
A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
CONTENTS

A103.1 (DELETED)	1	
A103.2 (DELETED)	1	
A103.3 Monthly Exchange Rates	2	
A103.3.1 Reserved for Future Use	2	
A103.3.2 Message Rate Service	2	
A103.3.3 Expanded Service Area Usage Rates	3	
A103.3.4 Reserved for Future Use	4	
A103.3.5 PreferredPack Plan	4	
A103.3.6 2 Pack Plan	5	
A103.3.7 Reserved for Future Use	5	(N)
A103.3.8 Reserved for Future Use	5	(N)
A103.3.9 Reserved for Future Use	5	(N)
A103.3.10 Complete Choice Basic Service	5	(O)
A103.4 Local Exceptions	6	(T)
A103.4.1 Reserved for Future Use	6	(T)
A103.4.2 Reserved for Future Use	6	(T)
A103.4.3 Reserved for Future Use	6	(T)
A103.4.4 Reserved for Future Use	6	(T)
A103.4.5 Reserved for Future Use	6	(T)
A103.4.6 Reserved for Future Use	6	(T)
A103.4.7 Reserved for Future Use	6	(T)
A103.4.8 Reserved for Future Use	6	(T)
A103.4.9 Reserved for Future Use	6	(T)
A103.4.10 Reserved for Future Use	6	(T)
A103.4.11 Reserved for Future Use	6	
A103.4.12 (DELETED)	6	
A103.4.13 Reserved for Future Use	7	
A103.4.14 Reserved for Future Use	7	
A103.4.15 Reserved for Future Use	7	
A103.4.16 Reserved for Future Use	7	
A103.4.17 Reserved for Future Use	7	
A103.4.18 Reserved for Future Use	8	
A103.4.19 BST Research Triangle Park	8	
A103.4.20 Reserved for Future Use	8	
A103.4.21 Reserved for Future Use	8	
A103.4.22 Reserved for Future Use	8	
A103.4.23 Reserved for Future Use	8	
A103.4.24 Reserved for Future Use	8	
A103.4.25 Reserved for Future Use	8	

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

CONTENTS

		(M)
(DELETED)		(D)
A103.5	Reserved for Future Use	9 (T)
A103.6	Reserved for Future Use	9 (T)
A103.7	Reserved for Future Use	9 (T)
A103.8	Reserved for Future Use	9 (T)
A103.9	Reserved for Future Use	9 (T)
A103.10	Reserved for Future Use	9 (T)
A103.11	Reserved for Future Use	9 (T)
A103.12	Reserved for Future Use	9 (T)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
CONTENTS

A103.13 Expanded Local Service	10	(T)
A103.13.1 Reserved for Future Use	10	(T)
A103.13.2 Description	10	(T)
A103.13.3 Reserved for Future Use	10	(T)
A103.13.4 Reserved for Future Use	10	(T)
A103.13.5 Rates and Charges	10	(T)
A103.14 Reserved for Future Use	11	(T)
A103.15 Reserved for Future Use	11	(T)
A103.16 Reserved for Future Use	11	(T)
A103.17 Reserved for Future Use	11	(T)
A103.18 Reserved for Future Use	11	(T)
A103.19 Reserved for Future Use	11	(T)
A103.20 Reserved for Future Use	11	(T)
A103.21 Reserved for Future Use	11	(T)
A103.22 Reserved for Future Use	11	(T)
A103.23 Reserved for Future Use	11	(T)
A103.24 Reserved for Future Use	11	(T)
A103.25 Reserved for Future Use	11	(T)
A103.26 (DELETED)	11	(T)
A103.27 Reserved for Future Use	12	(T)
A103.28 Reserved for Future Use	12	(T)
A103.29 Outgoing Only Service	12	(T)
A103.29.1 General	12	(T)

A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE
CONTENTS

A103.30	Reserved for Future Use	12	
A103.31	Reserved for Future Use	12	
A103.32	Reserved for Future Use	12	
A103.33	Reserved for Future Use	12	
A103.34	Reserved for Future Use	12	
A103.35	Reserved for Future Use	12	
A103.36	Reserved for Future Use	12	
A103.37	Reserved for Future Use	12	
A103.38	Back-Up Line	13	
A103.38.1	Terms, Conditions and Rates	13	
A103.39	Reserved for Future Use	15	
A103.40	Reserved for Future Use	15	
A103.41	Complete Choice Service	15	
A103.41.1	General	15	
A103.41.2	Rates and Charges	15	
A103.42	Reserved for Future Use	15	
A103.43	BellSouth Business Plus Service	16	
A103.43.1	Plan Descriptions	16	
A103.43.2	Exchange Access Line Rates	17	
A103.43.3	Service Charges	17	
A103.44	(DELETED)	18	(D)
A103.45	BellSouth Complete Choice For Business Package	20	
A103.45.1	General	20	
A103.45.2	Rates and Charges	21	
A103.45.3	Term Plan	22	

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.1 (DELETED)

(D)

A103.2 (DELETED)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates

A103.3.1 Reserved for Future Use

A103.3.2 Message Rate Service

(Obsoleted 12/95 - 8/96, Type 4. ELS Message Rate service 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. Reserved For Future Use

B. Rates

1. Business Monthly Rate

See definitions of complex business and simple business in Section A1.

