

**SMS/800 FUNCTIONS****CHECK SHEET**

Title page 1 and Pages 1 through 68 inclusive of this tariff are effective as of the date shown. Original and revised Pages as named below 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	33	Original	66	Original
1	2nd*	34	Original	67	2nd*
2	Original	35	Original	68	2nd*
3	1st*	36	Original		
4	1st*	37	Original		
5	1st*	38	1st*		
6	Original	39	1st*		
7	Original	40	1st*		
8	1st*	41	Original		
9	Original	42	Original		
10	2nd*	43	Original		
11	2nd*	44	1st*		
12	1st	45	Original		
13	1st*	46	Original		
14	Original	47	Original		
15	Original	48	Original		
16	1st*	49	Original		
17	Original	50	1st*		
18	Original	51	1st*		
19	Original	52	Original		
20	1st*	53	Original		
21	1st*	54	1st*		
22	Original	55	1st*		
23	Original	56	1st*		
24	Original	57	1st*		
25	Original	58	1st*		
26	1st*	59	Original		
27	1st*	60	1st*		
28	1st*	61	Original		
29	Original	62	1st*		
30	1st*	63	1st*		
31	1st*	64	1st*		
32	1st*	65	1st*		

\* New or revised page

**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>	38	
2.4.1 Payment Arrangements	38	
2.4.2 Credit Allowance for Service Interruption	42	
<b>2.5 SMS/800 Security Features</b>	44	
2.5.1 General	44	
2.5.2 SMS/800 Environment	44	
<b>2.6 Proprietary Information</b>	45	
2.6.1 General	45	
<b>2.7 Definitions</b>		
Area of Service (AOS)	49	
Call Processing	49	
Exchange	49	
Exchange Access	49	
Interexchange Carrier (IC)	49	
Local Access and Transport Area (LATA)	49	
Local Exchange	49	
Local Exchange Carrier (LEC)	49	
Mechanized Generic Interface (MGI)	50	N
North American Numbering Plan (NANP)	50	
Numbering Plan Area (NPA)	50	
Proprietary Information	50	
Responsible Organization (Resp Org)	50	
Service Control Points (SCP)	50	
Service Management System (SMS)	50	

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

	<b>Page No.</b>	
<b>2. General Regulations (Cont'd)</b>		
<b>2.7 Definitions</b>	51	
Security Key	51	T
Terminal	51	
Toll-free Number Administration	51	
Toll-free Number Search and Reservation	51	
Toll-free Service Provider	51	
Toll-free Service Provisioning	51	
Toll-free Subscriber	51	
		D
<b>3. Service Offerings</b>	52	
<b>3.1 Services Available to Toll-free Resp Orgs</b>	53	
3.1.1 Number Search and Reservation	53	
3.1.2 Customer Record Creation and Modification	53	
3.1.3 Request Reports	54	
<b>3.2 Service Assistance Corrective Actions</b>	55	

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

	<b>Page No.</b>	
<b>3. Service Offering (Cont'd)</b>		
<b>3.3 SMS/800 Access</b>	55	
3.3.1 Non-Dedicated Access Requirements	56	
3.3.2 Dedicated Terminal Access Requirements	57	T
3.3.3 Mechanized Generic Interface (MGI) Access Requirements	57	
<b>3.4 Batch Update Process</b>	58	
<b>3.5 Mechanized Generic Interface (MGI) Testing</b>	58	
3.5.1 Laboratory Test Requirements	59	
3.5.2 Field Test Requirements	59	
3.5.3 Test Duration	59	
3.5.4 Technical References for Testing Requirements	59	
<b>3.6 Change of Resp Org Performed by the Company</b>	60	
<b>3.7 Additional Copies of Monthly Bill</b>	60	

## **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
- IC - Interexchange Carrier
- ID - Identification

D

**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 (<http://www.sms800.com>).

T

BR 780-004-221 Issue 41 Rev 3	User Guide: 3270 June 2014	Available: June 2014	C
BR 780-004-280 Issue 25 Rev 3	User Guide: Web-Based Access (WBA) January 2015	Available: January 2015	C
BR 780-004-227 Issue 20 Rev 1	User Guide: 3270 Service Provider Reports October 2014	Available: October 2014	C
BR 780-004-282 Issue 15	User Guide: Web-Based Reporting System (WRS) January 2015	Available: January 2015	C

**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 (<http://www.sms800.com>). T

SR-4592	SMS/800 Mechanized Generic Interface (MGI) Specification		
Issue 17 Rev 4	June 2014	Available: June 2014	C
SR-4592 Addendum	SMS/800 MGI Industry Test Plan		
Issue 16	January 2012	Available: March 2012	
SR-5120	CR Batch Update and Response Specification		
Issue 6	January 2012	Available: March 2012	
UIS-SMS-201	SMS/800 Data Center Network Connectivity Guide		
Version 6	December 2013	Available: December 2013	

## 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.

Historically only the 800 Service Access Code 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 terms "800 number" and "toll-free number" throughout this tariff refer equally to all open toll-free codes.



