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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.1 Extension Services</b>	1
A13.1.1 General	1
A13.1.2 Types and Descriptions	2
A13.1.3 Rates and Charges	4
A13.1.4 Service Connection Charges	6
A13.1.5 Signaling Arrangements	8
<b>A13.2 (DELETED)</b>	9
<b>A13.3 (DELETED)</b>	11
<b>A13.4 Special Billing Services</b>	12
A13.4.1 Reserved for Future Use	12
A13.4.2 Reserved for Future Use	12
A13.4.3 Reserved for Future Use	12
A13.4.4 Customized Large User Bill (CLUB)	12
A13.4.5 Magnetic Tape Bill Format For Large Users	12.1
A13.4.6 Reserved For Future Use	12.2
A13.4.7 Diskette Analyzer Bill (DAB) Service	13
<b>A13.5 (DELETED)</b>	13
<b>A13.6 Reserved for Future Use</b>	13
<b>A13.7 Reserved for Future Use</b>	15
<b>A13.8 Reserved for Future Use</b>	15
<b>A13.9 Custom Calling Services</b>	15
A13.9.1 Description of Service	15
A13.9.2 Rules, Regulations and Limitations	15.0.2
A13.9.3 Rates	15.2
A13.9.4 Usage Sensitive Three-Way Calling Service	16.1
A13.9.5 (DELETED)	17
A13.9.6 (DELETED)	19
A13.9.7 (DELETED)	19
<b>A13.10 (DELETED)</b>	20 (D)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.11 Remote Call Forwarding</b>	20
A13.11.1 Description of the Service	20
A13.11.2 Limitations	20
A13.11.3 Listings	21
A13.11.4 Minimum Contract Period	21
A13.11.5 Charges	21
A13.11.6 Message Charges	21
A13.11.7 Service Charges	21.1
<b>A13.12 Selective Class of Call Screening</b>	22
A13.12.1 Application	22
A13.12.2 Rates and Charges	22
<b>A13.13 Dormitory Communications Service</b>	22
A13.13.1 General	22
A13.13.2 Terms and Conditions	22
A13.13.3 Rates and Charges	24
<b>A13.14 Long Distance Trunk Service (Toll Terminals)</b>	24
A13.14.1 General	24
A13.14.2 Rates	25
<b>A13.15 (DELETED)</b>	25
<b>A13.16 Reserved for Future Use</b>	33
<b>A13.17 Feature Packages (Obsoleted, See Section A113)</b>	33.1

(D)

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.18 (DELETED)</b>	33.2
<b>A13.19 TouchStar Service</b>	33.4
A13.19.1 Applications	33.4
A13.19.2 Definitions of Feature Offerings	33.4
A13.19.3 <i>Terms, Conditions</i> and Limitations of Service	33.4.2.2
A13.19.4 Rates and Charges	33.4.3
<b>A13.20 Customized Code Restrictions (CCR)</b>	33.4.5
A13.20.1 General	33.4.5
A13.20.2 Customized Code Restrictions Options	34
A13.20.3 Rates and Charges	36
<b>A13.21 Reserved for Future Use</b>	36
<b>A13.22 Reserved for Future Use</b>	36
<b>A13.23 Reserved for Future Use</b>	36
<b>A13.24 Reserved for Future Use</b>	36.3
<b>A13.25 Reserved for Future Use</b>	36.3
<b>A13.26 Reserved for Future Use</b>	36.3
<b>A13.27 Reserved for Future Use</b>	36.3
<b>A13.28 Reserved for Future Use</b>	36.3
<b>A13.29 Reserved for Future Use</b>	36.3
<b>A13.30 Reserved for Future Use</b>	37
<b>A13.31 Reserved for Future Use</b>	37
<b>A13.32 Reserved for Future Use</b>	37
<b>A13.33 Multi-Feature Discount Plan</b>	37
A13.33.1 Description	37
A13.33.2 <i>Terms, Conditions</i> and Limitations	37.1
A13.33.3 Range of Discounts - Monthly	37.1

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.34 RingMaster Service</b>	37
A13.34.1 General	37
A13.34.2 <i>Terms and Conditions</i>	37
A13.34.3 Rates	38
<b>A13.35 Reserved for Future Use</b>	38
<b>A13.36 Reserved for Future Use</b>	38
<b>A13.37 Reserved for Future Use</b>	38
<b>A13.38 Reserved for Future Use</b>	38
<b>A13.39 (DELETED)</b>	39
<b>A13.40 Reserved for Future Use</b>	43
<b>A13.41 Reserved for Future Use</b>	43
<b>A13.42 Reserved for Future Use</b>	43
<b>A13.43 (DELETED)</b>	43
<b>A13.44 Reserved for Future Use</b>	43.0.4
<b>A13.45 Reserved for Future Use</b>	43.0.4
<b>A13.46 Simplified Message Desk Interface (SMDI)</b>	43.0.4
A13.46.1 General	43.0.4
A13.46.2 <i>Terms and Conditions</i>	43.0.5
A13.46.3 Rates and Charges	43.0.5
<b>A13.47 Message Waiting Indication (MWI)</b>	43.1
A13.47.1 General	43.1
A13.47.2 <i>Terms, Conditions</i> and Limitations	43.1
A13.47.3 Rates and Charges	43.1
<b>A13.48 Reserved for Future Use</b>	43.1
<b>A13.49 Surrogate Client Number</b>	43.1
A13.49.1 General	43.1
A13.49.2 Rates and Charges	43.2

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.50 Telecommunications Service Priority (TSP) System</b>	44
A13.50.1 Service Description	44
A13.50.2 Service Limitations	44
A13.50.3 Terms and Conditions	44
A13.50.4 Definitions	45
A13.50.5 TSP Rate Categories	46
A13.50.6 Rates and Charges	46
<b>A13.51 (DELETED)</b>	46
<b>A13.52 Reserved for Future Use</b>	46.0.1
<b>A13.53 Multiline Hunt Queuing</b>	46.1
A13.53.1 Definitions	46.1
A13.53.2 Rates and Charges	46.1
<b>A13.54 Reserved for Future Use</b>	46.1
<b>A13.55 Reserved for Future Use</b>	47
<b>A13.56 Hot Line Service</b>	47
A13.56.1 General	47
A13.56.2 Rates and Charges	47
<b>A13.57 Warm Line Service (Obsoleted, See Section A113)</b>	47
<b>A13.58 (DELETED)</b>	(D)
<b>A13.59 Reserved for Future Use</b>	51

---

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.60 (DELETED)</b>	51
<b>A13.61 (DELETED)</b>	51.1
<b>A13.62 (DELETED)</b>	52
<b>A13.63 Reserved for Future Use</b>	52
<b>A13.64 Reserved for Future Use</b>	52
<b>A13.65 Reserved for Future Use</b>	52
<b>A13.66 Reserved for Future Use</b>	52
<b>A13.67 Reserved for Future Use</b>	52
<b>A13.68 Reserved for Future Use</b>	52
<b>A13.69 Reserved for Future Use</b>	52
<b>A13.70 (DELETED)</b>	52.1 (D)
<b>A13.71 Reserved for Future Use</b>	53
<b>A13.72 Inter-Switch Simplified Message Desk Interface</b>	53
A13.72.1 General	53
A13.72.2 Terms and Conditions	53
A13.72.3 Rates and Charges	53.1
<b>A13.73 Reserved for Future Use</b>	54
<b>A13.74 Reserved for Future Use</b>	54
<b>A13.75 Reserved for Future Use</b>	54
<b>A13.76 (DELETED)</b>	54
<b>A13.77 Voice Mail Calling Features Package</b>	55
A13.77.1 Description of Service	55
A13.77.2 Terms, Conditions and Limitations of Service	55
A13.77.3 Rates and Charges	55
<b>A13.78 (DELETED)</b>	56

