

# Chapter 7: Directories and Listings

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## **Directories**

Ameritech provides a directory free of charge for each IPP line on an annual basis.

For additional directories, call the AIISC Service Center at 800 924-3666.

## **Listings**

An IPP is entitled to one directory listing in the alphabetical and classified sections.

Additional listings, non-list and non-pub are also available.

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## **Chapter 8: Displacement of Ameritech Payphones**

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### **Displacement of Ameritech Payphones**

Ameritech must be notified of any Ameritech locations being replaced by Independent Payphone Provider Service. The IPP should contact Ameritech Pay Phone Services directly for any accounts under consideration for displacement.

The IPP has several choices on how to interact with Ameritech Pay Phone Services:

- To fax an LOA or request to disconnect, call 800 813-2996

- To mail information, use the following address:

Ameritech Pay Phone Services  
Attn.: IPP Coordinator  
134 NW 6th St., 4th Floor  
Evansville, IN 47703

- To call Ameritech Pay Phone Services directly, dial 800 292-9667

All Ameritech equipment will be removed by Ameritech Pay Phone Services from those locations being replaced by IPP service, except that which is deemed to be unsafe for removal.

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## **Chapter 9: The Interval Guide**

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### **Interval Guide for Processing Orders**

As soon as possible after receiving IPP request, Ameritech will contact the IPP with a due date for installation.

To minimize disruption of service, installation of IPP service is coordinated with removal of Ameritech payphone equipment whenever possible.

### **Exceptions**

Ameritech cannot always guarantee the normal intervals due to the following circumstances:

- Lack of facilities;
- Lack of available workforce;
- Failure of IPP to provide necessary information to the AIISC

### **Notification**

IPPs should notify Ameritech as soon as possible regarding installations in newly constructed buildings to arrange for proper entrance facilities.

# Chapter 10: Repair Reporting Procedures

## Guidelines for IPP line trouble reporting:

Provide as much information to the person taking the report, such as, if "new service," order number for new service, due date, telephone number. In addition:

1. Determine that the trouble is not in the premises equipment. This is IPP's responsibility by checking from the network interface;
2. If the problem appears to be an Ameritech problem, the IPP is to call the Response Center to report the trouble. The AIIIS Response Center (Repair Service) telephone number is 800 721-2447. Select the POTS (Plain Old Telephone Service) option.

The IPP should obtain from the Response Center:

- The name/operator number of who took report;
  - Reference/trouble ticket number of report;
  - Commitment for repair date.
3. If a commitment is not met, call the Response Center for a status report. If the report does not meet your satisfaction, ask to speak to the supervisor on duty.
  4. If an Ameritech technician is dispatched and the trouble is found not to be in the Ameritech network, charges for the visit will apply.

## Repair Visit Charge

A non-recurring repair visit charge applies for each repair visit made by Ameritech in connection with a service problem when it is determined that the difficulty was due to a condition in a customer-provided terminal

equipment associated with the service and/or trouble in the inside wire.

The charge is applicable when a trouble report is received, the service problem noted, and a premises visit is made regardless of who reports the trouble (i.e., customer, vendor, user of service, etc.).

Every attempt will be made to determine if the trouble report is made by the responsible party; however, Ameritech cannot be responsible for trouble reports received from other persons.

IPPs can avoid paying the repair visit charge and/or time and materials by subscribing to the optional maintenance protection plan.

The prominent display of customer instructions for reporting repair/trouble procedures on the IPP payphone will help prevent the instances of repair reports to Ameritech that may result in repair visit charges applied to the IPP account.

In the event the trouble is in the customer-provided inside wire which is non-standard and the IPP elects to have Ameritech correct it, the repair visit charge will be waived and repairs to the inside wire will be billed on a time and materials basis.

REPAIR VISIT CHARGE				
IL	IN	MI	OH	WI
45.00	51.00	45.00	45.00	45.00

# Chapter 11: Network Interface Policy

## General

In order to provide telecommunications service to an independent payphone, the IPP will need to order a "Network Interface," which provides the network service to a demarcation point. A demarcation point is the distinct point separating Ameritech's network cable and the premises owner's wiring.

