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A1. DEFINITION OF TERMS

CENTRAL OFFICE

A central office is a local operating unit by means of which intercommunication is provided for subscribers within a specified area under contracts for exchange service. An essential characteristic of a central office is switching equipment to which telephone stations are connected by means of circuits known as "central office lines".

CENTRAL OFFICE CONNECTING FACILITY

A facility furnished to an Other Carrier by the Company (in accordance with the Company's Facilities for Other Carrier's Tariffs) between the terminal location of the Other Carrier and a point of connection on the Company premises.

CENTRAL OFFICE LINE

See "Exchange Access Line"

CENTREX CONTROL SWITCHING EQUIPMENT

Switching equipment, located on the Company's premises, used to provide Centrex service furnished in accordance with Centrex service provisions of this *Guidebook*. (T)

CENTREX - CO SERVICE

See Section A101

CENTREX TYPE SERVICES

Central office based non-transport arrangements which permit abbreviated internal calling and inward and outward calling from station lines associated with ESSX-1 service, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service. (T)

CHANNEL TERMINAL

The term "channel terminal" denotes that portion of a service required to terminate within a central office, the interoffice or interexchange transmission system.

CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

- a. For Exchange Service:
 - (1) Grade of Line: Individual Line. (See also "Primary Class of Service")
 - (2) Type of Rate: Flat rate or message rate.
 - (3) Character of Use: Business or residence.
 - (4) Dialing Method: Touch -Tone or Rotary.
- b. For Long Distance Service:
 - (1) Type of Call: Station-to-station or person-to-person.
- c. For Wide Area Telecommunications Service:
 - (1) Type of Service: Outward WATS or Toll Free Dialing Service

COIN REFUND AND REPAIR REFERRAL SERVICE

Coin Refund and Repair Referral Service (CRS) provides handling of refund requests and repair referrals generated by the end users of Independent Payphone Provider (IPP) public telephones.

COLLECT CALL

The term "collect call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a third party number. In the case of a public or semipublic coin telephone the charges must be billed to a third party number, or the call may be reoriginated from the called station. Channels and other facilities which are capable, when not connected to telecommunications services, of communications between terminal equipment. (C)

A1. DEFINITION OF TERMS

COMPLEX BUSINESS¹

The term Complex Business as specified herein is defined as business line basic exchange service which terminates in a communications system. The term business key is synonymous with the term Complex Business.

CONFORMANCE NUMBER

The term "conformance number" denotes an identifying number assigned by the Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model of device is in conformance with the provisions set forth by the Company in its technical reference for conforming answering devices.

CONFORMING ANSWERING DEVICE

The term "conforming answering device" denotes a device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.

CONSTRUCTION CHARGE

A separate charge authorized in the *Guidebook* for construction of pole lines, circuits, facilities, etc.

(T)

(DELETED)

(D)

CROSS REFERENCE LISTING

The listing of a generally accepted name of a subscriber followed by a reference to another listing.

Note 1: In all sections of this *Guidebook*, the Private Line *Guidebook*, and the Access Service Tariff, any references to the Business Line rates refer to the Complex Business individual line rates as provided in this *Guidebook*.

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Monthly Exchange Rates (Cont'd)

A3.3.3 Expanded Service Area Usage Rates (Cont'd)

For calls placed in the following listed time periods, discounts are applicable to the Company's standard rates as follows:

1. Residence

TIME	DISCOUNT
All days 8:00 p.m. - 8:00 a.m.	0%
Saturdays, Sundays, and Holidays 8:00 a.m. - 8:00 p.m.	0%

2. Business¹

TIME	DISCOUNT
All days 8:00 p.m. - 8:00 a.m.	0%
Saturdays, Sundays, and Holidays 8:00 a.m. - 8:00 p.m.	0%

C. A special fifty percent discount applies to the rates specified in A. and B. preceding for individuals, agencies or businesses who qualify for reduced BellSouth IntraLATA Long Distance Service rates for hearing or speech impaired persons.

D. For collect calls received from BellSouth Business Plus service and BellSouth Business Choice package service customers, usage rating shall be in accordance with A3.43.

E. Rates for Hearing or Speech Impaired Persons

1. Rates for certain Expanded Service Area Usage are reduced for a residence or single-line business customer who meets the following requirements:

- The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
- The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications.
- The customer makes written application to the Company for the reduced Expanded Service Area Usage rates.
- The customer designates to the company one and only one telephone number associated with that customer's service and telecommunications device.
- The reduced rates specified in 4. apply for all TDD calls originated from the designated telephone number. (C)

2. Rates for certain Expanded Service Area Usage calls are reduced for an agency or business that assists or employs hearing or speech impaired persons under the following conditions:

- The agency or business provides non-voice telecommunications equipment (TDD) solely for the use of hearing or speech impaired persons or persons who communicate with hearing or speech impaired persons.
- The agency or business makes a one time written application for eligibility to the Company for the reduced Expanded Service Area Usage rates.
- The reduced rates are given as a credit on a subsequent bill.
- The reduced rates specified in 4. apply for all calls placed between TDDs. (T)

3. Rates for certain Expanded Service Area Usage calls are reduced for individuals equipped with TDDs for communicating with hearing or speech impaired persons under the following conditions:

- The customer uses a TDD or other non-voice equipment for communicating with other TDDs or non-voice equipment.
- The customer makes a one time written application for eligibility to the Company for reduced Expanded Service Area Usage rates.
- The reduced rates are given as a credit on a subsequent bill.
- The reduced rates specified in 4. apply for all calls placed between TDDs. (T)

4. A qualified call receives an additional 50% discount over the Company's standard time of day rates (including normal discounts).

Note 1: Business discounts discontinued effective 10-4-2008.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Directory Assistance Service

A3.8.1 General

- A. The Company furnishes directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers.
- B. When a party in North Carolina requests assistance in obtaining telephone numbers of subscribers who are located within the same local calling area or expanded local calling area¹ as the number the party is calling from, the charges set forth following apply.¹

A3.8.2 Rates and Charges

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.