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### CONTENTS

<b>A13.79 211 Dialing Service</b>	56
A13.79.1 General	56
A13.79.2 Service Requirements and Conditions	57
A13.79.3 Obligations of the Competitive Local Exchange Carrier (CLEC)	59
A13.79.4 Rates and Charges	60
<b>A13.80 711 Dialing Code for Telecommunication Relay Service (TRS)</b>	60
A13.80.1 General	60
A13.80.2 Service Requirements and Conditions	61
A13.80.3 Obligations of the Competitive Local Exchange Carrier (CLEC)	63
<b>A13.81 511 Dialing Service</b>	63
A13.81.1 General	63
A13.81.2 Service Requirements and Conditions	64
A13.81.3 Obligations of the Competitive Local Exchange Carrier (CLEC)	66
A13.81.4 Rates and Charges	66
<b>A13.82 311 for Non-Emergency Municipal Use</b>	66.1.1
A13.82.1 General	66.1.1
A13.82.2 Service Requirements and Conditions	66.1.2
A13.82.3 Obligations of the Competitive Local Exchange Carrier (CLEC)	66.1.3
A13.82.4 Rates and Charges	66.1.3
<b>A13.83 811 Call Before You Dig Service</b>	66.1.4
A13.83.1 General	66.1.4
A13.83.2 Rates and Charges	66.1.4
<b>A13.84 Reserved for Future Use</b>	66.1.5
<b>A13.85 Reserved for Future Use</b>	67
<b>A13.86 Reserved for Future Use</b>	67
<b>A13.87 Reserved for Future Use</b>	67
<b>A13.88 Reserved for Future Use</b>	67
<b>A13.89 Reserved for Future Use</b>	67
<b>A13.90 (DELETED)</b>	67
	(D)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services

#### A13.1.1 General

A. The basic rates for extension stations, are for such stations which are located within the same building as the main station. Where extension stations are provided at other locations extension channel charges are applicable as set forth following, in addition to the basic rates. Extension Service provides for speech communications within the specifications and limits as stated in A13.1.2 following.

Extension service must be located on the same premises of the subscriber on which the main station is located and is restricted to the use of the subscriber, his representatives and associates, or the members of the subscriber's immediate family or domestic establishment; except that in the case of individual line subscriber's service, extension service may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit, and provided that residence extension service is not located on business premises:

1. Where two or more "premises" of the same subscriber are used in the conduct of one establishment or business; or
2. **(DELETED)**
3. Where the extension service is located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the main station, provided that separate exchange service is also provided on these other premises.<sup>1</sup>

(D)

B. Where supporting structure or underground conduit is necessary for the purpose of furnishing extension lines on the subscriber's premises, such supporting structure or underground conduit is furnished by the subscriber as provided for "Construction on Private Property" in Section A5.

C. When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber.

1. An installation charge and a reasonable and proper monthly carrying charge in lieu of the charges quoted herein (A13.1.3). Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are to be made in the monthly carrying charges.
2. A reasonable and proper monthly carrying charge in lieu of the charges quoted herein with an initial service period of ten (10) years.

**Note 1:** Not applicable to service arrangements for secretarial lines as provided in Section A8.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.1 General (Cont'd)

D. Regular charges apply for Continuous Property Channels as outlined in F. following, except when the practical manner of providing such channels involves the placement of new, dedicated, end to end facilities, which are not routed via the central office. (T)

Existing Company provided intrasystem wiring, inside a building or between buildings located on the same contiguous property, will continue to be available as required after June 30, 1984. The Company will continue to offer additional services on these facilities as long as such wiring or cable facilities are available, at standard rates and charges. Where existing facilities have been placed prior to July 1, 1984, under provisions which fully recovered the costs of such facilities as a nonrecurring charge, standard recurring and nonrecurring charge for the first one-tenth mile increment will continue to be applicable for every channel service utilized by the customer. (T)

E. (DELETED)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.1 General (Cont'd)

F. Continuous property channels are applicable where existing facilities are available between different buildings on same continuous property and between different premises within the same building.

1. Such channels will also be applicable to multi-building complexes such as federal, county or municipal centers, airports, shopping centers, colleges and universities, hospitals, nursing homes, resort developments, industrial and business complexes whether or not intersected by a public thoroughfare provided the following conditions are met:
  - a. The adjacent property segments created by the intersection of a public thoroughfare would be continuous in the absence of the thoroughfare.
  - b. The channels must be provided on a direct basis (not routed via the Central Office) and are available only at the economic option of the Company.
  - c. The cost of any supporting structure required for such channels will be borne by the customer unless the facilities carried by the supporting structure are predominantly used to provide exchange telephone service to members of the general telephone user body.
- G. Dedicated circuits between the customer's interLATA Electronic Tandem Switching (ETS), Digital Electronic Tandem Switching (DETS) or Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from the intrastate Private Line *Guidebook*. Where this service is provided by the Company as a feature of ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service, the transport of traffic between the ETS function and the basic ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service function may be performed by the Company's network switching facilities. SFG charges for this service will apply. (T)

#### A13.1.2 Types and Descriptions

A. These channels are furnished for operation on a two-point basis for service seven (7) days per week, twenty-four hours per day, for a minimum period of one (1) month. These channels may also be furnished on a link (partial channel) basis when connected to FlexServ service and/or MegaLink channel service. The transmission characteristics and various types of services furnished within this category of service areas follows:

1. Basic Parameters and Specifications for Extension Service used with terminal equipment are described for the end-to-end operation as follows:
  - a. Net Loss  
Local Channels used with terminal equipment: Limit as specified in the following Local Channel descriptions. Losses or gains present in terminal equipment have not been included.
  - b. DC Resistance  
Local Channels used with terminal equipment limit as specified in the following Local Channel descriptions. Does not imply or guarantee end-to-end DC continuity.
  - c. Frequency Response (Referenced to the 1000 Hz loss)

300 - 3000Hz  
500 - 2500 Hz

-3db to + 12 db  
-2db to + 8 db

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.2 Types and Descriptions (Cont'd)

##### A. (Cont'd)

2. Local Channels for use with terminal equipment are described following (Type 2110). Channels which provide auxiliary features, Tie Line Service and PBX Extension Station Service are now located in Section B3. of the Private Line *Guidebook*. (Types 1105, 2112, 2114, and 2115)
  - a. Type 2110  
Furnished for voice transmission on or OFF-Premises residence or business extension use.
3. If the extension station is served from a serving wire center different from the main station interoffice mileage charges from Section A9. will apply. (T)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.3 Rates and Charges

A. For use with terminal equipment

1. For a Local Channel, per local channel

Channels which provide these services are now located in Section B3. of the Private Line *Guidebook*. (Types 1105, 2112, 2114 and 2115) (T)

	Nonrecurring Charge	Monthly Charge	USOC
(a) Type 2110	\$65.25	\$17.04	1SE6T

2. For a channel not routed via the central office (limited to channels not more than one air mile in length), per two point channel

Channels which are not routed via the central office are now located in Section B3. of the Private Line *Guidebook*. (Types 1105, 2112, and 2114) (T)

(a) For Type 2110	37.25	17.04	J5OS+
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EFFECTIVE: October 1, 2005

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.3 Rates and Charges (Cont'd)

##### A. For use with terminal equipment (Cont'd)

3. For a channel between different buildings on same continuous property and for different premises within the same building<sup>1,2</sup>

###### a. Per channel

(1) First 1/10 mile

		Nonrecurring Charge	Monthly Charge	USOC	
(a)	Obsoleted (See Section A113.)	\$-	\$-	NA	
(b)	Type 2110	<b>60.75</b>	<b>3.06</b>	<b>1LL+E</b>	(I)
(c)	Obsoleted (See Section A113.)	-	-	<b>1LV+E</b>	
(d)	Obsoleted (See Section A113.)	-	-	<b>1LT+E</b>	
(2)	Each additional 1/10 mile				
(a)	Obsoleted (See Section A113.)	-	-	NA	
(b)	Type 2110	-	<b>2.64</b>	<b>1LL+E</b>	(I)
(c)	Obsoleted (See A113.)	-	-	<b>1LV+E</b>	
(d)	Obsoleted (See A113.)	-	-	<b>1LT+E</b>	

4. For a Local Channel terminated outside the Base Rate Area (BRA) in addition to 1. preceding<sup>3</sup>

###### a. Per Local Channel

(1) First Zone

(a) Type 2110

**Note 1:** When a channel between different buildings on the same continuous property requires a connection to the serving wire center, then a charge for each Local Channel required will apply. The nonrecurring charge is per channel.