All work performed on Ameritech's side of the demarcation point is regulated; work performed on the premises owner's side is deregulated and is billable on a non-tariffed time and material basis.

## Network Interface (NI)

A network interface (NI) is a physical device between Ameritech's network facilities and the premises wire connected to the customer provided equipment (CPE). The location of the network interface is dependent on the premises location's demarcation point and where the IPP's CPE equipment is going to be located.

The IPP's decision on how to best provision telephone service may be discussed with an Ameritech network manager. To arrange a meeting, call the AIISC representative at 800 924-3666.

## Network Interface Placement

There can be several variations in the placement of the network interface. Following are the most common strategies; however, these examples do not cover every possible situation:

- **Payphone located inside a building:**

The network interface will be placed at the location where the premises building's demarcation point has been identified. This demarcation point is generally where Ameritech enters the

building premises with the wire cable/feed from the serving terminal protector.

The IPP may request that wire be placed at a location other than the demarcation point, which is called a Service Interface (SI). Deregulated time and material charges will apply for placing of this premises wire.

- **Payphone located outside on or near (arm's length) a building:**

If the IPP places the payphone on or near the premises building, the network interface will be placed on the outside of the building's demarcation point. The IPP may request a service interface to a location other than the demarcation point on a deregulated basis.

- **Payphone located outside as a stand-alone location:**

If the IPP places a phone at a location not near the premises building, there may be more options for placement of the network interface:

- NI inside the pedestal - An NI may be placed inside the pedestal if there is a "pathway" (underground conduit) and correct grounding;
- NI on the mast - An NI may be placed on the mast if there is an aerial "pathway" (ability for a drop wire to be strung without interference) and, at Ameritech's discretion, the installation of the mast is considered safe.
- NI on Ameritech's telephone pole or joint use utility pole - An NI may be placed on an Ameritech telephone pole or joint use utility pole, if available.

## **Billing**

### **Regulated Billing**

The work performed up to and including the NI is considered to be regulated work. Charges related to regulated work operations are covered by the service order charge and line connection charge.

If the request is for the NI(s) to be placed at a location(s) that would cause Ameritech to incur unusual cost, i.e., Ameritech pushes pipe, augers, trenches or resurfacing is required to cross gravel, crushed stone, or any hard surface area, etc., special construction charges may apply.

Examples of special construction charges are, but not limited to:

- When, at the request of the IPP, Ameritech constructs facilities to provide service where there is no other requirement for the facilities so constructed;
- When, at the request of the IPP, Ameritech constructs facilities of a type other than that which Ameritech would otherwise construct in order to provide service;
- When, at the request of the IPP, construction by Ameritech involves a routing for facilities other than that which Ameritech would normally use in order to provide service;
- Placement of service drop wire in middle of parking areas not having facilities;
- Placement of buried drop wire under roadways, driveways, etc.;
- Placement of a telephone service pole.

### **Deregulated Billing**

Work performed beyond the network interface is considered deregulated work.

A service call charge and deregulated time and material charges apply.

All wiring between the network interface and service interface is deregulated and subject to

appropriate deregulated time and materials billings.

### **Pre-Survey**

Due to the various situations that can apply to the placement of the network interface, a pre-survey meeting can be arranged between the IPP and an Ameritech supervisor prior to the installation date. A sketch also could be provided to the supervisor at this time.

A pre-survey visit will enable the supervisor to inform the IPP if any additional costs will be incurred.

## Chapter 12: Ameritech Products and Services

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### Basic COPTS Line

COPTS stands for Customer-Owned Pay Telephone Service. A basic COPTS line is the connecting facility between the customers' equipment and the serving central office. This name is used interchangeably with IPP access line.

A basic COPTS line is similar to a standard business line. In order to connect to the Ameritech local network, the IPP equipment must:

- Support touch-tone dialing;
- Provide the ability for users to access public safety agencies (police, fire, rescue) and dial 0 without first inserting a coin or credit card number;
- Be able to complete both local and long distance calls;
- In all central offices converted for equal access, IPPs can presubscribe their lines to the interexchange carrier of their choice for 1+ and 0+ calls or choose not to have a presubscribed carrier.
- Some benefits of Ameritech service are:
  - High reliability
  - Universal availability
  - Fraud protection
  - Revenue enhancement

### ProfitMaster (Illinois only)

ProfitMaster is a central office-based platform which offers features for use with coin operated telephone service. It is a software-driven system which provides features and capabilities similar to those provided by "smart" payphone sets.

