

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.1</b>	<b>Reserved For Future Use</b>	1
<b>A13.2</b>	<b>Touch-Tone Calling Service</b>	1
A13.2.1	General	1
A13.2.2	Application Of Charges	1
A13.2.3	Rates And Charges	1
<b>A13.3</b>	<b>Reserved For Future Use</b>	1
<b>A13.4</b>	<b>Reserved For Future Use</b>	1
<b>A13.5</b>	<b>(DELETED)</b>	2
<b>A13.6</b>	<b>Reserved For Future Use</b>	2
<b>A13.7</b>	<b>Reserved For Future Use</b>	2
<b>A13.8</b>	<b>Reserved For Future Use</b>	2
<b>A13.9</b>	<b>Custom Calling Services</b>	3
A13.9.1	General	3
A13.9.2	Provision Of Service	3.1
A13.9.3	Rates	4
A13.9.4	Per Use Three-Way Calling Service	4.1
A13.9.5	Reserved For Future Use	4.1
A13.9.6	Reserved For Future Use	5.2
A13.9.7	Star 98 Access	5.2
<b>A13.10</b>	<b>Reserved For Future Use</b>	6
<b>A13.11</b>	<b>Remote Call Forwarding</b>	6
A13.11.1	General	6
A13.11.2	Reserved For Future Use	7
A13.11.3	Reserved For Future Use	7
A13.11.4	Minimum Contract Period	7
A13.11.5	Rates And Charges	7
A13.11.6	Reserved For Future Use	8
A13.11.7	Reserved For Future Use	8

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.12 Selective Class Of Call Screening Service</b>	8	
A13.12.1 General	8	
A13.12.2 Rates And Charges	9	
<b>A13.13 Reserved For Future Use</b>	9	
<b>A13.14 Toll Trunks (Toll Terminals)</b>	9	
A13.14.1 General	9	
A13.14.2 Rates And Charges	9	
<b>A13.15 Reserved For Future Use</b>	9	(T)
<b>A13.16 Reserved For Future Use</b>	9	(T)
<b>A13.17 Feature Packages (Obsoleted, See Section A113)</b>	9	(T)
<b>A13.18 Reserved For Future Use</b>	9	(T)
<b>A13.19 TouchStar Service</b>	14.1	
A13.19.1 Application	14.1	
A13.19.2 Definitions Of Feature Offerings	14.1	
A13.19.3 <i>Terms, Conditions</i> And Limitations Of Service	<i>14.3.2.1</i>	(T)
A13.19.4 Rates	14.4	
<b>A13.20 Call Screening And Restriction Services - Customized Code Restriction (CCR)</b>	15	
A13.20.1 General	15	
A13.20.2 <i>Terms And Conditions</i>	15	(T)
A13.20.3 Rates And Charges	16	

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.21</b>	<b>Reserved For Future Use</b>	16
<b>A13.22</b>	<b>Reserved For Future Use</b>	16
<b>A13.23</b>	<b>Reserved For Future Use</b>	16
<b>A13.24</b>	<b>Extension Service</b>	16.1
A13.24.1	General	16.1
<b>A13.25</b>	<b>Channels For Extension Line</b>	17
A13.25.1	General	17
A13.25.2	Methods Of Applying Rates	18
A13.25.3	Description Of Services	19
A13.25.4	Rates And Charges	20
A13.25.5	Non-Recurring Charges	20
A13.25.6	Reserved For Future Use	20
<b>A13.26</b>	<b>Reserved For Future Use</b>	20
<b>A13.27</b>	<b>Emergency Reporting Services</b>	27
A13.27.1	Universal Emergency Number Service - 911	27
A13.27.2	<b>(DELETED)</b>	30
A13.27.3	Reserved For Future Use	31
A13.27.4	<b>Reserved For Future Use</b>	31
A13.27.5	<b>Enhanced Universal Emergency Number Service (E911)</b>	31
A13.27.6	<b>Wireless E911 Phase 2</b>	38.1
A13.27.7	<b>Reserved For Future Use</b>	40
A13.27.8	BellSouth 9-1-1 PinPoint Service	40

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.28</b>	<b>Announcement Facilities (Obsoleted, See Section A113)</b>	41.2
<b>A13.29</b>	<b>Reserved For Future Use</b>	41.2
<b>A13.30</b>	<b>Reserved For Future Use</b>	41.2
<b>A13.31</b>	<b>Reserved For Future Use</b>	41.2
<b>A13.32</b>	<b>(DELETED)</b>	41.2
<b>A13.33</b>	<b>Reserved For Future Use</b>	41.2
<b>A13.34</b>	<b>RingMaster Service</b>	43.4
A13.34.1	General	43.4
A13.34.2	Terms and Conditions	44
A13.34.3	Rates	44
		(T)
<b>A13.35</b>	<b>Reserved For Future Use</b>	44
		(T)
<b>A13.36</b>	<b>Reserved For Future Use</b>	44
		(T)
<b>A13.37</b>	<b>Reserved For Future Use</b>	44
		(T)
<b>A13.38</b>	<b>Reserved For Future Use</b>	44
		(T)
<b>A13.39</b>	<b>(DELETED)</b>	
<b>A13.40</b>	<b>Reserved For Future Use</b>	50
<b>A13.41</b>	<b>Reserved For Future Use</b>	50
<b>A13.42</b>	<b>Reserved For Future Use</b>	50
<b>A13.43</b>	<b>Reserved For Future Use</b>	50
<b>A13.44</b>	<b>Reserved For Future Use</b>	50

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.45 Reserved For Future Use</b>	50
<b>A13.46 Simplified Message Desk Interface (SMDI)</b>	50
A13.46.1 General	50
A13.46.2 Terms and Conditions	50
A13.46.3 Rates and Charges	50
<b>A13.47 Message Waiting Indication (MWI)</b>	50.0.1
A13.47.1 General	50.0.1
A13.47.2 Terms, Conditions and Limitations	50.0.1
A13.47.3 Rates And Charges	50.0.1
<b>A13.48 Reserved For Future Use</b>	50.0.1
<b>A13.49 Surrogate Client Number</b>	50.0.1
A13.49.1 General	50.0.1
A13.49.2 Rates And Charges	50.0.1
<b>A13.50 Telecommunications Service Priority (TSP) System</b>	50.1
A13.50.1 Service Description	50.1
A13.50.2 Service Limitations	50.1
A13.50.3 Terms and Conditions	50.1
A13.50.4 Definitions	50.2
A13.50.5 TSP Rate Categories	50.2
A13.50.6 Rates and Charges	50.3
<b>A13.51 (DELETED)</b>	50.3
<b>A13.52 Reserved For Future Use</b>	50.3.1
<b>A13.53 Multiline Hunt Queuing</b>	50.3.1
A13.53.1 Definitions	50.3.1
A13.53.2 Rates and Charges	50.4
<b>A13.54 Reserved For Future Use</b>	51
<b>A13.55 Reserved For Future Use</b>	51

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.56</b>	<b>Hot Line Service</b>	51
A13.56.1	General	51
A13.56.2	Rates and Charges	51
<b>A13.57</b>	<b>Warm Line Service (Obsoleted, See Section A113)</b>	51
<b>A13.58</b>	<b>(DELETED)</b>	51
<b>A13.59</b>	<b>Reserved for Future Use</b>	55
<b>A13.60</b>	<b>(DELETED)</b>	55
<b>A13.61</b>	<b>(DELETED)</b>	55
<b>A13.62</b>	<b>(DELETED)</b>	55
<b>A13.63</b>	<b>Reserved for Future Use</b>	56
<b>A13.64</b>	<b>Reserved for Future Use</b>	56
<b>A13.65</b>	<b>Reserved for Future Use</b>	56
<b>A13.66</b>	<b>Reserved for Future Use</b>	56
<b>A13.67</b>	<b>Reserved for Future Use</b>	56
<b>A13.68</b>	<b>Reserved for Future Use</b>	56
<b>A13.69</b>	<b>Reserved for Future Use</b>	56
<b>A13.70</b>	<b>(DELETED)</b>	56
<b>A13.71</b>	<b>Reserved for Future Use</b>	56

(D)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.72</b>	<b>Inter-Switch Simplified Message Desk Interface</b>	57
A13.72.1	General	57
A13.72.2	<i>Terms and Conditions</i>	57
A13.72.3	Rates and Charges	57.1 (T)
<b>A13.73</b>	<b>Reserved for Future Use</b>	57.1 (T)
<b>A13.74</b>	<b>Reserved for Future Use</b>	57.1 (T)
<b>A13.75</b>	<b>Reserved for Future Use</b>	57.1 (T)
<b>A13.76</b>	<b>(DELETED)</b>	
<b>A13.77</b>	<b>Voice Mail Calling Features Package</b>	59
A13.77.1	Description of Service	59
A13.77.2	<i>Terms, Conditions</i> and Limitations of Service	59
A13.77.3	Rates and Charges	59 (T)
<b>A13.78</b>	<b>(DELETED)</b>	
<b>A13.79</b>	<b>211 Dialing Service</b>	60
A13.79.1	General	60
A13.79.2	Service Requirements and Conditions	60.1
A13.79.3	Obligations of the Competitive Local Exchange Carrier (CLEC)	60.3
A13.79.4	Rates and Charges	60.3
<b>A13.80</b>	<b>711 Dialing Code for Telecommunications Relay Service (TRS)</b>	61
A13.80.1	General	61
A13.80.2	Service Requirements and Conditions	61
A13.80.3	Obligations of the Competitive Local Exchange Carrier (CLEC)	62
<b>A13.81</b>	<b>511 Dialing Service</b>	63
A13.81.1	General	63
A13.81.2	Service Requirements and Conditions	64
A13.81.3	Obligations of the Competitive Local Exchange Carrier (CLEC)	65
A13.81.4	Rates and Charges	65
<b>A13.82</b>	<b>311 for Non-Emergency Municipal Use</b>	66
A13.82.1	General	66
A13.82.2	Service Requirements and Conditions	67
A13.82.3	Obligations of the Competitive Local Exchange Carrier (CLEC)	68
A13.82.4	Rates and Charges	68
<b>A13.83</b>	<b>811 Call Before You Dig Service</b>	69
A13.83.1	General	69
A13.83.2	Rates and Charges	69
<b>A13.84</b>	<b>Reserved for Future Use</b>	69.1

---

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

## CONTENTS

<b>A13.85</b>	<b>Reserved for Future Use</b>	69.1
<b>A13.86</b>	<b>Reserved for Future Use</b>	69.1
<b>A13.87</b>	<b>Reserved for Future Use</b>	69.1
<b>A13.88</b>	<b>Reserved for Future Use</b>	69.1
<b>A13.89</b>	<b>Reserved for Future Use</b>	69.1
<b>A13.90</b>	<b>(DELETED)</b>	69.1 (D)

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.1 Reserved For Future Use**

### **A13.2 Touch-Tone Calling Service**

#### **A13.2.1 General**

- A. Touch-Tone Calling Service provides for the origination of telephone calls by means of instruments equipped for tone-type address signaling.
- B. The service is furnished for use with individual and two-party central office lines. It may be furnished to either one or both subscribers on a two-party line.
- C. Touch-Tone Calling Service, for individual and two-party line service, Centrex Type Services and PBX Systems, requires special central office equipment and will be provided only from those central offices where the central office has been equipped for Touch-Tone service.

#### **A13.2.2 Application Of Charges**

- A. The Secondary Service Charge in Section A4. is applicable for the addition of Touch-Tone service subsequent to the establishment of the subscribers' service.
- B. The Secondary Service Charge in Section A4. is not applicable for changes from Touch-Tone to rotary dial service.

#### **A13.2.3 Rates And Charges**

Touch-Tone Calling Service rates and charges shall apply where the customer has the capability to originate calls by means of instruments equipped for tone-type address dialing.

The following monthly charges are in addition to any applicable rates and charges for the facilities and service furnished.

##### **A. Individual And Two-Party Line Service**

On two-party lines, rate is applicable per subscriber to Touch-Tone service.

- 1. Per line or PBX trunk

		<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
(a)	Residence	\$-	\$-	TTR
(b)	Business (RG 1-4 including exceptions)	-	-	TTB (T)(R)
(c)	Business (RG 5)	-	-	TTB (T)(R)

##### **B. ESSX-1 Systems**

- 1. Per Network Access Register  
(Rates, charges and USOC's apply as for a PBX Central Office trunk of similar operation.)

(a) Each	-	-	NA
----------	---	---	----

### **A13.3 Reserved For Future Use**

### **A13.4 Reserved For Future Use**

---

### **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.5 (DELETED)**

(D)

**A13.6 Reserved For Future Use**

**A13.7 Reserved For Future Use**

**A13.8 Reserved For Future Use**

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.1 General

##### A. Call Waiting

Provides the user, busy on a call, with a private signal which alerts him to an unanswered call waiting to be completed to his number. The user may then hold the existing call, answer the incoming call and alternately talk on both calls until one has been terminated.

Before a call is initiated the Call Waiting subscriber may, by dialing a code, activate the cancel feature and Call Waiting is then made inoperative on the first call initiated by the subscriber immediately following activation of the cancel feature. The cancel feature may also be activated after a call is established if the customer subscribes to flat rate Three-Way Calling. Call Waiting is restored automatically on termination of the call. During the time the cancel feature is activated, incoming callers receive a busy tone.

##### B. Call Forwarding Variable

Provides for transferring incoming calls to another number by dialing a code and the number of the service to which calls are to be transferred. Satisfactory transmission levels cannot be assured on calls forwarded outside of the local calling area.

##### C. Three-Way Calling

Permits an existing call to be held, and by dialing, a second local or toll call can be established and added to the connection. Normal transmission performance cannot be assured on all calls.

##### D. Speed Calling

Provides for the calling of a 7- or 10-digit number by dialing an abbreviated code. The arrangement available has an eight (8-code)<sup>1</sup> and thirty (30-code) number capacity.

##### E. Call Forwarding Busy Line

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another number on a premises other than the provisioned premises. The customer selected forward-to number is preprogrammed at the time service is established and can only be changed via service order.

##### F. Call Forwarding Don't Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another number. The customer selected forward-to number and specified interval are preprogrammed at the time service is established and can only be changed via service order. No Service Charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

##### G. Customer Control of Call Forwarding Busy Line<sup>2</sup>

(T)

This feature provides a customer the Call Forwarding Busy Line feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes. The destination number is specified by the customer at the time this feature is ordered and can only be changed via service order.

##### H. Customer Control of Call Forwarding Don't Answer<sup>2</sup>

(T)

This feature provides a customer the Call Forwarding Don't Answer feature, and the capability to control from the base station line the activation and deactivation of the service by using dialing codes. The destination number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. No Service Charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

##### I. Call Forwarding Don't Answer - Ring Control (CFDA-RC)

This feature provides for calls incoming to a subscriber's idle directory number to be forwarded to another number after a customer-controlled interval expressed in either ring cycles or seconds, depending on specific technology involved. The forwarded-to number is specified at the time service is established and can only be changed via service order. Such change is subject to normal service order charges. CFDA-RC is available only where facilities permit, and provides the customer with the capability to change the interval after which forwarding occurs. Such change is made at the convenience of the customer, and is not subject to service order charges. After establishment of service, the interval cannot be changed via service order.

**Note 1:** Effective October 31, 2013, Speed Calling (8-Code) is withdrawn and no longer available for business subscribers.

**Note 2:** Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.1 General (Cont'd)

##### J. Call Forwarding Multipath

This feature provides Business customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer, Customer Control of Call Forwarding Busy Line<sup>1</sup>, Customer Control of Call Forwarding Don't Answer<sup>1</sup>, Call Forwarding Variable, or Remote Access to Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded to another telephone number.

Where facilities permit for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks, 10 calling paths will be provided at no charge. For a hunting arrangement greater than 10 lines/trunks, additional paths (in excess of the 10 provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature, each call will be forwarded at the completion of each ring cycle. A Secondary Service Charge will apply to requests to increase or decrease the number of calling paths.

##### K. Remote Access - Call Forwarding Variable

This feature provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forwarded-to telephone number.