**Note 2:** Charges are applicable only for those facilities in place as of June 30, 1984.

**Note 3:** When a serving central office is located outside the Base Rate Area (BRA), no zone charges will apply to a customer located in the same zone as the serving central office or in a zone which is adjacent to the serving central office's zone.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.3 Rates and Charges (Cont'd)

##### A. For use with terminal equipment (Cont'd)

- 4. (Cont'd)<sup>1</sup>
  - b. Per Local Channel
    - (1) Each additional zone

	Nonrecurring Charge	Monthly Charge	USOC	
(a) Type 2110	\$-	\$13.02	1LS++	(T)(I)

**Note 1:** When a serving central office is located outside the Base Rate Area (BRA), no zone charges will apply to a customer located in the same zone as the serving central office or in a zone which is adjacent to the serving central office's zone.

EFFECTIVE: October 1, 2005

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.3 Rates and Charges (Cont'd)

B. For Interoffice channels, see Section A9.

C. Service Charges

1. The Service Charges *specified in Section A4. apply in addition to the installation charge for the channel.* (T)(M)
2. *For off-premises channels provided subsequent to the main service, the Secondary Service Charge in Section A4. is applicable in addition to the installation charge for the channel.* (T)(M)
3. *The Secondary Service charge in Section A4. is applicable to Inside Moves, in addition to the following charge for moving the channel.* (T)(M)

	Nonrecurring Charge	USOC	
(a) Inside Moves	\$45.00	NA	(M)
Changing from one type of service to another type of service is considered as a disconnect and a new connect.			(M)
4. A Premises Visit Charge is applicable for the termination of off-premises channels. Only one Premises Visit Charge applies for all work performed at the same premises at the same time. If the customer specifically requests additional employees, the premises visit charge will apply per additional Company employee specifically requested.			(T)(M)
(a) Premises Visit Charge	20.75	NA	(T)(M)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.4 Service Connection Charges

- A. General
  - 1. (DELETED) (D)
  - 2. (DELETED) (M)(D)
  - 3. (DELETED) (M)(D)
  - 4. (DELETED) (D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.1 Extension Services (Cont'd)**

#### **A13.1.4 Service Connection Charges (Cont'd)**

**B. Rates for Off-Premises Channels**

1. **(DELETED)**

(D)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.4 Service Connection Charges (Cont'd)

- B. Rates for Off-Premises Channels (Cont'd)

#### A13.1.5 Signaling Arrangements

- A. Signaling is generally required for all Off-premises Station Channels and Tie Lines associated with PBX (or similar) systems.

These arrangements are now located in Section B3. of the Private Line *Guidebook*. (Types A, B and C)

(T)

- 1. Obsoleted (See Section A113.)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

(C)

#### A13.1.5 Signaling Arrangements (Cont'd)

A. (Cont'd)

2. *Obsoleted (See Section A113.)* (Cont'd)

(O)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.1 Extension Services (Cont'd)

#### A13.1.5 Signaling Arrangements (Cont'd)

##### A. (Cont'd)

These arrangements are now located in Section B3. of the Private Line *Guidebook*. (E&M Ringdown Manual and Ringdown Automatic) (T)

3. Obsoleted (See Section A113.)

### A13.2 (DELETED)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.2 (DELETED)**

(D)

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.3 (DELETED)**

(D)

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.4 Special Billing Services**

#### **A13.4.1 Reserved for Future Use**

#### **A13.4.2 Reserved for Future Use**

#### **A13.4.3 Reserved for Future Use**

#### **A13.4.4 Customized Large User Bill (CLUB)**

##### **A. General**

1. The Customized Large User Bill (CLUB) is an 8 1/2" x 11" paper bill with additional optional features and is designed to accommodate the special needs of business customers who have very large and complex bills.
2. A revenue accounting office is the office where billing media are prepared and processed.

##### **B. Application of charges**

1. The basic 8 1/2" x 11" paper bill with sorting, sequencing, and page break options will be offered to large business customers at no additional charge. USOC (Universal Service Order Code) Summary is also available which provides a list of USOC's and their definitions and quantities, the taxability codes, and associated revenue.
2. The basic 8 1/2" x 11" paper bill and its associated features are offered per revenue accounting office.
3. Other billing features will be offered at an additional charge as described in C. following.
4. Secondary Service Charges in Section A4. will apply for customer conversion to any of the billable options associated with the Customized Large User Bill. Service Charges will not apply when converting a customer to the Customized Large User Bill or if the customer requests more than one copy of the bill.

##### **C. Rates and charges**

1. Optional billing services are offered on a monthly basis per revenue accounting office.

	Monthly Rate	USOC
(a) Tax summary to provide the type of tax, the tax rate, and the tax amount	\$9.50	LUS5X
(b) Itemized call summary to provide the type of call, total minutes of each call, and the associated costs	5.25	LUS6X

2. Optional billing services are offered on a nonrecurring basis, per revenue accounting office. (M)

	Nonrecurring Charge	USOC	(M)
(a) Tax summary to provide the type of tax, the tax rate, and the tax amount	\$455.00	LUS51	(M)
(b) Itemized call summary to provide the type of call, total minutes of each call, and the associated costs	250.00	LUS61	(M)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.4 Special Billing Services (Cont'd)

#### A13.4.5 Magnetic Tape Bill *Format* for Large Users

(M)

(T)

##### A. General

1. The magnetic tape bill *format* is designed to accommodate the special needs of business customers who have very large and complex bills. (T)

##### B. Application of charges

1. A customer may request one magnetic tape *bill format* per revenue accounting office, per month, as the single billing medium at no additional charge. A revenue accounting office is the office where billing media are prepared and processed. (T)

2. A customer requesting both magnetic tape *bill format* and a paper bill or more than one magnetic tape *bill format* per revenue accounting office is charged the rate for the magnetic tape *bill format* listed in A13.4.5.D *following*. (M)(T)

3. Service Charges will not apply when converting a customer to the magnetic tape bill *format* or if the customer requests more than one copy of the magnetic tape *bill format*. (M)(T)

##### C. (DELETED)

(D)(M)

##### D. Rates and charges

(M)

1. Rate for magnetic tape *bill format* when both the paper bill and magnetic tape bill *format* are requested per revenue accounting office or more than one copy of the magnetic tape *bill format* per revenue accounting office is requested. (M)(T)

	Monthly	USOC (M)
	Rate	MBT (M)(T)
(a) Per magnetic tape <i>bill format</i> , per revenue accounting office	\$77.00	

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.4 Special Billing Services (Cont'd)**

(M)

**A13.4.6 Reserved for Future Use**

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.4 Special Billing Services (Cont'd)

#### A13.4.7 Diskette Analyzer Bill (DAB) Service

##### A. General

1. Diskette Analyzer Bill (DAB) service is a service, which provides the customer with a monthly telephone bill and analysis capability.