ProfitMaster allows the IPP to link to Ameritech's intelligent payphone services and eliminates the need for costly smart phone equipment.

Through the use of ProfitMaster, Ameritech provides functions such as:

- Software downloads
- Collection of billing records
- Management of rating database

### The features of ProfitMaster are:

- Announcements
- Call blocking
- Call reporting and SMDR
- Coin box accounting/coin box full indicator
- Coin control for collection, return and recognition
- Flexible rating
- Flexible routing for 0+, 0- and 1+ calls
- Fraud protection
- Free calls
- Local call timing
- Pre-prompting for overtime
- Speed dial
- Time-of-day restrictions
- Answer supervision

### Benefits Include:

- Reduced capital expenditures
- Reduced operating costs
- Reduced uncollectables
- Location retention

### **Benefits Include (continued):**

- Greater management efficiency
- Fraud and theft deterrence
- Increased revenue

### **General Equipment Requirements**

- IBM or Compatible Windows-equipped PC (386 or better). ProfitMaster software is provided;
- At least a basic level familiarity of Windows software (Windows training is not provided);
- 9600 baud modem or higher for access to the ProfitMaster System Management Platform (SMP) in order to obtain data downloads and to make feature changes to lines;
- Earth ground is mandatory. ProfitMaster coin signaling operates by applying positive or negative 48 volts on the tip lead with respect to ground;
- Coinless or coin operated "dumb" set.

ProfitMaster is only available in selected offices.

### **PPO Coin Line (Illinois only)**

The PPO Coin Line provides the IPP with options comparable to Ameritech's Public Coin Service. In addition to the incoming and outgoing blocking and screening features available on a COPTS basic line, the PPO line provides the following features:

- Dial tone first
- Touch tone fraud prevention
- Coin rating
- Recorded announcements
- Coin return of initial deposit
- Coin signaling
- Coin station test line

The PPO Coin Line provides the IPP with more flexibility in choosing equipment since the line offers network capabilities not available with Basic COPTS service. Available in selected offices.

Note: With the exception of local calls, PPO Coin Line rates are automatically pegged to Ameritech's tariffed semi-public telephone service rates. Also, PPO Coin Lines automatically use Ameritech's Operator Services.

### **Answer Supervision With Line Interface**

Answer Supervision with Line Side Interface offers the capability on an IPP line of determining when answer supervision has been returned by the terminating station.

Answer Supervision provides for positive answer detection from IPP payphones. It eliminates the need for relying on timing of calls and the use of the network SIT Tones. It provides permanent signal treatment (rather than dial tone) to a calling line when it remains off-hook and the called party has gone off-hook.

Answer Supervision will help eliminate or reduce fraudulent calls.

This feature is available throughout the Ameritech region in properly equipped offices.

### **Line-Backer Maintenance Plan**

Line-Backer is an optional maintenance plan that helps to protect against unexpected repair charges for telephone wire and jacks.

Under this maintenance plan, Ameritech will provide labor and materials to maintain customer's telecommunication wiring\* for a fixed monthly charge per line.

\* Definition of telecommunication wiring consists of building cable (including riser and horizontal cable but excluding interbuilding cable), inside wire, individual pairs of wire, and facilities and equipment

**Line Backer Maintenance Plan  
(continued)**

associated with customer's telecommunication services from the network interface up to the first point of practical connection with customer's premises equipment (CPE), e.g., telephone set. Telephone jacks are considered to be telecommunication wiring.

**Benefits:**

- Covers charges if Ameritech finds trouble to be in the customer's premises wiring or customer-provided equipment (CPE);
- Maintenance is performed by highly trained Ameritech personnel;
- IPPs won't be faced with large out-of-pocket expenses for inside wiring maintenance;
- Fast problem isolation. Ameritech is responsible for both inside and outside wiring, thus speeding the time it takes to isolate the problem and fix it;
- IPPs pay on a monthly basis; the charge is billed on the regular telephone bill.