##### L. Call Waiting ID - This service allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides several additional call disposition options.

The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic<sup>2</sup> or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.

(C)

The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting ID include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation and maintenance of the ADSI-compatible CPE and its technical capability to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Guidebook. Such features must be ordered separate from Call Waiting ID.

##### M. Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is an intra-switch call. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

##### N. Star 98 Access – This feature allows a subscriber to dial \*98 to access a service such as their voice mail service.

**Note 1:** Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers.

**Note 2:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.2 Provision Of Service

- A. The services are limited to those areas served by central offices arranged for Custom Calling Services. Call Forwarding feature enhancements, Usage Sensitive Three-Way Calling and the cancel feature for Call Waiting are available only in central offices where the capability exists and has been implemented.
- B. The services are furnished only in connection with individual line service. The service is not available in connection with Centrex Type Services, Prestige Communications Service, Prestige Communications Package, Prestige Deluxe service private branch exchange or coin telephone service.
- C. In addition to the "Monthly Rate" following, for calls forwarded outside the Local Calling Area on a toll network, the Call Forwarding customer is responsible for the applicable toll charges specified in this Guidebook or any other applicable service publication for the duration of each call answered, even though such calls might not be accepted at the answering location after their charge conditions are explained. For calls forwarded inside the Local Calling Area, a measured or message rate service Call Forwarding customer is responsible for the applicable customer-dialed measured or message rate service charges specified in this Guidebook, as appropriate, for each call answered at the answering location. In all cases, the charge for that portion of a subject call between the originating station line and the call forwarding location shall be the charge specified in this Guidebook or any other applicable service publication for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location. This portion of the call may be billed to the originating station line, third number<sup>l</sup>, collect<sup>l</sup> or any other special identification number, if appropriate for the type of call involved.
- D. Call Forwarding On PBX Trunks

Call Forwarding is offered for use with PBX trunks subject to the following limitations:

1. It may be provided only when compatible with the equipment configuration at the customer's premises.
2. It is available only on two-way trunks.
3. It is not available with Direct Inward Dialing trunks.
4. If the feature is proposed on a facility on which hunting is also to be provided, this service is available only with Multi-Line and Series Completion hunting arrangements and is subject to the limitations of these arrangements.
5. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding feature.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Local Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.2 Provision Of Service (Cont'd)

- D. Call Forwarding On PBX Trunks (Cont'd)
  - 6. When calls are being forwarded inter-office, only one call can be forwarded at a time.
  - 7. Call Forwarding can be sequentially forwarded in a chain across lines within a central office a maximum of five times.

- E. Speed Calling On PBX Trunks

This feature is available on a per trunk equipped basis.

- F. Speed Calling On Outward WATS Lines.

This feature is available on a per line equipped basis and is limited to one Speed Calling list per Outward WATS facility group.

- G. Except during periods of special promotions offered pursuant to A2.10 or where Call Waiting **ID** is provided as part of some other *package* offering, the service charge for establishment of Call Waiting Deluxe on the customer's line and one month's recurring charge for Call Waiting **ID** will be waived for the first sixty (60) days of availability in each area. Terms of such special promotions or other *package* offerings as relating to Call Waiting **ID** will be applied during any period of coincidence between such special promotions or offerings and the first sixty days of availability of Call Waiting **ID** in a particular area. (T)

- H. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)

- I. Subscribers to Call Waiting **ID** must have Touch-Tone service. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.3 Rates

		Monthly Rate	USOC	
<b>A.</b>	Residence			
1.	Individual Features			
(a)	Call Waiting <sup>1</sup>	\$11.99	ESX	(I)
(b)	Call Forwarding Variable <sup>1</sup>	10.00	ESM	
(c)	Three-way Calling <sup>1</sup>	11.99	ESC	(I)
(d)	Speed Calling (8-code) <sup>1</sup>	11.99	ESL	(I)
(e)	Speed Calling (30-code) <sup>1</sup>	11.99	ESF	(I)
(f)	Call Forwarding Busy Line <sup>1</sup>	2.00	GCE	
(g)	Call Forwarding Don't Answer <sup>1</sup>	1.50	GCJ	
(h)	Customer Control of Call Forwarding Busy Line <sup>1,3</sup>	3.50	GJP	
(i)	Customer Control of Call Forwarding Don't Answer <sup>1,3</sup>	4.00	GJC	
(j)	(DELETED)			
(k)	(DELETED)			
(l)	(DELETED)			
(m)	Remote Access - Call Forwarding Variable <sup>1</sup>	7.00	GCZ	
(n)	Call Forwarding Don't Answer - Ring Control <sup>1</sup>	1.50	GCJRC	
(o)	Call Waiting ID <sup>1</sup>	10.99	ESXD+	
(p)	Three-Way Calling with Transfer <sup>1,2</sup>	11.99	ESCWT	(I)
<b>B.</b>	Business/Business PBX			
1.	Individual Features			
(a)	Call Waiting <sup>4</sup>	8.50	ESX	
(b)	Call Forwarding Variable <sup>4</sup>	8.50	ESM	
(c)	Three-way Calling <sup>4</sup>	7.50	ESC	
(d)	(DELETED)			
(e)	Speed Calling (30-code) <sup>4</sup>	6.00	ESF	
(f)	Call Forwarding Busy Line <sup>4</sup>	5.00	GCE	
(g)	Call Forwarding Don't Answer <sup>4</sup>	5.00	GCJ	
(h)	Customer Control of Call Forwarding Busy Line <sup>4</sup>	6.95	GJP	
(i)	Customer Control of Call Forwarding Don't Answer <sup>4</sup>	6.00	GJC	
(j)	Call Forwarding Busy Line Multipath or Customer Control of Call Forwarding Busy Line Multipath <sup>5</sup>	5.00	CFSBX	
(k)	Call Forwarding Don't Answer Multipath or Customer Control of Call Forwarding Don't Answer Multipath <sup>5</sup>	5.00	CFSDX	
(l)	Call Forwarding Variable Multipath <sup>5</sup> or Remote Access - Call Forwarding Variable Multipath <sup>5</sup>	7.00	CFSVX	
(m)	Remote Access - Call Forwarding Variable <sup>1</sup>	7.45	GCZ	
(n)	Call Forwarding Don't Answer - Ring Control <sup>1</sup>	5.00	GCJRC	
(o)	Three-Way Calling with Transfer <sup>2</sup>	6.95	ESCWT	

**Note 1:** Monthly rate per central office line equipped.

**Note 2:** Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

**Note 3:** Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers.

**Note 4:** Monthly rate per central office per line/trunk equipped.

**Note 5:** Monthly rate per call forwarding path in excess of ten paths.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.3 Rates (Cont'd)

##### B. Business/Business PBX

###### 1. Individual Features

		Monthly	
		Rate	USOC
(a)	Call Waiting <sup>1</sup>	\$8.50	ESX
(b)	Call Forwarding Variable <sup>1</sup>	8.50	ESM
(c)	Three-way Calling <sup>1</sup>	7.50	ESC
(d)	<b>(DELETED)</b>		(D)
(e)	Speed Calling (30-code) <sup>1,2</sup>	6.00	ESF
(f)	Call Forwarding Busy Line <sup>1</sup>	5.00	GCE
(g)	Call Forwarding Don't Answer <sup>1</sup>	5.00	GCJ
(h)	Customer Control of Call Forwarding Busy Line <sup>1</sup>	6.95	GJP
(i)	Customer Control of Call Forwarding Don't Answer <sup>1</sup>	6.00	GJC
(j)	Call Forwarding Busy Line Multipath or Customer Control of Call Forwarding Busy Line Multipath <sup>3</sup>	5.00	CFSBX
(k)	Call Forwarding Don't Answer Multipath or Customer Control of Call Forwarding Don't Answer Multipath <sup>3</sup>	5.00	CFSDX

**Note 1:** Monthly rate per central office per line/trunk equipped.

**Note 2:** Corrected rate, from an increase in 2009 which was not implemented.

**Note 3:** Monthly rate per call forwarding path in excess of ten paths.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.3 Rates (Cont'd)

##### B. Business/Business PBX (Cont'd)

###### 1. Individual Features (Cont'd)

		Monthly Rate	USOC	
(l)	Call Forwarding Variable Multipath <sup>1</sup> or Remote Access - Call Forwarding Variable Multipath <sup>1</sup>	\$7.00	CFSVX	
(m)	Remote Access - Call Forwarding Variable <sup>2</sup>	7.45	GCZ	
(n)	Call Forwarding Don't Answer - Ring Control <sup>2</sup>	5.00	GCJRC	
(o)	Three-Way Calling with Transfer <sup>3</sup>	6.95	ESCWT	(l)

**Note 1:** Monthly rate per call forwarding path in excess of ten paths.

**Note 2:** Monthly rate per central office line equipped.

**Note 3:** Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.4 Per Use Three-Way Calling Service

##### A. General

1. Per Use Three-Way Calling is available to all individual line residence and business customers where facilities permit. This service permits use of the three-way calling feature on an as-needed basis, with the subscriber paying the rate shown in A13.9.4.B for each occasion it is successfully used. Three-way calling permits the subscriber activating the feature to hold an in-progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three-way conference arrangement.
2. Switch-specific technology determines how a subscriber "activates" the feature. In certain switch technology, the feature is activated by "flashing" the serving switch from the subscriber's terminating equipment ("Flashing" is accomplished via a receiver button, switch-hook, hook flash key, flash key, etc.). This technology provides the subscriber with spontaneous control of the feature. Other switch technology requires that the feature be dial-activated by the subscriber prior to establishing the first leg of a three-way call, using a Company-provided code.
3. The per use charge is applied only when a forwarded call is completed. Completed calls include, but are not limited to, those calls terminated to telephones, voice messaging system, answering machines, facsimile machines, modems, etc.
4. The per use charge is in addition to any switched network usage charge appropriate for the line with which the Per Use Three-Way Calling feature is associated. Such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in the *Guidebook* sections specific to that particular call type, and are not impacted by the application of the per use charge.
5. Access to the per use capability can be restricted at the customer's request at no charge.

##### B. Rates

1. Per Use Three-Way Calling
  - a. Per use (requires completion of second call)

	Charge	USOC
(1) Usage Charge		
(a) Residence	\$3.00	NA
(b) Business	3.00	NA

#### A13.9.5 Reserved For Future Use

Pages 5 and 5.1 are hereby deleted in their entirety and removed from this Guidebook.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.9 Custom Calling Services (Cont'd)

#### A13.9.6 Reserved For Future Use

#### A13.9.7 Star 98 Access

##### A. Applications

Star 98 Access is an optional network feature which allows subscribers to dial \*98 to access a service. Generally subscribers use this feature to access their local voice mail service from their home or business telephone line. Star 98 Access is available, where facilities permit, to individual line residence and business subscribers.

##### B. Description

Star 98 Access provides subscribers with access to a service, generally their local voice mail service, when they dial \*98 from their home or business telephone line. Star 98 Access connects the customer to the local telephone number, generally of their voice mail provider, to whom their calls are forwarded via a version of Call Forwarding Don't Answer. The appropriate auxiliary calling feature (i.e. Call Forwarding Don't Answer or Call Forwarding Don't Answer – Ring Control) is required with this service.

##### C. *Terms, Conditions* and Limitations of Services

1. Star 98 Access is only available to subscribers on lines which are equipped with a version of Call Forwarding Don't Answer. (T)
2. Star 98 Access is provisioned on a per line basis and functions only from a line provisioned with this feature and the appropriate auxiliary calling features.
3. Star 98 Access is not available on ISDN, Prestige, Foreign Central Office (FCO), Foreign Exchange (FX) lines or any Centrex type service. (T)
4. Star 98 Access may not be compatible with all auxiliary calling features.

##### D. Rates and Charges

1. Per line equipped

	Monthly		
	Rate		USOC
(a) Residence	\$1.00		S98AF
(b) Business	2.00		S98AF

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.10 Reserved For Future Use

### A13.11 Remote Call Forwarding

#### A13.11.1 General

- A. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a Remote Call Forwarding telephone number in one exchange (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). This service is offered subject to availability of suitable facilities. Where the call forwarding location is in a multi-office exchange, the Company will determine the serving central office.
- B. RCF can be offered as an individual service or as an additional feature with Company Foreign Exchange service. In the latter offering, RCF is used as an overflow when the Company Foreign Exchange line is busy.
- C. This service is only available where the terminating station line has incoming-call dial capability.
- D. RCF service is not offered where the terminating station line serves a coin telephone.
- E. The Company does not guarantee identification of the originating telephone number to the RCF customer.
- F. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal Guidebook charges for such changes.
- G. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- H. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- I. Where a business listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
- J. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for charges for any resulting rearrangement of the RCF service.

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.11 Remote Call Forwarding (Cont'd)

#### A13.11.1 General (Cont'd)

K. For the purpose of administering A2.3.6 (Application of Rates for Business and Residence Service) and A13.24 (Extension Service), the Company's central office location of the RCF telephone number shall not be considered as a terminating premises of the service to which calls are forwarded.

#### A13.11.2 Reserved For Future Use

#### A13.11.3 Reserved For Future Use

#### A13.11.4 Minimum Contract Period

The minimum contract period for this service is one month.

#### A13.11.5 Rates And Charges

The following charges are for the Remote Call Forwarding feature only and are in addition to applicable charges for service and equipment with which it is used.

Where customers have fifteen or more unique RCF features on a billing account, a credit of twenty five percent (25%) will be applied per billing cycle to the monthly rate for each such unique service feature, including the first fifteen. For purposes of qualifying for such credit, a unique feature is defined by calling scope, jurisdiction and business/residence classification: e.g., Residence, Intrastate, IntraLATA; or, Business, Measured Local. Additional features (Access Paths) also qualify as a unique feature. Unique features may not be combined to qualify for this credit; e.g., local features may not be combined with toll features.

		Installation Charge	Monthly Rate	USOC	
<b>A.</b>	Remote Call Forwarding (Initial Installation)				
1.	Per feature arranged for one access path				
	(a) Business, each	\$14.50	\$50.72	RCF++	(I)
	(b) Residence, each	14.50	18.50	RCF++	
2.	Additional Access Path				
	(a) Business, each	-	50.72	RCA	(I)
	(b) Residence, each	-	18.50	RCA	
<b>B.</b>	Remote Call Forwarding (Initial Installation) - Area Calling Service				
1.	Per feature arranged for one access path				
	(a) Business, each	14.50	42.00	RCF++	
	(b) Residence, each	14.50	18.50	RCF++	
2.	Additional Access Path				
	(a) Business, each	-	42.00	RCA	
	(b) Residence, each	-	18.50	RCA	

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.11 Remote Call Forwarding (Cont'd)

#### A13.11.5 Rates And Charges (Cont'd)

##### C. Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:

1. A charge for that portion of the call from the originating station line to the call forwarding location, and
2. A charge for that portion of the call from the call forwarding location to the terminating station line.

(T)

(M)

(T)(M)

The respective charge for each such portion shall be as follows:

- a. Between the originating station line and call forwarding location

The charge for this portion of a remotely forwarded call shall be the charge specified in this Guidebook, or any other applicable service publication, for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location. This portion of the call may be billed to the originating station line, third number<sup>1</sup>, collect<sup>1</sup> or any other special identification number, if appropriate for the type of call involved.

- b. Between the call forwarding location and the terminating station line

For calls forwarded inside the Limited Local Calling Area, the Remote Call Forwarding customer is responsible for the measured or Area Calling Service usage charges specified in A3.2.3.D or A3.2.8.E, as appropriate.

For calls forwarded outside the Limited Local Calling Area, but within the Full Local Calling Area, the Remote Call Forwarding customer is responsible for the toll or Area Calling Service usage charges specified in A18 or A3.2.8.E, as appropriate.

For calls forwarded outside the Full Local Calling Area, the Remote Call Forwarding customer is responsible for the applicable toll charges specified in this Guidebook or any other applicable service publication for the duration of each call answered, even though such calls might not be accepted at the answering location after their charge conditions are explained.

