laboratory tests and field tests are described in detail in SR-STS-002352, SMS/800 OS Mechanized Generic Interface Industry Test Specifications.

**SMS/800 FUNCTIONS****3. Service Offerings (Cont'd)****3.6 Change of Resp Org Performed by the Company**

Upon request from a receiving Resp Org, which certifies that it has the written authorization of the subscriber, the Company will change that portion of a toll-free number record which specifies the Resp Org for that toll-free number. No routing or other service data will be modified. For each change of Resp Org activated by the Company, the requesting party will be assessed the Resp Org Change Charge, as set forth in 4.2(F)(2) following.

Requests for a Resp Org change can be submitted in writing via first class U.S. Mail, facsimile or electronically.

C

Resp Org changes will be performed within two business days from the receipt of the request.

When the Company changes the Resp Org for a toll-free number and a discrepancy occurs, the subscriber and the Resp Orgs involved must resolve the discrepancy among themselves. If the discrepancy resolution requires that the Resp Org designation be corrected, the Resp Org agreeing to request the change must submit a new written Resp Org change request and the Resp Org Change Charge will be billed to that Resp Org.

If a Resp Org change is required due to a Company error, the subscriber's Resp Org will be corrected at no additional charge.

**3.7 Additional Copies of Monthly Bill for SMS/800 Services**

Upon request from a Resp Org, the Company will provide an additional copy of its entire monthly bill for SMS/800 services in electronic form with the same level of detail contained in the original (first) copy of the bill. Resp Orgs must provide the Company with the name, email or physical address and telephone number of the person to whom it should be sent. A charge for each request for an additional bill will be applied in accordance with Section 4.2(F)(3), following.

**SMS/800 FUNCTIONS****4. Schedule of Rates and Charges****4.1 Rate Regulations****4.1.1 Types of Rates and Charges**

There are three types of rates and charges that apply to SMS/800 functions: monthly recurring rates, per request rates and nonrecurring charges. The rates and charges are applied to the various rate elements as set forth in 4.1.2 following.

**(A) Monthly Rates**

Monthly rates are flat recurring rates that apply each month or fraction thereof that a specific rate element is provided. For billing purposes, each month is considered to have thirty (30) days. Once the minimum service period requirements have been fulfilled, monthly rates are adjusted for disconnects (i.e., billing only for that portion of the month that service was provided).

T

**(B) Per Request Rates**

Per request rates apply only when a specific rate element is used. These rates are applied on a per request or transaction basis. Per request rates are accumulated over a monthly period and billed to the Resp Org in terms of the total number of requests.

**(C) Nonrecurring Charges**

Nonrecurring charges are one-time charges that apply for a specific activity that occurs. The types of nonrecurring charges that apply to services provided herein are Service Establishment Charges.

D  
D

**SMS/800 FUNCTIONS****4. Schedule of Rates and Charges (Cont'd)****4.1 Rate Regulations (Cont'd)****4.1.2 Rate Elements**

Following is a brief description of the rate elements applicable to services provided under this tariff.

**(A) Service Establishment**

Service Establishment charges apply for each SMS/800 logon ID assigned to a Resp Org. A nonrecurring charge will be assessed for each logon ID established, except when a new code is established subject to the provisions in 2.3.6 preceding. Different nonrecurring charges will apply for first and additional logon IDs established for the same Resp Org.

When the Company provides additional Smart Cards for use with non-dedicated access, a separate additional nonrecurring charge will be assessed, for each Smart Card defined. When company provides replacement Smart Cards, separate additional nonrecurring charges will be assessed only when the replacement is for reasons other than expiration of the Smart Card or a defective Smart Card.

If a Resp Org's access to SMS/800 service is suspended pursuant to 2.1.8 preceding, access will be restored only after the Resp Org is in compliance with 2.1.8 and a non-recurring fee will be assessed. This charge does not apply to those companies whose SMS/800 service has been discontinued pursuant to 2.1.8. Those companies are required to reapply for new SMS/800 access and pay all fees associated with becoming a Resp Org.

**(B) SMS/800 Access**

Access to the SMS/800 can be via non-dedicated or dedicated connections. Dedicated access requires use of a dedicated port on the SMS/800 system on a full-time basis, other forms of access share ports and other access resources. The monthly recurring rate for non-dedicated access is charged per defined Smart Card. The monthly recurring rate for dedicated access depends on whether the dedicated access is MGI or Non-MGI. Both forms of dedicated access are charged per port to the production SMS/800 data center and per port to the disaster recovery SMS/800 data center. C

**SMS/800 FUNCTIONS****4. Schedule of Rates and Charges (Cont'd)****4.1 Rate Regulations (Cont'd)****4.1.2 Rate Elements (Cont'd)****(C) Customer Record Administration**

The Customer Record Administration Charge applies for each toll-free number associated with a Resp Org. This includes reserved as well as active toll-free numbers.

This element provides for number search and reservation functions, as well as activation and modification of toll-free numbers. When toll-free numbers are activated or discontinued, or information for an toll-free number is changed in the SMS/800, this element also provides for updating the appropriate Data Bases.

As part of the Customer Record Administration function, the Resp Org may also request on-line reports. Reports which do not require the Company to create or print the report are provided as part of this function. T

Exception reports as described in 3.1.3(C) preceding are generated by the SMS/800 and are provided to the Resp Org at no additional charge.

The Customer Record Administration Charge begins on the day after the Resp Org takes control of a toll-free number and ends when the Resp Org relinquishes control of the number or when the number's status is changed to unavailable by the Company for operational or administrative reasons.

