

Price Caps

This filing qualifies as a new service offering under Price Cap rules as it provides a service not previously offered by Ameritech and it enlarges the range of service options available to customers.

The revenues and price to costs ratios are shown on Exhibits 1 and 2, respectively. Since the costs associated with RCA are expense related, no direct cost to direct investment ratio is required.

EXHIBITS

Restricted Coin Access

Annual Revenue Summary

	<i>Illinois</i>	<i>Indiana</i>	<i>Michigan</i>	<i>Ohio</i>	<i>Wisconsin</i>
RATE ELEMENT <i>- RCA per line</i>					
[A] Levelized First Year Demand	39	39	39	4	4
[B] Proposed Monthly Rate	<u>\$ 10.75</u>	<u>\$ 10.75</u>	<u>\$ 10.75</u>	<u>\$ 10.75</u>	<u>\$ 11.25</u>
C=[A*B*12] Estimated First Year Revenue	<u>\$ 5031.00</u>	<u>\$ 5031.00</u>	<u>\$ 5031.00</u>	<u>\$ 516.00</u>	<u>\$ 540.00</u>
D=Total of C Estimated First Year Recurring Revenue					\$ 16149.00
E=D of Page 2 Estimated First Year Nonrecurring Revenue					<u>14040.00</u>
F=D+E Total RCA Regional Revenue					\$ 30189.00

Restricted Coin Access

Annual Revenue Summary

	Illinois	Indiana	Michigan	Ohio	Wisconsin
	RATE ELEMENT <i>- RCA per line</i>				
[A] Estimated First Year Demand	45	45	45	5	5
[B] Proposed Nonrecurring Charges	<u>\$ 88.00</u>	<u>\$ 88.00</u>	<u>\$ 88.00</u>	<u>\$ 212.00</u>	<u>\$ 220.00</u>
C=[A*B] Estimated First Year Charges	<u>\$ 3960.00</u>	<u>\$ 3960.00</u>	<u>\$ 3960.00</u>	<u>\$ 1060.00</u>	<u>\$ 1100.00</u>
D=Total of C Estimated First Year Nonrecurring Revenue					\$ 14040.00

Restricted Coin Access

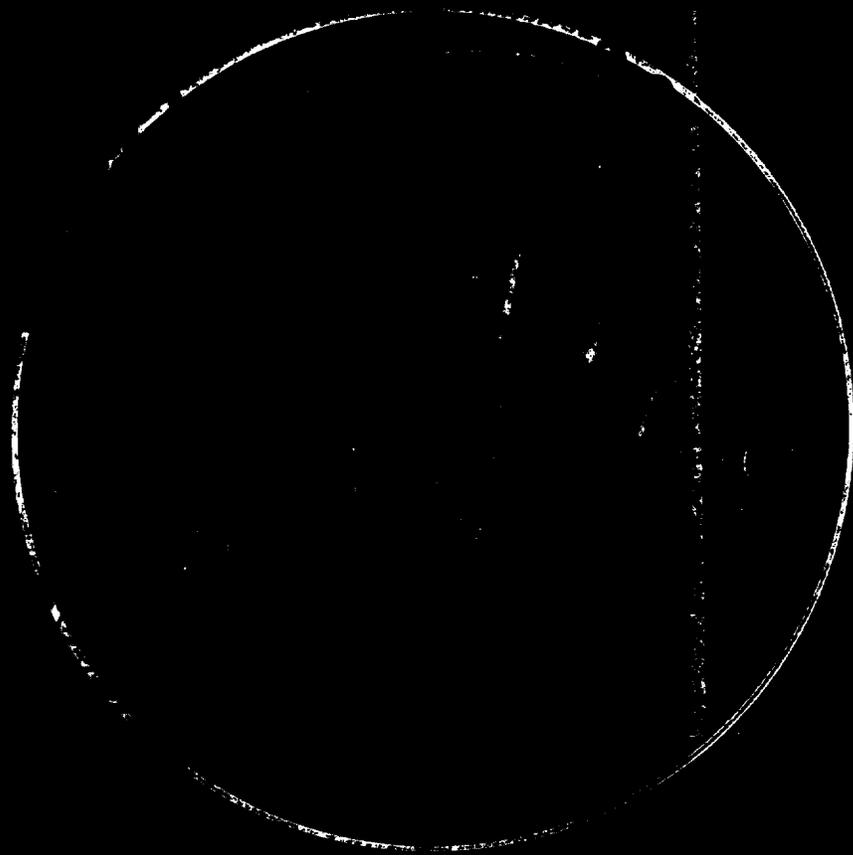
		<i>Illinois</i>	<i>Indiana</i>	<i>Michigan</i>	<i>Ohio</i>	<i>Wisconsin</i>
<i>- RCA per line</i>						
[A]	Processing Cost Per Order	\$ 0.26	\$ 0.26	\$ 0.26	\$ 0.26	\$ 0.26
[B]	Total Monthly RCA Orders	<u>30</u>	<u>30</u>	<u>30</u>	<u>30</u>	<u>30</u>
C=[A*B]	Total Monthly Expense <i>(Includes Gross Receipts Tax where applicable)</i>	<u>\$ 7.95</u>	<u>\$ 7.98</u>	<u>\$ 7.93</u>	<u>\$ 7.85</u>	<u>\$ 8.49</u>
	Proposed Monthly Rate	\$ 10.75	\$ 10.75	\$ 10.75	\$ 10.75	\$ 11.25
	Price to Cost Ratio	1.3520	1.3473	1.3556	1.3694	1.3249