(M)

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Local Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.11 Remote Call Forwarding (Cont'd)

#### A13.11.5 Rates And Charges (Cont'd)

##### D. Subsequent Additions And Changes (Including Area Calling Service)

		Installation Charge	Monthly Rate	USOC
1.	Additional Access Paths, first addition (a) Per occasion	\$12.00	\$22.65	RCA
2.	Additional Access Paths, at same time as 1.(a) (a) Each	-	22.65	RCA
3.	To change the number at the call forwarding location (A nonrecurring charge specified in Section A4. is applicable.) (a) Each change	-	-	NA
4.	To change the number to which calls are forwarded at the request of the customer (A nonrecurring charge specified in Section A4. is applicable.) (a) Each change	-	-	NA

##### E. Listing

One listing covering the exchange in which the call forwarding central office is located is provided without additional charge.

(T)

(T)

#### A13.11.6 Reserved For Future Use

#### A13.11.7 Reserved For Future Use

### A13.12 Selective Class Of Call Screening Service

#### A13.12.1 General

- A. Selective Class of Call Screening Service enables a customer to secure central office blocking of 1+, 101XXXX 1+, 976, 900, and screening information to prevent operator assisted calls from being billed to the subscriber's line. Information digits are also passed to long distance providers, other than the Company, to identify the line as requiring special operator handling.
- B. Subscribing to this service does not relieve the subscriber of responsibility for calls, other than intraLATA calls carried by the Company, which originate from his number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the subscriber's number.
- C. Selective Class of Call Screening Service will be established only where operator identification is provided through the use of automated equipment arranged to furnish this service, or where a line or trunk is directly connected to a Company toll switchboard from the subscriber's premises. After the effective date of this Guidebook, Selective Class of Call Screening Service will not be established for any new customers in locations served by toll switchboards.

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.12 Selective Class Of Call Screening Service (Cont'd)

#### A13.12.1 General (Cont'd)

- D. Selective Class of Call Screening is offered subject to the availability of suitable facilities.
- E. This service is available to all residence and business customers.
- F. Selective Class of Call Screening can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.12 Selective Class Of Call Screening Service (Cont'd)

#### A13.12.2 Rates And Charges

The following rates and charges will apply in addition to Secondary Service Charge.

	Monthly Rate	USOC
1. MultiServ service and PBX trunks		
(a) Per Central Office line equipped for screening including MultiServ service main station lines	\$1.25	SRG
(b) (Obsoleted - See Section A113)	-	NA
(c) Per PBX trunk equipped for screening	8.20	SRG
2. ESSX-1, ESSX service, Digital ESSX service, MultiServ PLUS service and BellSouth Centrex service		
(a) per NAR equipped for screening	8.20	SRGBB
(b) Per main station line equipped for screening	-	SRGPL

### A13.13 Reserved For Future Use

### A13.14 Toll Trunks (Toll Terminals)

#### A13.14.1 General

- A. A toll trunk is a special access trunk extending from a customer's premises to the Company's premises for the purpose of completing toll calls originated at the customer's location. These facilities may be arranged to:
  - 1. Route all long-distance calls to an operator for completion.
  - 2. Route all Dial Station-to-Station calls directly to a toll network and route all other long distance calls to an operator for completion.
- B. A toll trunk may be arranged, at the customer's request, for Selective Class of Call Screening Service, as outlined in Section A13. This service enables a customer, by means of an operator, to restrict outgoing toll calls from station users to certain types of calls such as those which are charged to the called number<sup>1</sup> or a third number<sup>1</sup>.
- C. Connections will not be established between a toll trunk and exchange station lines or other toll trunks in the exchange area where the toll trunk is located.
- D. Toll trunks are furnished only to customers who have local exchange service concurrently. Also, all local calls and calls to certain Company numbers such as repair service, Public Emergency Service (911), etc. will be permitted from the customer's establishment only on regular exchange service facilities of the customer.
- E. Outward connections only will be established from a toll trunk.
- F. Service arrangements, requested by the customer, in excess of the intent of this Guidebook may be provided at charges based on cost.
- G. This service is furnished only where facilities permit.
- H. If appropriate, in addition to rates and charges listed following, Company Foreign Exchange channel charges are applicable when this service is extended over such dedicated facilities from a foreign exchange.

#### A13.14.2 Rates And Charges

- A. Toll Trunks, each
  - 1. Per toll trunk

(a) Charge	Rate	USOC	(I)
	\$419.00	LD2	

### A13.15 Reserved For Future Use

### A13.16 Reserved For Future Use

### A13.17 Feature Packages (Obsoleted, See Section A113)

### A13.18 Reserved For Future Use

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Local Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service

(T)

#### A13.19.1 Applications

A. TouchStar service is a group of central office call management features offered in addition to basic telephone service.

(T)

#### A13.19.2 Definitions Of Feature Offerings

##### A. Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. Where facilities permit, upon activation of the feature, the customer will receive a voice announcement stating that Call Return has been accessed. In addition, the announcement will provide the Directory Number (DN) of the last incoming call. In some locations, the date and time of receipt of the call will also be provided. The Call Return user will then be prompted to enter an additional digit to continue with the feature activation, or to hang up to abort the activation.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

This feature is not available on operator handled calls. In connection with Call Return, the Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service.

If the last incoming call originated from a telephone where delivery of the number was suppressed, either via per call or per line blocking, that number will not be available for voicing-back and the call cannot be returned by the Call Return customer. The Call Return user will receive a voice announcement stating that this service cannot be used to call the number.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for voice-back.

If the incoming call is from a RingMaster service customer, the telephone number transmitted and available for voice-back will be the main Directory Number rather than any dependent RingMaster service number.

(T)

If the incoming call originates from a multi-line hunt group, the telephone number transmitted and voiced-back will always be the main number of the hunt group, unless facilities permitting, the telephone numbers are TN identified within the group.

This feature is available, facilities permitting, to residence and business customers as follows: (a) monthly subscription, or (b) per activation/occasion. If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each activation. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each activation. Access to the usage option can be restricted at the customer's request at no charge.

##### B. Repeat Dialing

Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

This feature is available, facilities permitting, to residence and business customers as follows: (a) monthly subscription, or (b) per activation/occasion. If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each activation. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each activation. Access to the usage option can be restricted at the customer's request at no charge.

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions Of Feature Offerings (Cont'd)

**C. Personalized Ring 6 a.k.a. Call Selector**

Personalized Ring 6 provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers. The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting (see Section A13) and a call is received from a telephone number on the Personalized Ring 6 screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Personalized Ring 6 screening list also appears on the Selective Call Forwarding list, the Selective Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a telephone number identified number that represents all the lines in a collection of lines, such as multiline hunt groups.

**D. Selective Call Forwarding a.k.a. Preferred Call Forwarding**

Selective Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number, or a Telephone Number identified number that represents all the lines in a collection of lines such as multiline hunt groups.

(M)

(M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions Of Feature Offerings (Cont'd)

##### E. Call Block

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Selective Call Forwarding and/or Personalized Ring 6 and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multiline hunt group unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified. Additionally, this feature will not block calls from coin or cellular telephones or operator assisted calls.

##### F. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the trace was activated, and in some locations, the time the offending call was received. The customer using this feature would be required to contact *their local law enforcement agency* for further action.

(C)

Only calls from within TouchStar service equipped offices are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multiline hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

In some locations, if the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

##### G. Caller ID – Basic<sup>1</sup> (Number Delivery)

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID - Basic is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID - Basic will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller who subscribes to RingMaster service, the telephone number transmitted will always be the main number rather than any dependent RingMaster service number.

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted will always be the main number of the hunt group unless the calling number is Telephone Number (TN) identified within the group.

Calling number information via Caller ID - Basic is not available on operator handled calls.

**Note 1:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions Of Feature Offerings (Cont'd)

##### H. Caller ID a.k.a. Caller ID Deluxe (Name and Number Delivery)<sup>1</sup>

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls.

A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

When Caller ID is activated on a customer's line, the calling party Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID customer.

Caller ID also includes Anonymous Call Blocking (**ACB**) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Blocking regardless of the current state of the Anonymous Call Blocking customer's line (e.g., off hook or idle).

Subsequent to establishment of Caller ID, Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Calling party name and/or telephone number information via Caller ID is not available on operator handled calls.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number and name information transmitted will be associated with the main number in the hunt group, unless, facilities permitting, the lines within the group are TN (Telephone Number) identified.

If the incoming call is from a caller served by a PBX, generally only the main listed name of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a caller who subscribes to RingMaster service the telephone number and name transmitted will always be the main number, rather than the RingMaster service number.

If the incoming call originates from a customer provided pay telephone, the name information transmitted will always be "Pay Phone".

**Note 1:** Effective August 1, 2016, Call ID Deluxe (without ACB) is no longer available for residence subscribers.

(T)

(T)

(N)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

(T)

#### A13.19.2 Definitions Of Feature Offerings (Cont'd)

##### I. Calling Number Delivery Blocking - Permanent

This feature enables residential subscribers of Non-Published Listing Service or special agencies as described in A13.19.3.A.8 to prevent the transmission of their telephone numbers and/or names, on outgoing calls, to subscribers of TouchStar service terminating Calling Name or Number Delivery Services. Calling Name and Number Delivery Blocking is in operation on a continuous basis. The feature is applicable on all outgoing calls placed from the customer's line. If the preassigned access code for Calling Name and Number Delivery Unblocking - Per Call is dialed on a line provisioned with Calling Name and Number Delivery Blocking - Permanent, the Directory Number and/or Directory Name will be delivered.

(T)

##### J. Calling Number Delivery Blocking - Per Call

Calling Number Delivery Blocking - Per Call allows a customer to temporarily prevent the transmission of that customer's Directory Number and/or Directory Name and thus control their availability to the called party. The transmission of the Directory Number and/or Directory Name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name.

##### K. (Obsoleted, See Section A113.)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions Of Features Offerings (Cont'd)

(D)

##### L. Call Tracking - Bulk Calling Line Identification (BCLID)

This feature allows Multi-Line Hunt Groups (MLHG) or Private Branch Exchange (PBX) customers to receive call-related information on certain incoming calls.

The following information is transmitted to the Call Tracking customer over a separate channel which is required for feature operation: calling and called directory numbers (DN), time of day the call was received, busy/idle status of the called line, and the calling line type (individual or group). This information should be received by the customer premises equipment (CPE) or by equipment in the central office shortly after reception of the incoming call.

Any customer subscribing to Call Tracking, who wishes to have the Call Tracking information delivered to their CPE, will be responsible for the provision of compatible CPE which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the number transmitted and available for display will always be the main number of the hunt group.

If the incoming call is from a customer who subscribes to RingMaster service, the number transmitted will always be the main number rather than the RingMaster service number.

Charges for Call Tracking are applicable on a per-subscription and a "per calling number delivered" basis, plus appropriate Service Charges for establishment of the feature on the customer's line.

##### M. Anonymous Call Blocking a.k.a. Anonymous Call Rejection<sup>1</sup>

This feature allows customers to automatically reject incoming calls when the call originates from a number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Blocking regardless of the current state of the Anonymous Call Blocking customer's line (e.g., off hook or idle).

A service order is required to establish or discontinue Anonymous Call Blocking. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of pre-assigned feature access codes.

##### N. Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery)

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming calls both when the subscriber's line is in use and when it is not in use. The date and time of the call is also transmitted to the Enhanced Caller ID customer. A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

When the Enhanced Caller ID customer's line is not in use the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE during the first long silent interval of the ringing cycle.

When the Enhanced Caller ID customer's line is in use, the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE following the waiting call alerting tone.

The called party has the following options for disposition of the incoming call:

- Answer the waiting call while placing the original call on hold,
- Alternate between the waiting call and the original call, and
- Ignore the waiting call.

**Note 1:** Obsoleted October 31, 2012. Anonymous Call Rejection is not available for new installations, additions to existing service or transfers of existing service to a new location on or after October 31, 2012 for business subscribers.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions Of Features Offerings (Cont'd)

##### N. Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery) (Cont'd)

If the incoming call originates from a customer provided pay telephone, the name information transmitted will always be "Pay Phone."

If the incoming call is from a caller who subscribes to RingMaster service, the name and number transmitted will always be the main listing information rather than the RingMaster service listed name and number.

(T)

If the incoming call originates from a multi-line hunt group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.

If the incoming call is from a caller served by a PBX, generally only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display.

Any customer subscribing to Enhanced Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

##### O. Enhanced Caller ID With Call Management

This feature is only available to business customers where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Management includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in A13.9. This feature must be ordered separate from Enhanced Caller ID with Call Management.

Call disposition options provided with Enhanced Caller ID with Call Management include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Enhanced Caller ID with Call Management requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

##### P. BusyConnect

TouchStar service BusyConnect is an optional network feature which will be offered beginning March 3, 1998 in central offices where facilities permit on a usage basis. Presubscription will not be required and billing will be incurred on a per use basis.

BusyConnect enables callers to retry a busy line on demand. When a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call when the called line becomes available. If the caller activates BusyConnect service, the status of the called party's line will be monitored for thirty minutes and the call completed when the line is available.

BusyConnect service is available, facilities permitting, to residence and business customers on a per activation/occasion basis. The service may be utilized on a non-subscription basis with a per occasion charge for each activation, whether the call is completed or not. Access to the usage option can be restricted at the customer's request at no charge. (USOC BRD in A13.19.4)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.3 Terms, Conditions and Limitations of Service

##### A. The Following Limitations Apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service equipped offices. (C)
2. The TouchStar service basic features are available to single line and multi-line residence and business customers, unless otherwise specified following, who have rotary dial or Touch-Tone service, except that BusyConnect service will not work with rotary dial in most offices. Caller ID – Basic<sup>2</sup> and Caller ID are available to single and multi-line<sup>1</sup> residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. Caller ID-Basic<sup>2</sup> and Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Neither Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management nor Call Tracking (BCLID), can be provisioned for customers with the following service arrangements; Basic 911, FX, FCO, DPA or Dual Service. (C)
3. TouchStar service basic features cannot be provisioned on toll terminals, trunks or some remote switching locations.
4. Appropriate Service Charges apply except during Company selected periods of special promotion. Applicable service charges will be waived for the following situations: Upgrades from Caller ID-Basic<sup>2</sup> to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management, upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management or Enhanced Caller ID to Enhanced Caller ID with Call Management. (N)
5. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-published Listing Service as described in Section A6, unless the caller subscribes to and/or has activated Calling Number Delivery Blocking. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information.