Directory Assistance Service - request of a telephone number - (maximum of three requested telephone numbers per call)

- 1. Within the Company's local or expanded local calling area for the originating line

		Rate	USOC	
	(a) Per Call	\$2.09	NA	
B.	Charges for directory assistance may be billed to the originating number or a third number.			(C)
C.	No operator assisted surcharge will apply in addition to the applicable directory assistance charges.			
D.	No charge applies for the first call requesting telephone numbers for lines located within the Company's local calling area for the originating line, per month per telephone line or PBX trunk, or for the first call per month per Centrex Type Services main station. The allowance applies only to calls placed by dialing the designated digits for local directory assistance. No allowance is applicable for calls alternately billed to a third number.			(C)
E.	Local Directory Assistance charges are not applicable to calls which request telephone numbers of lines located within the Company's local or expanded local calling area and HNPA for the originating line and originate from lines provided for subscribers or primary users who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line or lines, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified annually. Confirmed, inappropriate use of the exemption could result in its removal.			
F.	Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any subscribers due to lack of facilities are specified below:			
	Liberty (Cherokee County)			
	Waterville			

Note 1: Local calling areas are specified in A3.5.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 Operator Assisted Local Calls

A3.9.1 Operator Assisted Charges

- A.** All types of local exchange service have local calling areas or expanded local calling areas¹ within which local calls can be made on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a Message rate basis (calls charged for a Message units), or on a measured service basis (charges based on a combination of one or more rating elements where Measured Service local exceptions or expanded local calling plans (A3.4.28 and A3.13) are in effect).
- B.** Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- C.** The following service charges for operator assisted local calls apply in addition to the local dial rate applicable²

1. **(DELETED)**

(D)

	Nonrecurring Charge	USOC
2. Station-to-Station operator assisted sent-paid, collect <i>and</i> third number,		
(a) Each	\$.95	NA
3. Person-to-Person operator assisted local call		
(a) Each	2.52	NA

(C)

D. The following Operator Assisted Local Calls are exempted from the service charge:

1. Calls to designated Company numbers for official telephone business.
2. Emergency calls to recognizable authorized civil agencies.
3. Those cases where a Company operator provides assistance to:
 - a. Re-establish a call which has been interrupted after the calling number has been reached.
 - b. Reach the calling telephone number where facility problems prevent customer dial completion.
 - c. Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

E. Operator Assisted Premium Plan

1. A premium is described as a commission, the amount of which shall be calculated as set forth in an agreement between the customer and the Company. Under this plan, a premium is applicable to local customer dialed operator assisted calls and may be payable to subscribing customers based upon the Company's service revenue generated by said calls. These calls must:
 - a. originate from a telephone line associated with the subscribing customer's account,
 - b. originate and terminate in the same LATA,
 - c. be carried and completed by the Company via Company facilities and
 - d. be billed by the Company.

In the event the Company billing records used to determine the premiums are destroyed or lost, the Company and the customer shall work together to determine what premiums should have been rendered.

Participation in the Operator Assisted Premium Plan requires that the customer generate minimum service revenue of \$5,000 per month on the total of all local and long distance message telecommunications service customer dialed operator assisted calls to which premium is to be applied.

Note 1: Local calling areas are specified in A3.5.

Note 2: The local dial rate applicable for operator-assisted local non-sent paid calls originated from an Access Line Service For Payphone Service Provider line and processed by a Company operator is \$.2427.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Verification and Emergency Interrupt Service (Cont'd)

A3.10.1 General (Cont'd)

- B. Emergency Interrupt Service (Cont'd)
2. A subscriber originated request for Emergency interrupt to a local number is a chargeable Emergency Interrupt request.

A3.10.2 Application of Rates and Charges

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges for Verification and Emergency Interruption may be billed to the originating number or a third number. Charges for Emergency Interrupt may be billed on a collect basis at the discretion of the Company in the absence of other billing options. (C)
- C. Charges for verification will not be billed on a collect basis.
- D. No operator assisted surcharge will apply in addition to the applicable Verification and Emergency Interrupt charges.
- E. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as defined in A3.9 apply in addition to the applicable Verification and Emergency Interrupt charges.

1. Verification Request

	Nonrecurring Charge	USOC
(a) Each request	\$.70	NA
2. Emergency Interrupt Request		
(a) Each request ¹	.75	NA

A3.11 Network Access Register Package

A3.11.1 General

The Network Access Register (NAR) Package provides for exchange and long distance message network calling to and from main stations and attendant positions of an ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service system or a system requiring trunk or line applications in conjunction with MegaLink channel service, FlexServ service or MegaLink ISDN² service. The NAR Package provides for Flat Rate or usage sensitive network access. It is used for ESSX or Digital ESSX service in conjunction with a Network Access Limiter as provided in Section A112., with MegaLink ISDN² service and the Feature Activation element of MegaLink channel service as provided in Section B7. of the Private Line *Guidebook*, or with the channel connections associated with FlexServ service as provided in Section A32. (T)

A3.11.2 Application of Rates and Charges

- A. The Community Caller Plus NAR Package includes an unlimited number of dialed sent paid local calls.

Note 1: A charge for a Verification Request also applies.

Note 2: MegaLink ISDN service obsoleted 12/11/96. (See Section B107.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Expanded Local Saver Service

(T)

A3.14.1 Description of Service

- A. Expanded Local Saver service is designed to provide economical service for customers who generate a high volume of local usage to locations included in the expanded service areas defined in A3.5.2. (T)
- B. This service provides billing at a discounted usage rate for all calls to exchanges included in the expanded service area defined in A3.5.2. A minimum monthly usage charge is billed to the customer any month the customer's billable usage for the account is less than the minimum monthly usage charge specified for the option to which the customer subscribes. (T)
- C. Individual message detail is included as part of this service.
- D. Automated or operator assisted station-to-station, person-to-person, collect or bill to third party calls between qualifying Expanded Local Saver service exchanges which are billed to the customer's account will be billed based on Expanded Local Saver service rates. However, applicable operator assistance surcharges will also apply. (C)