Restricted Coin Access

		<i>Illinois</i>	<i>Indiana</i>	<i>Michigan</i>	<i>Ohio</i>	<i>Wisconsin</i>
<i>- RCA per line</i>						
[A]	Provision of Line Class Code In Central Office	\$ 41.23	\$ 39.73	\$ 39.90	\$ 134.12	\$ 130.64
[B]	Labor Cost for Programming into ACS10 System	12.59	12.59	12.59	12.59	12.59
[C]	Training/M&P/Billing Expenses	<u>10.79</u>	<u>10.79</u>	<u>10.79</u>	<u>10.79</u>	<u>10.79</u>
D=[A+B+C]	Total Nonrecurring Expenses <i>(Includes Gross Receipts Tax where applicable)</i>	<u>\$ 65.44</u>	<u>\$ 64.16</u>	<u>\$ 63.93</u>	<u>\$ 157.50</u>	<u>\$ 166.55</u>
	Proposed Nonrecurring Charge	\$ 88.00	\$ 88.00	\$ 88.00	\$ 212.00	\$ 220.00

Independent Payphone Provider

Customer Handbook





Independent Payphone Provider

Customer Handbook

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Introduction to the Customer Handbook

Who is it for?

Independent payphones represent an important convenience to the public and valuable source of revenue for the Independent Payphone Providers (IPPs) and Ameritech. This customer handbook is provided by Ameritech Information Industry Services to assist Independent Payphone Providers in starting and growing their payphone businesses.

Why read it?

The IPP Customer Handbook provides IPPs with helpful information for ordering service and operating as an IPP. This information is particularly beneficial for new IPPs, but may also assist the more experienced IPPs.

Chapter 1: Ameritech Customer Contact Information

AIIS

The Ameritech Information Industry Services (AIIS) business unit is the organization within Ameritech which serves IPPs.

AIISC

The Ameritech Information Industry Service Center (AIISC) is the designated point of contact for IPPs.

AIISC Purpose

The AIISC coordinates and facilitates IPP customer service requests involving the installation of Ameritech services.

Responsibilities

The AIISC provides the following functions:

- Coordination of service requests involving installation, removal and relocation of network service;
- Confirmation and/or notification of the receipt of service requests;
- Notification, verbal or written, if a due date needs to be modified (written notification is provided only when specifically requested)*;
- Contact point for resolution of service issues associated with installation;
- Retention of Letters of Authorization;
- Administration of Service Agreement forms to comply with local Utility Regulatory Commissions;
- Response to billing inquiries.

* A follow-up written request will be required for due date change after the service representative takes the change verbally.