**Note 1:** Effective July 1, 2017, Caller ID – Multi-Line is no longer available for residence subscribers.

**Note 2:** Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers. (N)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.3 Terms, Conditions And Limitations Of Service (Cont'd)

- A. The Following Limitations Apply (Cont'd)
  - 6. Reserved for Future Use
  - 7. Reserved for Future Use
  - 8. Optional Calling Number Delivery Blocking - Permanent is available upon request, at no charge to residential subscribers of Non-Published Listing Service as described in A6, and to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted. This includes lines at the residences of employees/volunteers where the head of the agency certifies to local Company management a need for blocking based upon health and safety concerns: (a) established shelters of domestic intervention and agencies which deal with domestic violence, (b) federal, state and local law enforcement agencies. (C)
  - 9. Calling party information via Caller ID – Basic<sup>2</sup>, Caller ID – Deluxe<sup>1</sup>, Enhanced Caller ID, Enhanced Caller ID with Call Management, or Call Tracking is not available on operator handled calls.
  - 10. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.
  - 11. TouchStar service features are not available on trunks except as specifically noted in A13.19.3.A.2 and 15.
  - 12. Telephone numbers/names transmitted via Caller ID Basic<sup>2</sup>, Caller ID - Deluxe, Enhanced Caller ID, Enhanced Caller ID with Call Management, or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited by this Guidebook, except the caller's numbers may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others. (C)
  - 13. (DELETED)
  - 14. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
  - 15. Per Activation Call Return, Repeat Dialing, Denial of Per Activation Call Return and Denial of Per Activation Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

**Note 1:** Effective August 1, 2016, Call ID Deluxe (without ACB) is no longer available for residence subscribers.

**Note 2:** Effective August 1, 2017, Call ID - Basic is no longer available for residence subscribers. (N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.4 Rates

		Nonrecurring Charge	Monthly Rate	USOC	
<b>A.</b>	<b>Individual Features</b>				
1.	Residence				
(a)	Call Return (per line)	-	\$11.99	NSS	
(b)	Call Return (per activation)	\$2.00	-	NA	
(c)	Call Return (denial of per activation) <sup>1</sup>	-	-	BCR	
(d)	Repeat Dialing (per line)	-	11.99	NSQ	(I)
(e)	Repeat Dialing (per activation)	2.00	-	NA	
(f)	Repeat Dialing (denial of per activation) <sup>1</sup>	-	-	BRD	
(g)	BusyConnect (per activation) <sup>2</sup>	2.00	-	NA	
(h)	Personalized Ring 6 (per line)		6.00	NSK	
(i)	Selective Call Forwarding (per line)		6.00	NCE	
(j)	Call Block (per line)		11.99	NSY	(I)
(k)	Call Tracing (per line)		6.00	NST	
(l)	(DELETED)				
(m)	Caller ID Deluxe (with Anonymous Call Blocking) (per line)		11.99	NXMCR	(I)
(n)	(DELETED)				
(o)	Anonymous Call Blocking (per line)		7.00	HBY	
(p)	Calling Number Delivery Blocking - Permanent <sup>1,3</sup> (Per Line) (Agency)		-	NOB	
(q)	Calling Number Delivery Blocking - Per Call		-	NA	
(r)	Calling Number Delivery Blocking - Permanent Per Line (Non-Published Listing Customers) <sup>1,3</sup>		-	NOBNN	
<b>B.</b>	<b>Individual Features</b>				
1.	Business				
(a)	Call Return (per line)	-	8.00	NSS	
(b)	Call Return (per activation)	2.00	-	NA	
(c)	Call Return (denial of per activation) <sup>1</sup>	-	-	BCR	
(d)	Repeat Dialing (per line)	-	7.00	NSQ	
(e)	Repeat Dialing (per activation)	2.00	-	NA	
(f)	Repeat Dialing (denial of per activation)	-	-	BRD	
(g)	BusyConnect (per activation) <sup>2</sup>	2.00	-	NA	

**Note 1:** Neither denial of Call Return per activation, denial of Repeat Dialing per activation or Calling Number Delivery Blocking - Permanent should be included in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

**Note 2:** Denial of per activation BusyConnect can be obtained using the Repeat Dialing Denial of Per Activation USOC BRD.

**Note 3:** Calling Number Delivery Blocking - Permanent is only available to subscribers of Non-Published Listing Service as described in A6.4.1 or special agencies as defined in A13.19.3.A.8.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.4 Rates (Cont'd)

##### B. Individual Features (Cont'd)

###### 1. Business (Cont'd)

	Monthly		
	Rate	USOC	
(h) Call Selector (per line)	\$ 6.50	NSK	
(i) Preferred Call Forwarding (per line)	6.00	NCE	
(j) Call Block (per line)	7.00	NSY	
(k) Call Tracing (per line)	6.50	NST	
(l) Caller ID - Basic (per line)	11.00	NSD	
(m) Caller ID - Deluxe (with ACR) (per line)	14.50	NXMCR	
(n) Caller ID - Deluxe (without ACR) (per line for Multi-Line Hunt Group arrangements)	14.50	NXMMN	
(o) Enhanced Caller ID (with ACR) (Per line)	17.00	NXECR	
(p) (Obsoleted, See Section A113)			
(q) Calling Number Delivery Blocking - Permanent <sup>1,2</sup> (Per line) (Agency)	-	NOB	
(r) Calling Number Delivery Blocking - Per Call	-	NA	
(s) Enhanced Caller ID with Call Management (with ACR) (Per line)	17.00	N1ACR	
(t) Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) <sup>3</sup> (Per line)	17.00	NCACR	

##### C. Per Subscription

###### 1. (Obsoleted, See Section A113.)

**Note 1:** Neither denial of Call Return per activation, denial of Repeat Dialing per activation or Calling Number Delivery Blocking - Permanent should be included in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

**Note 2:** Calling Number Delivery Blocking - Permanent is only available to subscribers of Non-Published Listing Service as described in A6.4.1 or special agencies as defined in A13.19.3.A.8.

**Note 3:** Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA are in Section A13.9.

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.4 Rates (Cont'd)

##### C. Per Subscription (Cont'd)

###### 2. Business PBX or MLHG<sup>1</sup>

###### a. Call Tracking-Bulk Calling Line Identification (BCLID)

(D)

	Nonrecurring Charge	USOC
(1) Per Line/Trunk Arrangement <sup>1</sup>		
(a) Per DID arrangement	\$500.00	NXB
(b) Per Non-DID arrangement	500.00	NXK
	Rate	USOC
(2) Per Calling Number-Delivered Monthly Usage Charge		
Quantity of Calls		
(a) First 50,000	\$.03	NA
(b) 50,001 - 400,000	.02	NA
(c) Over 400,000	.01	NA

**Note 1:** The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line *Guidebook*, Section B3.

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.20 Call Screening And Restriction Services - Customized Code Restriction (CCR)

#### A13.20.1 General

Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message<sup>1</sup> or measured<sup>1</sup> rate service environments. (T)

#### A13.20.2 Terms and Conditions

- A. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening in A13.12, or Toll Trunks specified in A13.14. These Terms and Conditions do not apply to Option #5 which may be provided with other CCR Options.
- B. CCR is furnished only from central offices equipped to provide this service and where facilities permit.
- C. When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in Section A9, whichever is appropriate, will apply to all lines/trunks equipped with this service.
- D. CCR does not provide restriction of non-chargeable calls to Company numbers, such as repair service, public emergency service numbers (911), or toll free 1+8XX calling.
- E. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- F. It is the responsibility of the customer to notify all users of their service that an operator cannot be reached.
- G. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
- H. Residence customers who subscribe to any of the Area Plus services may restrict 1+InterLATA calls while allowing 1+IntraLATA calls to be completed by subscribing to CCR Option #7.
- I. CCR - Options

The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.

- 1. Option #1 Restricted Codes  
Vacant Code Recording 1+, 0-, 0+, 00-, (1+/0+) 411, NPA 900, IDDD 01+, IDDD 011+, 101XXXX, LD 555-1212
- 2. Option #2 Restricted Codes  
Vacant Code Recording 0-, 0+, 00-, IDDD 01+
- 3. Option #3 Restricted Codes  
Vacant Code Recording 1+, 0-, 0+, 00-, IDDD 01+, IDDD 011+, NPA 900, 101XXXX, LD 555-1212
- 4. Option #4 Restricted Codes  
Vacant Code Recording NPA 900
- 5. Option #5 Restricted Codes for business customers only  
Vacant Code Recording 101XXXX
- 6. Reserved for future use
- 7. Option #7 Restricted Codes  
1+InterLATA, Vacant Code Recording 0-, 0+, 00-, (1+/0+) 411, NPA 900, IDDD 01+, IDDD 011+, 101XXXX, LD 555-1212

- J. Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- K. Customized Code Restriction will be established and provided at no charge for customers receiving Lifeline service from A3.31.

**Note 1:** Business only.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.20 Call Screening And Restriction Services - Customized Code Restriction (CCR) (Cont'd)

#### A13.20.3 Rates And Charges

A. The following rates and charges apply for all CCR options and are in addition to all applicable service charges, monthly rates and nonrecurring charges for exchange lines/trunks and other services or equipment with which they may be associated.

1. Option #1 Restricted Codes

		Monthly Rate	USOC	
	(a) Residence Line or PBX trunk, each	\$6.00	CREX1	(I)
	(b) Business Line or PBX trunk, each	5.95	CREX1	
2.	Option #2 Restricted Codes			
	(a) Residence Line or PBX trunk, each	6.00	CREX2	(I)
	(b) Business Lines or PBX trunk, each	5.95	CREX2	
3.	Option #3 Restricted Codes			
	(a) Residence Line or PBX trunk, each	6.00	CREX3	(I)
	(b) Business Line or PBX trunk, each	5.95	CREX3	
4.	Option #4 Restricted Codes <sup>1,2</sup>			
	(a) Residence Line or PBX trunk, each	-	CREX4	
	(b) Business Line or PBX trunk, each	-	CREX4	
5.	Option #5 Restricted Codes for business customers only			
	(a) Business Line or PBX trunk, each	1.50	RTV1L	
6.	Option #7 Restricted Codes <sup>3</sup>			
	(a) Residence Line	4.95	CREX7	

### A13.21 Reserved For Future Use

### A13.22 Reserved For Future Use

### A13.23 Reserved For Future Use

**Note 1:** On the first occurrence of adjustment due to unauthorized or mistaken 900 calls, blocking shall be offered to the customer at no charge. However, on the second occurrence of adjustment or customer refusal to pay the 900 charges, Company initiated blocking may be imposed. The customer will be notified at the time the request for adjustment is being processed.

**Note 2:** Service charges do not apply when a customer subscribes to Option #4.

**Note 3:** Option #7 is restricted to subscribers of any Area Plus service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.24 Extension Service

#### A13.24.1 General

A. Extension station lines must be terminated on the same premises of the subscriber on which the main station line is terminated and are restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment, except that in the case of individual line subscriber's service, extension station lines may be terminated on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit.

1. Where two or more premises of the same business service subscriber, his employees, representatives, or associates are used in the conduct of one establishment or business, even though some such premises could qualify as residential except for the nature of telephone usage. In this case of such normally residential premises qualifying for business extension service, residential service may also be provided at the subscriber's option. In no case, however, under this or any other condition, shall residential service be provided in any manner on premises normally qualifying as business premises as described in other sections of this *Guidebook*, except as specified in A2.3.6.C.5. (T)
2. Where the extension station line is terminated on the premises of a Joint User.
3. Where the extension station line is terminated on premises other than those as described in 1. or 2., provided that separate exchange service is also provided on these other premises. Since the purpose of this arrangement is primarily to allow answering of calls at such times as the subscriber is not available at the first premises, the subscriber may be furnished additional station sets arranged for answering only. In no case shall residential and business services be provided on the same premises under this condition. (T)

B. The provision of extension station lines are subject to additional *terms, conditions* and charges shown in A13.25. (T)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.25 Channels For Extension Line

#### A13.25.1 General

- A. Extension stations are stations which are located within the same building as the main station. Where extension service is provided at other locations, extension line charges are applicable as set forth following. (T)
- B. Channels for Extension Line Service are classified as series 2100. These channels may also be furnished on a link (partial channel) basis when connected to FlexServ service, LightGate service, and/or MegaLink Channel Service. (T)
- C. The customer is responsible for determining that his terminal equipment is compatible with the service provided by the Company. (T)
- D. For additional *terms and conditions* applicable to channels for extension lines associated with ESSX service Stations, see Section A100. (T)
- E. Rates and charges for expediting the installation of service are as specified in Section A4. For Type 2157 channels the charges for the appropriate residence or business class of service applies. (T)
- F. Dedicated circuits between the customer's interLATA Electronic Tandem Switching (ETS), Digital Electronic Tandem Switching (DETS) or Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from the intrastate Private Line *Guidebook*. Where this service is provided by the Company as a feature of ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service, the transport of traffic between the ETS, DETS or TSF function and the basic ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service functions may be performed by the Company's network switching facilities. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.25 Channels For Extension Line (Cont'd)

#### A13.25.2 Methods Of Applying Rates

A. The method of applying rates for two-point service is determined as follows:

1. Local Channel  
Two-Point  
A local channel charge applies for the initial termination, per service on a customer premises in a wire center serving area.  
Local Channels Furnished Outside Base Rate Area  
When a local channel described in A13.25 terminates at a location outside the Base Rate Area, a Band Zone or Geographical Zone charge as specified in A13.25.4.F applies in addition to the rate for the local channel. The definition and description of the Base Rate Areas are contained in Sections A2 and A3, or individual base rate area or exchange service area maps. The Band Zone or Geographical Zone for Local Channels are the same as described in Section A3. Where an exchange has more than one Base Rate Area the Base Rate Area which contains the wire center is designated as the Base Rate Area for charging purposes. If none of the Base Rate Areas contain a wire center the Company will designate the location from which the additional charge will apply.
2. Interoffice Channel  
When extension stations are located in a wire center serving area different from the main station, interoffice mileage charges as contained in Section A9 will apply. Charges are based on the airline distance between the serving central offices.
3. (Obsoleted, See Section A113.)
4. Nonrecurring Charge  
The Service Charge for connection, move or change of service are as specified in A13.25.5.

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.25 Channels For Extension Line (Cont'd)

(M)

#### A13.25.3 Description Of Services

**A.** Basic Parameters and Specifications for Extension Service used with terminal equipment are described for the end-to-end operation as follows:

1. Specification Or Limit

a. Basic Parameters

(1) Net Loss

Local Channels used with terminal equipment: Limit as specified in the following Local Channel descriptions.  
Losses or gains present in station equipment have not been included.

(2) DC Resistance

Local Channels used with terminal equipment: Limit as specified in the following Local Channel descriptions.  
Does not imply or guarantee end-to-end dc continuity.

(3) Frequency Response

300 - 3000 Hz	-3dB to +12dB
500 - 2500 Hz	-2dB to + 8dB

**B. Reserved for Future Use**

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.25 Channels For Extension Line (Cont'd)

#### A13.25.3 Description Of Services (Cont'd)

- C. Local Channels for use with terminal equipment are described following:
  - 1. (DELETED)<sup>1</sup>
  - 2. (DELETED)<sup>1</sup>
  - 3. Type 2157 - A two wire interface with effective two wire facilities engineered for a 1000HZ net loss not to exceed 5.5db. Suitable for off premises station (Non-PBX) and bridged in the wire center - Loop signaling is provided.
  - 4. (DELETED)<sup>1</sup>

#### A13.25.4 Rates And Charges

- A. (DELETED)<sup>1</sup>
- B. For use with terminal equipment
  - 1. Local channels, each

		Installation Charge	Monthly Rate	USOC
	(a) (DELETED) <sup>1</sup>	-	-	NA
	(b) (DELETED) <sup>1</sup>	-	-	NA
	(c) Type 2157	\$41.50	\$13.50	NA

- C. (DELETED)<sup>1</sup>

- D. Obsoleted - See Section A113.

- E. Interoffice channel including channel terminals for use with local channels

For rates and charges see Section A9. (M)

- F. Signaling options and arrangements are now located in Section B3 of the Private Line Services *Guidebook*. (T)(M)

#### A13.25.5 Nonrecurring Charges

- A. Schedule Of Charges
  - 1. Type 2157
    - a. For local channels bridged in the wire center
 

The Service Charge specified in Section A4 applies in addition to the installation charge for the channel.
- B. *Reserved for Future Use* (T)
- C. *Reserved for Future Use* (T)
- D. *Reserved for Future Use* (T)
- E. *Reserved for Future Use* (T)
- F. *Reserved for Future Use* (T)
- G. *Reserved for Future Use* (T)
- H. *Reserved for Future Use* (T)
- I. *Reserved for Future Use* (T)
- J. Service Expediting Charge
  - 1. When the customer requests that service be provided in advance of normal service intervals, and the Company can comply, a service expediting charge will apply per request in addition to all other service and installation charges normally applicable. (M)
  - 2. Charges (M)
    - See Section A4. (M)

#### A13.25.6 Reserved For Future Use

### A13.26 Reserved For Future Use

Note 1: Channels which provide this service are now located in Section B3 of the Private Line Services *Guidebook*. (T)

**Pages 21 through 26 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services

#### A13.27.1 Universal Emergency Number Service - 911<sup>1</sup>

##### A. General

1. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
2. No charge applies to the calling party for calls placed to the 911 emergency number.

