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## **INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup>**

### **Description**

Integrated Services Digital Network (ISDN) Direct is a telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data and packet switched data signals on an incoming and outgoing basis utilizing Integrated Services Digital Network architecture as recommended by the International Telephone and Telegraph Consultative Committee (CCITT) and the American National Standards Institute (ANSI), as defined by Bellcore Technical References, and consistent with the North American ISDN Users Forum (NIUF) Implementation Agreements (specifically, Implementation Agreements NIU.301 and NIU.302).

ISDN Direct provides the customer with the ability to combine Circuit Switched Voice, Circuit Switched Data and Packet Switched Data services over a single ISDN Direct line.

The two 64 Kbps "B" channels are used to transmit any combination of Circuit Switched Voice, Circuit Switched Data or high speed Packet Switched Data services.

The "D" channel is used to carry network signaling and user-originated Packet Switched Data at speeds up to 9.6 Kbps.

ISDN Direct service is available as a residence or business service.

The service is available from specially equipped digital switching equipment located in the Company's central offices and will be provided where facilities permit and where capacity is available.

### **Terms and Conditions**

Where available, a maximum of eight devices may be connected directly to the ISDN Direct line. Only two of these devices are permitted to access the two "B" channels at the same time.

A variety of standard and optional features and capabilities are offered. The availability and functions of the features may vary by serving central office.

/1/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Terms and Conditions (cont'd)**

ISDN Direct lines are also subject to End User Common Line (EUCL) charges as filed by the Ameritech Operating Companies in Tariff F.C.C. No. 2 and in the Service Guide. The customer shall be liable for all adjustments to the EUCL charge per ISDN Direct line, per month, as authorized or mandated by the Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction).

The prices shown for ISDN Direct are exclusive of local and toll charges and associated customer premises equipment.

Distance Extension charges, as specified herein, will apply for customers served beyond the normal transmission range specified in the ISDN Interface Specifications.

When a customer specifically requests this service from a different serving central office, OPTINET Base Rate, as found in Part 15, prices will apply. Customers provided this service arrangement will require three Interexchange Mileage component charges and six Channel Mileage Termination charges for each ISDN Direct line they purchase.

In cases where the customer's premises are in Independent Telephone Company (ITC) serving areas, the Company will assess Base Rate Interexchange Mileage charges only to the point of meet with the ITC or intermediate ITC. Charges for ITC services will be assessed by the ITC.

Charges for other services normally applied on a per line basis apply on a per channel basis for this service.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Terms and Conditions (cont'd)**

All customer provided equipment used to interface with ISDN Direct service is required to conform with the Technical Reference Specifications as used by the Company and found in the following publication:

<u>Subject</u>	<u>Technical Reference</u>
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ISDN	
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Interface Specifications	AM-TR-NIS-000068
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The Technical Reference can be obtained from:

APEX Support Team  
(734) 523-7348

Residential ISDN customer premises equipment must be Class B compliant as set forth by the Code of Federal Regulations 47 CFR PART 15, Subpart A, Section 15.3 Paragraph I.

**Channel Services**

ISDN Direct lines are provided as either National or Custom lines based on the following:

National ISDN lines offer features and capabilities which are standardized with the different types of central office switches. In addition, standard customer premises equipment is required.

Custom ISDN lines offer features and capabilities which are proprietary to different types of central office switches. The subscriber may utilize proprietary or other compatible customer premises equipment.

**Circuit Switched Voice Service**

Provides the ability to originate and receive circuit switched voice calls, as well as an electronic key set capability over a 64 Kbps "B" channel. Toll charges, if applicable, will be applied as specified in Part 9, Section 1 of this Service Guide. Toll charges for business customers may also be found in Part 9, Section 3 of this Service Guide.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Voice Service (cont'd)**

The following voice capabilities are standard:

Analog Line Appearance - Allows analog lines to have a line appearance on the ISDN CPE with circuit switched voice service. This capability is limited to analog lines that exist in the same switching entity that provides the ISDN Direct service. This capability may result in the loss of some features and/or functionality on the analog line.

Call Hold - Allows the customer to place a call on hold at the central office, making the channel available for another call (either incoming or outgoing). This can be done through software in the customer's equipment or, often, by depressing a properly programmed button on the customer's telephone equipment.

Call Transfer - Incoming and outgoing calls may be transferred to other lines. The customer initiating the transfer is responsible for any local or toll charges on transferred calls.

Called Number Display - The called number is displayed on compatible customer premises equipment when an outgoing call is placed.

Caller ID - The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received. The Caller ID feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.