IPP Support Team

The AIIS IPP Support Team serves IPP customers.

The team includes:

• **Customer Service**

- Service representative for placement of service orders and billing inquiries, call 800 924-3666
- FAX number 800 805-3555
- Customer Service Manager 800 924-3666 Ext 2906
- Mailing address for Customer Service Center:

Ameritech Information Industry Service Center
240 North Meridian Street, Room 1210
Indianapolis, IN 46204

- Service Center hours of operation: 7:00 a.m. - 5:00 p.m. C. S. T. Monday through Friday
- Repair service
 - On installation date 800 924-3666
 - After installation date 800 721-2447

• **Service Manager**

800 824-9421

Provides sales support on service-related issues and serves as a point of escalation for IPP concerns.

• **Account Manager**

800 200-0710

The account management team, headed by the account manager, will help with IPP solutions.

- **Market Development Manager**

Identifies opportunities to deliver competitively positioned services that enable IPPs to grow profitably.

- **Product Manager**

Develops, implements and manages products and services that help IPPs simultaneously reduce costs, increase revenue and improve their profitability.

- **Network Support Manager**

Provides technical and network support for IPPs and helps resolve service issues. Improves installation and repair processes and brings long-term improvements in service.

Chapter 2:

Registration Program - General Information

Overview

The Federal Communications Commission (F.C.C.) Registration Program allows customer-provided terminal equipment and communication systems to be directly connected to the telephone network. Customers, as well as Ameritech, must comply fully with the Registration Program. This section is not intended to supplant F.C.C. Part 68 Rules or Industry Technical References regarding any facet of the F.C.C. Registration Program.

Registration Program concerns should be referred to the F.C.C. Any information related to the F.C.C. registration of the IPP equipment itself should be directed to the respective equipment manufacturer and/or distributor.

Registered Connections

Since January 1, 1980, the connection of system equipment must be registered by the F.C.C. unless the system is a reconnected-grandfathered system that was previously connected prior to January 1, 1980. Section 68.106 of the F.C.C.'s Part 68 Rules requires that customers notify Ameritech prior to connecting registered terminal equipment to the network.

Summary of Standard Jacks and Plugs Associated with Systems

The proper jack to be requested from AIISC should be identified by the manufacturer of the equipment to be installed.

The most commonly requested interface is an RJ11W (standard modular wall jack) or SNI (Standard Network Interface). This installation will become the IPP's demarcation point. The demarcation point is the distinct point separating Ameritech's network cable and the premises owner's wiring (see page 21).

Chapter 3: Establishment Of Credit/Deposit

Credit Requirements

Before a new IPP account can be established, the AIISC service representative must receive specific information. This information is used to determine account deposit requirements.

The information that the AIISC needs for credit purposes is included on the Independent Payphone Provider Request Form (see page 40).

Deposit Payments

Applicants for new service may be required to pay a deposit prior to the establishment of the service. Ameritech may require deposits from IPPs who have not established credit with Ameritech or cannot meet established credit guidelines.

Payment for Service

The customer who is the "responsible party" is responsible for payment of all charges for local exchange service as well as any toll messages originating from or billed to the payphone.

Local service is billed one month in advance. Long distance and other service charges are billed for the past month.

All payments are due when bills are rendered. The billing date is shown at the top of each page of the bill. The "Past Due After" date is shown on page 1 of the bill.

Bill payments can be mailed or paid in person at any Ameritech Payment Center or any of Ameritech's authorized payment agencies. The Automatic Payment Plan, a method by which the amount of the bill is deducted electronically from your checking or savings account and applied to your phone bill each month, is another option.

Non-Payment of Bills

Ameritech may discontinue all services to any customer who fails to pay current bills even

though that customer has made a deposit with Ameritech. Non-payment of past due bills within five days after Ameritech has served or mailed a disconnect notice will result in the following actions being taken:

1. Denial of service;
2. Refusal of new service applications until payment has been secured for all indebtedness;
3. In the case of billing disputes, payment must be rendered for the portion of the bill not in dispute, and service remains subject to denial if payment is not received.