A3.14.2 Regulations

- A. Expanded Local Saver service is available to individual line, PBX, ESSX service, Digital ESSX service, and Remote Call Forwarding (RCF) service. The service is not available to intraLATA only Outward WATS and combined Outward WATS, Mobile Telephone Service, and Dormitory Communications service. (T)
- B. The service is offered on an account basis only. An account includes all individual lines, PBX trunks, or ESSX service, Digital ESSX service, network access registers in an account. At the customer's option, usage from multiple accounts of a customer at the same and/or different locations and accounts that represent residential service may be aggregated to comprise one Expanded Local Saver service account and be billed on the same bill. However, for the multiple accounts to be eligible for this service as a single account, all services in the multiple accounts must be billed on the same bill. Because this service is account based, partial billed to numbers (BTNs) are not eligible for the service, i.e., the consolidation of toll usage for multiple BTNs without the consolidation of all other service elements associated with those BTNs is not allowed. (T)
- C. Suspension of this service is not allowed.
- D. This service is not subject to concessions.
- E. The minimum service period for this service is one month unless otherwise stated in this *Guidebook*. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.22 Local Usage Detail (LUD)(Cont'd)

A3.22.2 Rates and Charges

A. Premium LUD

1. Provided on a per line or per account basis

	Charge	USOC
(a) Per message listed for calls to exchanges in the basic service area specified in A3.5	\$.01	NA
(b) Per message listed for calls to exchanges outside the basic service area, but within the expanded local calling area specified in A3.5.	.00	NA

B. Free (Expanded Service Area) LUD

1. Provided on a per account basis

(a) Per message listed	.00	NA
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- ###### C. Charges for LUD are in addition to other applicable local usage charges specified in this Guidebook.

A3.23 Reserved for Future Use

A3.24 Local Directory Assistance Call Completion Service

A3.24.1 Description of Service

- A. Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. Customers accessing local DA may choose to have the requested telephone number dialed by the DA System. A recorded voice will provide the telephone number and will offer to complete the call. The service is available only to customers with touch-tone telephone lines.
- B. The service is available to Business and Residence customers except as limited in A3.24.4 following.
- C. Individual message detail is not available for calls placed through DACC Service.
- D. The service is available only where billing and network capability exists.
- E. Customers may request blocking of DACC calls on a per line basis for all local and toll DA calls originating from their telephone line(s) by contacting the local Company Business Office. There are no Service Charges applicable for subscription to blocking.

A3.24.2 General Regulations

- A. The service is not subject to concessions.

A3.24.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in Section A2.

A3.24.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. Non-Bell Exchange Carrier customers that access the Company's Directory Assistance service
 2. Any Special Line Class Codes
 3. Alternately Billed Calls; e.g., Collect or Billed to Third Number (C)
 4. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC (T)
 5. Calls from tandems where the end user cannot be identified (T)
 6. Calls from Payphone Service Provider coin or coinless stations (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion Service (Cont'd)

A3.24.4 Limitations of Service (Cont'd)

- A. The service is not available for the following classes of service call categories: (Cont'd)

7. Cellular Providers

8. WATS

(T)

(T)

A3.24.5 Application of Charges and Exemptions

- A. The charges specified in A3.24.6 following will be applicable to all subscribers except handicapped customers who are exempt from Directory Assistance charges.

B. Chargeable Calls

1. The DACC service charge applies for all completed calls in addition to the appropriate Directory Assistance charge and other applicable charges for those individual calls. If a call is not completed (i.e. busy or no answer, or the customer hangs up prior to the call being completed), the DACC service charge does not apply.

C. Blocking of DACC Service

1. A blocking option is available to customers who prefer not to have the DACC service available in their home or office. There are no Service Charges applicable for subscription to or discontinuation of this blocking option.
- A3.24.6 Rates and Charges
- A. DACC Service Charges

(1) Directory Assistance Call Completion

(a) Charge Per Completed Call

Rate

USOC

\$.00

NA

B. Blocking of DACC Service

(1) Optional blocking

(a) Charge per line

-

NA
- A3.25 Directory Assistance/Directory Assistance Call Completion Service
- A3.25.1 Description of Service
- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a local exchange subscriber telephone number and call completion to the number provided, given a listed name and address.

B. DA/DACC is for use by Mobile Service Providers (MSPs) only.

C. DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Switching Office (MTSO) and the Company location where DA/DACC is provided.

D. DA/DACC is available only where billing and network capability exists.

E. IntraLATA intraNPA DA requests for an Independent Telephone Company served by the Southern Bell Directory Assistance Bureau will be handled in the same manner as intraLATA intraNPA DA requests for Southern Bell Telephone numbers.

F. Individual Message Detail is not included as part of this service. Detail which will be provided for each billing period includes the number of DA/DACC requests and a total charge for these requests.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.25 Directory Assistance/Directory Assistance Call Completion Service (Cont'd)

A3.25.2 General Regulations

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided. Such interconnect trunks are provided as specified in the MSP North Carolina Connection and Traffic Interchange Agreement (NCCTIA) contract.

A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in Section A2. (T)

A3.25.4 Limitations of Service

- A. DA/DACC is not available for 900 requests, alternately billed calls; e.g., Collect or Billed to Third Number, and IntraLATA InterNPA requests. (C)
- B. Requests for DA for Independent Telephone Company telephone numbers not served by the Southern Bell Directory Assistance bureau will be re-switched to the appropriate Directory Assistance bureau. Re-switched Directory Assistance calls fall into the jurisdiction of the company providing the Directory Assistance service. Calls may or may not be completed for re-switched Directory Assistance calls, based on the services of the Company providing the Directory Assistance service. The rate shown in A3.25.6 following applies regardless of whether or not the call is passed to another bureau. (T)

A3.25.5 Application of Charges

- A. Charges specified in A3.25.6 following will apply each time the subscriber requests a telephone number regardless of whether or not the number is actually provided and regardless of whether or not the caller allows the call to be completed.