**Limitations:**

The maintenance plan does not include adds, moves, and changes of telecommunication wiring (e.g., relocating a jack), or the installation of additional or replacement wiring.

**Line-Backer Charges**

Monthly Line-Backer Charge				
IL	IN	MI	OH	WI
2.50	NA	2.50	2.00	2.50

**One-Time Line-Backer Charge  
(when ordered on existing service)**

IL	IN	MI	OH	WI
N/C	NA	4.95*	9.25*	14.00

\* Billed on first line only.

**Inside Wire Maintenance Plan  
(Indiana only)**

Inside wire is the wire inside the customer's premises, starting from the standard network interface or protector to the various jack outlets throughout the customer's dwelling. It also includes the wire to connect the line to other buildings on the same continuous property.

**Benefits:**

- Will not be billed a repair visit charge and time and materials charge when a repair visit is made to diagnose trouble and/or to repair problems caused by inside wire.

**Limitation:**

- The plan does not cover diagnostic or maintenance work associated with customer-provided equipment (CPE), e.g., telephones, cords, answering devices etc.

Monthly Rate:	One-Time Charge:
\$1.50	\$17.00 (when ordered on existing service).

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## **Ameritech Branded Operator Services**

When an IPP uses Ameritech for its intraLATA operator services, its operator services are identified with the Ameritech name.

The IPP signs an agreement to use Ameritech's operator services as its sole provider of intraLATA 0+ and 0- calls at all locations in Ameritech territory. Ameritech operators (human or automated) collect billing information for calls that are not billed to the calling telephones (e.g., calling card, collect, or third number calls), and provide other assistance in completing calls.

Operators identify themselves with the Ameritech name and Ameritech pays commissions for each completed call to the IPP.

### **Benefits:**

- IPPs receive commissions promptly.
- IPPs won't have to worry about the stability of the operator services provider.

## Chapter 13: Tax Exemption

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### Tax Exemption

As a reseller of telephone service, an IPP may be eligible for exemption from municipal utility tax and municipal telecommunications excise tax, in addition to federal, state, and local taxes. To take advantage of the exemption:

- Review the applicable federal statutes, as well as those for the appropriate state and locality the IPP resides in;
- Complete the appropriate forms and submit them to Ameritech. Contact the U.S. Department of Treasury (Internal Revenue Service) for federal information and forms, the state's Treasury Department for state forms and your local taxing entity for city or county forms.

IPPs are not exempt from:

- 911 end user charges;\*
- Directory Assistance charges;
- Federal customer access line charge

\* Wisconsin IPPs installing payphones in correctional facilities are not required to pay 911 charges, providing a waiver has been obtained from the Wisconsin Public Service Commission.

The Forms Section includes Certificate of Exemption from Federal Excise tax. IPP is responsible for completion of certificate and to submission to Ameritech.

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## **Chapter 14: Screening, Blocking and PIC Selection**

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### **Screening**

Screening permits the operator to identify calls originating from IPP lines and also blocks operator-assisted cash toll calls from being made. Screening permits the IPP, by means of telephone company operator identification, to restrict outgoing calls to those which are charged to the called telephone number, a third number or a calling card number.

Any outgoing intraLATA toll calls from a screening equipped line, including calls to Directory Assistance, are routed to an Ameritech operator. A coded message is displayed to the operator which specifies which types of long distance calls can and cannot be originated from the line.

It is the responsibility of the IPP's long distance carrier to screen interLATA calls. Not all of the carriers offer the service, so the IPP should contact the long distance carrier to determine if the carrier can provide screening.

This service is available only where facilities permit.

Collect calls placed from another country to an IPP line or attempts to charge a call to an IPP line from another country will not be screened unless the operator placing the call has access to a validation system. It is up to the operator to use this information to disallow billing when appropriate.

### **Blocking**

Call Blocking gives the IPP the choice of prohibiting calls to 900/976, international, direct dial, incoming, and/or outgoing calls. The IPP may select any combination of blocking these types of calls.