Chapter 4: Tariff Regulations

Overview

When an IPP payphone is placed for use by the general public, the owner of the IPP payphone becomes a supplier of telephone services. The owner shall follow requirements set by each state's Public Service Commission. The regulatory agencies for telecommunications at the state level are limited to intrastate telecommunications.

The Federal Communications Commission is the chief regulatory agency for interstate telecommunications, including interstate payphone traffic.

Dial-Around Compensation

IPPs are also entitled to Dial-Around compensation for interLATA calls per an F.C.C.-mandated ruling. For further information, contact your national or state payphone association or Cincinnati Bell directly.

Tariff Requirements

The tariff information enclosed is meant only as an overview and is not all-inclusive of tariff regulations. See the next section on how to obtain IPP tariff information. Tariffs may also be viewed at any Ameritech Public Payment Center.

Obtaining Tariff Information

Public Service Commissions	
STATE	ADDRESS
ILLINOIS	Illinois Commerce Commission (ICC) 527 E. Capitol Avenue Springfield, IL 62706 217 782-2024
INDIANA	Indiana Utility Regulatory Commission (IURC) 302 W. Washington Indianapolis, IN 46204 317 232-2701
MICHIGAN	Michigan Public Service Commission (MPSC) 6545 Mercantile Way, Suite 7 Lansing, MI 48909 800 292-9555
OHIO	The Public Utilities Commission of Ohio (PUCO) 180 E. Broad Street Columbus, OH 43266 800 282-0198
WISCONSIN	Wisconsin Public Service Commission (WPSC) 4802 Sheboygan Avenue P.O. Box 7854 Madison, WI 53707 608 266-2655

Tariff Requirements (continued)

The Americans with Disabilities Act is federally mandated legislation. Payphones are addressed in the Act, and IPPs should review this legislation and comply as appropriate. Please contact the F.C.C. for detailed information.

FCC Common Carrier Bureau
Enforcement Division
2025 M. Street NW
Room 6202
Washington, DC 20554

Note: (Illinois Only) Accessibility Standards (ICC Requirement)

The State of Illinois established barrier-free standards under Public Act 79-978. To obtain a copy of these Accessibility Standards, contact the State of Illinois Capitol Development Board at these addresses:

100 W. Randolph St.
Suite 14-600
Chicago, IL 60601

or

William G. Stratton Building
401 S. Springfield St., Flr. 3
Springfield, IL 62706

State of Illinois Tariff Requirements Independent Payphone Provider Tariff Requirements

The following tariff information is an overview of key points and may not be all-inclusive.

IPPs shall operate under the terms and conditions as contained in ILL. C.C. No. 20, Part 13, Section 2:

1. Must be registered by the F.C.C. under Part 68 of F.C.C. rules and regulations, or connected behind suitable registered protective connecting arrangements;
2. IPP service is a 1-party exchange service equipped for touch-tone signaling and is the only service authorized for

connection with customer-provided payphone equipment;

3. The customer shall be responsible for payment of charges of all messages originating from, or accepted at, this type of service;

All customer-provided payphone stations shall have the minimum features:

1. Touch-tone dialing;
2. Ability to access 911 emergency service (where available) and "0" operator ("0 - minus") without prior insertion of coins or credit card; allow users to place calls to public safety agencies (i.e., police, fire, rescue) or to access such agencies directly, without prior insertion of coins or credit card;
3. Compliance with statutes or rules concerning the use of payphones by disabled persons, such as those in wheelchairs and the hearing impaired;
4. Ability to complete both local and long-distance calls upon payment of applicable charges;
5. Not limit the duration of a local call, so long as the user continues to pay applicable charges through deposit of additional coins or some other means of payment;
6. An informational message in, on, or adjacent to each payphone (i.e., voice recording, visual display, etc.) explaining the general operation of the payphone, dialing instructions for obtaining emergency assistance, the IPP's name, the method of reporting service problems and the method of receiving a credit for a faulty call.

State of Indiana Tariff Requirements

Independent Payphone Provider Tariff Requirements

The following tariff information is an overview of key points and may not be all-inclusive.