## 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 Help Desk 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 listed 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 following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.
- (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.

**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 fire, flood, explosion, war, strike, embargo, failure of carriers or suppliers, government requirement, civil or military authorities, act of God or by the public enemy, or other similar causes beyond the control of the company, subject to the Credit Allowance for a Service Interruption as set forth in 2.4.2 following. C  
C  
C  
C  
C

**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.

**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 once a month and will last for approximately four (4) hours per event, except for the annual disaster recovery exercise that will last for up to twelve (12) hours. Resp Orgs will be notified of scheduled downtime at least fourteen (14) days in advance of the scheduled downtime event.

C  
C  
C  
C

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.

**(B) NPA Splits/Overlays**

C

Resp Orgs will be notified of NPA splits and overlays 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

**(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.

**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 for 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: T

- 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.

## 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 manages and administers 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).

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.
- 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 affect LEC and/or IC traffic loads.
- 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.
- Treat all subscriber information as confidential unless otherwise instructed by the subscriber.

T

Further guidelines are defined following.

**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**

(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

(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.

(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.

(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.

(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

(6) Each Resp Org can have a maximum of 3% of the quantity of available numbers reserved at any given time.

**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.

**(C) Resp Org Changes**

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

- (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.
- (2) As described in 3.6 following, 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.

T

T

**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 the Service Establishment form, which is available on the SMS/800 website, <http://www.sms800.com>. T

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.
- (2) Any applicant that fails three (3) certification tests will have its application for access to the SMS/800 canceled.
- (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.



**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
- Type of Resp Org access to SMS/800 (i.e., non-dedicated, dedicated terminal, or dedicated mechanized)
- 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
- Permission class(es) to be associated with each logon ID

D

**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, <http://www.sms800.com>. 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.

T

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.

T

D  
D  
D  
D

**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 of rates and charges.

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.

T

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 2.4.1(A) preceding.

T

- (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.

All billing inquiries and disputes should be forwarded, in writing, to:

SMS/800 Billing  
Coordinator Post  
Office Box 8122  
Bridgewater, NJ  
08807-8122

(E)

D  
D  
D  
D  
D  
D

(F)

D  
D  
D  
D  
D  
D  
D  
D

**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

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

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

D

**(1) Dedicated Access Peripherals**

T

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

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

T

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

T

T

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.7 Definitions (Cont'd)**

**Mechanized Generic Interface (MGI):** A machine-to-machine interface that supports Resp Orgs that have their own MGI client application to perform a subset of SMS/800 functions (including core functions of searching and reserving toll-free numbers and creating/updating Customer Records (CRs) for toll-free numbers). N  
N  
N  
N  
N

**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.

**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.

**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.

**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.

**SMS/800 FUNCTIONS****2. General Regulations (Cont'd)****2.7 Definitions (Cont'd)**

**Security Key:** A mechanism to perform two-factor authentication for access to the SMS/800 system.

C  
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.

**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.

**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.

**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.

**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.

D  
D  
D  
D  
D

**SMS/800 FUNCTIONS****3. Service Offerings (Cont'd)****3.1 Services Available to Toll-free Resp Orgs (Cont'd)****3.1.3 Request Reports**

Various types of reports are available to the Resp Org. Reports are described in detail in BR 780-004-227, User Guide: 3270 Service Provider Reports, BR 780-004-282, User Guide: Web-Based Reporting System (WRS) and BR 780-004-280, User Guide: Web-Based Access (WBA).

- (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, or electronically if requested and such electronic transmission of the report is feasible. The overnight carrier will be instructed to bill their shipping charges to the recipient of the expedited reports.

T  
C  
C  
C



## SMS/800 FUNCTIONS

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

#### 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.

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

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 Security Key for security purposes. Downloading of certain reports is possible with non-dedicated access.