A3.25.6 Rates and Charges

- A. Service Charges
 - (1) DA/DACC Charge
 - (a) Per local exchange subscriber number requested

Monthly	USOC
Rate	
\$45	NA

A3.26 (DELETED)

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.6 Service Charge Exceptions

A. Service Charges do not apply for:

1. Changing from Touch-Tone to Rotary-Dial capability.
2. Requests to add Touch-Tone capability when no other services are requested.
3. Changing from a private or semiprivate listing to a listed number.
4. Changing the primary listing or transferring service of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
5. Changes from one flat, measured or message rate basic local service (including Area Plus service and Complete Choice service options) to another.
6. Converting existing service to Lifeline.
7. Changing telephone numbers or other changes (i.e., records correction, cutover) when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
8. **(DELETED)**
9. Requests for full or partial disconnection.
10. Upgrades from Back-Up Line service to business individual line service.
11. Requests to add Free (Extended Service Area) LUD.
12. Requests to add Premium LUD within sixty (60) days of the effective date of an expanded local calling plan.
13. Normal maintenance and repair of the Company's network and service.
14. Services filed in the Private Line Guidebook.
15. When equivalent service is established, for the move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., to the new/temporary location, or for the move back into the original location. Service Charges will apply when service is established or re-established for other than the displaced subscriber.

(D)

B. When a customer's request is provided:

1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work will apply, if applicable, for additional service.
2. In accordance with the Service Charge Exceptions listed in A4.2.6.A. preceding, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.

C. Reserved For Future Use

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.1 General (Cont'd)

- G. Subscribers to Access Line Service for PSPs are subject to the rates, rules, and regulations as specified for Business Individual Access Lines in this *Guidebook* unless otherwise stated in this section. (T)
- H. This service may not be suspended at a reduced rate.
- I. Providers of public facsimile or related services which are transmitted over the public switched network are required to obtain a PSP access line for connection to the network. Provision for such services is subject to the rates and regulations set forth herein for Access Line Service for PSP Telephones.
- J. All PSP instruments and all voiceless facsimile devices operated for compensation, other than those located in detention areas of confinement facilities and connected through line concentrators as specified in K.1.g. following, must be connected to the telephone network through PSP access lines furnished by the access line provider. Except as specified in K.1.g. following, connection through other facilities or systems is prohibited.
- K. All PSP instruments and all voiceless facsimile devices connected to the network through line concentrators require the use of PSP trunks furnished by the access line provider for connection of the line concentrator to the network.
- L. Notwithstanding any provisions herein to the contrary and subject to all other applicable provisions of this *Guidebook*, including but not limited to restrictions on the charges that may be made, the following provisions shall apply to all PSP telephones located in the detention areas of confinement facilities. (T)
 - 1. Such telephones:
 - a. May, if specifically requested by the administration of the confinement facility, be arranged or programmed to allow outward-only calling;
 - b. May, if specifically requested by the administration of the confinement facility and if the access line provider and presubscribed interexchange carrier are notified by the PSP, be arranged or programmed to terminate calls after ten minutes of conversation time;
 - c. Shall be arranged or programmed to block directory assistance (411) calls, provided that a copy of a current local telephone directory, including white and yellow pages, must be available for inmate access;
 - d. Shall be arranged or programmed to allow only 0+ collect calls for local, intraLATA toll, and interLATA toll calls and to block all other calls including, but not limited to, local direct calls, third number calls, 1+ sent-paid calls, 0+ sent-paid calls, 0- sent-paid calls, 0- calls, toll free 8XX calls, 900 calls, 950 calls, 911 calls, and 101XXXX calls. Provided, however, that if specifically requested by the administration of the confinement facility, 1+ toll and seven-digit local dialing may be permitted if the access line provider or the PSP instrument can block additional digit dialing after initial call set-up; (C)
 - e. May, if specifically requested by the administration of the confinement facility, be arranged to block access to certain specific numbers identified by the administration or to allow access to only certain specific numbers identified by the administration; and
 - f. Shall, at the request of the administration of the confinement facility, provide for the cutoff of designated PSP instruments through the use of cutoff keys or switches placed on the PSP's side of the network interface.

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.2 Responsibility of the Subscriber (Cont'd)

B. (Cont'd)

5. Coin-operated PSP instruments must be equipped to return the coins to the caller in the case of an incomplete call;
6. Coin-operated PSP instruments must be equipped to accept nickels, dimes, and quarters. The coin chute capacity of any PSP instrument must be sufficient to enable an end user to complete any sent-paid call using a single type of coin or any combination of nickels, dimes, and quarters;
7. All PSP instruments must allow receipt of incoming calls at no charge for an initial period of at least ten (10) minutes. After the initial period, PSPs may impose a charge for the continued use of the PSP instrument in an amount equal to the charge for a local call;
8. All PSP instruments must allow completion of local and long distance calls including 0+ local and long distance calls billed to a commercial credit card, a third number, or the called number (collect); provided, however, that sent-paid international calling capability may be blocked; (C)
9. PSP telephones may allow completion of 0+ local and intraLATA toll station to station calls billed to the called number (collect) via store and forward technology. 0+ dialed local calls billed to the called number (collect) must be diverted to the Company operator in an appropriate manner for handling if the end user so desires;
10. The PSP shall at all times maintain a current and complete local telephone directory, including white and yellow pages, at each PSP instrument;
11. All PSP instruments must allow access to all available interexchange carriers on a non-discriminatory basis. In an equal access environment, this requires that the end user be allowed to access a chosen carrier by dialing 101XXXX-0+, 101XXXX-0-, toll free 1-8XX numbers, or 950-XXXX. Access through 101XXXX-1+ or 101XXXX-011+ is not required;
12. The PSP is responsible for meeting all federal, state, and local requirements with respect to provision of customer-provided telephone equipment for use by hearing-impaired and handicapped persons; and
13. Subscribers to Access Line Service lines connecting customer-provided devices providing public facsimile and related services may charge unregulated rate for the facsimile portion of the service and shall conspicuously display such rates and charges for the facsimile portion of the service on or near the facsimile device.

- C.** All PSP instruments and all other terminal equipment must be installed in compliance with the current National Electrical Code and National Electrical Safety Code.
- D.** The PSP subscriber is responsible for payment of all charges from the telephone company and interexchange carriers including charges for all toll messages originated from or accepted at the pay station locations.
- E.** All PSP instruments must provide access to local and long distance directory assistance.