##### B. Terms and Conditions

1. 911 Service is provided by the Company where facility and operating conditions permit.
2. This offering is limited to the use of central office number "911" as the universal emergency number and only one "911" service will be provided within any government agency's locality.
3. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
4. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting emergencies by the public.
5. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 Service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the rate for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
6. 911 will be listed as the emergency number for participating public agencies on the inside front cover of the Company Directory, *where available*. Dual listing of a seven digit emergency number for these agencies will not be permitted on the inside front cover. In the white pages of the directory, a seven digit non-emergency number must be listed along with the 911 number for these agencies.
7. Application for 911 Service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:
  - a. That at least one PSAP will be provided and staffed on a 24-hour coverage basis.
  - b. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
  - c. That the customer will subscribe to a sufficient number of interoffice and 911 exchange lines to adequately handle incoming calls as determined by the Company but in all cases subject to a minimum of two lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP.
  - d. That the customer will subscribe for additional local exchange service at the PSAP location for administration purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.

**Note 1:** This Guidebook is applicable to new systems or additions to existing systems ordered on or after June 14, 1979.

(C)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.1 Universal Emergency Number Service - 911<sup>1</sup> (Cont'd)

(M1)

##### C. Basic 911

###### 1. Definition Of Service

A Basic 911 (B911) system includes the Company provision of the 911 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for B911 Service. The other components of a B911 system include the station equipment at the PSAP which is provided at existing *guidebook* rates (Key telephone, Call Directors, etc.) and the one way incoming 911 Exchange Lines.

(T)

###### 2. Features

###### a. Standard Features

Forced Disconnect - Permits the PSAP attendant to release a connection even though the (911) calling party has not hung up, thereby preventing intentional jamming of the 911 exchange lines.

Idle Tone Application - Allows the PSAP attendant to distinguish between calls that have been abandoned before they were answered and calls where the calling party is unable to speak for some reason. If the caller abandoned the line just before the PSAP attendant answered, a distinct tone is heard by the attendant. If the caller is still on the line but unable to speak, no tone will be heard.

###### b. Optional Features

In addition to the standard features listed preceding, the following features are available at additional charges.

- (1) Called Party Hold - (Requires dedicated 911 exchange lines.) Enables the PSAP attendant to retain control of the connection regardless of the switchhook status of the calling party.
- (2) Switchhook Status - (Requires dedicated 911 exchange lines.) Allows the PSAP attendant to monitor by means of supervisory lamps, the status of a calling party being held.
- (3) Emergency Ringback - (Requires dedicated 911 exchange lines.) Provides PSAP attendant the ability to ring back a telephone whose line is being held. Called Party Hold is a prerequisite for this feature.

(M2)

**Note 1:** This *Guidebook* is applicable to new systems or additions to existing systems ordered on or after June 14, 1979.

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.1 Universal Emergency Number Service - 911<sup>1</sup> (Cont'd)

C. Basic 911 (Cont'd)

3. Rates And Charges

a. Messages

No charge applies to the calling party for calls placed to the 911 emergency number.

	Per Month	USOC	
b. 911 Exchange Lines	\$419.00	NA	(I)

c. Dedicated Facilities

When dedicated direct arrangements are provided from exchanges other than that in which the PSAP is located due to the customer's request or when dedicated-direct arrangements are provided from exchanges that do not have local calling to the exchange in which the PSAP is located, charges for Foreign Exchange or Foreign Central Office Service will apply as specified in Section A9.

d. Inter-Office Lines

Non-dedicated lines required between central offices are provided at no charge when the central offices involved are located in exchanges which have local calling to the exchange in which the PSAP is located.

e. (DELETED)

f. PSAP Terminal Equipment

Customer-provided equipment furnished to terminate 911 Exchange Lines at any PSAP will be required to conform to the general provisions set forth in Section A15.

g. Tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at current rates for such channels and facilities as specified in this and other appropriate service publications.

**Note 1:** This Guidebook is applicable to new systems or additions to existing systems ordered on or after June 14, 1979.

---

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.27 Emergency Reporting Services (Cont'd)**

(M)

#### **A13.27.2 (DELETED)**

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.3 Reserved For Future Use

#### A13.27.4 Reserved For Future Use

#### A13.27.5 Enhanced Universal Emergency Number Service (E911)

##### A. General

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911.
2. Enhanced 911 Service is offered subject to availability of facilities.
3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling. (M)
4. The Company may provide, upon request and where technically and economically feasible, E911 service to an E911 customer whose PSAP location is physically located outside of the Company's authorized serving territory but within the territory of an Independent Company. Such service will only be provided where agreement has been reached among the Company, the E911 customer, and the Independent Company and upon approval of the Kentucky Public Service Commission. Such service shall be provided at the rates, terms and conditions as stated herein. This *Guidebook* specifically grants the Company the authority, but not the obligation, to provide E911 service to the requesting E911 customer and does not impose on the Company the responsibilities and obligations of an Essential Telecommunications Carrier within the serving territory of the Independent Company. (T)(M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

(M)

##### B. Definition Of Terms

###### ADDITIONAL E911 EXCHANGE LINE

Additional terminating line at a PSAP (over and above those engineered) that may be ordered by the customer as an optional feature.

###### ALTERNATE ROUTING (AR)

A feature provided to allow E911 calls to be routed to a designated alternate location if:

1. all E911 exchange lines to the primary PSAP are busy, or
2. the primary PSAP closes down for a period.

This is a standard feature of E911 Service.

###### AUTOMATIC LOCATION IDENTIFICATION (ALI)

A feature by which the name and the address associated with the calling party's telephone number (identified by ANI as defined following) is forwarded to the PSAP for display. Multiple station lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR). In the case of 911 calls from subscribers of wireless carriers that are interconnected to *the Company's* 911 Control Office and primary and/or secondary PSAPs equipped with data communications links to *the Company's* ALI database, these wireless 911 calls will be delivered with a version of the ALI feature that includes certain carrier identification, cell tower or antenna array descriptive data as agreed to by the customer and the wireless carrier, and the wireless subscriber's call-back number. This information is consistent with the requirements of FCC Order 94-102 for Phase I Wireless 911 interconnection. The customer is required to make any changes in the MSAG needed to accommodate the wireless carriers' loading of their respective Pseudo-ANI (P-ANI) records into *the Company's* 911 database management system when P-ANI records are associated with towers and/or antennas located in the customer's jurisdiction.

(T)

###### AUTOMATIC NUMBER IDENTIFICATION (ANI)

A feature by which the calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's ANI/ALI controller.

###### CENTRALIZED AUTOMATED MESSAGE ACCOUNTING (CAMA) MF SIGNALING

A signaling protocol for sending 8 digits of ANI from the 911 tandem to the PSAP.

###### DATA MANAGEMENT SYSTEM (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

###### DEFAULT ROUTING (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped for Selective Routing.

###### EMERGENCY SERVICE NUMBER (ESN)

A number that defines the set of emergency services (e.g., police, fire, emergency medical) within a particular district or zone. An ESN is associated with the primary PSAP and possibly one or more secondary PSAPs.

###### END OFFICE

The central office(s) in the E911 System from which E911 calls are originated.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### B. Definition Of Terms (Cont'd)

###### ENHANCED 911 (E911) CONTROL OFFICE

The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

###### ENHANCED 911 SERVICE AREA

The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

###### ENHANCED MF SIGNALING (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 tandem to the PSAP. EMF Signaling is required when five or more area codes are served by a single 911 tandem.

###### FIXED TRANSFER

A feature which enables a PSAP attendant to transfer E911 incoming calls to secondary PSAPs by use of a single button.

###### FORCED DISCONNECT

A function of the E911 central office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.

###### MANUAL TRANSFER

A feature that enables the PSAP attendant to transfer an incoming E911 call by dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk and is a standard feature of E911 Service.

###### MASTER STREET ADDRESS GUIDE (MSAG)

A listing of all streets and house number ranges within a 911 service area. The streets and address ranges are assigned selective routing codes, or emergency service numbers (ESNs), to enable proper routing of 911 calls.

###### PUBLIC SAFETY ANSWERING POINT (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAP's respond first; secondary PSAP's receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAP's are staffed by employees of public service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

###### SELECTIVE ROUTING (SR)

A feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party and associated ESN.

###### SERVING CENTRAL OFFICE

The central office from which a PSAP, either primary or secondary, is served.

###### UNIVERSAL EMERGENCY NUMBER SERVICE

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAP's established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

###### WIRELESS CARRIER

A person or entity who provides Commercial Mobile Radio Service (CMRS). The term wireless carrier includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or the functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or a 911-like service.

(M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### C. *Terms and Conditions*

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality. (M)
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of this *Guidebook*. (T)
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. E911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
5. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
6. The Company does not undertake to answer and forward E911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
7. Temporary suspension of service is not provided for any part of the E911 Service.
8. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for E911 Service. When the Selective Routing feature is provided, in such circumstances, Default Routing and Central Office Identification will be provided in lieu of Selective Routing and ANI Display.
9. ANI and/or ALI will not be provided for calls placed over four-party or rural lines. Central Office Identification is provided in lieu of ANI/ALI.
10. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of this *Guidebook*. (T)
11. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
12. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
13. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### C. *Terms and Conditions* (Cont'd)

- 14. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for E911 Service. (T)
- 15. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- 16. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. When an order for E911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges that would apply if the work involved in complying with the request had been completed. At least one local law enforcement agency must be included among the participating agencies in any E911 Offering.
- 17. Any terminal equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress E911 call.
- 18. The customer must furnish the Company its agreement to the following terms and conditions:
  - a. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
  - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 service area, or will under-take to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  - c. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E911 PSAP by calling parties.
  - d. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
  - e. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed.
- 19. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and emergency medical agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information.
  - a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company six months prior to the effective date of service.
  - b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, emergency medical or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP. (M)
  - c. The Company will provide to the customer, on request, a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire, and emergency medical PSAP routing designations. (M)
  - d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis. (M)
  - e. The Company will furnish a written copy of the transaction to the customer for verification showing each change, deletion and addition to the master address file. (M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### C. *Terms and Conditions* (Cont'd)

- 20. E911 Service is not eligible for concession service as specified in Section A2. (T)
- 21. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:
  - a. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
  - b. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
  - c. Customer shall use due care in providing for the security and confidentiality of the information.
  - d. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.
  - e. As soon as customer has completed using the information for the purposes authorized in the *Guidebook* or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed. (T)
- 22. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this *Guidebook*, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be used to route calls to specific police precincts, fire stations, emergency medical zones, etc. (T)

**D. Service Features**

- 1. E911 Service is available in five service feature offerings.
  - a. Automatic Number Identification (ANI)
 

Charges are based on the total number of access lines served by the local switching offices equipped for ANI only.
  - b. Selective Routing (SR)
 

Charges are based on the total number of access lines served by the local switching offices equipped for SR only.
  - c. Automatic Number Identification and Selective Routing (ANI/SR)
 

Charges are based on the total number of access lines to which both ANI and SR applies.
  - d. Automatic Number Identification and Automatic Location Identification (ANI/ALI)
 

Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR.
  - e. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)
 

Charges are based upon the total number of access lines to which ANI, ALI, and SR apply.

When SR is introduced, different features may be applied to the SR subsets without being applied to the total access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features. (M2)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### D. Service Features (Cont'd)

(M)

2. (DELETED)
3. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network.
4. The following standard features are included with each of the service offerings:
  - Forced Disconnect
  - Alternate Routing (Night Service)<sup>1</sup>
  - Speed Calling
  - Central Office Transfer Arrangements
  - Default Routing

##### E. Rates And Charges

1. A Secondary Service Charge from Section A4 is applicable.

(T)

2. Messages

- a. The calling party is not charged for calls placed to the 911 number.
- b. Charges for toll messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.

**Note 1:** Night service is implemented by employing a private line circuit between the E911 control office and the PSAP. This circuit will be billed at rates specified in the *Private Line Guidebook*.

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

##### E. Rates And Charges (Cont'd)

###### 3. Service Features

a. Rounded to the nearest 1000 access lines per service feature per Company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. In instances where an exchange in an E911 system overlaps into an adjacent county or municipality without E911 service, charges for total exchange access lines will apply. When the adjacent county or municipality implements E911 service, charges for only access lines located in their respective serving areas will apply. This count will be adjusted annually to update customer billing.<sup>1</sup>

		Nonrecurring Charge	Monthly Rate	USOC
(1)	Per 1000 access lines served			
(a)	Automatic Number Identification	\$ 595.00	\$ 24.25	E8X
(b)	Selective Routing	2,427.00	115.00	E8R
(c)	Combined Automatic Number Identification and Selective Routing	2,427.00	115.00	E8T
(d)	Combined Automatic Number and Location Identification	2,432.00	155.00	E8V
(e)	Combined Automatic Number and Location Identification and Selective Routing	2,432.00	155.00	E8Z
b.	Optional additional E911 Exchange Line terminating at PSAP			
(1)	Per each line			
(a)	Group 1	47.00	220.00	E8K
(b)	Group 2	47.00	220.00	E8K
(c)	Group 3	47.00	220.00	E8K
(d)	Group 4	47.00	220.00	E8K
(e)	Group 5	47.00	220.00	E8K

###### 4. Service Features for Access Lines in a Jointly Provided System.

a. Where the Independent Company, other Local Exchange Company, or Wireless Carrier chooses to directly bill the E911 subscriber for its services, the following rates apply. These rates include the provision of the E911 control office and the control office to PSAP trunks.

(1)	Per 1000 access lines served <sup>2</sup>			
(a)	Combined Automatic Location Identification and Selective Routing <sup>3</sup>	2,319.00	145.00	ER1
(b)	Selective Routing <sup>4</sup>	2,314.00	105.00	E16

###### 5. Enhanced Multi-Frequency Signaling (EMFS)<sup>5</sup>

(a)	Per PSAP	-	-	-	-	XTAMF
-----	----------	---	---	---	---	-------

**Note 1:** The annual customer billing update due to access line count adjustment applies only to monthly recurring rates.

**Note 2:** See A13.27.5.E.3.a for access line count and rounding procedures. All non-Company lines, including wireless pseudo-ANI (P-ANIs), will be grouped together and rounded to the nearest 1,000 access lines for billing purposes. For each Service Feature, where the count of access lines has been adjusted upward, for each 1000 access lines so adjusted (after rounding), only the monthly rate will apply. For the purpose of counting access lines for Wireless Carriers, the quantity of pseudo-ANI records will be used in lieu of access lines.

**Note 3:** This rate applies to Independent Company, other Local Exchange Company, or Wireless Carrier access lines located within the E911 subscriber's jurisdiction where the subscriber selects a full featured system (E8Z).

**Note 4:** This rate applies to Independent Company, other Local Exchange Company, or Wireless Carrier access lines located outside the subscriber's jurisdiction where the subscriber selects a full featured system (E8Z).

**Note 5:** Enhanced Multi-Frequency Signaling (EMFS) is required per PSAP on all tandem-to-PSAP trunk groups when five or more NPAs (area codes) are resident in one of the 911 tandems serving the PSAP. EMFS delivers ten digits of ANI that includes the 3-digit NPA and the 7-digit telephone number.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

(M)

#### A13.27.6 Wireless E911 Phase 2

##### A. Description of Service

Wireless E911 Phase 2 is only available in combination with Enhanced Universal Emergency Number Service – E911 as specified in A13.27.5 and is subject to the *Terms and Conditions* specified therein. (T)

In accordance with the FCC's Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller's location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions' standards for the Wireless Service Providers (WSPs).

##### B. General *Terms and Conditions*

1. The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the longitude/latitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information. (T)

2. PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. In addition, the following requirements must be met prior to Phase 2 implementation:

a. PSAPs must order both the Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in F. (T)

b. WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC) in their network.

c. WSPs must have obtained an E2 interface to *the Company's* ALI database that complies with the latest issue of BellSouth Technical Reference 73610. This interface will be used by the WSP to provide the Phase 2 data. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.6 Wireless E911 Phase 2 (Cont'd)

##### C. Definition of Terms

###### 1. Callback Number (CBN)

The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.

###### 2. E2 Interface

A reference point for a data path that exists between an MPC and an ESME (the ALI database). The data that traverses the E2 interface is made up of an Emergency Services Position Request and the response. The E2 interface is not provided by and is not the responsibility of the Company.