T

**SMS/800 FUNCTIONS****3. Service Offerings (Cont'd)****3.3 SMS/800 Access (Cont'd)****3.3.1 Non-Dedicated Access Requirements**

D

D

D

D

Access via non-dedicated connections is accomplished with the use of a Security Key, as defined in 2.7 preceding. Security keys will be provided by the Company upon request. Security keys from other sources will not be added to the SMS/800 secure environment.

C

C

C

D

D

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**

T

D

When connecting to the SMS/800 on a MGI or non-MGI dedicated basis, the Resp Org must provide certain information to the Company.

C

D

D

D

D

Information to be provided is identified in UIS-SMS-201 SMS/800 Data Center Network Connectivity Guide, which can be obtained from the SMS/800 website, <http://www.sms800.com>, or by contacting the SMS/800 Help Desk at 888-767-300, Option 1.

T

C

**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.

## **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, SMS/800 Mechanized Generic Interface (MGI) 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.

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, CR Batch Update and Response Specification. A charge will be assessed for this testing either on a daily or hourly basis, as set forth in 4.2(F).

T

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.

#### **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)****3.6 Change of Resp Org Performed by the Company**

Upon request from a receiving Resp Org, which certifies that it has the written authorization (letter of agency) of the subscriber and has submitted such authorization to the Company, 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.

N  
N

Requests for a Resp Org change can be submitted in writing via first class U.S. Mail, facsimile or electronically via the SMS/800 website (<http://www.sms800.com>).

T

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 through the Company's Help Desk, 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.

N

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 at no additional charge. 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.

**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 Security Keys for use with non-dedicated access, a separate additional nonrecurring charge will be assessed, for each Security Key defined.	T
When company provides replacement Security Keys, separate additional nonrecurring charges will be assessed only when the replacement is for reasons other than expiration of the Security Key or a defective Security Key.	T

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 service restoration 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.	T
---	---

**(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 Security Key. 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.	T
---	---

**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 a toll-free number is changed in the SMS/800, this element also provides for updating the appropriate databases.

T  
T

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.

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.

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.

**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)**D  
D  
D  
D  
D  
D

For call sampling reports, a per call sampled charge will apply in addition to the offline report charges. These reports may also be limited as to their availability through SCPs or other service providers. Reports are described in detail in User Guide 3270 Service Provider Reports (BR 780-004-227) and User Guide: Web-Based Reporting System (WRS) (BR 780-004-282).

N  
N  
N  
N  
N  
N



**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 entity (i.e., the company representing the multiple Resp Orgs).

T

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. 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 Company implements a Resp Org change, as described in 3.6, preceding.

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			\$ 614.28	R
- Each Additional Logon ID			\$ 97.39	R
- Per Additional or Replacement Security Key Defined			\$ 200.88	T
- Service restoration (post suspension)			\$ 129.35	TR
(B) SMS/800 Access				
(1) Non-dedicated Access				
- Per Security Key Defined	\$ 20.41			TR
(2) Dedicated Access				
- Non-MGI Access				
- Per Port	\$ 26.27			R
- MGI Access				
- Per Port	\$ 178.68			R
(C) Customer Record Administration				
- Per Toll-free Number	\$ 0.0948			I
(D) Resp Org Reports				
(1) On-line				
- Per report		\$ 33.70		R
(2) Off-line				
- Per Hour		\$ 173.98		R
- Per call sampled		\$ 0.006		

**All rates and charges on this page expire on February 14, 2016**

**Issued: January 30, 2015**

**Effective: February 15, 2015**

**President and CEO**  
197 State Route 18 South, Suite 3000  
East Brunswick, NJ 08816

**SMS/800 FUNCTIONS****4. Schedule of Rates and Charges (Cont'd)****4.2 Rates and Charges (Cont'd)**

	<b>Monthly Rate</b>	<b>Per Request Rate</b>	<b>Nonrecurring Charge</b>
<b>(E) Mechanized Generic Interface Testing</b>			
- Additional Resp Org Requested Testing			
- Per Staff Day of Testing			\$ 1560.00
- Per Staff Hour of Testing			\$ 195.00
<b>(F) Miscellaneous Functions</b>			
(1) Batch Update			
- Per file processed		\$ 21.76	R
Batch Update Testing			
- Per Staff Day of Testing		\$ 669.95	R
- Per Staff Hour of Testing		\$ 83.74	R
(2) Resp Org Change Charge			
- Per Request			
- Per Toll-free Number Changed		\$ 10.86	R

**All rates and charges on this page expire on February 14, 2016****Issued: January 30, 2015****Effective: February 15, 2015**

**President and CEO**  
 197 State Route 18 South, Suite 3000  
 East Brunswick, NJ 08816