IPPs shall operate under the terms and conditions contained in the Indiana Utility Regulatory Commission's (I.U.R.C.) Order in Cause No. 38158 for IPP service effective 11-25-87.

The I.U.R.C. requires that all IPP payphones meet the following minimum criteria:

1. Be registered with the F.C.C. in compliance with F.C.C. Docket 84-270;
2. Comply with applicable federal, state, and local regulations concerning the use of payphones by disabled persons;
3. Provide one telephone directory annually;
4. Be able to provide calling card, collect, and third-party billed long distance calls without the use of a coin;
5. Be connected to a measured access line for IPP payphones;
6. Present an informational message, which may be audio or visual, in, on, or adjacent to the payphone that explains its general operation. The information should state:
 - The IPP's name and address;
 - The policy and instructions for receiving a refund and/or reporting service difficulties;
7. Be equipped with tone-type address signalling;
8. Be equipped with suitable audible signals and arranged to receive incoming calls;
9. May charge up to, but not exceed, the highest tariffed intrastate rates and surcharges for the long distance carrier selected;
10. Extensions are permitted provided they are within view of the payphone user;
11. Installations must also be in accordance with the generally accepted telecommunications industry standards, applicable local codes, National Electric Code, and the National Electrical Safety Code;
12. Installations must be in accordance with any rules and/or standards promulgated by the American National Standards Institute Inc., and the Indiana Construction Rules (Building Code) which are concerned with handicapped persons;
13. May not attach more than one payphone to any line that is subscribed to this service or attach a payphone to any line that is served by a key, PBX, or other switching system;
14. May not be attached to any line subscribed to other than IPP service;
15. In the event that an IPP is believed to have violated any of the rules and regulations for IPP service, a verified complaint may be filed with the Indiana Utility Regulatory Commission and the IPP service may be disconnected if the deficiency is not corrected within ten (10) days from the date of written notification to the IPP, or as ordered by the Commission.

The payphone user shall:

1. Not be charged in excess of the rate for local directory assistance calls as specified in Ameritech's tariff (I.U.R.C. No. 20), and long distance directory assistance calls as specified in the tariff;
2. Not be charged in excess of the rate for local messages for semi-public telephone service as specified in the tariff;
3. Be able to access 911 emergency service by use of operator (where available);
4. Have no limit imposed on the duration of a local call;
5. Be charged up to but not in excess of the highest tariffed intrastate rates and surcharge for the long distance carrier selected;
6. Have accessibility to all Interexchange Carriers, where equal access is provided.

State of Michigan Tariff Requirements

Independent Payphone Provider Tariff Requirements

The following tariff information is an overview of key points and may not be all-inclusive.

IPPs shall operate under the terms and conditions as contained in Michigan Bell Tariff M.P.S.C. No. 20R:

1. IPP service provides a business one-party line measured rate central office exchange service;
2. IPP is the only service available for use with customer provided coin-operated payphone sets;
3. IPP service will be provided only where facilities are available;
4. IPP service provides for outgoing and incoming calling;
5. Selective Call Screening is provided where facilities are available to prevent origination of message toll service assisted calls except collect, calling card and billed to third party calls;
6. Directory listings are available as regularly provided with business service.

Additional regulations include:

1. Customer-provided equipment is subject to Part 68 of the F.C.C.'s rules and regulations and provisions of the tariffs;
2. The IPP assumes sole responsibility for compliance with all local, state and federal regulations governing the provision and use of payphone sets;
3. The local service area for IPPs is the same as the local service area for regular business service in the exchange or zone in which it is located, as specified in the tariff;
4. Local message charges specified for business measured service elsewhere in the tariff are applicable for each message within the local service area;
5. Directory assistance charges, interzone and message toll service charges,

including assisted call charges, and all other message charges specified in the tariffs are applicable to this service;

6. Ameritech is not responsible for malfunctions of customer-owned payphones or other customer-provided equipment, or for misdirected calls, disconnects or other service problems caused by the use of customer-owned equipment;
7. IPPs shall prominently display at each payphone the name of the owner or agent responsible for the service and the procedure for reporting service difficulties and obtaining coin refunds;
8. IPP service is not provided on a foreign telephone service basis;
9. When an IPP has additional jacks or other arrangements that could be used for the connection of an extension telephone set, the customer must prominently display a sign at the set location to advise users that an extension telephone may be connected and that the conversation may be heard by others. This requirement is waived if arrangements are made to automatically prevent a third party from listening on an extension telephone;
10. Except as specified, regulations applicable elsewhere in the tariff for regular business service are applicable to IPP service.