#### **(Illinois Only)**

#### **Incoming Blocking (optional)**

Blocks all incoming calls; provides outgoing service only.

#### **Outgoing Blocking (optional)**

Applicable to coinless lines only; restricts line to non-sent paid.

#### **International Blocking Service (Ameritech Region)**

International Blocking Service (IBS) is an optional end user service that provides end office blocking of 011+ and 10 XXX 011+ dialed calls. The call will forward to an recorded message and the message will advise the end user that the call cannot be placed in that manner.

IBS does not block operator assisted, DDD (1+), 0+, or 01+.

#### **PIC (Primary Interexchange Carrier) Selection**

An IPP has the choice of selecting the interexchange carrier. This selection is accomplished through the AIISC or the order form. Please indicate your choice accordingly. If you would like to prohibit any unauthorized changes, indicate this as well.

# Chapter 15: Ameritech's Billing Management Services

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## **ABMS Services**

Ameritech Billing Management Services (ABMS) is a portfolio of products designed to improve IPP billing payment and analysis:

- Ameritech Electronic Billing Service (AEBS)
- Consolidated Summary Billing Service (CSBS)
- Electronic Data Interchange (EDI)

See pages 30-31 for details about these products.

## **ABMS Customer Support Number**

ABMS Customer Support Group is available to support ABMS customers. Call 800 551-5775 Monday through Friday, 8 a.m. to 6 p.m., CST.

## **Paper Bills**

After subscribing to one or more ABMS products, the IPP may choose whether or not to continue to receive paper bills.

## **Limitations of Services**

- No accounts can be involved in a "Bill Under" condition.
- In order for downloading to occur, computer equipment at IPP location cannot be on a LAN server or in a LAN condition.
- The IPP is responsible for any equipment necessary to ensure compatibility with Ameritech's equipment.
- The IPP is responsible for any equipment necessary to ensure compatibility with Ameritech's equipment.

## **Brochures**

Brochures on ABMS products are available by calling a service representative at 800 924-3666. They include:

- ABMS Products Portfolio
- ABMS Customer Presentation
- Ameritech Electronic Billing Service Implementation Guide (AEBS)
- Consolidated Summary Billing Service Implementation Guide (CSBS)
- Electronic Data Interchange (EDI) Implementation Guide
  - EDI-811
  - EDI-820

Please order brochures by name.

## Ameritech Billing Management Services Products

Product	Description	Features	Benefits
<b>Ameritech Electronic Billing Service (AEBS)</b>	<ul style="list-style-type: none"> <li>• Provides billing information on magnetic tape (reel or cartridge), electronic transmission or via CD-ROM disk.</li> <li>• Customers with multiple accounts across the Ameritech region can receive billing summarized on magnetic tape (reel or cartridge), electronic transmission or via CD-ROM disk.</li> </ul>	<p>Customers may have:</p> <p>AEBS Basic:</p> <ul style="list-style-type: none"> <li>• Information that is currently on the paper bill</li> </ul> <p>AEBS Options:</p> <ul style="list-style-type: none"> <li>• FX information</li> <li>• Tie line information</li> <li>• Local call detail</li> <li>• Customer Service Records (CSR)</li> </ul>	<ul style="list-style-type: none"> <li>• Bill and call detail can be more compatible with customer accounting</li> <li>• Can more effectively &amp; efficiently create cost projections, reports, budget plans, etc.</li> <li>• Recognize billing discrepancies</li> <li>• Reallocate charges</li> <li>• Develop unique reports</li> <li>• Eliminate keying in data</li> </ul>