##### B. Rates and Charges

1. Basic Service

	Nonrecurring Charge	Monthly Rate	USOC FDA
(a) Per customer bill	\$140.00	\$35.00	(D)

### A13.5 (DELETED)

### A13.6 Reserved for Future Use

EFFECTIVE: October 1, 2005

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.7 Reserved for Future Use

### A13.8 Reserved for Future Use

### A13.9 Custom Calling Services

Custom Calling services are auxiliary features provided in addition to basic telephone service.

#### A13.9.1 Description of Service

##### A. Call Forwarding Variable

Provides an arrangement for transferring incoming calls to another local service telephone number by dialing a code and the number of the service to which calls are to be transferred.

##### B. Three-Way Calling

Permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

##### C. Call Waiting

By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. Permits putting first call on hold so that second call can be answered.

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

##### D. Speed Calling

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

##### E. Call Forwarding Busy Line

Provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premises other than the provisioned premises.

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

Provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number.

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

Provides for calls incoming to a subscriber's idle directory number to be forwarded to another telephone number after a customer-controlled interval expressed in either ring cycles or seconds, depending on specific technology involved. CFDA-RC provides the customer with the capability to change the interval after which forwarding occurs at the convenience of the customer.

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

(C)

Provides a customer the Call Forwarding Busy Line feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes.

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

(C)

Provides a customer the Call Forwarding Don't Answer feature and the capability to control from the base station line the activation and deactivation of the service by using dialing codes.

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

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

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.9.1 Description of Service (Cont'd)

##### J. Call Forwarding Multipath

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

(C)

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

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

##### L. Call Waiting ID

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

Call disposition options provided with Call Waiting ID include:

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

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

##### M. Three-Way Calling with Transfer

Allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is an intra-switch call. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook.

##### N. Star 98 Access

Allows a subscriber to access a service, generally their local voice mail service, when they dial \*98 from their home or business telephone line. Star 98 Access connects the customer to the local telephone number, generally of their voice mail provider, to whom their calls are forwarded via a version of Call Forwarding Don't Answer.

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.9.2 Terms, Conditions and Limitations

(T)

##### A. All Custom Calling Services

1. The services are available subject to network capability and facility availability.
2. Except where provided otherwise in this Guidebook, Custom Calling Services are furnished only in connection with individual line residence and business service. The features are not available in connection with Prestige communications service, Centrex-type service or Coin Telephone Service.
3. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
4. Custom Calling Services as itemized in A13.9.3.B. following are offered for use with PBX Trunk Service or Outward WATS Service subject to the following limitations.
  - a. May be provided when compatible with the equipment configuration at the customer's premises.
  - b. Available only in certain types of central offices.
  - c. Not available with Direct Inward Dial type trunks.
  - d. Available only with two types of hunting arrangements, multiline and series completion, and subject to the limitations of these hunting arrangements.

(T)

##### B. Call Forwarding – all varieties

Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.

##### C. Call Forwarding Busy Line

The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order.

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

The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order. No service charge is applicable if the customer requests a ring count change within 30 days from the establishment of this feature on the subscriber's line.

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

The forwarded-to telephone number is specified at the time service is established and can only be changed via service order. Such change is subject to normal service order charges. After establishment of service, the interval can only be changed by the customer and cannot be changed via service order. A change made by the customer is not subject to service charges.

##### F. (DELETED)

##### G. Customer Control Call Forwarding Busy Line<sup>1</sup>

(C)

The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order.

##### H. Customer Control Call Forwarding Don't Answer<sup>1</sup>

(C)

The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order.

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

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.9.2 Terms, Conditions and Limitations (Cont'd)

##### I. Call Forwarding Multipath

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

##### J. Call Waiting ID

1. Except where specifically provided otherwise in this Guidebook, Call Waiting ID is furnished only to single line residence customers.
2. Subscribers to Call Waiting ID must have Touch-Tone service.
3. The customer must have a Calling Identification Delivery feature, such as Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone. (C)
4. The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.
5. All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Guidebook. Such features must be ordered separately from Call Waiting ID.

##### K. Three-Way Calling with Transfer

This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

##### L. Star 98 Access

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.9.3 Rates<sup>1</sup>

Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features.

##### A. Residence

###### 1. Individual Features

		Monthly		
		Rate	USOC	
(a)	Call Forwarding Variable <sup>2</sup>	\$10.00	ESM	
(b)	Three-Way Calling <sup>2</sup>	11.99	ESC	(I)
(c)	Call Waiting <sup>2</sup>	11.99	ESX	(I)
(d)	Speed Calling (8 Code) <sup>2</sup>	11.99	ESL	(I)
(e)	Speed Calling (30 Code) <sup>2</sup>	11.99	ESF	(I)
(f)	Call Forwarding Busy Line	2.00	GCE	
(g)	Call Forwarding Don't Answer	2.00	GCJ	
(h)	Remote Access Call Forwarding Variable <sup>2</sup>	7.00	GCZ	
(i)	Call Waiting ID <sup>2</sup>	11.99	ESXD+	(I)
(j)	Call Forwarding Don't Answer with Ring Control <sup>2</sup>	2.00	GCJRC	
(k)	Star 98 Access <sup>2</sup>	1.00	S98AF	

**Note 1:** A Secondary Service Charge is applicable to all listed services except for Call Waiting Deluxe when provided on a separate order.

**Note 2:** Monthly rate per C.O. line equipped.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.9.3 Rates<sup>1</sup> (Cont'd)

##### B. Business/Business PBX

###### 1. Individual Features

		Monthly		
		Rate	USOC	
(a)	Call Forwarding Variable <sup>2</sup>	\$8.50	ESM	
(b)	Call Forwarding Variable <sup>3</sup>	8.50	E4O	
(c)	Three-Way Calling <sup>3</sup>	7.50	ESC	
(d)	Call Waiting <sup>3</sup>	8.50	ESX	
(e)	(Obsoleted, See Section A113)			
(f)	(Obsoleted, See Section A113)			
(g)	(Obsoleted, See Section A113)			
(h)	Speed Calling (30-Code) <sup>2</sup>	6.50	ESF	(R)
(i)	Speed Calling (30-Code) <sup>3</sup>	7.00	ESFTK	
(j)	Speed Calling (30-Code) <sup>4</sup>	7.00	ESFWT	
(k)	Call Forwarding Busy Line <sup>3</sup>	5.00	GCE	
(l)	Call Forwarding Don't Answer <sup>3</sup>	5.00	GCJ	
(m)	Customer Control Call Forwarding Busy Line <sup>3</sup>	7.00	GJP	
(n)	Customer Control Call Forwarding Don't Answer <sup>3</sup>	7.00	GJC	
(o)	Call Forwarding Busy Line Multipath or Customer Control Call Forwarding Busy Line Multipath <sup>5</sup>	5.00	CFSBX	
(p)	Call Forwarding Don't Answer Multipath or Customer Control Call Forwarding Don't Answer Multipath <sup>5</sup>	5.00	CFSDX	
(q)	Call Forwarding Variable Multipath or Remote Access Call Forwarding Variable Multipath <sup>5</sup>	7.00	CFSVX	
(r)	Remote Access Call Forwarding Variable <sup>3</sup>	7.45	GCZ	
(s)	Call Forwarding Don't Answer with Ring Control <sup>3</sup>	5.00	GCJRC	
(t)	Three-Way Calling with Transfer <sup>6</sup>	6.95	ESCWT	
(u)	Star 98 Access <sup>2</sup>	2.00	S98AF	