		Charlotte	Raleigh-Durham Airport	USOC	
(a)	Complex line	\$228.00	\$228.00	PMBCB	(I)
(b)	Simple Line	228.00	228.00	PMBSB	(I)
(c)	Combination Trunk	264.00	-	TMWCX	(I)
(d)	Outdial Trunk	264.00	-	TMWOX	(I)
(e)	ESSX/Digital ESSX Combination NAR ¹	15.74	-	3WOCX	
(f)	ESSX/Digital ESSXOutgoing NAR ¹	15.74	-	3WOOX	

2. Message Allowance

The monthly message allowance is 50 messages per line, trunk or NAR.

3. Additional local messages

		Price	USOC
(a)	Each additional BSA message in excess of allowance	\$.12	NA

Note 1: See A3.11 for applications for Network Access Register (NAR) service.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates (*Cont'd*)

(T)(M)

A103.3.3 Expanded Service Area Usage Rates

(M)

(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 ***Terms and Conditions*** specified in this Guidebook for each of these services, respectively.)

(T)(M)

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

(M)

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

(M)

(M)

(M)

(M)

(M)

(M)

(M)

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

(M)

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%

(M)

(M)

- C. A special fifty percent discount applies to the rates specified in A and B for individuals, agencies or businesses who qualify for reduced **AT&T** long distance rates for hearing or speech impaired persons. Rates for **the Company's** IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication.

(T)(M)

- D. Rates for Hearing or Speech Impaired Persons

(M)

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 apply for all TDD calls originated from the designated telephone number.
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 apply for all calls placed between TDDs.

(M)

(M)

(M)

(M)

(M)

(T)(M)

(M)

(M)

(M)

(M)

(T)(M)

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

(M)

Note 2: For Message Rate Service, the usage schedule will only apply to outgoing 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.

(M)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates (Cont'd)

A103.3.3 Expanded Service Area Usage Rates (Cont'd)

D. Rates for Hearing or Speech Impaired Persons (Cont'd)

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:
 - a. The customer uses a TDD or other non-voice equipment for communicating with other TDDs or non-voice equipment.
 - b. The customer makes a one-time written application for eligibility to the Company for 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 apply for all calls placed between TDDs.
4. A qualified call receives an additional 50% discount over the Company's standard time of day rates (including normal discounts).

A103.3.4 Reserved for Future Use

A103.3.5 PreferredPack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

A. Description of Service

1. The PreferredPack plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.5.2.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID, Call Return
 - A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.3.5.A.3.
2. All terms, conditions and limitations specified in the Guidebook sections listed in A103.3.5.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the PreferredPack plan cannot take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A103.3.5.A.3 unless specifically allowed by the terms of the special promotion.
6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

1. The following monthly rates apply for the PreferredPack plan.

	Suspend Rate	Monthly Rate	USOC PAMA5
(a) Per plan package	\$6.50	\$58.00	

(I)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.3 Monthly Exchange Rates (Cont'd)

A103.3.6 2 Pack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

A. Description of Service

1. The 2 Pack Plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.5.2.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access

A13.19 Caller ID

A13.47 Message Waiting Indication

B. Terms, Conditions and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.3.6.A.3, but the customer must select Call Waiting ID and Caller ID.
2. All terms, conditions and limitations specified in the sections listed in A103.3.6.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan cannot take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in A103.3.6.A.3, unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

1. The following monthly rates apply for the 2 Pack Plan.

Suspend Rate	Monthly Rate	USOC
\$6.50	\$50.00	PAMA6

(a) Per plan package

A103.3.7 Reserved for Future Use

(N)

A103.3.8 Reserved for Future Use

(N)

A103.3.9 Reserved for Future Use

(N)

(M)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103. BASIC LOCAL EXCHANGE SERVICE****A103.3 Monthly Exchange Rates (Cont'd)****A103.3.10 Complete Choice Basic Service**

(T)(O)

A. Description of Service

(O)

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.

(O)

2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.

(O)

3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

(O)

A13.9 Call Waiting ID

(O)

A13.19 Caller ID

(O)

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All Terms, Conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

(O)

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.