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider (Cont'd)

A7.4.2 Responsibility of the Subscriber (Cont'd)

F. Automated Collect Station to Station Calls

Station to station calls generated by automated collect devices provided by PSPs which are placed and billed to a called number without the assistance or intervention of a human operator will be allowed under the following requirements:

1. The name and number of the PSP is required to appear on the end user's bill. The Company will provide billing and collection services for rates and charges associated with automated collect calls as specified in this **Guidebook** and under the provisions set forth in Section E8. of the Access Service Tariff. The billing authority granted in association with automatic collect calling and under the rules and regulations as set forth by the North Carolina Utilities Commission may be exercised only in connection with such calls; (T)
2. The PSP instrument is arranged or programmed to require a positive response from the called party indicating willingness to pay for the call before completing the call, and to terminate the call without charge in the absence of a positive response;
3. Except in the case of a call originating from a confinement facility, if the recipient of an automated collect call does not act either to accept or reject the call, the call must be terminated and a call must be initiated to an operator of certified carrier or instructions must be provided on how to complete the call using an operator of a certified carrier. In the case of a call originated from a confinement facility, the call must be terminated;
4. The PSP must use a local or certified interexchange carrier to transmit all communications involved in the call;
5. The PSP shall block or arrange for blocking of automated collect calls to 900, 950, 700 101XXXX codes;
6. Authorization to employ automated collect capability (outside of confinement facilities) must not be taken to allow restriction of the end user's ability to make other types of calls, such as sent-paid coin calls, however, sent-paid international calling capability may be blocked; (C)
7. Every holder of a COCOT or PSP certificate wishing to offer automated collect service shall first obtain specific additional authority from the North Carolina Utilities Commission to do so. Application for additional authority shall be made on a form specified by the Commission. PSPs making initial application for PSP certification may request authority to offer automated collect service on the initial application; and
8. Recipients of automated collect calls must not be charged more for such calls than would have been charged by the local exchange company for a local or intraLATA collect call or by AT&T Communications for an interLATA collect call.

G. PSPs may not contract with, or arrange for his PSP instruments to automatically access, any non-certified carrier for completion of intrastate calls.

H. The PSP may not contract with, or arrange for his PSP instruments to automatically access, any carrier to carry local intrastate calls originated from his PSP instruments, unless that carrier has been certified by the North Carolina Utilities Commission to complete and bill local calls.

I. Use of collect, third number or auto-collect calling is prohibited to those PSP lines which connect public facsimile and related services. (C)

J. Notwithstanding any other rules, a PSP may restrict incoming and/or outgoing calls at any specific PSP instrument in the interest of public safety and welfare under the following conditions:

1. Such restrictions have been requested in writing as to the specific PSP instrument from the chief local law enforcement officer acting within his apparent jurisdiction stating that the specific restrictions requested are needed in the interest of public safety and welfare. The PSP shall keep a copy of such requests from the chief local law enforcement officer on file for inspection and upon request by the Commission or the Public Staff shall provide copies of the requests for restrictions. The PSP shall retain copies of the requests for restrictions so long as the pay phones remain restricted.

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.5 Rates and Charges (Cont'd)

A. Access Line Service for PSP Telephones (Cont'd)

3. Switched Access Charges for usage as provided in Sections E3. and E6. of the Access Service Tariff (or Access Services Guidebook) apply. Charges are billable to the interexchange carrier.

4. Intrastate intraLATA long-distance calls dialed direct will be billed to the PSP line.

Direct dialed local calls will be billed to the PSP line according to the applicable rates in 1. and 2. preceding.

Operator assisted local calls processed by a Company operator will be billed to a third number or collect to the called party at the local coin rate specified in A7.4.6.B., plus the appropriate surcharges identified in A3.9.1. (C)

Operator assisted toll calls processed by a Company operator will be billed to a third number or collect to the called party and shall include appropriate surcharges. BellSouth IntraLATA Long Distance Service surcharges can be found in North Carolina's Non-Regulated Services – Pricing publication. (C)

Intrastate InterLATA long-distance charges of the underlying interLATA carrier apply. Rates for BellSouth IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication.

The subscriber to Access Line Service for PSP Telephones shall be responsible for the payment of outgoing local calls and long-distance intraLATA calls which are charged by the calling party to a commercial credit card.

5. At the request of the subscriber, Touch-Tone Calling Service may be provided as covered in A13.2 for business individual line service.

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.6 Charges to Payphone Service Provider End User

- A.** Pursuant to Federal Communications Commission preemption of state authority over local coin rates, PSPs are permitted to charge market-based rates for local coin calls.
- B.** The end user of a PSP instrument may not be charged more than .2427 cents for the carriage and completion of a local non-sent paid call plus the appropriate operator assisted service charge.
- C.** Pursuant to Federal Communications Commission preemption of state authority over intrastate directory assistance charges, PSPs are permitted to charge market-based rates for intrastate directory assistance calls.
- D.** The end user of a PSP instrument may not be charged a rate higher than the rate that could be charged by AT&T for the carriage and completion of an intrastate, interLATA toll call of the same type.
- E.** The end user of a PSP instrument may not be charged at a rate higher than the rate that could be charged by the Company for the carriage and completion of an intrastate, intraLATA toll call of the same type.
- F.** The end user of a PSP instrument may not be charged by the PSP for a 0+, 101XXXX-0+ or 950 local or toll call billed to a third number or to the called party (collect). (C)
- G.** The recipient of an automated collect station to station call may not be charged more for the call than would have been charged by the Company for a local or intraLATA collect station to station call or by AT&T Communications for an interLATA collect station to station call.
- H.** All PSP instruments outside of confinement facilities must allow access to the access line provider operator at no charge. The PSP may not impose a charge on the end user for completion of 0- local and toll calls billed to a third number or the called number (collect). (C)
- I.** The end user of a PSP instrument may not be charged for the carriage and completion of any 8XX (toll free number) call.