Use of service by the customer:

1. Intrastate, intraLATA communications may be resold or shared by the customer when used with IPP. The total call charge to an end user for a resold call must be collected from the end user by the customer;
2. The customer shall be solely responsible for provision, installation, operation and maintenance of the IPP set and for all aspects of business relations with its users concerning operation of, and service difficulties associated with, the use of the IPP set, including refunds.

State of Ohio Tariff Requirements

Independent Payphone Provider Tariff Requirements

The following tariff information is an overview of key points and may not be all-inclusive.

General operating characteristics required of all IPPs:

1. Instruments shall be hearing aid-compatible;
2. Instruments shall be mounted in accordance with federal and state height regulations for disabled persons;
3. Instruments shall provide access to "0" Operator, 911 emergency service (where available), and Directory Assistance for free and without the use of a coin;
4. Posted informational requirements shall be provided in clear and easy to read form and should be posted at or near each payphone location and are to include the following:
 - a. Name and telephone number of the IPP owner;
 - b. Operating instructions for the instrument;
 - c. Method for reporting complaints and obtaining refunds in a cost free manner;
 - d. IPP payphones which become out-of-order must be clearly marked as such;
 - e. Must provide a notice if the payphone is not programmed to receive incoming calls.
5. Be registered with the F.C.C. under Part 68 of its rules and regulations, or connected to the network behind an F.C.C. registered coupler;
6. The IPP owner is primarily responsible for the operation, maintenance, and repair of the equipment;
7. Placing time limitations on calls shall not be permitted;
8. IPPs may not attach payphones behind a PBX.

Other charging and rate-related requirements for all IPP service:

1. The maximum rate for a local call shall not exceed the price of a local call made from a telephone company-provided payphone;
2. The IPP owner is responsible for payment of all calls originated from or accepted at terminating location;
3. The user of the payphone shall not be charged for uncompleted calls;
4. No IPP which utilizes Alternate Operator Services (AOS) should charge the end user any more for long distance service than that which is charged by the AOS provider for completing the call. All IPP owners who choose to associate with AOS providers should do business only with those companies which have been given authority by the Commission to operate in Ohio;
5. May not charge the end user for directory assistance calls.

Requirements for IPP Semi-Public Service:

1. IPPs used in a semi-public service location shall, at the option of the owner, provide either local only or both local and long distance service;
2. If local only service is provided, notice of such calling limitation must be prominently displayed at or near the payphone location;
3. If toll service is furnished in conjunction with local service, notice must be provided whenever the rates charged for long distance calls vary from current Commission-authorized toll charges. (NOTE: While the Commission will permit any payphone owner to charge toll rates which are higher than Commission-authorized rates, the amount or percentage of the rate variance shall be reasonably related to the cost incurred by the payphone owner for providing the toll service.)

State of Ohio Tariff Requirements (Cont'd)

Requirements for IPP Public Service:

1. Payphone instruments shall possess the capability of returning unused coins;
2. Payphone instruments shall possess the capability of accepting coins of various denominations;
3. Payphone instruments shall be capable of receiving incoming calls and shall be equipped with a working ringer (or audible signaling device);
4. Payphone instruments shall be afforded the same "essential service" status as that assigned to public service telephone locations provided by the serving telephone company;
5. Payphone instruments shall provide both local and long distance service;
6. Payphone instruments shall provide access to all locally certificated long distance carriers.

In addition to the listed requirements, both white and yellow pages telephone directories shall be provided at each payphone location. The local telephone company shall furnish one set of directories per IPP on a routine, periodic basis. Any additional directories shall be provided at the expense of the payphone owner.