(O)

5. Existing subscribers of the Complete Choice Basic service cannot take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in **A103.3.10.A.3**, unless specifically allowed by the terms of the special promotion.

(T)(O)

6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

(O)

B. Rates and Charges

(O)

1. Individual line service

(O)

(a) Per plan package

**Suspend
Rate
\$7.50**

**Monthly
Rate
\$40.00**

**USOC
PAMA7**

(O)

C. (DELETED)

(D)(O)

A103.4 Local Exceptions

(T)

A103.4.1 Reserved for Future Use

(M)

A103.4.2 Reserved for Future Use

(M)

A103.4.3 Reserved for Future Use

(M)

A103.4.4 Reserved for Future Use

(M)

A103.4.5 Reserved for Future Use

(M)

A103.4.6 Reserved for Future Use

(M)

A103.4.7 Reserved for Future Use

(M)

A103.4.8 Reserved for Future Use

(M)

A103.4.9 Reserved for Future Use

(M)

A103.4.10 Reserved for Future Use

(M)

A103.4.11 Reserved for Future Use**A103.4.12 (DELETED)**

Page 6.1 is hereby deleted in its entirety and removed from this Guidebook.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.4 Local Exceptions (Cont'd)****A103.4.12 (DELETED) (Cont'd)**

(D)

A103.4.13 Reserved for Future Use**A103.4.14 Reserved for Future Use****A103.4.15 Reserved for Future Use****A103.4.16 Reserved for Future Use****A103.4.17 Reserved for Future Use**

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.4 Local Exceptions (Cont'd)****A103.4.18 Reserved for Future Use****A103.4.19 *BST Research Triangle Park***

(T)(M1)

(Obsolete June 23, 2004, Type 4.) Existing residence customers within the Cary exchange and the Cary RTP area and business customers that are not located within the Cary RTP with the (919) 319 prefix will be grandfathered as of June 23, 2004. These grandfathered customers may retain and add to existing service as long as they remain at the same premises. Should grandfathered customers move to another premises, they will incur a number change and will not retain the Cary RTP local calling area.

(M1)

A103.4.20 Reserved for Future Use**A103.4.21 Reserved for Future Use****A103.4.22 Reserved for Future Use****A103.4.23 Reserved for Future Use**

(M2)

A103.4.24 Reserved for Future Use

(M2)

A103.4.25 Reserved for Future Use

(M2)

M1 - Material appearing in paragraph A103.4.19 on this page previously appeared in paragraph A103.4.29 on page 10 in this section.

M2 - Material appearing on this page previously appeared on page(s) 9 of this section.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

	(M1)
(DELETED)	(D)
A103.5 Reserved for Future Use	(M2)
A103.6 Reserved for Future Use	(M2)
A103.7 Reserved for Future Use	(M2)
A103.8 Reserved for Future Use	(M2)
A103.9 Reserved for Future Use	(M2)
A103.10 Reserved for Future Use	(M2)
A103.11 Reserved for Future Use	(M2)
A103.12 Reserved for Future Use	(M2)

M1 - Material previously appearing on this page now appears on page(s) 8 of this section.
M2 - Material appearing on this page previously appeared on page(s) 11.3 and 12 of this section.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.13 Expanded Local Service

A103.13.1 Reserved for Future Use

A103.13.2 Description

- A. Thrifty Caller Service provides business customers expanded area local service to the exchanges within the basic and expanded service areas specified in A3.5.2. All Thrifty Caller service calls are rated based on the usage schedule specified in A103.3.3. A fixed monthly charge is applicable for this calling option as specified in A103.13.5.A.

A103.13.3 Reserved for Future Use

A103.13.4 Reserved for Future Use

A103.13.5 Rates and Charges

A. Thrifty Caller Service¹

1. The following monthly rates apply for the option selected without Inward Call Billing Service:

(Obsoleted in accordance with the schedule specified in A3.1.2, Type 4. ELS Thrifty Caller service is not available to new customers. Business customers already subscribing to this service may retain and add to existing service for as long as they remain at the same premises.)

	Monthly Rate	USOC	
a. Individual Line Service			
(1) Each			
(a) (DELETED)			
(b) Simple Business	\$143.00	PPB	(I)
(c) Complex Business	143.00	PCX	(I)
b. Individual Line Rotary Line Service			
(1) Each			
(a) (DELETED)			
(b) Business	3.85	HTGDB	
c. NAR Other service ^{2,3}			
(1) Each			
(a) Combination	13.45	NM2CX	

B. For obsoleted Message Rate Service, see A103.3.2

Note 1: All Thrifty Caller service calls are rated based on the usage schedule specified in A103.3.3.