**Note 1:** A Secondary Service Charge is applicable to this service when provided on a separate order.

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

**Note 3:** Monthly rate per line/trunk or toll terminal equipped.

**Note 4:** Monthly rate per outward WATS line equipped.

**Note 5:** Monthly rate for up to ten (10) call forwarding paths.

**Note 6:** Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.9.3 Rates<sup>1</sup> (Cont'd)

C. (DELETED)	(D)
D. Long Distance Trunk Service (Toll Terminals)	
1. Three-Way Calling	
(a) Per Toll Terminal Activated	5.00      ESCTK

**Note 1:** A Secondary Service Charge is applicable to this service when provided on a separate order.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

##### A. General

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

(T)

##### B. Rates

1. Per Use Three-Way Calling

	Residence	Business	USOC
(a) Per use, (requires completion and bridging of second call)	\$3.00	\$3.00	NA

EFFECTIVE: October 1, 2005

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

**A13.9.5 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

**A13.9.5 (DELETED) (Cont'd)**

(D)

EFFECTIVE: October 1, 2005

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

**A13.9.5 (DELETED) (Cont'd)**

**A13.9.6 (DELETED)**

**A13.9.7 (DELETED)<sup>1</sup>**

(D)

(D)(M)

(M)

**Note 1:** Specifications and rates for Star 98 Access have been moved to A13.9.1, A13.9.2 and A13.9.3. (N)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.10 (DELETED)

(D)

### A13.11 Remote Call Forwarding

#### A13.11.1 Description of the Service

- A. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station).

#### A13.11.2 Limitations

- A. Remote Call Forwarding service is offered subject to availability of suitable facilities.
- B. RCF service is not offered where the terminating number is a coin telephone.
- C. The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.
- D. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs.  
Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal charges for such changes.
- E. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- F. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- G. When the Call Forwarding number is to be located in a multioffice exchange, the Company will determine the serving central office.
- H. Remote Call Forwarding will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forwarding will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area, or are within an Extended Area Service arrangement as specified in Section A3. All other calls will be sent-paid (1+) only.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.11.2 Limitations (Cont'd)

- I. Where a business listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
- J. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the charges for any resulting rearrangement of the RCF service. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.11.3 Listings

One listing in the Alphabetical Section of the *Company's Listing Information System* covering the exchange in which the call forwarding Central Office is located is provided without additional charge. (T)

#### A13.11.4 Minimum Contract Period

The minimum contract period for this service is one month.

#### A13.11.5 Charges

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

1. Remote Call Forwarding

	Monthly Rate	Monthly Rate	
	Residence	Business	USOC
(a) Per feature, arranged	\$16.00	\$50.72	RCF++
(b) Local measured, per feature arranged	16.00	50.72	RCF+F
(c) Remote Call Forwarding, per additional access facility	16.00	50.72	RCA

2. Credits

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

#### A13.11.6 Messages Charges

A. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:

1. Between the originating station and call forwarding location.

The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable service publication for the type of call involved.

2. Between the call forwarding location and the terminating station.

The Remote Call Forwarding customer is responsible for the applicable Local Measured Service usage charges as specified in A103.6., or for the applicable customer-dialed station-to-station charges specified in this or any other applicable service publication. These charges apply to all calls answered at the terminating station.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.11.7 Service Charges

A. Service Charges as shown in Section A4. apply as follows: (T)

1. For the initial or subsequent installation of RCF features, the Secondary Service Charge shall apply.
2. For the subsequent addition of additional access facilities (RCA's) to an existing RCF service, the Secondary Service Charge shall apply.
3. To change the number at the call forwarding location, to revise the number for the terminating location at the call forwarding location, or to change both numbers on the same order the Secondary Service Charge shall apply.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.12 Selective Class of Call Screening

#### A13.12.1 Application

- A. Selective Class of Call Screening Service enables a customer to secure central office blocking of 1+, 101XXXX 1+, 900, and screening information to prevent operator assisted calls from being billed to the subscriber's line.
- B. All local calls and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the establishment.
- C. Selective Class of Call Screening is available only from central offices which have been arranged to provide these services. This service is provided subject to the availability of facilities.
- D. Selective Class of Call Screening is furnished in connection with local business and residence line service, PBX Trunk Service, MultiServ service, or ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service NAR.
- E. Selective Class of Call Screening can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)

#### A13.12.2 Rates and Charges

The following rates and charges will apply in addition to a Secondary Service Charge from Section A4.

	Monthly Rate	USOC SRGBB
(a) Per PBX trunk or ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service NAR	\$ 3.10	SRGBB
(b) Per ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service main station line equipped for screening (must be associated with NAR(s) equipped for screening)	-	SRGPL
(c) Per central office line equipped for screening including MultiServ service main station lines	1.10	SRG

### A13.13 Dormitory Communications Service

#### A13.13.1 General

- A. Dormitory Communications Service (DCS) is available to accredited public and private educational institutions for residential use by students, faculty members or employees who reside in dormitories or other residential quarters owned, leased or under control of the educational institution.
- B. DCS is furnished from central office equipment located on Company premises and associated facilities arranged to provide the equivalent of residence individual line rotary dial local exchange service. Except for the optional provision of Touch-Tone Calling Service as specified in A13.13.2.K. following, all DCS lines furnished to an educational institution must be of the same class of residence individual line service and a mix of different services is not permitted.
- C. The local calling area for DCS is the same as that specified in the Local Exchange Service *guidebook* of the Company for residence individual line service in the exchange in which the DCS central office equipment is located. DCS local calls, including calls between DCS lines served by the same DCS central office equipment, are subject to the same local exchange service usage charges as applicable to residence individual line service. (T)
- D. DCS is offered subject to the availability of facilities and where, in the judgement of the Company, that service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.

#### A13.13.2 Terms and Conditions

- A. DCS is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the charges set forth in the *Guidebooks* of the Company. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.13 Dormitory Communications Service (Cont'd)

#### A13.13.2 Terms and Conditions (Cont'd)

- B. The educational institution is responsible for payment of all charges except those set forth in C. following which are billed by the Company directly to DCS lines.
- C. The Company will bill and collect DCS sent paid or collect long distance messages, telegrams, cablegrams and radiograms. In addition, the Company will bill and collect local exchange service usage and Directory Assistance Service charges where the serving equipment is arranged to automatically identify and bill such charges direct to DCS lines.
- D. The terms and conditions set forth for deposits and payment or service in A2.4 shall be applicable to users of DCS lines.
- E. The educational institution shall agree to render assistance to the Company in the prompt collection of charges billed to DCS lines.
- F. In the event of non-payment of any charges billed, the Company may suspend or terminate a DCS line until all charges due have been paid. Service which is so suspended or terminated is subject to the charges specified in Section A4. for restoral or re-establishment of service.
- G. The Service Charges specified in Section A4. for residence service apply to the service connection, move and change of DCS. Time and Material Charges apply to all customer-requested installations, moves, changes, removals, rearrangements, and maintenance of premises wiring performed by the Company on the customer's premises, except as excluded or otherwise provided for in Section A4.
- H. DCS lines may be temporarily suspended, at the educational institution's request, subject to the terms and conditions specified for the temporary suspension of individual line residence service in A2.3.16.
- I. The rates and charges specified for DCS lines in A13.13.3 following do not include listings in the alphabetical section of the **Company's Listing Information System** of the Company. With the consent of the educational institution, listings for DCS are furnished at the same rates and charges specified for residence additional listings in A6.6. (T)
- J. With the consent of the educational institution, DCS extension stations will be provided only within the same dormitory room or suite or other residential quarters as the associated DCS line and will be furnished at the same rates and charges as specified for residence extension service in Section A3.
- K. Subject to the availability and type of DCS central office equipment provided and with the consent of the educational institution, DCS lines may be equipped for Touch-Tone Calling Service and/or Custom Calling Service at the same rates and charges as specified for such services on residence individual lines in Section A13.
- L. Where the DCS central office equipment has ESSX-1 Service capabilities, and at the request of the educational institution, tie lines will be furnished at additional charges between the switching system of the educational institution and the DCS central office equipment subject to the conditions specified in M. following.
- M. Where tie lines are provided, the education institution's stations are not permitted access to exchange and toll connections via the DCS central office equipment. At the option of the educational institution, DCS lines may be permitted access to exchange and toll connections via the educational institution's switching system.
- N. DCS calls to Directory Assistance Service are subject to the terms and conditions specified for such service furnished to residence individual lines in A3.12.
- O. The initial contract period for each DCS line is the same as the initial contract period specified for residence individual line service as specified in A2.3.8.
- P. Presubscription of a Carrier of Preference is required as specified in Section E13 of the Intrastate Access Service Tariff and Section 13 of the Interstate Access Service Tariff.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.13 Dormitory Communications Service (Cont'd)