Failure to comply with Tariffs or any related rule approved by the Commission shall be grounds for disconnection.

State of Wisconsin Tariff Requirements

Independent Payphone Provider Tariff Requirements

The following tariff information is an overview of key points and may not be all-inclusive.

The IPP owner is required to follow requirements set by the Public Service Commission (PSC) of Wisconsin.

The payphone shall:

1. Be connected to Message Rate Service for Customer Owned Coin Operated Telephones;
2. Be hearing aid-compatible;
3. Meet height restrictions as required by law;
4. Allow the completion of local, intraLATA, and interLATA toll calls;
5. Be F.C.C.-registered in compliance with Part 68 of the F.C.C.'s registration program;
6. Be coinless or pre-pay type with full automatic control of the deposit and return coin(s) for uncompleted calls through escrow mechanism;
7. Be capable of accepting multiple denomination coins (coin-operated payphones only);
8. Be conspicuously labeled with "No Inward Calls" or "Outgoing Calls Only" if arranged that way;
9. Be conspicuously labeled with the price of a local call;
10. The IPP must pay Directory Assistance charges and may charge end users for calls to Directory Assistance;
11. Be conspicuously labeled with the name of the payphone owner and procedure for reporting service difficulties and obtaining customer refunds;
12. Not be connected behind PBX or centrex service;
13. Any telephone extensions must be arranged to not interrupt or not intercept a call in progress;
14. May place a coin surcharge on 0+ dialed, automated calling card calls that require no operator assistance. The surcharge must be less than or equal to authorized rate for local coin calls. The total charges for the call, including the surcharge, may not exceed the ceiling on message rate service, Customer Owned Coin Operator Telephone charges for toll calls;

State of Wisconsin Tariff Requirements (Cont'd)

15. Be presubscribed to an interexchange carrier but must provide reasonable access to all interexchange carriers serving the exchange;
16. Have a minimum of one coin-operated payphone for use in locations where a coinless payphone set is provided. Ameritech-Wisconsin is not required to install a coin-operated payphone or continue their provision of a coin-operated service in a location where an IPP places a coinless phone.

The payphone end user shall:

1. Have access to the telephone company operator, toll-free Ameritech-Wisconsin service numbers (1-393-XXXX numbers), and 800 service at no charge and without using coins;
2. Have access to 911 emergency service, where available, at no charge and without using coins;
3. Be charged no more for a local call than the local serving telephone company charges, nor shall the duration of the local call be limited;
4. Be charged no more for an intrastate long distance call than is charged by Ameritech-Wisconsin for an operator-assisted intraLATA call or an operator-assisted AT&T interLATA call.

Chapter 5: Independent Payphone Provider Request Form

Independent Payphone Request Form (Form AM1177)

The IPP Request Form appears in the forms section of this handbook (see page 40).

Make as many copies of the application as needed.

Use the same form for all service additions, changes or removals.

Mail or fax the completed application to your AIISC representative:

AIISC
804 N. Milwaukee
Floor 2
Milwaukee, WI 53202
FAX #: 800 805-3555

State Requirements (Illinois)

IPPs who provide service in "public areas" must be certified by the Illinois Commerce Commission (ICC) in order to conduct business with Ameritech. The certification papers should be submitted to Ameritech one-time only when providing payphones in "public" locations.

Examples of "public areas" are:

1. Airports
2. Amusement parks

IPPs do not need to be certified to provide IPP service in "private" or "non-public" areas.

Pay telephones in the following locations are deemed to be "private:"

1. Those areas of mental health facilities that are not accessible to the public;
2. Those areas of correctional institutions, county jails and detention centers, or any detention facility operated by a unit of local government that are not accessible to the public;
3. Private clubs that are not accessible to the public; and

4. Areas of businesses that are accessible only to employees.

In either case, "public" or "private," the IPP is required to submit a registration card to the ICC for every payphone line.

Indemnity Letter (Indiana)

In Indiana, an Indemnity Letter is used. The IPP must send an Indemnity Letter with its first order. This letter will cover all future orders.