###### 3. Emergency Services Message Entity (ESME)

An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.

###### 4. Enhanced MF Signaling (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 tandem to the PSAP. EMFS is required when an interconnecting wireless service provider selects Phase 2 NCAS mode without WLS911.

###### 5. Mobile Position Center (MPC)

The interface between the wireless network and the **Company's** ALI databases. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company. (T)

###### 6. Mobile Switching Center (MSC)

The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.

###### 7. Phase 2 NCAS

In this mode the p-ANI and the CBN are both sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.

###### 8. Position Determining Entity (PDE)

The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

###### 9. Pseudo-ANI (P-ANI)

A pseudo, non-dialable telephone number assigned to a cell site or to a sector of a cell site to provide location identification for wireless E911 calls.

###### 10. WLS911

The **Company** solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP's E2 interface allows WSPs to comply with the FCC's order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling. (T)

###### 11. Wireless Service Provider (WSP)

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.

###### 12. Wireline Compatibility Mode

Occurs when the WSP sends only p-ANI to the E911 tandem and the PSAP receives eight or ten digits of ANI. (T)

###### 13. X,Y Coordinates

The longitude and latitude of the 911 wireless caller's location.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.6 Wireless E911 Phase 2 (Cont'd)

##### D. Enhanced MF

Enhanced MF (EMF) is a signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable as described in *the Company's* Technical Reference # 73528. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP. (T)

##### E. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2. Both components are required for implementation of this service.

###### 1. Extended ALI Display Format

The PSAP's Automatic Location Identification (ALI) display format must be changed to the *Company's* Extended ALI Display Format to accommodate the longitude and latitude, or x,y coordinates. The provision and delivery of the x, y information to the PSAP requires an E2 interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the E2 interface is the responsibility of the WSP. (T)

###### 2. ALI Database Upgrade For Wireless Phase 2

The ALI Database Upgrade For Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

##### F. Rates and Charges

###### 1. Per PSAP

	Nonrecurring Charge	Monthly Rate	USOC
(a) Enhanced MF signaling, per PSAP	-	-	XTAMF
(b) Extended ALI Display Format, per PSAP	\$2,200.00	-	XTAL2
(c) ALI Database Upgrade For Wireless Phase 2, per PSAP	-	\$190.00	XTAP2

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.7 Reserved For Future Use

#### A13.27.8 BellSouth 9-1-1 PinPoint Service

##### A. General

1. 9-1-1 PinPoint service allows a Private Branch Exchange (PBX) switch located on a customer's premises to be trunked directly into an E911 tandem office, delivering the telephone number and location of the PBX end user to the appropriate Public Safety Answering Point (PSAP).
2. 9-1-1 PinPoint service is available with the Company's Primary Rate ISDN (PRI) or 9-1-1 Pinpoint Service Local Channels. Pinpoint Local channels are not required if using the Company's PRI service.
3. 9-1-1 PinPoint Service is only available in jurisdictions where the Company is the 9-1-1 System Service Provider.

##### B. Terms and Conditions

1. 9-1-1 PinPoint service is furnished subject to the availability of facilities.
2. Automatic Number Identification (ANI) which is passed to the Company's E911 tandem office by the PBX switch is read, processed and utilized in the manner as if it is provided by any other serving end office in the Company's E911 system.
3. The emergency agency serving the area may also be involved to update the Master Street Address Guide (MSAG) and to determine the method in which emergency calls from 9-1-1 PinPoint service locations will be handled.
4. The following specifications must be met when provisioning this service:
  - a. Subscribers to 9-1-1 PinPoint service must meet all Company technical specifications.
  - b. The PBX switch must be able to transmit ANI using multi-frequency signals. This may require the retro-fitting of existing PBX switches with interfaces which will work with the Company's E911 system.
  - c. The PBX switch owner/operator must supply the Company with the initial telephone number-to-address data as well as periodic updates.
  - d. 9-1-1 PinPoint service is configured on a "per account" basis for the Company's Direct Inward Dialing (DID) and grandfathered Primary Rate ISDN (PRI) accounts. All telephone numbers on these accounts must be provisioned with 9-1-1 PinPoint service. The Customer cannot randomly select which telephone numbers on an account will have the service. This **condition** is not applicable for PRI subscribers billed for 9-1-1 PinPoint service on a per PRI station number (per TN) basis.
  - e. Users of 9-1-1 PinPoint service are prohibited from provisioning PBX station numbers outside the boundary of the E9-1-1 tandem serving the physical address of the main PBX location. 9-1-1 calls from any telephone numbers provisioned outside the boundary of the serving E9-1-1 tandem would be routed to an incorrect PSAP with no location information. An alternative arrangement could involve PRI terminations from multiple central offices to accommodate a wider geographic area. In that configuration, no PBX station numbers can be provisioned at addresses outside the boundary of the tandem serving the PRI host. The subscribing 9-1-1 PinPoint service customer is responsible for ensuring that 9-1-1 PinPoint service is provisioned in a compliant configuration that will ensure that 9-1-1 calls are routed correctly with the correct location information.
  - f. 9-1-1 PinPoint Service is only available on local exchange services provided by the Company, specifically the Company's PRI and the Company's DID services. The PBX switch must employ the Company's Direct Inward Dialing (DID) or the Company's PRI station numbers. If the PBX is serving subscribers with multiple NPAs, a unique PBX trunk group will be needed for each NPA (whether it be 9-1-1 PinPoint Service Local Channels or PRI). 9-1-1 PinPoint Service is not available on Centrex or "Centrex-like" station numbers. 9-1-1 PinPoint Service is not available on telephone numbers obtained from CLECs or on any IP-enabled services.
  - g. It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system.

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

##### B. *Terms and Conditions* (Cont'd)

5. The PBX switch owner/operator must install a minimum of two private E911 local channels<sup>1</sup> with the following specifications:
  - a. This voice grade local channel provides for a communications path between the demarcation point at the customer premises and the serving E911 tandem.
  - b. The PBX switch owner/operator is responsible for determining that their terminal equipment is compatible with this local channel.
  - c. Supervision on this 9-1-1 PinPoint Service Local Channel will be loop reverse battery. The battery source is located in the Company's network and will be a nominal -48V (-42.75V to -56.5V dc).
  - d. The PBX will signal an off hook (or seizure) by providing a loop closure across tip and ring with a maximum resistance of 670 ohms. The Company's serving E911 tandem office will instruct the PBX to forward the called digits "911" or "11" with a momentary battery reversal (wink). The E911 tandem will instruct the PBX to send the calling station's number (ANI) information with a battery reversal (off hook).
  - e. Additional *Terms and Conditions* may be applicable as described in Section B3.
  - f. Required network interfaces are located in Section A14.

**Note 1:** 9-1-1 PinPoint Service Local Channels are not required with *the Company's* Primary Rate ISDN.

(T)

(T)

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

6. Service charges, as specified in Section A4 are applicable.
7. General **Terms and Conditions** located in Section A2 will also apply to this service offering.
8. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 9-1-1 PinPoint Service. The provision of 9-1-1 PinPoint Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
9. The rates charged for 9-1-1 PinPoint Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.
10. The Company's entire liability to any person for the interruption or failure of 9-1-1 PinPoint Service shall be limited to the terms set forth in this Section and other Sections. The Company shall neither be liable for damages resulting from or in connection with its provision of 9-1-1 PinPoint Service to any customer subscribing to 9-1-1 PinPoint Service or any person accessing or using 9-1-1 PinPoint Service and nor shall the Company be liable for its provision of any telephone number, address, or name to any entity providing 911 service or to a public safety answering point, unless the Company acted with malicious purpose or in the manner exhibiting wanton and willful disregard of safety or property in providing such services.
11. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of 9-1-1 PinPoint Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services using 9-1-1 PinPoint Services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.
12. Each Customer is responsible for assuring that its authorized users comply with the provisions of these terms and that unauthorized persons do not gain access to or use the Services through user names, passwords, or other identifiers assigned to the Customer pursuant to these terms. Specifically, each Customer must keep user IDs, passwords, and any security token(s) that may be provided secure from use by any unauthorized individual. The Customer shall also not use the Services in any way that would be or would assist any third party to be in violation of any law or these terms. Each Customer shall comply with all applicable **Terms and Conditions** in connection with the Services. Finally, the Customer shall provide such information and assistance as are reasonably requested by **the Company** for purposes of facilitating **the Company's** provision of Services to the Customer.
13. When an order for 9-1-1 PinPoint Service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part, the customer may be required to reimburse the Company for all expenses incurred in handling the requests before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
14. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section A2.
15. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
16. Other **Terms and Conditions** located in A13.27.5 will also apply to this service offering as appropriate.

(T)

(T)

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

##### C. Payment Schedules

- 1. **(DELETED)** (D)
- 2. Transfer of Contract
 

Service may be transferred to a new subscriber at the same location upon prior written concurrence by the new subscriber as specified in Section A2. (T)
- 3. Deferred Payment
 

Nonrecurring charges may be deferred or installment billed as specified in Section A2. (T)
- 4. Prepayment
 

Recurring charges may be prepaid as specified in Section A2. (T)
- 5. Cancellation Charges (*Early Termination Fees*)
 

Cancellation charges, *otherwise referred to as Early Termination Fees*, will be applied where service is removed prior to the expiration of the 60 month contract period<sup>1</sup>. (C)
- 6. Moves of Service
  - a. When the PBX owner/operator moves 9-1-1 PinPoint Service:
    - (1) Cancellation charges do not apply. (C)
    - (2) Rates in effect will continue uninterrupted. (C)
    - (3) 9-1-1 PinPoint service nonrecurring charges do not apply *as long as the move is within the existing service area boundaries.* (C)
    - (4) 9-1-1 PinPoint service local channel charges apply as appropriate. (C)

##### D. Rates and Charges

- 1. 9-1-1 PinPoint Service
  - a. Installation Charge *for BellSouth Direct Inward Dialing (DID) Service*<sup>2</sup> (C)
    - (1) Per Customer

		Nonrecurring Charge	Monthly Rate	USOC
(a)	Up to 1,000 station records, per customer	\$3,600.00	-	E8YN1
(b)	1,001 to 4,000 station records, per customer	4,800.00	-	E8YN2
(c)	4,001 or more station records, per customer	5,900.00	-	E8YN3
b.	Monthly Charges <i>for BellSouth Direct Inward Dialing (DID) Service</i> <sup>1,3</sup>			(C)
(1)	Per 1,000 records			
(a)	Up to 1,000 station records, per 1,000 records	-	\$178.00	E8Y61
(b)	1,001 to 4,000 station records, per 1,000 records	-	155.00	E8Y62
(c)	4,001 or more station records, per 1,000 records	-	130.00	E8Y63

**Note 1:** As of May 19, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and Cancellation Charges (Early Termination Fees) normally applicable for BellSouth 9-1-1 PinPoint Service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure. (N)

**Note 2:** As of May 19, 2010, the per 1,000 station records pricing structure and associated Installation Charges will only be available for new DID service. (N)

**Note 3:** As of May 19, 2010, monthly charges based on the per 1,000 station records pricing structure will only be available for DID service. Existing PRI subscribers will be grandfathered as of May 19, 2010 and may retain the 1,000 station records pricing structure as long as they continue the same service at their current location. (N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services (Cont'd)

#### A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

##### D. Rates and Charges (Cont'd)

		Nonrecurring Charge	Monthly Rate	USOC
1.	9-1-1 PinPoint Service (Cont'd)			
c.	For PRI service per 9-1-1 PinPoint service customer <sup>1</sup>			
(1)	Per PRI telephone number equipped (per TN)			
(a)	1st telephone number	\$3,100.00	\$95.00	E8YSE
(b)	each additional telephone number	-	.05	E8YTN
2.	9-1-1 PinPoint service Local Channels, per channel			
(a)	First channel, each	475.00	-	E8YCT
(b)	Additional channels, each	105.00	-	E8YCU
(c)	Each channel	-	55.00	E8YCV
3.	Cancellation Charges (Early Termination Fees)			
	The following charge is incurred when a total disconnect of 9-1-1 PinPoint service occurs during the 60 month contract period. <sup>2</sup>			
(a)	Per system disconnect	2,500.00	-	E8YDX

### A13.28 Announcement Facilities (Obsoleted, See Section A113)

(M)

### A13.29 Reserved for Future Use

(M)

### A13.30 Reserved for Future Use

(M)

### A13.31 Reserved for Future Use

(M)

### A13.32 Reserved for Future Use

(M)

### A13.33 Reserved for Future Use

(M)

**Note 1:** Nonrecurring charges will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure.

**Note 2:** As of May 19, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and Cancellation Charges (Early Termination Fees) normally applicable for BellSouth 9-1-1 PinPoint Service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure.

**Pages 42 through 43.3 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

---

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.33 (DELETED)**

(D)

---

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.33 (DELETED)**

(D)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.34 RingMaster Service

(T)

#### A13.34.1 General

- A. RingMaster service will enable a subscriber to have up to three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service. (T)
- B. RingMaster service is offered in the following format. RingMaster I consists of one additional telephone number associated with a single line. RingMaster II consists of two additional telephone numbers associated with a single line. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.34 RingMaster Service (Cont'd)

#### A13.34.2 Terms and Conditions

- A. This service is available to individual line residence and business customers.
- B. The service is not compatible with PBX trunk service, obsolete Prestige service, Personal Paging service, customer provided public telephone service, lines equipped with multi-line hunting arrangements or foreign exchange service. RingMaster service may not be compatible with all types of customer provided telephone equipment, customer premises switching or key equipment. For BellSouth Centrex RingMaster, see A12.25.
- C. RingMaster service is provided subject to the availability of facilities. Additionally, RingMaster II service may not be available in all central offices equipped to provide RingMaster I service.
- D. RingMaster service subscribers will be entitled to one white page listing with each RingMaster service number. Listings for RingMaster service are subject to Terms and Conditions specified in A6 for listings. Other listings will also be provided under the Terms and Conditions described in Section A6.
- E. All telephone numbers associated with a line equipped with RingMaster service must originate from the same central office switching machine.
- F. When establishing RingMaster service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
  - 1. All numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
  - 2. The main number only will be forwarded when Call Forwarding service is activated. The additional RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
- G. The Secondary Service Charge will apply when changing from one option to the other subsequent to the establishment of RingMaster service. The Line Change Charge is applicable to changes in RingMaster service numbers.
- H. RingMaster Service can be suspended as specified in A2.3. During the period of suspension, no recurring charge applies.

#### A13.34.3 Rates

		Monthly Rate	USOC	
A.	Residence			
1.	RingMaster I Service			
(a)	One additional number with distinctive ringing, per line	\$11.99	DRS	(I)
2.	RingMaster II Service			
(a)	First additional number with distinctive ringing, per line	11.99	DRS1X	(I)
(b)	Second additional number with distinctive ringing, per line <sup>1</sup>	-	DRS2X	
B.	Business			
1.	RingMaster I Service			
(a)	One additional telephone number with distinctive ringing, per line	8.00	DRS	
2.	RingMaster II Service			
(a)	First additional telephone number with distinctive ringing, per line	10.00	DRS1X	
(b)	Second additional telephone number with distinctive ringing, per line <sup>1</sup>	-	DRS2X	

### A13.35 Reserved For Future Use

### A13.36 Reserved For Future Use

### A13.37 Reserved For Future Use

### A13.38 Reserved For Future Use

Note 1: Must be ordered with first additional telephone number.