Note 2: See A3.11 for applications for Network Access Register (NAR) service.

Note 3: Not applicable for MegaLink ISDN service.

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
(DELETED)**

(D)

A103.14 Reserved for Future Use

(M)

A103.15 Reserved for Future Use

(M)

A103.16 Reserved for Future Use

(M)

A103.17 Reserved for Future Use

(M)

A103.18 Reserved for Future Use

(M)

A103.19 Reserved for Future Use

(M)

A103.20 Reserved for Future Use

(M)

A103.21 Reserved for Future Use

(M)

A103.22 Reserved for Future Use

(M)

A103.23 Reserved for Future Use

(M)

A103.24 Reserved for Future Use

(M)

A103.25 Reserved for Future Use

(M)

A103.26 (DELETED)

(M)

Page 11.1 through 11.3 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.27 Reserved for Future Use

A103.28 Reserved for Future Use

A103.29 Outgoing Only Service

A103.29.1 General

A. Rates

(Obsoleted 12/95 - 8/96, Type 4. The following type services associated with Outgoing Only Service are 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.)

- 1. Business Individual Line, per line

	Monthly	USOC	
(a) ELS - Thrifty Caller Service	\$123.00	RBH	(I)

A103.30 Reserved for Future Use

A103.31 Reserved for Future Use

A103.32 Reserved for Future Use

A103.33 Reserved for Future Use

A103.34 Reserved for Future Use

A103.35 Reserved for Future Use

A103.36 Reserved for Future Use

A103.37 Reserved for Future Use

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.38 Back-Up Line

(Obsoleted 11-1-2011, Type D - Not available for new installations, additions to existing installations, or moves to a new location.)

A103.38.1 Terms, Conditions and Rates

- A. Back-Up Line is an optional service which provides individual line business subscribers with an additional line for inward and outward calling.
- B. This service is only available to individual line business subscribers where facilities permit. Back-Up Line service cannot be used as the primary business line and must be located on the same premises as the associated business individual line.
- C. Each Back-Up Line has the same local calling area as the primary line or primary line hunt group with which it is associated.
- D. Each Back-Up Line can receive calls forwarded from one busy primary line or hunt group without incurring an additional charge for rotary line service. This overflow capability will be provided on the forwarding line. The addition of a Back-Up Line will not impact existing charges for rotary line service, e.g. if a customer has two primary lines with rotary line service and adds a Back-Up Line, two charges for rotary line service will continue to apply.
- E. Overflow capability from more than one primary line or hunt group to Back-Up Line service will be provided on the forwarding line at rates as specified for rotary line service in Section A13. When more than one primary line or hunt group overflows to the same Back-Up Line, an additional charge for rotary line service (BUL++) is incurred for each additional (excluding the first) primary line or hunt group that overflows to the same Back-Up Line.

- | | Monthly
Rate | USOC | |
|--|-----------------|-------|--|
| (a) Per additional line or group that overflows (See A13.8 for rotary line service rate) | - | BULRX | |
- F. If a customer subscribes to more than one Back-Up Line, these Back-Up Lines may be provisioned in a sequential hunting rotary group at no charge. Rotary line capability may not be provided from a Back-Up Line or group of Back-Up Lines to other lines on the same premises. Call Forward Busy Line provided at rates specified in Section A13, may be used to forward calls from Back-Up Lines to lines located on different premises (e.g., an afterhours answering arrangement).
 - G. Back-Up Line service cannot be provisioned with circular hunting.
 - H. Rotary line service charges will not apply to a hunt group comprised only of Back-Up Lines. For calls to hunt groups comprised only of Back-Up Lines, only one inward call usage charge (\$.05 per minute) will apply per call terminated on and completed to a Back-Up Line in that hunt group.
 - I. A free listing is not furnished with Back-Up Line service. Listings may be purchased at the rates specified in A6.
 - J. Usage charges are applied to all incoming (e.g., long distance, expanded service area and basic service area) and outgoing calls associated with Back-Up Line service, as described in L, M and N, with the following exceptions: no usage charges apply to outgoing calls to the Company business office, Repair Service, Directory Assistance, or for 911 Emergency service. No Back-Up Line outward usage charges (\$.05 per minute) apply for calls made on a Back-Up Line to the expanded service area or for calls made to toll areas, but the regular expanded service area usage rates or long distance rates do apply for such calls.
 - K. The access line rate per Back-Up Line is as shown in 1. The access line rate per Back-Up Line for BellSouth Business Plus service customers is as shown in 2.