A7.5 Reserved For Future Use

A7.6 Reserved For Future Use

A7.7 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Customized Code Restrictions (CCR)

A13.20.1 General

- A. Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls except local calls to an expanded local area which may be restricted for business customers by Options #1 and #3 as specified in G. following. Also permitted in each option are non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and Toll Free Dialing numbers 1+8XX. (C)
- B. Customized Code Restrictions will be available to basic exchange customers with Individual Line Residence Service, Business Service or PBX Trunks in Flat Rate, Message Rate or Measured Rate environment. (T)
- C. Subscribers dialing restricted codes in the CCR Dialing Plan will be sent to an appropriate recorded announcement.
- D. Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.
- E. It is the responsibility of the subscriber to notify all authorized users of their service that it is impossible to reach the operator using the restricted telephone.
- F. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.
- G. Business customers who subscribe to Community Caller Plus service or message rate service and Customized Code Restrictions Option #1 or Option #3 may at the customer's option restrict local calls to distance bands D through F of the expanded service area specified in A3.5. (T)
- H. Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)
- I. Any Customized Code Restriction elected by a Lifeline subscriber will be established and provided at no charge for customers receiving Lifeline service from A3.31. (T)
- J. Customized Code Restriction Option #3a for existing and new customers or Option #3b for new customers or customers re-establishing service, may be furnished at no charge in connection with the Toll Credit Limit (TCL) process.
- K. 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 Option #7.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.21 Billed Number Screening

A13.21.1 General

- A. Billed Number Screening (BNS) will be furnished at the Company's option and upon agreement by the customer to control instances of fraud associated with billed to third party, and/or collect calls. This service may also be furnished in response to a customer request. Service Charges in Section A4. are not applicable when BNS is initiated by the Company. A Secondary Service Charge is applicable when BNS is requested by the customer. Public Access Service Subscribers must select blocking and screening options from A7.4. (T)
- B. Subscriber request of BNS does not relieve the requesting customer of responsibility for calls, other than Company intraLATA calls, which originate from the subscriber's line. Failure of other long distance providers to request BNS or to act on the information digits passed to them when requesting and receiving BNS information could result in charges being placed on the subscriber's line.

A13.22 Reserved for Future Use

A13.23 (DELETED)

(D)

A13.24 Reserved for Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service

A13.79.1 General

- A.** 211 Dialing Service is a three digit local dialing arrangement available in specified areas, with BellSouth Telecommunications, Inc. ("Company") for delivery of general information via voice grade facilities, to the United Way of North Carolina. Pursuant to Federal Communications Commission (FCC) Order 00-256, in CC Docket 92-105 the 211 code has been assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211 Service adopted by the FCC in rulemaking proceeding (CC Docket 92-105).
- B.** The Local Calling Area of the 211 Service subscriber will be the basic Local Calling Area defined in A3.5, as facilities permit. If 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 Service in the merged local calling area. (T)
- C.** 211 Service is limited to use by the United Way of North Carolina, for community resource services.
- D.** 211 Service is available from BellSouth in BellSouth Territory only. To provide access to a 211 number to end users in an independent company territory or to a CLPs end users within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLP serving that territory.
- E.** 211 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- F.** This service is furnished subject to the availability of the 211 number.
- G.** Calls to a disconnected 211 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the 211 provider is a BellSouth subscriber. The announcement provided may refer the caller to another telephone number.
- H.** Directory Listings may be provided for 211 Service at rates and regulations as specified in Section A6. (T)
- I.** Access to 211 Service is not available to the following classes of service:

 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (C)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.
- J.** 211 Service 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 Section A13., as available. (T)
- K.** The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- L.** 211 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Company sufficient time for provisioning.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.80 711 Dialing Code for Telephone Relay Service (TRS)¹ (Cont'd)

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, with BellSouth Telecommunications, Inc. ("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 Competing Local Providers (CLPs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLP 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 A3.3, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 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. Directory Listings may be provided for 511 at rates and regulations at no charge.
- H. Access to 511 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (C)
 - 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.

Note 1: This service appears in Section A13.80.

(T)

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 (3) digit local dialing arrangement available in specified areas from BellSouth Telecommunications, Inc. ("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 BellSouth in BellSouth Territory only. To provide access to 311 to end users in an independent company territory or to a Competing Local Providers (CLPs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLP 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 BellSouth 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. (T)
- G. Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates and regulations as specified in Section A6. (T)
- H. Access to 311 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (C)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 311 subscriber will not be completed.
- I. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J. 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.

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 (1) 311 number within six (6) months of the merger or acquisition.
- K. 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 Section A13. (T)
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of sixty (60) days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

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 North Carolina One Call Center (NCOCC). 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.

The North Carolina Utilities Commission ordered the implementation of the use of the 811 abbreviated dialing code for the NCOCC in an order dated February 9, 2006, Docket No. P-100, Sub 158. 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)
- 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.

- E.** 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. The announcement provided may refer the caller to another telephone number.
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.

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.

(C)

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.1 Directory Assistance Service

A18.1.1 General

The Company furnishes directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers.

A18.1.2 Rates and Charges

- A.** A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.

Directory Assistance Service - request of a telephone number - (maximum of three requested telephone numbers per call)

	Rate	USOC
1. Outside the Company's local or expanded local calling area but within the Company's HNPAs serving area for the originating line.		
(a) Per Call	\$2.09	NA
2. Outside the Company's local or expanded local calling and HNPAs serving areas for the originating line.		
(a) Per Call	2.09	NA

- B.** Charges for directory assistance may be billed to the originating number or a third number. (C)
- C.** No operator assisted surcharge will apply in addition to the applicable directory assistance charges.
- D.** Toll Directory Assistance charges are not applicable to calls which request telephone numbers of lines located within the Company's HNPAs serving area for the originating line and originate from lines provided for subscribers or primary users who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line or lines, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified annually. Confirmed, inappropriate use of the exemption could result in its removal.
- E.** Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any subscribers due to lack of facilities are specified following:

Liberty (Cherokee County)

Waterville

A18.2 Reserved for Future Use

A18.3 Reserved for Future Use

A18.4 Reserved for Future Use

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS) (Cont'd)

A42.1.1 General (Cont'd)