## Ameritech Billing Management Services Products

Product	Description	Features	Benefits
<b>Consolidated Summary Billing Service (CSBS)</b>	<ul style="list-style-type: none"> <li>• Paper transmittal report consolidates multiple individual bills.</li> <li>• Single monthly statement "blanket invoice" displaying payments, balances and totals without detail billing.</li> <li>• Customer returns one check for all accounts. Must agree to pay Total Amount Due by payment date.</li> <li>• 500 individual bills allowed on one transmittal.</li> </ul>	<p>Displays snapshot version of each account showing:</p> <ul style="list-style-type: none"> <li>• Bill number</li> <li>• Charges billed through date</li> <li>• Previous bill amount</li> <li>• Payments</li> <li>• Adjustments</li> <li>• Balance</li> <li>• Current charges</li> <li>• Total amount due</li> <li>• Last month current charge</li> <li>• Net dollar change</li> <li>• Percent (%) dollar change</li> <li>• ID code (optional)</li> </ul>	<ul style="list-style-type: none"> <li>• Allows centralized processing</li> <li>• Can lower administrative costs of receiving &amp; processing multiple bills</li> <li>• Provides summary of total communications expenses</li> <li>• Allows faster payment processing time</li> </ul>

PRODUCT	DESCRIPTION	FEATURES	BENEFITS
<b>Electronic Data Interchange (EDI)</b>	<ul style="list-style-type: none"> <li>• The customer's bill(s) is transmitted to electronic storage which customers can download to their system.</li> <li>• Ability to perform data analysis on this billing information by integrating with customers own data.</li> </ul>	<ul style="list-style-type: none"> <li>• Downloadable</li> <li>• Payments can be made electronically</li> <li>• Cannot subscribe to EDI if subscribe to FAXTRA</li> </ul>	<ul style="list-style-type: none"> <li>• Streamlines operations</li> <li>• Helps improve accuracy</li> <li>• Reduces paper handling</li> <li>• Billing information can be more compatible with customer's accounting operation</li> </ul>

**TOLL FREE CUSTOMER SUPPORT IS AVAILABLE AT 800 555-5775 MONDAY THROUGH FRIDAY, 8 A.M. TO 6 P.M., CST.**

## Chapter 16: Forms

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### Blanket Agency Agreement Form

The IPP should complete the Blanket Agency Agreement in the following manner:

Number	Action
1	Provide the IPP's official business name.
2	Print or type the IPP company official's name.
3-6	Provide the IPP address information.
7	IPP authorized signature.
8	Fill in the IPP company official's title.
9-10	Fill in the IPP company's telephone number, including area code.
11	Fill in month, date and year in which the agreement is prepared.

## SAMPLE: BLANKET AGENCY AGREEMENT

### Blanket Agency Agreement

This agreement sets forth the conditions by which an IPP may only place service order requests from an Ameritech Operating Company on behalf of a premises owner.

For the purpose of this agreement, the requesting party shall be referred to as the "IPP."

For the purpose of this agreement, the party for whom the IPP requests information shall be referred to as the "premises owner."

By signing this agreement, the IPP represents and warrants that it is authorized to place service order requests for or on behalf of the premises owner. Additionally the IPP agrees to:

1. Retain all written authorizations in its file for as long as IPP represents the premises owner and makes requests for information on behalf of premises owner.
2. Allow Ameritech to audit IPP's files periodically or on demand to verify that IPP's obligations under this agreement are met.
3. Indemnify Ameritech from any and all damages, losses and expenses resulting from Ameritech's reliance upon IPP's representation regarding requests for premises owner's CPNI.

With respect to requests for Customer Proprietary Network Information (CPNI) regarding the premises owner's telecommunications services, the IPP agrees to obtain an individual LOA authorization from the premises owner authorizing such CPNI requests. If the IPP has not provided current individual LOA authorization, CPNI cannot be provided.

This agreement shall commence on the date noted below and shall continue in effect unless terminated by either party providing (5) days written notice to the other.

The termination of this agreement shall not affect the rights of the parties for actions prior to the date of termination.

(1) _____ IPP Company	(2) _____ IPP Printed Name
(3) _____ IPP Address	(7) _____ IPP Authorized Signature
(4)      (5)      (6) _____ City      State      Zip Code	(8) _____ Title
(9)                      (10) _____ Area Code      Telephone Number	(11) _____ Date

# Individual Letter of Agreement

## Individual LOA (see sample, page 35)

The premises owner should complete the Individual Letter of Authorization in the following manner:

<b>Number</b>	<b>Action</b>
1	Name and address of AIIS recipient.
2	Name of premises owner.
3	Name of IPP.
4	Check all that apply.
5	Name of Ameritech entity.
6	Date of expiration.
7-9	Premises owner's name, address and telephone number.
10	Premises owner's signature.
11	Premises owner's official title.
12	Month, date and year in which LOA prepared.
13	Locations, addresses and phone numbers of premise locations affected by this LOA.