Conference Calling-3 Way - Allows a user to hold incoming or outgoing calls, initiate another call, then return to the original call, adding on the last party.

Denied Origination - Allows call terminations, but prevents the origination of a call.

Denied Termination - Allows call originations, but prevents the termination of a call.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>/1/</sup> DIRECT (cont'd)**

**Circuit Switched Voice Service (cont'd)**

The following voice capabilities are standard: (cont'd)

Hunting - Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ISDN station or an analog line. The types of hunting are limited to Series Completion, Multi-Line and Circular. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving central offices.

Multiple Call Appearance - Provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device). This feature may impact the use of Shared Call Appearance in certain serving central offices.

Shared Call Appearance - Provides the capability to terminate telephone numbers from one ISDN station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion Capabilities are available in this arrangement.

The following voice capabilities are optional:

Additional Call Offering - Provides notification to an ISDN user that a call directed to that user is present at the service switch, even though no B-Channel can be allocated for the call. Once notified, the user may free up a B-Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Voice Service (cont'd)**

The following voice capabilities are optional: (cont'd)

Additional Multiple Call Appearances - Provides additional call appearances, beyond the initial four appearances, of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access.

Alternate Answering - Provides an automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is not answered by a specified number of rings. Where technically available, and facilities permit, this feature can be provided intraoffice, interoffice, or to a Direct Inward Dialing group. (Refer to Part 7 for applicable charges.)

The customer is responsible for the payment of any applicable station-to-station charges for each call between the customer's telephone and the telephone to which calls are to be transferred. These station-to-station charges apply to billable calls that are answered at the telephone to which the calls are being forwarded, including person-to-person and collect calls, even though they may not be accepted at the answering telephone.

Automatic Callback - Enables a customer to automatically redial the most recent call received by activating the Automatic Callback activation code. This activation causes the network to return the last call the customer received and that call need not have been answered. In this case, the customer who invokes Automatic Callback may be doing so blindly, without knowledge of the original caller's identity or directory number. Therefore, the activation of this feature may result in the return of a long distance call if the last number stored is within the Advance Custom Calling service area, but outside of the customer's Local Calling Area. The Automatic Callback customer is responsible for the applicable Station-to-Station charges for each activation that results in the completion of a chargeable call. (Refer to Part 7 for applicable charges.)

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Voice Service (cont'd)**

The following voice capabilities are optional: (cont'd)

Busy Line Transfer - Provides an automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is busy. Where technically available, and facilities permit, this feature can be provided intraoffice, interoffice or to a Direct Inward Dialing group. When this feature is provided on an exchange line with Call Waiting service, Call Waiting service takes precedence unless the Call Waiting cancel feature has been inactivated. (Refer to Part 7 for applicable charges.)

The customer is responsible for the payment of any applicable station-to-station charges for each call between the customer's telephone and the telephone to which calls are to be transferred. These station-to-station charges apply to billable calls that are answered at the telephone to which the calls are being forwarded, including person-to-person and collect calls, even though they may not be accepted at the answering telephone.

Call Forwarding - Permits a customer to automatically forward (transfer) all incoming calls to another telephone number, during the period this service feature is activated. (Refer to the Service Guide for applicable rates.)

The Call Forwarding customer is responsible for the payment of any applicable station-to-station charges for each call between the Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The charge applies to billable calls that are answered at the telephone to which the calls are being forwarded, person-to-person, and collect calls even though they may not be accepted at the answering telephone.

The quality of transmission of forwarded calls may vary depending on the distance and the routing necessary for the completion of a call. Therefore, the normal grade end-to-end transmission is not guaranteed on any forwarded calls.

/1/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Voice Service (cont'd)**

The following voice capabilities are optional: (cont'd)

Call Screening - Gives the customer the ability to prevent repeated calls from a caller whose directory number may or may not be known. Immediately after having received a nuisance call, the called customer may hang up and dial a service access code which causes the network to deny the nuisance caller the ability to ring the customer's telephone. Further calls to the customer are screened by originating directory number, and rejected calls terminate in an appropriate announcement. In addition, the customer may optionally input a list of directory numbers from which he does not wish to receive any calls. (Refer to Part 7 for applicable charges.)

All customer-provided equipment used to interface with CNAM is required to conform with the Technical Reference Specifications as used by the Company and found in Technical References TR-NWT-000033, TR-TSY-000031 and TR-NWT-001188.