- E. IBS must consist of the following components:
- Basic Rate Digital Subscriber Line (DSL) Access Arrangement
 - At least one channel, either B or D, must be activated. A maximum of two simultaneous B channels can be in use per Basic Rate Interface.
 - Minimum of one and maximum of eight Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement.
- F. IBS can be configured to provide a maximum of eight terminals for each Basic Rate Digital Subscriber Line (DSL) Access Arrangement. Given this maximum number of terminals, the number of terminals configurable is determined by the number and type of channels activated per Basic Rate DSL Access Arrangement. Several terminals can be configured to have access to an activated B channel, but only one terminal can be active at one time. The D channel, if activated, can be configured to provide simultaneous packet switching for a maximum of eight terminals. Some devices may function as more than one terminal.
- G. Usage Option Plan A will only be available on National ISDN IBS lines. The Basic Local Calling Area for Usage Option Plan A will be the LATA boundary. Local usage under Usage Option Plan A will be recorded on originating calls terminating within the LATA. Minutes of use rates will apply for all local usage. This plan is limited to outward only.
- The following stipulations apply only when the IBS line from which the call originates subscribes to a Usage Option Plan.
1. Calls completed with operator assistance within the Basic Local Calling Area and Extended local calling area will be rated at the Usage Option Plan usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances or caps. (C)
- All IBS lines in an earning account must be in the same type Plan, i.e., all Flat Rate, Usage Option Plan A's, etc. Hunting between various types of plans will not be allowed.
- H. A minimum service period of three months will be required on IBS lines installed. Termination Charges as defined will apply if the customer terminates or disconnects the service prior to fulfilling the three months period.
- I. For the determination of whether to apply business or residence rates, refer to A2.3.6.

Note 1: After parameter initially set, subscriber may activate these on a per call basis.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates

A103.3.3 Expanded Service Area Usage Rates

(Obsoleted January 1, 2002, Type 4. These rates apply to Thrifty Caller¹ and Message Rate² Services. The application of the Expanded Service Area usage rates is subject to rules and regulations specified in this Guidebook for each of these services, respectively.)

- A. The following usage charges are applicable to originating calls for Thrifty Caller¹ and Message Rate² Services.

Distance Band	Distance in Miles	Per Call	Per Minute
-	Home Exchange ¹	\$0.01	\$0.02
A	0-10	\$0.03	\$0.05
B	11-16	\$0.03	\$0.07
C	17-22	\$0.04	\$0.08
D	23-30	\$0.05	\$0.09
E	31-40	\$0.07	\$0.12
F	41-55	\$0.09	\$0.14

- B. For calls placed in the following listed time periods, discounted charges are applicable as described following:

TIME	DISCOUNT
All days 8:00 p.m. - 8:00 a.m.	50%
Saturdays, Sundays, and Holidays 8:00 a.m. - 8:00 p.m.	50%

- C. A special fifty percent discount applies to the rates specified in A. and B. preceding for individuals, agencies or businesses who qualify for reduced BellSouth long distance rates for hearing or speech impaired persons. Rates for BellSouth IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication.

- D. Rates for Hearing or Speech Impaired Persons

1. Rates for certain Expanded Service Area Usage are reduced for a residence or single-line business customer who meets the following requirements:
 - a. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
 - b. The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications.
 - c. The customer makes written application to the Company for the reduced Expanded Service Area Usage rates.
 - d. The customer designates to the company one and only one telephone number associated with that customer's service and telecommunications device.
 - e. The reduced rates specified in 4. following apply for all TDD calls originated from the designated telephone number. (C)
2. Rates for certain Expanded Service Area Usage calls are reduced for an agency or business that assists or employs hearing or speech impaired persons under the following conditions:
 - a. The agency or business provides non-voice telecommunications equipment (TDD) solely for the use of hearing or speech impaired persons or persons who communicate with hearing or speech impaired persons.
 - b. The agency or business makes a one time written application for eligibility to the Company for the reduced Expanded Service Area Usage rates.
 - c. The reduced rates are given as a credit on a subsequent bill.
 - d. The reduced rates specified in 4. following apply for all calls placed between TDDs.

Note 1: The home exchange usage rates as specified in A103.3.3.A apply only to Thrifty Caller Service.

Note 2: For Message Rate Service, the usage schedule will only apply to out going calls to the expanded local calling area points which are outside the Basic Local Calling area as defined in A3.5.2. The appropriate charges for calls within the customer's Basic Local Calling Area are specified in A3.3.2.

A120. OBSOLETE SERVICE OFFERINGS - OPTIONAL CALLING PLANS

A120.1 MetroConnection Plan - MetroDiscount Service - Option 2

A120.1.1 General

(Obsoleted 12-9-95, Type 4. MetroDiscount service Option 2 for the Mt. Ulla Community is not available to new customers. Customers already subscribing to this service may retain and add to existing service for as long as they remain at the same premises.)

(Obsoleted 9-13-96, Type 4. MetroDiscount service Option 2 for Triangle J is not available to new customers. Customers already subscribing to this service may retain and add to existing service for as long as they remain at the same premises.)

- A. This option is available to business customers.
- B. Option 2 provides a uniform \$.25 message rate charge on calls to any of the exchanges specified in A120.1.2.B. for the subscriber's plan area. In addition, a fixed monthly charge is applicable for this service as specified in A120.1.3 following. Calls made to the expanded service area not covered by the MetroConnection Calling Plan will be billed usage rates as specified in A3.3.3.
- C. This option includes itemized message billing.
- D. The MetroConnection Plan is subscribed to on a per line, trunk or Network Access Register (NAR) basis. Business subscribers to this plan must subscribe for all outgoing lines, trunks or NARs on the same premises assigned to the same account except as specified in A120.1.2.C. following.

A120.1.2 Applications and Regulations

- A. The MetroConnection Plan is offered to subscribers in the following exchange as facilities permit:

Mt. Ulla Community	Triangle J
Plan Exchanges	Plan Exchanges
Salisbury	Cary
	Chapel Hill
	Raleigh

- B. The MetroConnection Plan provides calling options between the following exchanges:

Mt. Ulla Community	
Plan Exchanges	
Salisbury	- Mooresville, Troutman
Triangle J	
Plan Exchanges	
Cary	- Chapel Hill, Creedmoor, Durham and Hillsborough
Chapel Hill	- Cary, Creedmoor, Durham and Raleigh
Raleigh	- Chapel Hill, Durham and Hillsborough

- C. MetroDiscount Service available to all business customers served by the exchanges specified in A. preceding, on an optional basis, with the following exceptions. Customers who are subject to rates specified in A23.1.3 may subscribe to this service for administrative purposes, just as they may subscribe to Community Caller Plus service as provided in A23.1.1.D. Customers subscribing to Access Line Service For Payphone Service Provider Telephones may not subscribe to this service.
- D. The MetroConnection Plan is intended for the personal use or individual business use of the subscriber and may not be resold to others or used on a planned and continuing basis to intentionally avoid the payment in whole or in part of expanded service area usage charges by others. Calls made to the expanded service area not covered by the MetroConnection Calling Plan will be billed usage rates as specified in A3.3.3.
- E. MetroDiscount Service is available on all customer direct dialed calls to the specified exchanges. MetroDiscount Service is not available on operator assisted calls. (C)
- F. The minimum contract period for the service is one month.
- G. Customers who subscribe to the MetroConnection Plan can not restrict local calls to the Expanded Service Area via Customized Code Restriction Option #1 or Option #3.