	Monthly Rate	USOC	
1. Back-Up Line			
(a) Each	\$419.00	SBL LX	(I)
2. BellSouth Business Plus Back-Up Line			
(a) Per Back-Up Line with BellSouth Business Plus service - Option1 primary line	419.00	SBL L1	(I)
(b) Per Back-Up Line with BellSouth Business Plus service - Option 2 primary line	419.00	SBL L2	(I)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

(M1)

A103.38 Back-Up Line (Cont'd)

(M2)

A103.38.1 Terms, Conditions and Rates (Cont'd)

(T)(M2)

	Rate	USOC	
L. The following usage charge applies to all completed inward calls which terminate on Back-Up Line service.			(M2)
1. Inward call usage charge ^{1,2}			(M2)
(a) Per minute or fraction thereof	\$.05	NA	(M2)
M. The following usage charge applies to completed outward calls which originate from Back-Up Line service and terminate in the basic service area specified in A3.5.			(M2)
1. Basic service area usage charge			(M2)
(a) Per minute of use or fraction thereof	.05	NA	(M2)
N. For completed outward calls which originate from Back-Up Line service and terminate in the expanded service area, the usage charges specified in A3.3.3 apply except for BellSouth Business Plus customers. For BellSouth Business Plus service customers, usage for calls in the expanded service area will be billed the appropriate BellSouth Business Plus service Option primary line usage rates charge as specified in A3.43.2 ³ . Local calling areas (basic service area and expanded service area) are specified in A3.5.			(M2)
O. For calls made outside the local calling area usage shall be billed as follows:			(M2)
1. Rates for calls terminating in exchanges outside the customer's local calling area and carried via <i>the Company's</i> IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication.			(T)(M2)
2. For BellSouth Business Plus customers, calls terminating in exchanges outside the local calling area will be billed the appropriate Option primary line usage rate charges as specified in A3.43.2.			(M2)
P. Local Usage Detail (LUD) is available for Back-Up Line service on the same basis as for the primary line. LUD provides detail only on completed sent-paid outward calls. Detail on inward call usage is not available. See A3.22 for rates and charges. Charges for LUD are in addition to Back-Up Line usage charges.			(M2)
Q. Back-Up Line service outward usage charges (\$.05 per minute) do not apply to any operator assisted call originated on a Back-Up Line.			(M2)
Note 1: Message rate and measured service primary lines will be billed normal usage charges for calls which overflow to a Back-Up Line. These usage charges are in addition to the Back-Up Line inward call usage charge.			(M2)
Note 2: Inward call usage charges apply to the Back-Up Line customer. Regular usage charges for the call, such as expanded local usage rates or long distance rates, apply to the calling party as appropriate.			(M2)
Note 3: No minute allowance is available for BellSouth Business Plus service on Back-Up Line service.			(M2)

M1 - Material previously appearing on this page now appears on page(s) 10 of this section.

M2 - Material appearing on this page previously appeared on page(s) 17.0.0.2 of this section.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.39 Reserved for Future Use

A103.40 Reserved for Future Use

A103.41 Complete Choice Service

(Obsoleted February 19, 2009 Type D) Not available for new installations, additions, or on transfers of service to new location. Customers may add or remove features within the package.

A103.41.1 General

- A. Complete Choice service provides the features specified following and an exchange service access line. The line includes Touch-Tone capability.
- B. The rate specified herein entitles a residence subscriber to unlimited flat rate calling to all access lines within the basic service area defined in A3.5, and usage based calling to all access lines within the expanded service area defined in A3.5. Usage rates specified in A3.3.3 apply for calls to the expanded service area.
- C. The rates specified herein also entitle a residence subscriber to unlimited use of the services/features specified in the following sections:
 - A13.9 Custom Calling Services
 - A13.19 TouchStar Service
 - A13.20 Customized Code Restriction
 - A13.34 RingMaster Service
 - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the sections listed above. All Terms, Conditions and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services or features requested as part of this service.

- D. Residence customers may also subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer rotary line service as specified in A13.8 at no additional charge in addition to the features listed in C. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. The subscriber may select different services/features for each line in the package. All lines in each multi-line package must be billed to the same account and located at the same premises.
- E. Service charges specified in Section A4 do not apply for conversion of an existing line to/from Complete Choice service.
- F. Existing customers of Complete Choice service may not take advantage of any special promotion for Complete Choice service or Area Plus service with the Complete Choice option or any of the services or features specified in D, unless specifically allowed by the terms of the special promotion.
- G. Upon customer request, temporary suspension of this service will be provided as specified in A2.3.16 at the rates specified following.

A103.41.2 Rates and Charges

- A. The following monthly rates apply for Complete Choice service.