Intercom Calling - This capability allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that, one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

Message Waiting Indicator - Provides the ability to indicate to the ISDN station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Voice Service (cont'd)**

The following voice capabilities are optional: (cont'd)

Repeat Dialing - Enables the customer to automatically redial a call to the last number dialed by activating the Repeat Dialing activation code which requests the network to periodically retry the call. Intended primarily to help a customer reach someone whose line is busy, the service is activated independent of the disposition of the prior call. The network periodically tests the status of the called line. When it is found idle and the calling line is also idle, the calling line rings in a distinctive pattern indicating a callback. If the calling customer answers, the network attempts to set up the call. If the calling party fails to answer, distinctive ringing is terminated by the time out, and the retry interval is increased. Repeat Dialing remains in effect for at most 30 minutes. A customer may have several calls being Repeat Dialed to different parties at the same time. (Refer to Part 7 for applicable charges.)

Secondary Telephone Number - Provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

Station-Controlled Conference (6 Port) - Allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.

Speed Calling-8 - Permits a subscriber to place local and long distance calls to a pre-selected group of eight (8) telephone numbers by dialing abbreviated codes. The code capacity is reduced from eight to six codes when used with Call Transfer. (Refer to the Service Guide for applicable rates.)

Speed Calling-30 - Permits a subscriber to place local and long distance calls to a pre-selected group of thirty (30) telephone numbers by dialing abbreviated codes. (Refer to the Service Guide for applicable rates.)

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Data Service**

The following data capabilities are standard: (cont'd)

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted. ISDN Data usage applies at charges shown elsewhere in this Section.

Caller ID - The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received. The Caller ID feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.

Clear Channel Capability - Clear channel capability is provided since all signaling and control functions are handled by the "D" channel. This allows all 64 Kbps on each "B" channel to be used for customer information over the ISDN Direct line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between the ISDN Direct line and the distant end of the call.

Denied Origination - Allows call terminations, but prevents the origination of a call.

Denied Termination - Allows call originations, but prevents the termination of a call.

Hunt Group for Shared Data Access - Provides for the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Series Completion, Multi-Line, and Circular.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Data Service (cont'd)**

The following data capabilities are optional: (cont'd)

Additional Call Offering - Provides notification to an ISDN user that a call directed to that user is present at the service switch, even though no B-Channel can be allocated for the call. Once notified, the user may free up a B-Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

Alternate Answering - Provides an automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is not answered by a specified number of rings. Where technically available, and facilities permit, this feature can be provided intraoffice, interoffice, or to a Direct Inward Dialing group. (Refer to Part 7 for applicable charges.)

The customer is responsible for the payment of any applicable station-to-station charges for each call between the customer's telephone and the telephone to which calls are to be transferred.

Busy Line Transfer - Provides an automatic transfer of all incoming calls to a fixed telephone number when the called telephone number is busy. Where technically available, and facilities permit, this feature can be provided intraoffice, interoffice or to a Direct Inward Dialing group. When this feature is provided on an exchange line with Call Waiting service, Call Waiting service takes precedence unless the Call Waiting cancel feature has been inactivated. (Refer to Part 7 for applicable charges.)

The customer is responsible for the payment of any applicable station-to-station charges for each call between the customer's telephone and the telephone to which calls are to be transferred.

Call Forwarding - Permits a customer to automatically forward (transfer) all incoming calls to another telephone number, during the period this service feature is activated. (Refer to the Service Guide for applicable rates.)

/1/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Circuit Switched Data Service (cont'd)**

The following data capabilities are optional: (cont'd)

The Call Forwarding customer is responsible for the payment of any applicable station-to-station charges for each call between his Call Forwarding equipped telephone and the telephone to which the call is being forwarded.

The quality of transmission of forwarded calls may vary depending on the distance and the routing necessary for the completion of a call. Therefore, the normal grade end-to-end transmission is not guaranteed on any forwarded calls.

**Alternate Circuit Switched Voice/Circuit Switched Data Service**

Provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data Calls over a single "B" channel, but not simultaneously. Data calls are subject to ISDN Data Usage.

See Circuit Switched Voice and Circuit Switched Data services for standard and optional features.

**Packet Switched Data-B Channel**

Provides the exclusive ability to originate and receive X.25 packet switched data calls over the 64 Kbps "B" channel.

Standard capabilities and features for Packet Switched Network lines using X.25 are included.

Provides up to 128 logical channels and throughput of up to 19.2 Kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the charges shown in Section 6 - Packet Switched Network (PSN) Services.

/1/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.

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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Packet Switched Data-B Channel (cont'd)**

The following data capabilities are optional: (cont'd)

On-Demand Packet Switched Data-B Channel

This capability allows a user to request that a connection be established to provide the ability to originate and receive X.25 packet switched data calls over the 64 Kbps "B" channel.