#### A13.13.3 Rates and Charges

- A. DCS Lines, each
  - 1. Apply same rates and charges as specified in Section A3. for residence individual line service in the exchange in which the DCS central office is located.
  - 2. End User charges as specified for Residential Service in the End User Access Service Section of the Intrastate and Interstate Access Service Tariffs apply as appropriate.
- B. Tie Lines and Tie Line Terminals
  - 1. Tie Lines
    - a. Apply same rates and charges as specified in Section A13. for Tie Lines between the educational institution's switching system and the DCS central office.
  - 2. Tie Line Terminals, each
    - a. At the educational institution's switching system apply appropriate rates and charges depending on type of switching system utilized.
    - b. At the DCS central office apply same rates and charges as specified for ESSX-1 service Tie Line Terminal (USOC: ESJ).

### A13.14 Long Distance Trunk Service (Toll Terminals)

#### A13.14.1 General

- A. Long distance trunks are facilities which are arranged for access to toll switchboard positions or the direct distance dialing network.
- B. Long distance trunk service is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of the facilities. Further, access to the IDDD network as provided in A13.14.2.A.3. following is furnished only from central offices which provide IDDD with basic exchange service.
- C. Long distance trunk service is available to customers who have a requirement for placing a large amount of outgoing long distance toll messages.
- D. This service is not intended for the completion of incoming toll messages, local exchange messages or messages of any nature other than long distance.
- E. Long distance trunk service telephone numbers will not be listed in the *Company's Listing Information System*. (T)
- F. The Three-Way Custom Calling Feature is available with this service as specified in A13.9.3.D.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.14 Long Distance Trunk Service (Toll Terminals) (Cont'd)

#### A13.14.2 Rates

##### A. Long Distance Trunks

1. Long distance trunks arranged for connection to toll switchboard positions.

		Installation Charge \$-	Monthly Rate \$-	USOC TTT
2.	Long distance trunks arranged for connection to either toll switchboard positions or the DDD network.	-	-	TTTXA
3.	Long distance trunks arranged for connection to either toll switchboard positions, the DDD network or the IDDD network.	-	-	TTTXB
	(a) Each <sup>1,2</sup>			

### A13.15 (DELETED)

(D)

**Note 1:** Service Charges as specified in Section A4 will apply.

**Note 2:** Monthly Rates will be equivalent to the Business Message Rate Trunk Charges as specified in Section A3 preceding less a credit for the allowed local messages at the local message rate specified in A3.2.2.B.4., A3.2.2.B.5. and A3.2.2.B.6.

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.15 (DELETED) (Cont'd)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.15 (DELETED) (Cont'd)**

(D)

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.15 (DELETED) (Cont'd)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.15 (DELETED) (Cont'd)**

(D)

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.15 (DELETED) (Cont'd)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.15 (DELETED) (Cont'd)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.15 (DELETED) (Cont'd)**

(D)

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.15 (DELETED) (Cont'd)**

(D)

**A13.16 Reserved for Future Use**

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

(O)(T)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.18 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.18 (DELETED) (Cont'd)**

(D)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.18 (DELETED) (Cont'd)

(D)

### A13.19 TouchStar Service

#### A13.19.1 Applications

- A. TouchStar service is a group of central office call management features offered in addition to basic telephone service. TouchStar service consists of the following features:

#### A13.19.2 Definitions of Feature Offerings

- A. Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call.

Where facilities permit, upon activation of the feature, the customer will receive a voice announcement stating that Call Return has been accessed. In addition, the announcement will provide the Directory Number (DN) of the last incoming call. In some locations, the date and time of receipt of the call will also be provided. The Call Return user will then be prompted to enter an additional digit to continue with the feature activation, or to hang up to abort the activation.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(T)

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

##### A. Call Return (Cont'd)

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

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

If the last incoming call originated from a telephone where delivery of the number was suppressed, either via per call or per line blocking, that number will not be available for voicing-back to the Call Return customer.

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

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

(T)

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

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

##### B. Repeat Dialing

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

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

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

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

(T)

*Personalized Ring 6* provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers.

(T)

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

If the customer subscribes to Call Waiting in A13.9.1.A.3 and a call is received from a telephone number on the *Personalized Ring 6* screening list while the line is in use, the Call Waiting tone will also be distinctive.

(T)

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

(T)

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

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(T)

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

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

(T)

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

(T)

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

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

##### E. Call Block

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

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

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

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

##### F. Call Tracing

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

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact *their local law enforcement agency* for further action. The customer is not provided the traced number.

(C)

Only calls from within the same TouchStar service capable area are traceable using Call Tracing.

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

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

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

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

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

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

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

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

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

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

(C)

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

A maximum of fifteen characters is allowed for transmission of the Directory Name.

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

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

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

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

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

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

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

If the incoming call is from a caller served by a PBX, only the main listed name and number of the PBX will be transmitted and available for display.

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

This feature enables customers to prevent the transmission of their Directory Number and/or Directory Name on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is in operation on a continuous basis. A service order is required to establish or remove this feature.

The transmission of the Directory Number and/or Directory Name can be temporarily enabled on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to allow transmission of the Directory Number and Directory Name information.

Calling Number Delivery Blocking - Permanent is available to certain customers as described in A13.19.3.A.9 at no charge.

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

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(T)

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

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

This feature allows a customer to temporarily prevent the transmission of that customer's Directory Number and/or Directory Name and thus control their availability to the called party.

The transmission of the Directory Number and/or Directory Name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name.

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

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

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

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

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

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

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

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

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

##### M. *Anonymous Call Blocking a.k.a.* Anonymous Call Rejection

(T)

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

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

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

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

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(T)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

P. BusyConnect

BusyConnect is an optional network feature which will be available in central offices where facilities permit on a usage basis. Presubscription will not be required and billing will be incurred on a per use basis. (N)

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

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

A. The following limitations apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. Per use Call Return, per use Repeat Dialing, denial of per use Call Return and denial of per use Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.
3. TouchStar service features are available to single- and multi-line residence and business customers unless otherwise specified following. TouchStar services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect will not work with rotary dial in most offices. Caller ID – Basic<sup>1</sup> and Caller ID are available to single and multi-line residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or Centrex service customers. Caller ID - Basic, Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking (BCLID) cannot be provisioned for: Basic 911, FCO, FX, or customers requesting Dual Service arrangements.
4. TouchStar service basic features cannot be provisioned with party-line service, Toll Terminals, Trunks, or some Remote Switching Locations.
5. Appropriate Service Charges apply except during Company designated periods of special promotion. Applicable Service Charges will be waived for the following situations: Upgrades from Caller ID - Basic to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management; upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management and upgrades from Enhanced Caller ID to Enhanced Caller ID with Call Management. The Service Charge waiver will apply to situations in which the upgrade is the only service order activity.
6. (DELETED)
7. (DELETED)
8. Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features.
9. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-Published Listing Service as described in Section A6. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of *the Company's* network and calls carried over facilities that do not transmit Caller ID information.
10. Calling number Delivery Blocking - Permanent is available at no charge to the following customer groups:
  - a. Law enforcement and crisis intervention agencies as follows:
 

The agency should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency and;

The agency should establish that the forwarding of numbers/names through Caller ID - Basic, Caller ID, or Call Tracking would seriously impair or prevent it from performing its business and;

The agency should establish that no reasonable offering by the Company, other than blocking, will protect its desired anonymity.