**SAMPLE: INDIVIDUAL LETTER OF AUTHORIZATION (LOA)**

(Name and address of the appropriate AITS recipient) (1)

(Name of premises owner) (2) has, on the date indicated below, entered into an agreement with (Name of IPP) (3) whereby IPP is authorized to act as agent on behalf of the premises owner with respect to certain enumerated telecommunications needs. In particular, the premises owner authorizes IPP to act on the premises owners' behalf with respect to: (4)

- \_\_\_\_\_ All requests for the installation of pay telephone-related services and equipment at the location(s) specified below.
- \_\_\_\_\_ All requests for the removal of pay telephone-related services and equipment at the location(s) specified below.
- \_\_\_\_\_ All requests relating to the servicing and/or repair of pay telephone-related services and equipment at the location(s) specified below.
- \_\_\_\_\_ All requests for information (including information relating to billing history, commission and revenue history, contracts, services and equipment provided) in connection with pay telephone-related services and equipment at the location(s) specified below.
- \_\_\_\_\_ All requests relating to the installation, removal, servicing and/or repair of and information pertaining to telecommunications services other than and in addition to pay telephone-related services and equipment at the location(s) specified below.

Premises owner understands that this Letter of Authorization may be subject to the terms of prior agreements the premises owner may have executed with other parties. In particular, the premises owner understands that the parties to prior agreements may have the right to be notified separately, in writing, of premises owner's intent not to renew such prior agreements; that there may be penalties associated with the unilateral termination of such prior agreements prior to their expiration date(s); and that there may be restrictions associated with the premises owner's or IPP use of any information or documents received hereunder relating to such prior agreements.

This Letter of Authorization does not prevent the premises owner from acting on its own behalf or from being contacted by parties with whom the premises owner has prior agreements during the term of such prior agreements.

(Name of appropriate Ameritech entity) (5) is hereby released, indemnified and held harmless from any damage, liability or loss by virtue of dealing with IPP pursuant to this Letter of Authorization.

This Letter of Authorization expires on \_\_\_\_\_ (6) \_\_\_\_\_, or on a date or under circumstances otherwise agreed to in writing by the parties hereto.

(Premises owner's name (7), address (8) and contact number (9))

(Signature line for premises owner) (10) \_\_\_\_\_ Title \_\_\_\_\_ (11) \_\_\_\_\_

(Date of this LOA) (12) \_\_\_\_\_

(Location(s) and address(s) and phone number(s) of premises affected by this LOA) (13)

\_\_\_\_\_

# Independent Payphone Provider Request Form (AM 1177) Instruction Sheet

Check state IPP request is for: IL, IN, MI, OH, WI

Number	Action
1	Name of business
2	Premises owner contact name
3	Premises location telephone #
4	Premises address
5-7	City, state, zip code
8	Name of IPP
9	Fax # of IPP
10	IPP's office telephone #
11	IPP's office address
12-14	City, state, zip code
15	Provide the name to send bill (if applicable)
16	Additional can-be-reached # (if different than #10)
17	Address to send bill
18-20	City, state, zip code
21	Check appropriate tax exempt status
22	Tax ID # or SS# of IPP
23	Check if sending LOA
24	Check if sending Blanket Letter of Agency