		Suspend Rate	Monthly Rate	USOC	
1.	Residence individual line service				
	(a) Per line (USOCs VRO and the VSB must both be used to provide this service.)	\$ 6.50	\$ 59.00	NA	(I)
	(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	13.00	106.95 -	CCML2 CRD2C	(I)
	(c) Per Three-Line Plan package	19.50	135.95	CCML3	(I)
2.	Residence individual line service for Area Plus services.				
	(a) Per line with the Complete Choice option (USOCs ACO and the VSB must both be used to provide this service.)	10.00	75.00	NA	(I)
	(b) Per Two-Line Plan package with the Complete Choice option or Credit for two individual lines qualifying as Two-Line Plan package	20.00	122.95 -1.05	ACML2 CRD2A	(I) (C)
	(c) Per Three-Line Plan package with the Complete Choice option	30.00	163.95	ACML3	(I)

A103.42 Reserved For Future Use

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.43 BellSouth Business Plus Service

(Obsoleted 6-15-2007, Type 4 - Not available for new installations, additions to existing installations, or moves to a new location. Existing customers may not change to a different BellSouth Business Plus service option, however, they may convert to a Complete Choice for Business package that includes BellSouth Business Plus service.)

A103.43.1 Plan Descriptions

A. BellSouth Business Plus Service

1. BellSouth Business Plus service is offered as a business individual line service where facilities and equipment are available.
2. BellSouth Business Plus service allows the business customer to choose between two LATA-wide¹ calling options:
 - a. Option 1 - Monthly rated plan which provides free calling within the LATA up to 120 hours (7200 minutes). Usage exceeding 120 hours is billed at the usage rate specified in A103.43.2. This option treats all usage within the LATA uniformly and does not differentiate between the basic service area, the expanded service area or other exchanges in the LATA.
 - b. Option 2 - Combination rated plan which provides for unlimited usage within the basic service area for a flat monthly charge and applies a usage rate specified in A103.43.2 for each minute of use for all other calling within the LATA.
3. The option chosen by the BellSouth Business Plus service subscribers will apply to each of their lines.
4. Customers may subscribe to either the standalone BellSouth Business Plus service offering or to the BellSouth Complete Choice for Business package (See A103.45) which includes a BellSouth Business Plus service Option 2 line. If BellSouth Business Plus service is subscribed to, the rates of A103.43.2 are applicable. If Complete Choice for Business package is subscribed to, the rates of A103.45.2 are applicable. All of the terms, conditions and limitations specified for each offering will apply to the respective services and features. (C)
5. Usage rates specified for this service apply only for calls originated from a line equipped with BellSouth Business Plus service. BellSouth Business Plus service (Option 1 and Option 2) usage charges apply to all 0+ and 0- calls originated from a line equipped with BellSouth Business Plus service and terminating within the LATA. For Option 1, every minute of 0+ and 0- usage is rated, therefore this usage is not counted against the 120 hour usage threshold. The appropriate operator services surcharges will also be charged in accordance with the rules and conditions of A.3.9.
6. BellSouth Business Plus service Option 2 service customers may subscribe to Local Usage Detail for billable usage. There is no charge for the Local Usage Detail.
7. Method of Determining Monthly Usage Charges
 - a. Usage is determined for each call based on minutes or fraction thereof, with minimum call duration of one minute. This value is then multiplied by the rate per minute for the rate option selected by the customer. The resultant amount is truncated to whole cents for each call. The amount of usage billed to the customer is subject to paragraphs b and c.
 - b. For Option 1, usage above the first 120 hours (7,200 minutes) of usage within the entire LATA and all 0+ and 0- usage within the LATA is billed to the customer.
 - c. For Option 2, usage outside the Basic Service Area but within the LATA and all 0+ and 0- usage within the LATA is subject to the billing as described in paragraph a.

Note 1: For a list of all exchanges in each LATA, see A3.5.3.

Page 16.1 is hereby deleted in its entirety and removed from this Guidebook.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
A103.43 BellSouth Business Plus Service (Cont'd)**A103.43.2 Exchange Access Line Rates****A. Individual Line Service**

	Monthly Rate	Rate per Minute of Use	USOC	
1. BellSouth Business Plus service - Option 1				
(a) Each line	\$419.00	-	BV1	(I)
(b) Each minute of use within the LATA above 120 hours (7,200 minutes) per month	-	\$.05	NA	
2. BellSouth Business Plus service - Option 2				
(a) Each line	428.00	-	BV2	(I)
(b) Each minute of use within the LATA that is both outside the Basic Service Area and not shorter than or equal to 16 miles in the Expanded Service Area	-	.06	NA	
(c) Each minute of use 1 - 16 miles in the Expanded Service Area	-	.00	NA	

A103.43.3 Service Charges

- A.** The service charges specified in Section A4 are applicable for the installations of new lines at the subscriber's premises. These charges are not applicable for existing customers who wish to convert an existing line to BellSouth Business Plus service.
- B.** Service charges do not apply for transactions which only involve additions, deletions or changes to the services or features requested with BellSouth Business Plus service as part of a BellSouth Complete Choice for Business package.