The head of the agency must submit written certification on official letterhead to local Company management citing the need for blocking when the aforementioned conditions are met. The Company's limits of liability are described in A2.5.1.
  - b. Subscribers of non-published (private) listing and non-listed (semi-private) listing services as described in Section A6.

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

(N)

(C)

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.19.3 Terms, Conditions and Limitations of Service (Cont'd)

A. The following limitations apply: (Cont'd)

11. Telephone numbers/names transmitted via Caller ID – Basic<sup>4</sup>, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited.
12. Calling party information via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking are not available on operator handled calls.
13. The Company's liability arising out of the provision of any Touchstar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
14. TouchStar service features are not available on trunks except as specifically noted in 2.
15. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
16. Per use Call Return, Repeat Dialing, denial of per use Call Return and denial of per use Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

#### A13.19.4 Rates and Charges

A. Residence - Individual Features

		Nonrecurring Charge	Monthly Rate	USOC	
(1)	Call Return <sup>1</sup>		\$11.99	NSS	(I)
	(a) Per line	-		NA	
	(b) Per use	\$2.00	-	BCR	
	(c) Denial of per use <sup>2</sup>	-	-		
(2)	Repeat Dialing <sup>1</sup>		11.99	NSQ	(I)
	(a) Per line			NA	
	(b) Per use	2.00	-	BRD	
	(c) Denial of per use <sup>2</sup>	-	-		
(3)	BusyConnect <sup>3</sup>			NA	
	(a) Per use	2.00	-		
(4)	Personalized Ring 6		7.00	NSK	
	(a) Per line				
(5)	Selective Call Forwarding		7.00	NCE	
	(a) Per line				
(6)	Call Block		11.99	NSY	(I)
	(a) Per line				
(7)	Call Tracing		7.00	NST	
	(a) Per line				
(8)	(DELETED)				

**Note 1:** Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

**Note 2:** Denial of per use Call Return and denial of per use Repeat Dialing should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

**Note 3:** Denial of per use BusyConnect can be obtained using the Repeat Dialing denial of per use USOC BRD.

**Note 4:** Effective August 1, 2017, Caller ID – Basic is no longer available to residence subscribers.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

##### A. Residence - Individual Features (Cont'd)

		Monthly Rate	USOC	
(9) Caller ID				
(a) Per line (Includes single lines, Multi-Line Hunt Groups, and lines in rotary arrangements)		\$11.99	NXMCR	(I)
(10) (DELETED)				
(11) Anonymous Call Blocking				
(a) Per line		7.00	HBY	
(12) Calling Number Delivery Blocking Permanent <sup>1</sup>				
(a) Per line (chargeable)		2.00	NOBPC	
(13) Calling Number Delivery Blocking - Permanent (Non-Published and Non-Listed Customers)				
(a) Per line			-	NOBPP

##### B. Business - Individual Features

		Nonrecurring Charge	Monthly Rate	USOC
(1) Call Return <sup>2</sup>				
(a) Per line		-	\$7.00	NSS
(b) Per use		\$2.00	-	NA
(c) Denial of per use		-	-	BCR
(2) Repeat Dialing <sup>2</sup>				
(a) Per line		-	7.00	NSQ
(b) Per use		2.00	-	NA
(c) Denial of per use		-	-	BRD
(3) BusyConnect <sup>3</sup>				
(a) Per use		2.00	-	NA
(4) Call Selector			Monthly Rate	USOC
(a) Per line			\$6.50	NSK
(5) Preferred Call Forwarding				
(a) Per line			6.00	NCE
(6) Call Block				
(a) Per line			6.50	NSY
(7) Call Tracing				
(a) Per line			6.50	NST

**Note 1:** Denial of per use Call Return, denial of per use Repeat Dialing and Calling Number Delivery Blocking - Permanent should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

**Note 2:** Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

**Note 3:** Denial of per use BusyConnect can be obtained using the Repeat Dialing Denial of per use USOC BRD.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

		Monthly Rate	USOC
(8) Caller ID - Basic			
(a) Per line (Includes single lines, Multi-Line Hunt Groups, and lines in rotary arrangements)		\$11.00	NSD
(9) Caller ID – Deluxe (with ACR)			
(a) Per line (Includes single lines, Multi-Line Hunt Groups, and lines in rotary arrangements)		14.50	NXMCR
(10) Caller ID - Deluxe (without ACR)			
(a) Per line per Multi-Line Hunt Group arrangement		14.50	NXMMN
(11) (Obsoleted, See Section A113)			
(12) Enhanced Caller ID (with ACR)			
(a) Per line		17.00	NXECR
(13) Enhanced Caller ID With Call Management (with ACR and Call Forwarding Don't Answer) <sup>1</sup>			
(a) Per line		17.00	NCACR
(14) Enhanced Caller ID With Call Management (with ACR)			
(a) Per line		17.00	N1ACR

**Note 1:** Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA are in A13.9. (T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

###### (15) Calling Number Delivery Blocking - Permanent<sup>1</sup>

	Monthly Rate	USOC
(a) Per line, special agency (no charge) <sup>2</sup>	\$ -	NOB
(b) Per line (no charge) (Non-Published and Non-Listed Customers)	-	NOBPP
(c) Per line (chargeable)	2.00	NOBPC

##### C. Per Subscription

###### 1. Business PBX or MLHG

- a. Call Tracking-Bulk Calling Line Identification (BCLID)
  - (1) Per Line/Trunk Arrangement<sup>3</sup>

	Nonrecurring Charge	USOC
(a) Per DID arrangement	\$500.00	NXB
(b) Per Non-DID arrangement	500.00	NXK
(2) Per Calling-Number-Delivered Usage Charge		
Quantity of Calls	Rate Per Call	USOC
(a) First 50,000	\$.03	NA
(b) 50,001 - 400,000	.02	NA
(c) Over 400,000	.01	NA

**Note 1:** Denial of per use Call Return, denial of per use Repeat Dialing and Calling Number Delivery Blocking - Permanent should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

**Note 2:** This feature is only available as specified in A13.19.3.A.10. preceding.

**Note 3:** The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line *Guidebook*, Section B3. (T)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

#### **A13.19.4 Rates and Charges (Cont'd)**

D. (Obsoleted, See Section A113.)

(O)(T)

### **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, non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and 800 calling.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.20 Customized Code Restrictions (CCR) (Cont'd)

#### A13.20.1 General (Cont'd)

- B. Customized Code Restrictions will be available to basic exchange customers with Individual Line Residence Service, Business Service or PBX Trunks in either Flat Rate, Message Rate or Measured Rate environment.
- 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. (C)
- E. It shall be the responsibility of the subscriber to notify all authorized users of this service that it is impossible to reach the operator using the restricted telephone.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.20 Customized Code Restrictions (CCR) (Cont'd)