Number	Action
25	Provide additional business telephone number(s) (if applicable)
26	Check any of the various billing options desired:
	<ul style="list-style-type: none"> <li>• Bill Under - permits all charges or selected charges from one account to be billed under another account.</li> </ul>
	<ul style="list-style-type: none"> <li>• Consolidated Summary Billing - paper transmittal report consolidates multiple individual bills &amp; provides single monthly statement displaying totals, balance (without detail billing).</li> </ul>
	<ul style="list-style-type: none"> <li>• Electronic Data Exchange - the customer's bill(s) is transmitted to electronic storage which customers can download to their systems.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ameritech Electronic Billing Service - provides billing information on magnetic tape, electronic transmission or via CD-ROM disk.</li> <li>• If mark "NO" to separate bill, provide main bill telephone number.</li> </ul>
27	<p>Check if:</p> <ul style="list-style-type: none"> <li>• New (provide quantity)</li> <li>• Disconnect (provide Tel #'s)</li> <li>• Replaced (provide Tel #'s)</li> <li>• Other (state reason)</li> </ul>
28	Check reason for disconnect (required)
29	Requested due date
30-31	<p>Type of service requested:</p> <ul style="list-style-type: none"> <li>• 2-way</li> <li>• Outgoing only</li> </ul>
32	Provide type of jack

Number	Action
33	Is service: Coin Coinless
34	Private Payphone Operator Line (PPO): Coin Line (Illinois only) offered in central offices where facilities permit. Provides payphones the network based coin rating functions and related signaling used by Ameritech Illinois' own coin phones.
35	ProfitMaster (Illinois only): Central office-based platform consisting of hardware and software that removes the intelligence from IPP pay stations and places the functionality in the Ameritech network.
36	Request Answer Supervision
37	Do you want Ameritech to provide premises wire?
38	Provide specific details for network interface location; Provide If: indoor location & specific details of location Provide If: outdoor location & specific details of location
39	Check if desire LineBacker Maintenance Plan
40	Check if want: <ul style="list-style-type: none"><li>• Listed service</li><li>or</li><li>• Non-list service</li><li>or</li><li>• Non-published service</li><li>• Yellow Pages heading (provide category)</li></ul>

Number	Action
41	Provide address for directory delivery (if different from service address location).
42	Type of blocking desired:
	<ul style="list-style-type: none"> <li>• 900/976 - optional service that restricts access to 900/976 services provided by interexchange carriers, IPPs and Ameritech. Collect, operator-assisted, calling card and person-to-person calls to 900/976 are not allowed.</li> <li>• International - optional service that provides end office blocking of 011+ and 10XXX dialed calls.</li> <li>• Incoming - optional service that blocks all incoming calls</li> <li>• Optional - optional service applicable to coinless lines only; restricts line to non-sent paid calls.</li> </ul>
43	Type of screening desired: <ul style="list-style-type: none"> <li>• None</li> <li>• Selective Call Screening</li> </ul>
44	Provide: <ul style="list-style-type: none"> <li>• InterLATA 1+ PIC</li> <li style="text-align: center;">or</li> <li>• PIC none</li> </ul>
45	Check yes or no. If IPP marks "yes," this indicates that a PIC change order from an interexchange carrier is prohibited.

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# Chapter 17: Rates and Charges

## Illinois Rates and Charges

### ProfitMaster

17.50 Monthly &  
50.00 Non-Recurring

<u>Access Area</u>	<u>Basic COPTS Line*</u>	<u>PPO Coin Line</u>
A	5.21	7.81
B	9.05	11.65
C	12.58	15.18

\* Include \$.08 ITAC Hearing/Speech Impaired Supplemental Charge.

### End User Charge (Access Charge)

Single Line	3.50	
Multiline	3.93	Illinois
	4.93	N. Antioch, WI

### Answer Supervision

1.60 Monthly

### Listing

Non-Pub

1.41

N/C

No Charge Applies if Identical Name is  
Published at Same or Different Address in  
Same Local Calling Area

Non-List

.91

### Screening and Blocking

Incoming Screening	N/C	
Outgoing Screening	N/C	
Incoming Blocking	2.00	Monthly & 20.00 Non-Recurring
Outgoing Blocking	2.00	Monthly & 20.00 Non-Recurring
900 Blocking	N/C	
976 Blocking	N/C	
900 & 976 Blocking	N/C	
International Blocking	3.50	Non-Recurring Charge

### Wire Protection Plan

2.50 Monthly

### Non-Recurring Charges

Initial Service Request	34.85	
Line Connection (L)	17.50	
Misc. Change	N/C	
Record Work Charge	N/C	
PIC Change Charge	5.00	Single Line or 1st Line in Multiline Account
PIC Change Charge	1.70	Each Additional Line of Multiline Account