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R.		
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N18. INTRALATA LONG DISTANCE SERVICE

N18.1 IntraLATA Long Distance

N18.1.1 General

- A. IntraLATA long distance provides call completion between two or more points which are located in the same Local Access Transport Area (LATA) within the State of North Carolina where the respective rate centers of such points also are located in said State.

N18.1.2 Rates and Charges

A. Rate Tables

Rates shown in the following table are applicable to intraLATA intrastate messages between all points within the same LATA and within the state.

1. Basic Rate Table for all Classes of Service ¹

		Residence		Business		USOC
		Initial Minute or Fraction Thereof	Each Additional Minute or Fraction Thereof	Initial Minute or Fraction Thereof	Each Additional Minute or Fraction Thereof	
(a)	1 - 10 miles	\$0.45	\$0.45	\$1.30	\$1.30	NA
(b)	11 - 16 miles	0.45	0.45	1.30	1.30	NA
(c)	17 - 22 miles	0.45	0.45	1.30	1.30	NA
(d)	23 - 30 miles	0.45	0.45	1.30	1.30	NA
(e)	31 - 40 miles	0.45	0.45	1.30	1.30	NA
(f)	41 - 55 miles	0.45	0.45	1.30	1.30	NA
(g)	56 - 70 miles	0.45	0.45	1.30	1.30	NA
(h)	71 - 124 miles	0.45	0.45	1.30	1.30	NA
(i)	125 - 196 miles	0.45	0.45	1.30	1.30	NA
(j)	197 +	0.45	0.45	1.30	1.30	NA

2. Additional Charges

- a. The following charges are in addition to the Basic Rate Table when the call is placed using the following operator services:

		Charge Per Call	USOC	
(1)	Station			
(a)	(DELETED)			(D)
(b)	All other	\$1.00	NA	
(2)	Person			
(a)	All calls	5.00	NA	

- b. (DELETED) (D)

- c. Person-to-person rates apply where the person originating the call specifies to the operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex Type Services attendant.

Note 1: Discounts may apply as shown in N18.1.2.A.3.a.

N18. INTRALATA LONG DISTANCE SERVICE

N18.2 IntraLATA Long Distance Verification and Emergency Interrupt Service

N18.2.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a subscriber line within the intraLATA calling area but outside the local calling area.
2. A subscriber originated request for verification of an intraLATA long distance number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A subscriber originated request for Emergency Interrupt to an intraLATA long distance number other than an emergency agency number is a chargeable Emergency Interrupt request.

N18.2.2 Rates and Charges

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, licensed hospitals, etc.
- B. Charges for Verification and Emergency Interruption may be billed to the originating number or a third number. Charges for Emergency Interrupt may be billed on a collect basis at the discretion of the Company in the absence of other billing options. (C)
- C. Charges for verification will not be billed on a collect basis.
- D. No operator assisted surcharge will apply in addition to the applicable Verification and Emergency Interrupt charges.
- E. On Emergency Interrupt requests, charges apply whether the called party agrees to release the line or not.

1. Verification Request

	Nonrecurring Charge	USOC
(a) Each request	\$6.45	NA
2. Emergency Interrupt Request		
(a) Each request ¹	6.45	NA

Note 1: A charge for a Verification Request also applies.

N18. INTRALATA LONG DISTANCE SERVICE

N18.3 Toll Directory Assistance Call Completion Service

N18.3.1 Description of Service

- A. Toll Directory Assistance Call Completion (DACC) is an intraLATA intra-NPA optional service provided to users of Toll Directory Assistance (DA) Service. Customers accessing toll DA may choose to have the requested telephone number dialed by the DA System. A recorded voice will provide the telephone number and will offer to complete the call. The service is available only to customers with touch-tone telephone lines. DACC is only available on the second request if two telephone numbers are requested from DA.
- B. The service is available to Business and Residence customers except as limited in N18.3.4. following.
- C. Individual message detail is not available for calls placed through DACC Service.
- D. The service is available only where billing and network capability exists.
- E. Customers may request blocking of DACC calls on a per line basis for all local and toll DA calls originating from their telephone lines by contacting the local Company Business Office. There are no Service Charges applicable for subscription to blocking.

N18.3.2 General Regulations

- A. The service is not subject to concessions.

N18.3.3 Use of Service

- A. The service is furnished subject to all applicable regulations.

N18.3.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 - 1. Non-Bell Exchange Carrier customers that access the Company's Directory Assistance service
 - 2. Any Special Line Class Codes
 - 3. Alternately Billed Calls; e.g., Collect or Billed to Third Number
 - 4. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 - 5. Calls from tandems where the end user cannot be identified
 - 6. Calls from Payphone Service Provider coin or coinless stations
 - 7. Cellular Providers
 - 8. WATS

(C)

N18.3.5 Application of Charges and Exemptions

- A. The charges specified in N18.3.6. following will be applicable to all subscribers except handicapped customers who are exempt from Directory Assistance charges.
- B. Blocking of DACC Service
 - 1. A blocking option is available to customers who prefer not to have the DACC Service available in their home or office. There are no Service Charges applicable for subscription to or discontinuation of this blocking option.

(T)

N18.3.6 Rates and Charges

- A. DACC Service Charges
 - (1) Directory Assistance Call Completion
 - (a) Charge Per Completed Call
- B. Blocking of DACC Service
 - (1) Optional blocking
 - (a) Charge per line

Rate	USOC
\$.00	NA
-	NA