Pages 17.0.0.1 through 17.1 are hereby deleted in their entirety and removed from this Guidebook.

A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE
A103.44 (DELETED)

(D)

A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE

A103.44 (DELETED) (Cont'd)

(D)

A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE

A103.45 Complete Choice For Business Package

(Obsolete 1-31-14 – Not available for new installations, moves to new locations, or for new Term Plan subscriptions. Existing customers at existing locations may make changes to add or remove services.)

(Option 1 and Option 2, which includes BellSouth Business Plus service Option 1 or 2, obsoleted 9-1-11, Type B – Not available for new installations, additions or on transfers of service to new location.)

A103.45.1 General

- A. Complete Choice for Business packages are offered where facilities and equipment are available.
- B. Complete Choice for Business packages are offered to business subscribers and consist of a line, touch-tone service, calling features, listings and rotary line service (for packages of three or more lines).
- C. The line component of these packages is business flat rate service or BellSouth Business Plus service Option 1 or Option 2. All of the **terms, conditions** and limitations specified for business flat rate service in Section A3 or for BellSouth Business Plus service in A103.43 apply for these lines when provided as part of a Complete Choice for Business package. Usage rating for BellSouth Business Plus service as described in A103.43.2.A applies for such lines when provided as part of a Complete Choice for Business package. (T)
- D. The calling features associated with this plan are listed below. For each line, the Complete Choice for Business packages also provide the subscriber an unlimited number of compatible calling features from the following list. All of the **terms, conditions** and limitations specified in Section A13 apply to the respective services and features requested as part of this service. The calling features chosen may vary from line to line in multiple line packages. (T)

Calling Features

- | | | |
|--|-------|--|
| Call Forward Busy Line | USOC | |
| Call Forward Don't Answer | GCE | |
| Call Forward Don't Answer Ring Control | GCJ | |
| Call Forward Variable | GCJRC | |
| Call Waiting | ESM | |
| Speed Calling 30 | ESX | |
| Three Way Calling | ESF | |
| Message Waiting Indicator - Audible | ESC | |
| Message Waiting Indicator - Visual | MWW | |
| Call Return | MWWAV | |
| Call Block | NSS | |
| Call Tracing | NSY | |
| Repeat Dialing | NST | |
| Call Selector | NSQ | |
| Preferred Call Forwarding | NSK | |
| RingMaster I | NCE | |
| RingMaster II | DRS | |
| Remote Access Call Forwarding | DRS1X | |
| Three Way Calling with Transfer | GCZ | |
| Caller ID Number Delivery | ESCWT | |
| Enhanced Caller ID with Call Management, with Anonymous Call Rejection (ACR) | NSD | |
| Enhanced Caller ID with Call Management, with ACR and Call Forwarding Don't Answer | N1ACR | |
| Enhanced Caller ID with ACR | NCACR | |
| Caller ID Name and Number Delivery with ACR | NXECR | |
| Caller ID Name and Number Delivery – Multiline Hunt Group | NXMCR | |
| Star 98 Access | NXMMN | |
| Surrogate Client Number | S98AF | |
| | SMV | |
- E. A foreign listing per line and an additional listing per line are each available at no additional charge as part of these packages. All of the **terms, conditions** and limitations specified in Section A6 apply to the respective listings provided as part of this service. (T)
 - F. Rotary line service for each line is also available as part of Complete Choice for Business packages containing three or more lines. The maximum allowed number of lines in rotary is one less than the number of lines in the package (e.g. for a 7-line package, a maximum of six lines in rotary is allowed). All of the **terms, conditions** and limitations specified in A13.8 apply for rotary line service provided as part of this service. (T)

A103.OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.45 Complete Choice For Business Package (Cont'd)