Chapter 6: Letter of Agency Authorization

Letter of Agency Authorization

Ameritech requires agency authorization to be on file before allowing an IPP to place service orders or to receive information on a premises owner account. Proof of agency authorization must be provided to the AIISC representative prior to processing any request for service(s).

There are two types of agency authorization:

- Individual Letter of Agency Authorization (LOA)
- Blanket Agency Agreement (BAA)

Agency authorization can be either of the following:

- Limited - Authorizes the IPP to handle specific services within a specified time period.
- General - Authorizes the IPP to act for the premises owner in providing all customers' communications requirements for an indefinite period of time.

If, after an agreement has been received, a premises owner claims an order placed by the IPP was not authorized or was placed incorrectly, Ameritech is indemnified from damages or losses.

Definition of Individual Letter of Agency Authorization (LOA)

Individual Letter of Agency Authorization is a premises owners' written authorization to allow a specific person, consultant, or IPP to act on the customer's behalf in obtaining communication services from Ameritech (refer to page 35 of this handbook).

The Letter of Agency Authorization authorizes the IPP to:

- Obtain copies of all network service and equipment records;
- Obtain copies of all billing records;*
- Order and handle negotiations for the installation of network and/or data services and equipment and coordinate the installation of telecommunications systems.

*NOTE: If Customer Proprietary Information (CPI) is not specifically noted in the letter, Ameritech may only place the order from the IPP. Ameritech may not reveal the information from the premises owner record of service on billing records unless the letter states that specific CPI is requested.

Requirements of Individual Letter of Agency (LOA)

When a letter is submitted on a specific account it must include the following information:

- Duration of the authority
 - Limited (specific period of time) or
 - General (indefinite period of time)
- Purpose of the authority
 - Orders only or
 - Orders and Customer Proprietary Information
- Letters should be submitted on premises owners' letterhead; however, letters submitted in any other format will be accepted.

Customer Proprietary Information (CPI)

All information concerning premises owner service is considered confidential and should only be provided to the premises owner. However, with the premises owner's approval, the AIISC may provide certain details to the authorized IPP. Upon receipt of the individual Letter of Agency Authorization (LOA), the AIISC may provide information related to the premises owner's billing records.

This authorization does not include credit information, even with a letter on file. Credit information may be provided only to the premises owner.

Definition of Blanket Agency Agreement (BAA)

Blanket Agency Agreement (BAA) is a contract between the IPP and Ameritech that allows the IPP to place service order requests. The IPP may elect to file a one-time Blanket Agency Agreement in lieu of Individual Letter of Agency Authorization (refer to page 33 of this handbook).

The Blanket Agency Agreement for IPP companies provides the following advantage:

- The IPP can transact business with Ameritech without having to submit an Individual Letter of Agency for each request.

Requirements of Blanket Agency Agreement (BAA)

The IPP's officer, owner, or other authorized representative must:

- Have the authority to commit that IPP to the conditions of the agreement;
- Act within the scope of the IPP authority as premises owner agent;
- Possess current individual Agency Authorization Letters and maintain them in the IPP's files for submission upon request;

- Indemnify Ameritech against all damages or losses from premises owners who challenge an action or billing that has resulted from requests for information or service.

(BAA) Restrictions

The Blanket Agency Agreement does not authorize IPP to receive Customer Proprietary Information (CPI). To obtain CPI, the IPP must submit a signed Individual Letter of Authorization from the premises owner stating that the premises owner has authorized the release of billing and related information from the records.

(BAA) Revocation and Refusal of Participation

The AIISC reserves the right to revoke any existing Blanket Agency Agreement (BAA).

The AIISC may refuse to allow an IPP to participate in the Blanket Agency Agreement if the IPP submits inquiries or requests for information or services without proper IPP premises owner authorization.

In those cases, the IPP will be given proper notification, after which the IPP must provide an Individual Letter of Agency Authorization for each premises owner's service request.

(BAA) Conditions of Cancellation

The Blanket Agency Authorization will continue in effect until one party delivers to or receives from the other party a written notice of cancellation.

The agreement may be canceled by either party within five (5) days of the effective date.