**Pages 44.1 is hereby deleted in its entirety and removed from this Guidebook.**

**Pages 45 through 49 are hereby deleted in their entirety and removed from this Guidebook.**

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### **A13.34 RingMaster Service (Cont'd)**

(T)

#### **A13.34.3 Rates (Cont'd)**

##### **B. Business**

		<b>Monthly Rate</b>	<b>USOC</b>	
1.	RingMaster I Service	\$ 8.00	<b>DRS</b>	(T)
	(a) One additional telephone number with distinctive ringing, per line			
2.	RingMaster II Service	10.00	<b>DRS1X</b>	(T)
	(a) First additional telephone number with distinctive ringing, per line			
	(b) Second additional telephone number with distinctive ringing, per line <sup>1</sup>	-	<b>DRS2X</b>	

### **A13.35 Reserved For Future Use**

(M)

### **A13.36 Reserved For Future Use**

(M)

### **A13.37 Reserved For Future Use**

(M)

### **A13.38 Reserved For Future Use**

(M)

**Note 1:** Must be ordered with first additional telephone number.

**Pages 45 through 49 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### **A13.39 (DELETED)**

(D)

### **A13.40 Reserved For Future Use**

### **A13.41 Reserved For Future Use**

### **A13.42 Reserved For Future Use**

### **A13.43 Reserved For Future Use**

### **A13.44 Reserved For Future Use**

### **A13.45 Reserved For Future Use**

### **A13.46 Simplified Message Desk Interface (SMDI)**

#### **A13.46.1 General**

- A. Simplified Message Desk Interface (SMDI) is a feature that provides an interface to a customer-provided message system. Call related information is passed to the customer's message system via a data link from the central office to the customer's premises. This information includes the originating telephone number (intra-office only), called telephone number, and the reason for forwarding the call (busy or don't answer).
- B. SMDI has the capability to activate and deactivate Message Waiting Indication - Audible and Visual (see A13.47) on an end user's line on an intra-office basis.

#### **A13.46.2 Terms and Conditions**

- A. SMDI is furnished only from central offices which have been arranged to provide this feature. The feature is provided subject to the availability of facilities. (M)
- B. When calls are forwarded multiple times within the serving central office, the following options are available to determine which called number is delivered to the subscriber's voice messaging equipment. (M)

Originally Called Directory Number (OCDN) - With OCDN, the first number that forwards within the central office serving the subscriber's voice messaging equipment is sent by the SMDI feature regardless of the number of forwarding attempts taking place before the call reaches the subscriber's voice messaging equipment. (M)

Redirecting Directory Number (RDN) - RDN is the number of the last telephone line within the central office serving the subscriber's voice messaging equipment to forward the call to the subscriber's voice messaging equipment. The number originally dialed by the calling party is not delivered via the SMDI data link if the call is forwarded more than once or hunts through a series of lines before reaching the subscriber's voice messaging equipment. (M)

The options available to the customer in each switch type are as follows: (M)

SWITCH TYPE	TYPE CALLED NUMBER DELIVERED
1AE5S	RDN only
DMS-100	RDN or OCDN
5ESS	RDN or OCDN
EWSD	RDN or OCDN

#### **A13.46.3 Rates and Charges**

- A. Applicable Service Charges in Section A4 will be incurred in addition to the rates and charges following. (M)
- B. Features (M)

##### 1. Simplified Message Desk Interface (SMDI) (M)

	Monthly Rate	USOC
(a) Per Link - Analog (1200 bps) <sup>1</sup>	\$ 370.00	AVA
(b) Per Link - Analog Intra-switch only (2400 bps) <sup>1,2</sup>	500.00	AVCA2
(c) Per Link - Analog Intra-switch only (4800 bps) <sup>1,2</sup>	700.00	AVCA4
(d) Per Link - Analog Intra-switch only (9600 bps) <sup>1,2</sup>	975.00	AVCA9
(e) Per Link - Digital Intra-switch only (9600 bps) <sup>2,3</sup>	1,075.00	AVCD9

**Note 1:** Rate includes I/O Port, wiring, modem and Network Interface in the central office. Appropriate Private Line charges apply. (M)

**Note 2:** This is not available to subscribers served from a 1AE5S switch. (M)

**Note 3:** Rate includes I/O Port, wiring, modem and Network Interface in the central office. Appropriate SynchroNet service charges apply. (M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.47 Message Waiting Indication (MWI)

#### A13.47.1 General

- A. Message Waiting Indication - Audible (MWI) is a feature that enables end users to receive Message Waiting Indication on their lines. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) on the end user's line notifying the end user that a message is waiting. (M1)
- B. Message Waiting Indication - Audible/Visual (MWI-A/V) is a feature that enables end users to receive audible and visual indication that a message is waiting. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) and to activate or deactivate a bulb, light, indicator, etc. on CPE adjunct devices or light equipped telephone sets. (M2)

#### A13.47.2 Terms, Conditions and Limitations

- A. MWI is furnished only from central offices which have been arranged to provide this feature. The feature is provided subject to the availability of facilities. (M2)
- B. Message Waiting Indication can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (M2)
- C. The visual capability of MWI-A/V is not guaranteed to work on all network serving facilities. (M2)
- D. MWI-A/V is available to single line residence and business customers. (M2)

#### A13.47.3 Rates and Charges

- A. Applicable service charges as specified in Section A4 will be incurred in addition to the rates and charges following. Service charges do not apply when changing from MWI-Audible to MWI-Audible/Visual. (M2)
- B. Features (M2)

	Monthly Rate	USOC	
1. Message Waiting Indication (MWI)			(M2)
(a) Residence, Per Line	\$.50	MWW	(M2)
(b) Business, Per Line	.60	MWW	(M2)
2. Message Waiting Indication-Audible/Visual (MWI-A/V)			(M2)
(a) Residence, Per Line	.50	MWWAV	(M2)
(b) Business, Per Line	.60	MWWAV	(M2)

### A13.48 Reserved For Future Use

### A13.49 Surrogate Client Number

#### A13.49.1 General

- A. The Surrogate Client Number (SCN) feature provides for a telephone number in the subscriber's serving wire center from which calls will be forwarded on an intraoffice basis to the subscriber's exchange service. (M2)
- B. This feature is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities. (M2)

#### A13.49.2 Rates and Charges

- A. Applicable Service Charges in Section A4 will be incurred in addition to B. (M2)
- B. Surrogate Client Number (M2)

##### (1) Per Telephone Number

	Monthly Rate	USOC	
(a) Residence	\$3.50	SMV	(M2)
(b) Business	2.40	SMV	(M2)

Pages 50.0.1.1 and 50.0.2 are hereby deleted in their entirety and removed from this Guidebook.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.49 Surrogate Client Number

#### A13.49.1 General

- A. The Surrogate Client Number (SCN) feature provides for a telephone number in the subscriber's serving wire center from which calls will be forwarded on an intraoffice basis to the subscriber's exchange service.
- B. This feature is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities.

#### A13.49.2 Rates and Charges

- A. Applicable Service Charges in Section A4 will be incurred in addition to B.
- B. Surrogate Client Number
  - (1) Per Telephone Number

	Monthly	USOC
	Rate	SMV
(a) Residence	\$3.50	2.40
(b) Business		

(M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.50 Telecommunications Service Priority (TSP) System

(T)

(T)

(M)

#### A13.50.1 Service Description

- A. The Telecommunications Service Priority (TSP) System is a structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company. (T)
- B. Conditions of emergency or crises that cause invocation of NSEP treatment can only be declared by authorized officials of the Federal Government or other officials (Federal or non-Federal) specified by the Director, Office of Emergency Communications (OEC) on behalf of the Executive Office of the President of the United States. (M)

#### A13.50.2 Service Limitations

- A. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations. In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990). (T)
- B. The customer for the TSP System service must also be the same customer for the underlying Exchange Service with which it is associated. (T)
- C. The Company will arrange for the installation and/or restoration of TSP System service upon receipt of the proper certification as specified in A. (T)
- D. It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request. (T)
- E. When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the rules and regulations cited in A, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Company the right to quote charges after the installation or restoration has been completed. (T)
- F. Priority Installation or Repair
  - 1. When a customer for TSP System service requests that service be installed or repaired on an expedited or emergency basis in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations, the customer will be required to bear the excess costs of providing service on an expedited basis.
  - 2. The calculated excess costs would be in addition to all other service and installation charges normally applicable.

#### A13.50.3 Terms and Conditions

(T)

- A. Under certain conditions, it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary and if circumstances permit, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for service preemption will adhere to the provisions appearing in A2.5. (T)
- B. No charge applies when a TSP designation is discontinued.
- C. With the exception of credit information, a customer obtaining TSP System service acknowledges and consents to the provision of certain customer service details by the Company to the Federal Government to allow for the proper maintenance and administration of the TSP System. That information includes but is not necessarily limited to:
  - Confirmation of completed TSP service orders directly to the Director, Office of Emergency Communications (OEC);
  - Verification of installation and/or restoration priority level assignment(s) with the Director, OEC;
  - Reconciliation of TSP service information with the Director, OEC, or the customer (prime service vendor).

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.50 Telecommunications Service Priority (TSP) System (Cont'd)

(M)

#### A13.50.6 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable for other services furnished in conjunction with TSP service:

	Nonrecurring Charge	Monthly Rate	USOC
a. Priority Installation (PI)			
(1) Per line or trunk			
(a) Prime vendor	\$44.00	-	P1APX
(b) Subcontractor	44.00	-	P1ASX
b. Priority Restoration (PR)			
(1) Level Implementation, per line or trunk			
(a) Prime vendor	68.00	-	PR5PX
(b) Subcontractor	68.00	-	PR5SX
(2) Level Change, per line or trunk			
(a) Prime vendor	68.00	-	PR8PX
(b) Subcontractor	68.00	-	PR8SX
(3) Maintenance/Administration, per line or trunk			
(a) Prime vendor	-	\$3.75	PR9PX
(b) Subcontractor	-	3.75	PR9SX

### A13.51 (DELETED)

---

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.52 Reserved For Future Use**

(M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.53 Multiline Hunt Queuing

(T)

(M)

#### A13.53.1 Definitions

- A. Queuing provides the capability to automatically queue calls to a Multi-Line Hunt Group when all lines in the hunt group are busy. (M)
- B. Applicable Service Charges in Section A4 will be incurred in addition to the rates and charges following. (M)

#### A13.53.2 Rates and Charges

- A. Central Office Feature Options

- 1. Queuing

	Nonrecurring Charge	Monthly Rate	USOC
(a) Per Multiline Hunt Group	\$125.00	\$20.00	QLMHG
(b) Per Multiline Hunt Group with Delay Announcement	325.00	55.00	QLHDA
(c) Per Multiline Hunt Group with Call Waiting Lamps	175.00	30.00	QLHCW
(d) Per Multiline Hunt Group with Delay Announcement and Call Waiting Lamps	350.00	65.00	QLHGD
(e) Per Line Arranged for Queuing	1.00	-	QSC
(f) Per Queue Slot	12.50	-	QSCPQ
(g) Delay Announcement, Per Channel	100.00	30.00	BEXPC
(h) Delay Announcement, Per Trunk	90.00	7.00	BEXPT
(i) Music After Delay Announcement, Per Channel <sup>1,2</sup>	100.00	30.00	BE2PC
(j) Music After Delay Announcement, Per Trunk <sup>1,2</sup>	90.00	12.00	BE2PT
(k) Call Waiting Indication, Per Unique Timing State <sup>2,3</sup>	45.00	10.00	A7G

**Note 1:** Requires compatible customer premises equipment.

**Note 2:** Rates and charges for a local channel as specified in Section B3 of the Private Line *Guidebook* (T)  
also apply.

**Note 3:** This feature provides for access to customer-provided features which may require compatible  
customer premises equipment.

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.54 Reserved For Future Use

### A13.55 Reserved For Future Use

### A13.56 Hot Line Service

#### A13.56.1 General

- A. Hot Line Service is an automatic dialing feature which provides the customer with the ability to automatically be connected with another line in the circuit switched network. When the customer's instrument goes off-hook, a switched connection is set up without any further action.
- B. Hot Line Service may be used only in connection with individual line service.
- C. Hot Line Service is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities.

#### A13.56.2 Rates and Charges

##### A. Hot Line Service

The rates and charges for this service are in addition to normal service and monthly charges for individual line service found in Sections A3 and A4, respectively.

1. Per Line Equipped

		Nonrecurring Charge	Monthly Rate	USOC	
(a)	Residence	\$2.00	\$.50	HLS	
(b)	Business	2.00	60.00	HLS	(I)

### A13.57 Warm Line Service (Obsoleted, See Section A113)

### A13.58 (DELETED)

Pages 52 through 54 are hereby deleted in their entirety and removed from this Guidebook.

---

### **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.59 Reserved For Future Use**

(D)

**A13.60 (DELETED)**

(D)

**A13.61 (DELETED)**

(D)

---

### **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.62 (DELETED)**

**A13.63 Reserved for Future Use**

**A13.64 Reserved for Future Use**

**A13.65 Reserved for Future Use**

**A13.66 Reserved for Future Use**

**A13.67 Reserved for Future Use**

**A13.68 Reserved for Future Use**

**A13.69 Reserved for Future Use**

**A13.70 (DELETED)**

**A13.71 Reserved for Future Use**

(D)

**Page 56.1 is hereby deleted in its entirety and removed from this Guidebook.**

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.72 Inter-Switch Simplified Message Desk Interface

#### A13.72.1 General

- A. Inter-Switch Simplified Message Desk Interface (ISMDI) service provides subscribers with the capability of receiving call information over a data link interface for use with voice messaging system (VMS) equipment. Only call information routed over the Public Switched Telephone Network using the Common Channel Signaling/Signaling System 7 (CCS/SS7) network is available for ISMDI. The ISMDI data link must be associated with a voice level hunt group assigned to the VMS subscriber. Incoming call data available from the CCS/SS7 network includes the number called, the type of incoming call (direct or forwarding due to busy or no answer), the forwarding number, and the calling number. The telephone numbers are provided as ten digit Directory Numbers.
- B. ISMDI provides the capability for the VMS provider to transmit data messages over the data link to the ISMDI host switch for use in delivering message waiting notification to VMS client users. These data messages will enable the VMS subscriber to activate or deactivate message waiting indicators (MWI) on VMS client station lines served by ISMDI compatible central offices.
- C. The subscriber has the option of specifying an SS7 Point Code to which MWI messages are to be routed.