A103.45.2 Rates and Charges

A. Package Service

	Monthly Rate	USOC	
1. Option 1, which includes BellSouth Business Plus service - Option 1			
(a) Each 1-line package	\$ 212.00	COM 11	(1)
(b) Each 2-line package	400.00	COM 12	(1)
(c) Each 3-line package	611.00	COM 1H	(1)
(d) Each 4-line package	804.00	COM 14	(1)
(e) Each 5-line package	988.00	COM 15	(1)
(f) Each 6-line package	1,186.00	COM 16	(1)
(g) Each 7-line package	1,380.00	COM 17	(1)
(h) Each 8-line package	1,577.00	COM 18	(1)
(i) Each 9-line package	1,769.00	COM 19	(1)
2. Option 2, which includes BellSouth Business Plus service - Option 2			
(a) Each 1-line package	144.00	COM P1	(1)
(b) Each 2-line package	270.00	COM P2	(1)
(c) Each 3-line package ¹	381.00	COM P3	(1)
(d) Each 3-line package	417.00	COM PH	(1)
(e) Each 4-line package	536.00	COM 24	(1)
(f) Each 5-line package	646.00	COM 25	(1)
(g) Each 6-line package	760.00	COM 26	(1)
(h) Each 7-line package	879.00	COM 27	(1)
(i) Each 8-line package	996.00	COM 28	(1)
(j) Each 9-line package	1,115.00	COM 29	(1)
3. Flat Rate Option which includes a flat rate business line			
(a) Each 1-line package	172.00	COM F1	(1)
(b) Each 2-line package	327.00	COM F2	(1)
(c) Each 3-line package	476.00	COM F3	(1)
(d) Each 4-line package	615.00	COM PF	(1)
(e) Each 5-line package	748.00	COM F5	(1)
(f) Each 6-line package	879.00	COM F6	(1)
(g) Each 7-line package	1,006.00	COM F7	(1)
(h) Each 8-line package	1,126.00	COM F8	(1)
(i) Each 9-line package	1,238.00	COM F9	(1)
B. Service charges specified in Section A4 are applicable for the installations of new lines at the subscribers premises. These charges are not applicable for existing customers who wish to move from an existing line to a Complete Choice for Business package.			
C. Service charges do not apply for transactions which only involve additions, deletions or changes to the service or features provided as part of a Complete Choice for Business package.			

Note 1: Obsolete 11-18-99, Type B - Not available for new installations, additions or on transfers of service to new locations.

A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE

A103.45 Complete Choice For Business Package (Cont'd)

A103.45.3 Term Plan

- A. The Complete Choice for Business package Term Plan is available for any business customer who subscribes to a Complete Choice for Business package.
- B. Complete Choice For Business package Term Plans offer discounts off rates shown in A103.45.2. If the Subscriber does not renew the Subscriber Election agreement for another term or at the expiration of the renewed term, the Subscriber agrees to pay the full rates for the individual package components.
- C. The 12-month term is also available as a 12-month oral agreement with option to re-subscribe. If the customer selects the 12-month agreement with option to re-subscribe, the plan will renew for 12-month intervals. A maximum of two 12-month renewals are available after the first 12-month term. The customer will receive written notification of their selection outlining the details of the agreement, plus subsequent notifications regarding their re-subscription options beginning approximately one hundred and eighty (180) days prior to the expiration of each 12-month term depending upon the subscriber's billing cycle. The customer is under no obligation to re-subscribe after completion of a 12-month term period. Customers will be provided the discounts established in the first 12-month term for both successive 12-month terms.
- D. A termination liability will be assessed to a subscriber who terminates the service prior to the expiration of the term commitment. For a Complete Choice for Business package Term Plan elections, the amount to be assessed will be equal to \$20.00 multiplied by the number of months remaining on the term.

Termination liability charges for Complete Choice for Business package Term Plan elections will not be applicable if, during the term period, (1) the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the Complete Choice for Business Package term plan; or (2) the customer converts to an upgraded technology with the Company (i.e. network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the Complete Choice for Business package term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or (3) the customer chooses to terminate their agreement and to negotiate a new Complete Choice for Business package agreement with a term period greater than the time remaining on the existing Complete Choice for Business agreement. The new service agreement will be based on the discounts in effect at the time of establishing the new agreement.

If during the Term, an AT&T ILEC Service (referred to as the "Terminated ILEC Service") provided under a Complete Choice for Business Package Agreement is migrated to a qualifying AT&T Business Voice over IP (BVoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:

1. the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
2. the Term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
3. the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
4. the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced; and
5. activation of the Replacement Service at the Customer sites or for Customer use at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

It is at the Company's sole discretion whether a product change satisfies these requirements.

- E. The Complete Choice For Business package Term Plan discounts are as follows:

	Term	Discount
For Term Plan elections dated on or after September 1, 2011	12 months	25%
For Term Plan elections dated on or after September 1, 2011	24 months	25%
For Term Plan elections dated from July 1, 2003 through August 31, 2011	12 months	8%
For Term Plan elections dated from July 1, 2003 through August 31, 2011	24 months	15%
For Term Plan elections dated on or after July 1, 2003	36 months	25%

- F. Subscribers who participate in a new Term Plan, and subscribe to new service during the term, will not be billed for the line connection charges and change in service charges, if applicable, associated with the service order. This will include the Line Connection Charge (first and additional lines) and the Charge for Change in Service, if applicable.