Standard capabilities and features for Packet Switched Network lines using X.25 access are included.

Provides up to 128 logical channels and throughput of up to 19.2 Kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the charges shown in Section 6 - Packet Switched Network (PSN) Services.

Packet Switched Data-D Channel

Provides the ability to originate and receive X.25 packet switched data calls over the 16 Kbps "D" channel.

Standard capabilities and features for Packet Switched Network lines using X.25 access are included.

Provides up to 32 logical channels and throughput of up to 9.6 Kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Network lines using X.25 are available at the charges shown in Section 6 - Packet Switched Network (PSN) Service.

/1/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/3/</sup> (cont'd)**

ISDN Direct is available as a residence or business exchange service. Charges for EUCL and optional features such as Custom Calling services are based upon the customer's class of service.

Service ordering and line connection charges as specified in Part 3 are also applicable for the establishment of ISDN Direct.

**Service Elements and Optional Features:**

Description /Billing Code/	Nonrecurring Charge	Per Month
ISDN Direct Line provisioned with one service:		
Circuit Switched Voice Service Element "B" Channel		
residence /LTQ5X/	\$ 65.00	\$ 26.50
business /LTQ5X/	65.00	47.00
Circuit Switched Data Service Element /LTQ6X <sup>/1/</sup>	65.00	23.50
Alternate Circuit Switched Voice/Data Service Element /LTQ1X <sup>/1/</sup>	65.00	53.00
Packet Switched Data "B" Channel /LTQ3X <sup>/2/</sup>	150.00	100.50
On-Demand Packet Switched Data "B" Channel /LTH7X <sup>/2/</sup>	100.00	41.50

/1/ ISDN Data Usage applies. See Part 20, Section 4.

/2/ Packet Switched Network Usage applies.

/3/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/2/</sup> (cont'd)**

**Service Elements and Optional Features: (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Per Month
Packet Switched Data "D" Channel per device /LTQ4X/ <sup>/1/</sup>	\$65.00	\$22.00
Distance Extension beyond normal transmission range /XTN/ Per Location	-	22.50
per initial ISDN Direct Line	45.00	
per subsequent ISDN Direct Line	20.00	
Additional Call Offering /NCO/	5.00	2.50
Additional Multiple Call Appearances, each /ACSPB/	1.50	3.00
Intercom Calling /NZV/	5.00	2.50
Secondary Telephone Numbers, each /DO6/	2.00	3.00
Station Controlled Conference-6 Port /EQ6/	15.00	14.00
Message Waiting Indicator, each /MLN/	5.00	2.50
Service on 2 <sup>nd</sup> "B" Channel		
Circuit Switched Voice Service Element "B" Channel /AAQ5X/	15.00	31.50

/1/ Packet Switched Network Usage applies.

/2/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/4/</sup> (cont'd)**

**Service Elements and Optional Features: (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Per Month
Service on 2 <sup>nd</sup> "B" Channel (cont'd)		
Circuit Switched Data Service Element "B" Channel /AAQ6X//1/	\$ 15.00	\$ 8.00
Alternate Circuit Switched Voice/Data Service Element /AAQ1X/ <sup>/1/</sup>	15.00	37.50
Packet Switched Data "B" Channel /AAQ3X/ <sup>/2/</sup>	100.00	85.00
On-Demand Packet Switched Data "D" Channel /AAQ7X/ <sup>/2/ /3/</sup>	50.00	20.00
Packet Switched Data "D" Channel per device /AAQ4X/ <sup>/2/</sup>	15.00	6.50
Subsequent Changes Charges		
Circuit Switched Data or Packet Switched Data Service		
Activate or change a standard feature per "D" channel, per occasion /REA1S/	15.00	-
per "D" channel service, per occasion /REA1T/	15.00	-

/1/ ISDN Data Usage applies. See Part 20, Section 4.

/2/ Packet Switched Network Usage applies.

/3/ Also applies when an On-Demand Packet is provided in association with another "B" Channel service.

/4/ Effective August 11, 1997, no new installations and changes to existing Integrated Services Digital Network (ISDN) Direct will be accepted.



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**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT<sup>/1/</sup> (cont'd)**

**Service Elements and Optional Features: (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Per Month
Subsequent Changes Charges (cont'd)		
Circuit Switched Voice		
Activate or change a standard or move a line or feature appearance per channel /REA1H/	\$ 7.50	-
Change from a Custom ISDN line to be a National ISDN line or vice versa /REA1U/	15.00	-
Current charges apply for a telephone number change		

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