#### A13.72.2 Terms and Conditions

- A. ISMDI is furnished only from *Company* central offices which have been equipped and arranged as host locations to provide this service. (T)
- B. Compatible private facilities, such as Private Line Service or SynchroNet service, are required as a data link between the serving central office and the subscriber's equipment. Rates and charges for these facilities are as specified in the Private Line *Guidebook*. (T)
- C. In addition to the ISMDI data link, a voice level hunt group is required between the ISMDI host office and the voice messaging system at the subscriber's premises at the rates and charges specified in other sections of this *Guidebook*. The lead telephone number associated with this hunt group must be used for any voice messaging systems that utilize a data link sanity check or "heartbeat" capability. The lead telephone number should not be equipped with Message Waiting Indication (MWI) capability, and the activate MWI message should be programmed in the voice messaging system for the purpose of executing the sanity check capability. (T)
- D. Network errors generated by voice messaging systems attempting to activate or deactivate MWI to telephone numbers that are invalid or no longer served by an ISMDI compatible central office or to station lines that are not equipped with the MWI capability, other than the lead telephone number used for the sanity check, may be cause for suspension of service until the problem is corrected. The ISMDI subscriber will be notified as soon as possible upon detection of excessive network errors and must take immediate corrective action to avoid suspension of service. (T)
- E. A subscriber to this service is obligated for a minimum service period of 12 months.
- F. If the SS7 Point Code for MWI option is requested, the subscriber is required to provide a list of the NPA-NNXs to which MWI messages will be routed. The NPA-NNXs provided must belong to the carrier with which the subscriber has an arrangement. The destination carrier must have an SS7 interconnection with the *Company*'s network. The MWI messages are ANSI SS7 TCAP Inter-Switch Voice Mail (ISVM) messages. The nonrecurring charge in A13.72.3.B.3 will be applicable for establishing new service, for modification of existing service, and for verification of existing service. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.72 Inter-Switch Simplified Message Desk Interface (Cont'd)

#### A13.72.3 Rates and Charges

- A. Applicable service charges as specified in Section A4 will be incurred in addition to the rates and charges following. Rates and charges for other features and services utilized by the subscriber will also apply. (T)
- B. Features

	Monthly Rate	USOC
1. Inter-Switch Simplified Message Desk Interface - Analog <sup>1</sup>		
(a) Per Link (1200 bps)	\$ 2,600.00	AVBL1
(b) Per Link (2400 bps) <sup>2</sup>	3,010.00	AVBL2
(c) Per Link (4800 bps) <sup>2</sup>	4,050.00	AVBL4
(d) Per Link (9600 bps) <sup>2</sup>	6,010.00	AVBL9
2. Inter-Switch Simplified Message Desk Interface – Digital <sup>3</sup>	6,475.00	AVBD9
(a) Per Link (9600 bps) <sup>2</sup>		

	Nonrecurring Charge	USOC
3. SS7 Point Code for MWI	\$6,800.00	AVBLM
(a) Per Point Code		

### A13.73 Reserved For Future Use

### A13.74 Reserved For Future Use

### A13.75 Reserved For Future Use

### A13.76 (DELETED)

**Note 1:** Appropriate Private Line Service charges apply.

**Note 2:** This is not available to subscribers served from a 1AE55 switch.

**Note 3:** Appropriate SynchroNet service charges apply. (T)

**Page 58 is hereby deleted in its entirety and removed from this Guidebook.**

(N)

---

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.73 Reserved for Future Use****A13.74 Reserved for Future Use****A13.75 Reserved for Future Use****A13.76 (DELETED)**

(D)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### **A13.77 Voice Mail Calling Features Package a.k.a. Voice Mail Companion Services Package**

#### **A13.77.1 Definition of Service**

A. The Voice Mail Companion Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. All services available as part of this package are optionally available on an individual basis. The Voice Mail Calling Features Package consists of the following services (where available):

- Call Forwarding Don't Answer or Call Forwarding Don't Answer – Ring Control
- Call Forwarding Busy Line and/or Star 98 Access

The following optional features are also available as part of the package:

Message Waiting Indication - Audible or Message Waiting Indication – Audible/Visual

#### **A13.77.2 Terms, Conditions and Limitations of Service**

A. The following *Terms, Conditions* and Limitations apply:

1. All *Terms, Conditions* and restrictions which normally apply to the services when they are individually provided also apply when they are provided as part of this package. (T)
2. All services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to availability of facilities. (T)
3. The Voice Mail Calling Features Package can be suspended as specified in A2. The monthly rate for this service does not apply for the suspension period. (T)
4. The Voice Mail Calling Features Package is only available to individual line residence and business subscribers. (T)
5. Service Charges as provided in A4 apply for the Voice Mail Companion Services Package. (T)

#### **A13.77.3 Rates and Charges**

A. The Voice Mail Companion Services Package is offered at the following rate:

1. Per line equipped

	Monthly Rate	USOC
(a) Residence	\$2.00	\$98PK
(b) Business	9.30	\$98CP

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.78 (DELETED)

(D)

### A13.79 211 Dialing Service

#### A13.79.1 General

- A. 211 Dialing Service (“211”) is a three digit local dialing arrangement available in specified areas, with *the* Company for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105. (T)
- B. 211 is available in **AT&T** Territory only. To provide access to a 211 number to end users in an independent company territory or to a CLECs end users within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. (T)
- C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in A3.6 as facilities permit. If the local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 number in the merged local calling area. (T)

(D)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.79 211 Dialing Service (Cont'd)

#### A13.79.1 General (Cont'd)

- D. This service is furnished subject to the availability of the 211 number.
- E. 211 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- F. Limitations and use of service as stated in Section A2 apply.
- G. Listings may be provided for 211 at rates, Terms and Conditions as specified in Section A6.
- H. Access to 211 is not available to the following classes of service:
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.

- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 211 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms "controlling", "controlled by:" and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.  
If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.
- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber.

(C)

#### A13.79.2 Service Requirements and Conditions

- A. All requests for 211 must be submitted in writing to the Kentucky Public Service Commission. The Commission will allocate 211 numbers in the BLCAs based upon requirements and/or standards established by the FCC.
- B. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.  
If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 number will be recalled and the number will be considered available for reassignment as specified in paragraph A. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Local Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.79 211 Dialing Service (Cont'd)

#### A13.79.2 Service Requirements and Conditions (Cont'd)

- C. The 211 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate rates for the establishment of the new access arrangement. (T)
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a local calling area must be point to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3 and A4 will apply. (T)
- E. The 211 Dialing Service is provided where facilities permit.
- F. The 211 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing 211.
- G. The 211 subscriber should work separately with competing local exchange providers to ascertain that its end user customers will be able to reach community information and referral services provided by dialing 211.
- H. 211 will be provided under the following conditions.
  - 1. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
  - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 211 Dialing Service.
  - 3. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - 4. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - 5. Suspension of 211 Dialing Service as covered in Section A2 is not applicable for this service.
  - 6. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.
  - 7. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.79 211 Dialing Service (Cont'd)

#### A13.79.2 Service Requirements and Conditions (Cont'd)

- I. If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply.
  - 1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.
  - 2. 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.
  - 3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  - 4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 5. The 211 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

#### A13.79.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides 211 access to its end user within the local calling area, terms and conditions for 211 Dialing Service are as defined in the appropriate Interconnection Agreement.
  - 1. For purposes of providing a CLEC end user access to the 211 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 211 provider serving the local calling area.
  - 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

#### A13.79.4 Rates and Charges

- A. Application of Rates
  - 1. A Service Establishment charge shall apply per 211 code assigned.
  - 2. 211 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises. (T)
  - 3. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates. (T)
  - 4. A Central Office Activation charge will apply per central office switch translated to the lead number.
  - 5. A charge will apply to changes to the point-to number at the subscriber's request, per 211 Dialing Service, per central office switch.
- B. Charges applicable to the 211 Dialing Service Subscriber

	Nonrecurring Charge	USOC
1. Service Establishment Charge (a) Per Basic Local Calling Area	\$389.90	211SE
2. Central Office Activation (a) Per Central Office	150.00	211CC
3. Change of Point-to Number by Subscriber (a) Per Central Office	13.50	211AP

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.80 711 Dialing Code for Telecommunications Relay Service (TRS)

#### A13.80.1 General

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001
- B. 711 is available from the Company in Company Territory only. To provide access to a 711 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- E. Limitations and use of service as stated in Section A2 apply.
- F. Listings may be provided for 711 at rates, terms and conditions as specified in Section A6.
- G. Access to 711 is not available to the following classes of service:
  - Hotel/Motel/Hospital Service (toll call only)
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 711 will not be completed.

- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

#### A13.80.2 Service Requirements and Conditions

- A. Effective November 7, 2000, the 711 Dialing Code has been assigned for TRS use by the Kentucky Public Service Commission, to be implemented by March 1, 2001.
- B. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order.
- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is affected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement.
- D. Only one 10-digit toll free number may be used as the lead number per basic calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Local Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.80 711 Dialing Code for Telecommunications Relay Service (TRS) (Cont'd)

#### A13.80.2 Service Requirements and Conditions (Cont'd)

H. 711 Dialing Code will be provided under the following conditions.

1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.
2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.
3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander
5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
6. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply.

1. The TRS entity will provide announcements. The company will provide only the delivery of the call.
2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
3. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
4. The TRS entity assumes, according to other specific rates and charges, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

(T)

#### A13.80.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

A. In those instances where a CLEC provides the 711 to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.

1. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

(T)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.81 511 Dialing Service

#### A13.81.1 General

- A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas of the Company, for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available from the Company in Company Territory only. To provide access to 511 to end users in an independent company territory, or to a Competitive Local Exchange Carriers (CLECs), end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.6, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established first in time will be entitled to retain the 511 number in the merged local calling area.
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2., apply.
- G. Listings may be provided for 511 at rates, terms and conditions as specified in Section A6.
- H. Access to 511 is not available to the following classes of service:
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.

- I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- K. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.
- L. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- M. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber.

(C)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.81 511 Dialing Service (Cont'd)

#### A13.81.2 Service Requirements and Conditions

- A. Pursuant to the Kentucky Public Service Commission order, the 511 code has been assigned to the Transportation Cabinet on a permanent, statewide basis.
- B. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived. (T)
- C. The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement. (T)
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must point to be same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4 will apply. (T)
- E. The 511 Dialing Service is provided where facilities permit.
- F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.
- H. 511 will be provided under the following conditions.
  1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
  2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It is the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
  3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the services and from all holders of copyrights, trademarks, and patents used in connection with said service. (T)
  4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander, subject to applicable state law.
  5. Suspension of 511 as covered in Section A2 is not applicable for this service. (T)
  6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
  7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.81 511 Dialing Service (Cont'd)

#### A13.81.2 Service Requirements and Conditions (Cont'd)

- I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
  - 1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.
  - 2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
  - 3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  - 4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 5. The 511 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

#### A13.81.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 511 to its end user within the local calling area, terms and conditions for 511 are as defined in the appropriate Interconnection Agreement.
  - 1. For purposes of providing a CLEC end user access to the 511 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 511 provider serving the local calling area.
  - 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

#### A13.81.4 Rates and Charges

- A. Application of Rates
  - 1. Service Establishment charges shall apply per basic calling area.
  - 2. 511 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises. (T)
  - 3. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates. (T)
  - 4. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
  - 5. A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic local calling area.
- B. Charges applicable to the 511 Dialing Service Subscriber

	Nonrecurring Charge	USOC
1. Service Establishment Charge (a) Per Basic Local Calling Area	\$389.90	511SE
2. Central Office Activation (a) Per Central Office	150.00	511CC
3. Change of Point-to Number by Subscriber (a) Per Central Office	13.50	511AP

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.82 311 for Non-Emergency Municipal Use

#### A13.82.1 General

- A. 311 for Non-Emergency Municipal Use ("311") is a three digit local dialing arrangement available in specified areas from the Company, for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from the Company in Company Territory only. To provide access to 311 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 "point-to" number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 "point-to" number in the merged central office.
- D. 311 for Non-Emergency Municipal Use is subject to the availability of 311 as an abbreviated dialing code and will be deployed by the Company on a "first come, first served" basis.
- E. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F. Limitations and use of service as stated in Section A2 apply.
- G. Listings may be provided for 311 for Non-Emergency Municipal Use at rates, terms and conditions as specified in Section A6.
- H. Access to 311 is not available to the following classes of service:
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A
- I. In addition, operator assisted calls to the 311 subscriber will not be completed.
- J. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- K. An "affiliate" of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term "control" (including the terms "controlling", "controlled by, and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- L. If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 number within 6 months of the merger or acquisition.
- M. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- N. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Local Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.

(C)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.82 311 for Non-Emergency Municipal Use (Cont'd)

#### A13.82.2 Service Requirements and Conditions

- A. All requests for 311 must be submitted in writing to the Public Service Commission. The Commission will allocate the 311 code in the specified central office based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment by the Public Service Commission, the 311 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 number will be recalled and the number will be considered available for reassignment as specified in A. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived. (T)
- C. The 311 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 311 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions identified by the FCC in CC Docket 92-105 regarding the use and return of such 311 codes. If a recall is affected, the Company will work with all 311 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 311 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 311 subscriber will be charged the appropriate rates for the establishment of the new access arrangement. (T)
- D. Only one 7- or 10-digit local number or one 10-digit toll free number may be used as the lead number per central office. Appropriate rates from Sections A3 and A4 will apply. (T)
- E. The 311 is provided where facilities permit.
- F. The 311 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach non-emergency services provided by dialing 311.
- G. The 311 subscriber should work separately with competitive local exchange companies to ascertain that its end user customers will be able to reach non-emergency services provided by dialing 311.
- H. 311 will be provided under the following conditions.
  1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 311.
  2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 311 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 311 Dialing Service.
  3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  5. Suspension of 311 as covered in Section A2 is not applicable for this service. (T)
  6. The 311 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 311 number. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
  7. A written notice will be sent to any 311 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.82 311 for Non-Emergency Municipal Use (Cont'd)

#### A13.82.2 Service Requirements and Conditions (Cont'd)

- I. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
  - 1. The 311 subscriber will provide announcements. The Company will provide only the delivery of the call.
  - 2. 311 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 311 subscriber from sponsoring the same or similar announcement or recorded program service.
  - 3. The provision of access to the 311 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  - 4. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 5. The 311 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)
- L. The municipality ordering the service must establish procedures to deal with calls from those within the central office but outside of their jurisdiction.

#### A13.82.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 311 to its end user per central office switch, terms and conditions for 311 are as defined in the appropriate Interconnection Agreement.
  - 1. For purposes of providing a CLEC end user access to the 311 subscriber per central office switch, appropriate arrangements must be made by the CLEC with the 311 subscriber.
  - 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

#### A13.82.4 Rates and Charges

- A. Application of Rates
  - 1. A Service Establishment charge shall apply per central office.
  - 2. 311 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 311 subscriber's designated premises. (T)
  - 3. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates.
  - 4. A Central Office Activation charge will apply per central office switch translated to the lead number.
  - 5. A charge will apply to changes to the point-to number at the subscriber's request, per 311 Dialing Service, per central office switch. (T)
- B. Charges applicable to the 311 For Non-Emergency Municipal Use Subscriber

	Nonrecurring Charge	USOC
1. Service Establishment Charge (a) Per Central Office	\$1,015.00	311SE
2. Central Office Activation (a) Per Central Office	62.00	311CC
3. Change of Point-to Number by Subscriber (a) Per Central Office	5.00	311AP

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.83 811 CALL BEFORE YOU DIG SERVICE

#### A13.83.1 General

A. 811 Call Before You Dig Service ("811") is a three (3) digit local dialing arrangement used for the One Call Center. One call notification is a communication system established by operators of underground facilities and/or state governments to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities.

This service is provided pursuant to the Federal Communications Commission's (FCC's) Sixth Report and Order in CC Docket No. 92-105, which designated "811 as the national abbreviated dialing code to be used by state One Call notification systems for providing advanced notice of excavation activities to underground facility operators in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act)."

B. Callers who dial 811 will be routed to the call center via the local 7 or 10 digit or a toll free "point-to" number selected by the One Call Center. There will be no charge to the end user dialing 811.

C. Access to 811 is not available to the following:

- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
- Inmate Service
- 101XXXX
- Cellular - Type 2A
- Independent Telephone Companies (ICOs)

In addition, operator assisted calls to the 811 subscriber will not be completed.

D. 811 will be assigned on a central office-by-central office basis, as facilities permit. 811 will be provided under the following conditions.

1. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.
2. Calls to a disconnected Public Dialing Service code (including 811) will be routed to intercept announcement facilities for a maximum of sixty (60) days.
3. Provision of recorded messages and/or announcements associated with 811 Call Before You Dig Service is the sole responsibility of the 811 subscriber.
4. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

(C)

#### A13.83.2 Rates and Charges

A. Application of Rates

1. 811 subscribers will pay the normal charges for their local exchange access arrangements (e.g., PBX trunks, Centrex Type Services, lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
2. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates.
3. Suspension of 811 as covered in Section A2 is not applicable for this service.
4. A Central Office Activation charge will apply per central office switch translated to the lead number.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 811 Dialing Service, per central office switch.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Local Verification/Interruption Service and Zero Minus (0-) Charging services are discontinued.

---

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.83 811 Call Before You Dig Service (Cont'd)****A13.83.2 Rates and Charges (Cont'd)**

B. Charges applicable to the 811 Call Before You Dig Service subscriber

1. Service Establishment Charge

	<b>Nonrecurring Charge</b>	<b>USOC</b>
2. Central Office Activation (a) Per Customer	<b>\$379.06</b>	<b>811SE</b>
3. Change of Point-to Number by Subscriber (a) Per Central Office Switch	<b>345.80</b>	<b>811CC</b>
	<b>7.48</b>	<b>811AP</b>

**A13.84 Reserved For Future Use****A13.85 Reserved For Future Use****A13.86 Reserved For Future Use****A13.88 Reserved For Future Use****A13.89 Reserved For Future Use****A13.90 (DELETED)**

(D)

EFFECTIVE: March 1, 2010

---

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.90 (DELETED) (Cont'd)**

(D)