**(D) Resp Org Reports**

On-line reports are routinely prepared and delivered to customers or are created by SMS/800 vendors using the SMS/800 Web Reporting System (WRS) and delivered to customers. The effort to produce the on-line reports is very consistent and requires a minimum of effort. Due to these factors and to maintain consistency and predictability for the customer, a "per report" charge is used. C

Off-line reports are customized reports whose creation requires technical analysis and development support by the SMS/800 help desk, software and/or Data Center teams. This support may include preparation of datasets and development of software needed to provide the requested report. The effort required to fulfill each customer request may be different. An hourly charge will apply for the time required to prepare and deliver each off-line report. C

Certain material previously on this page now appears on Page 58.1.

**This page filed under Transmittal No. 33**

Issued: January 30, 2009

Effective: February 15, 2009

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS****4. Schedule of Rates and Charges (Cont'd)****4.1 Rate Regulations (Cont'd)****4.1.2 Rate Elements (Cont'd)****(D) Resp Org Reports (Cont'd)**

Off-line reports are customized reports whose creation requires support by the SMS/800 software and/or Data Center teams. This support may include preparation of datasets and development of software needed to provide the requested report. The effort required to fulfill each customer request may be different. An hourly charge will apply for the time required to prepare and deliver each off-line report.

T

Certain material on this page originally appeared on Page 58  
**This page filed under Transmittal No. 33**

---

**Issued: January 30, 2009**

**Effective: February 15, 2009**

**The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4**

**SMS/800 FUNCTIONS****4. Schedule of Rates and Charges (Cont'd)****4.1 Rate Regulations (Cont'd)****4.1.2 Rate Elements (Cont'd)****(E) Mechanized Generic Interface Activation and Testing**

Hourly rate charges apply for the activation of the Mechanized Generic Interface. These charges apply per Resp Org except when multiple Resp Orgs are part of the same SMS/800 user account, in which case the charge applies per Resp Org company (i.e., the company representing the multiple Resp Orgs).

Prior to interfacing with the SMS/800 on a mechanized basis, the Resp Org is required to participate in a series of tests as described in 3.5 preceding. T  
The Resp Org will be assessed charges on a "per staff hour" or "per staff day" basis for these tests. Like the activation charge, this charge applies to each Resp Org company.

Additional Mechanized Generic Interface Testing is available at the request of the Resp Org. Charges for such additional testing will apply on a "per staff hour" or "per staff day" basis.

**(F) Miscellaneous Functions**

Rates apply for miscellaneous functions on a per request basis. The elements provided are:

(1) Batch Update Processing; and Batch Update Testing, as described in 3.4, preceding; and

(2) Resp Org Changes

Rates apply per toll-free number, when the SMS/800 Help Desk T  
implements a Resp Org change, as described in 3.6, preceding.

(3) Additional Copy of Monthly Bill, as defined in 3.7, preceding.

This page filed under Transmittal No. 31

Issued: January 31, 2008

Effective: February 15, 2008

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

**SMS/800 FUNCTIONS**

**4. Schedule of Rates and Charges (Cont'd)**

**4.1 Rate Regulations (Cont'd)**

**4.1.3 Minimum Service Period**

The minimum period for which charges are applicable for monthly rated services provided under this tariff is one day and the monthly rate will be prorated.

**4.1.4 Bill Level Detail**

Bills will be available to each Resp Org or the Resp Org's designated billing agent on the bill available date specified in 2.4.1 preceding. Billing records will be consolidated at the Resp Org level but will include sufficient service charge detail to enable the Resp Org to verify the accuracy of the bill. C  
C

## SMS/800 FUNCTIONS

## 4. Schedule of Rates and Charges (Cont'd)

## 4.2 Rates and Charges

Following are the rates and charges applicable to SMS/800 functions.

	Monthly Rate	Per Request Rate	Nonrecurring Charge	
(A) Service Establishment				
- Per Logon ID assigned				
- First Logon ID			\$ 576.53	R
- Each Additional Logon ID			\$ 91.40	R
- Per Additional or Replacement Smart Card Defined			\$ 165.43	R
- Service restoration (post suspension)			\$ 129.89	R
(B) SMS/800 Access				
(1) Non-dedicated Access				
- Per Smart Card Defined	\$ 12.91			R
(2) Dedicated Access				
- Non-MGI Access				
- Per Port	\$ 29.27			R
- MGI Access				
- Per Port	\$ 467.31			R
(C) Customer Record Administration				
- Per Toll-free Number	\$ 0.0966			R
(D) Resp Org Reports				
(1) On-line				
- Per report		\$ 40.03		R
(2) Off-line				
- Per Hour		\$ 159.19		
- Per call sampled		\$ 0.006		

All rates and charges on this page expire on February 14, 2012

T

Issued: January 31, 2011

Effective: February 15, 2011

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4

## SMS/800 FUNCTIONS

## 4. Schedule of Rates and Charges (Cont'd)

## 4.2 Rates and Charges (Cont'd)

	Monthly Rate	Per Request Rate	Nonrecurring Charge
<b>(E) Mechanized Generic Interface Testing</b>			
- Additional Resp Org Requested Testing			
- Per Staff Day of Testing			\$ 1480.00
- Per Staff Hour of Testing			\$ 185.00
<b>(F) Miscellaneous Functions</b>			
(1) Batch Update			
- Per file processed		\$ 28.10	I
Batch Update Testing			
- Per Staff Day of Testing		\$ 652.25	
- Per Staff Hour of Testing		\$ 81.53	
(2) Resp Org Change Charge			
- Per Request			
- Per Toll-free Number Changed		\$ 10.44	R
(3) Additional Copy of Monthly Bill, or Part			
- Per Copy of Bill, or Part		\$ 7.65	I

All rates and charges on this page expire on February 14, 2012

T

Issued: January 31, 2011

Effective: February 15, 2011

The names, titles and address of the  
tariff's Issuing Officers are located  
on Title Pages 2 through 4