#### A13.20.1 General (Cont'd)

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

#### A13.20.2 Customized Code Restrictions Options<sup>1</sup>

##### A. CCR Dialing Plan

###### 1. Option #1

###### Restricted Codes

Operator 0-

Operator 0+

DDD 1+

1+900

1+555-1212 and 1+NPA-555-1212

411

Intl 01

IDDD 011+

**Note 1:** The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.20 Customized Code Restrictions (CCR) (Cont'd)

#### A13.20.2 Customized Code Restrictions Options<sup>1</sup> (Cont'd)

- A. CCR Dialing Plan (Cont'd)
  - 2. Option #2
    - Restricted Codes
      - Operator 0-
      - Operator 0+
      - Intl* 01
  - 3. Option #3
    - Restricted Codes
      - Operator 0-
      - Operator 0+
      - DDD 1+
      - 1+900
      - 1+555-1212 and 1+NPA-555-1212
      - Intl* 01
      - IDDD 011+
  - 4. Option #4
    - Restricted Codes
      - 1+900
  - 5. Option #5 for business customers only
    - Restricted Codes
      - 101XXXX

**Note 1:** The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### **A13.20 Customized Code Restrictions (CCR) (Cont'd)**

#### **A13.20.3 Rates and Charges**

A. The following rates and charges are for Customized Code Restrictions only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

1. Option #1

		<b>Nonrecurring</b>	<b>Monthly</b>	
		<b>Charge</b>	<b>Rate</b>	<b>USOC</b>
	(a) Residence Line, each	\$10.00	\$6.00	CREX1
	(b) Business Line, each	10.00	5.95	CREX1
	(c) PBX Trunk, each	10.00	5.95	CREX1
2. Option #2				(I)
	(a) Residence Line, each	10.00	4.95	CREX2
	(b) Business Line, each	10.00	5.95	CREX2
	(c) PBX Trunk, each	10.00	5.95	CREX2
3. Option #3				
	(a) Residence Line, each	10.00	4.95	CREX3
	(b) Business Line, each	10.00	5.95	CREX3
	(c) PBX Trunk, each	10.00	5.95	CREX3
4. Option #4				
	(a) Residence Line, each	-	-	CREX4
	(b) Business Line, each	-	-	CREX4
	(c) PBX Trunk, each	-	-	CREX4
5. Option #5 for business customers only				
	(a) Business Line, each	-	1.50	RTV1L
	(b) PBX Trunk, each	-	1.50	RTV1L

### **A13.21 Reserved for Future Use**

### **A13.22 Reserved for Future Use**

### **A13.23 Reserved for Future Use**

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.23 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.23 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.23 (DELETED)**

(D)

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.23 (DELETED)**

(D)

**A13.24 Reserved for Future Use****A13.25 Reserved for Future Use****A13.26 Reserved for Future Use****A13.27 Reserved for Future Use****A13.28 Reserved for Future Use****A13.29 Reserved for Future Use**

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.30 Reserved for Future Use

### A13.31 Reserved for Future Use

### A13.32 Reserved for Future Use

### A13.33 Multi-Feature Discount Plan

#### A13.33.1 Description

A. The Multi-Feature Discount Plan is a packaging option which offers business customers reduced monthly rates on selected optional network vertical services when a minimum purchase requirement of two features is met. Features included in the Multi-Feature Discount Plan are as follows:

##### Custom Calling Services

Call Waiting  
Call Forwarding Variable  
Three-Way Calling  
**(DELETED)** (D)  
Speed Calling (30 code)  
Call Forwarding Busy Line  
Call Forwarding Don't Answer  
Call Forwarding Don't Answer - Ring Control  
Customer Control of Call Forwarding Busy Line  
Customer Control of Call Forwarding Don't Answer  
Remote Access - Call Forwarding Variable  
Call Waiting ID  
Three-Way Calling with Transfer

##### Prestige Communications Service

User Transfer/Conferencing<sup>1</sup>  
User Transfer/Conferencing/Call Pickup<sup>1</sup>  
User Transfer/Conferencing/Call Pickup/Call Hold<sup>1</sup>  
User Transfer/Conferencing/Call Hold<sup>1</sup>  
Speed Calling 6  
Speed Calling 30  
Call Waiting  
Call Forwarding Variable  
Call Forwarding Don't Answer  
Call Forwarding Busy Line

**Note 1:** Basic Feature Group considered as single feature for determination of applicable discount.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.33 Multi-Feature Discount Plan (Cont'd)

#### A13.33.1 Description (Cont'd)

##### A. (Cont'd)

###### **RingMaster Service**

RingMaster I  
RingMaster II

###### **TouchStar Service**

Call Return  
Repeat Dialing  
Call Tracing  
Call Block  
Selective Call Forwarding  
Personalized Ring 6  
Caller ID - Basic  
Caller ID  
Anonymous Call Blocking  
Enhanced Caller ID

###### **Area Plus Service<sup>1</sup>**

#### A13.33.2 Terms, Conditions and Limitations

- A. All existing *terms, conditions* and limitations described in A12.6, A13.9, A13.19 and A13.34 applicable to the individual features listed in A13.33.1 remain in effect. (T)
- B. Discounts are applicable on a per line basis. In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- C. Appropriate Service Charges apply except during Company designated periods of special promotion.
- D. (DELETED)
- E. (DELETED)
- F. Multi-Feature Discount Plan credit can be suspended as specified in A2.3.16. During the period of suspension, no recurring credit applies.
- G. This plan is not available for Area Plus service lines with the Complete Choice option or for Complete Choice service lines.
- H. This plan is not available for customers subscribing to AT&T Business Local Calling (BLC).

**Note 1:** Only included in discount plan for customers with a minimum of four other Multi-Feature Discount Plan eligible services.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.33 Multi-Feature Discount Plan (Cont'd)

#### A13.33.3 Range of Discounts - Monthly

- A. (DELETED) (D)
  - 1. (DELETED) (D)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.33 Multi-Feature Discount Plan (Cont'd)

#### A13.33.3 Range of Discounts - Monthly (Cont'd)

(M)

##### B. Business

###### 1. Number of Features

		Monthly Discount	USOC	
(a)	2	.50	MFD2X	(C)
(b)	3	1.00	MFD3X	(C)
(c)	4	1.50	MFD4X	(C)
(d)	5	2.00	MFD5X	(C)
(e)	6	2.00	MFD6X	(C)
(f)	7	2.00	NFD7X	(C)
(g)	8	2.00	MFD8X	(C)
(h)	9	2.00	MFD9X	(C)
(i)	10	2.00	MFD1A	(C)
(j)	11	-	MFD11	(C)
(k)	12	-	MFD12	(C)
(l)	13	-	MFD13	(C)
(m)	14	-	MFD14	(C)
(n)	15	-	MFD15	(C)
(o)	16	-	MFD16	(C)
(p)	17	-	MFD17	(C)
(q)	18	-	MFD18	(C)
(r)	19	-	MFD19	(C)
(s)	20	-	MFD2A	(C)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.34 RingMaster Service

#### A13.34.1 General

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

#### A13.34.2 Terms and Conditions

- A. This service is available to individual line residence and business customers.
- B. The service is not compatible with ESSX service, PBX trunk service, obsolete Prestige Communications service, Personal Paging service, customer provided public telephone service, lines equipped with multi-line hunting arrangements or foreign exchange service. RingMaster service may not be compatible with all types of customer provided telephone equipment, customer premises switching or key equipment.
- C. RingMaster service is provided subject to the availability of facilities. Additionally, RingMaster II service may not be available in all central offices equipped to provide RingMaster I service.
- D. RingMaster service subscribers will be entitled to one white page listing with each RingMaster service number. Listings for RingMaster service are subject to terms and conditions specified in Section A6. for listings. Other listings will also be provided under the terms and conditions described in Section A6. (T)
- E. All telephone numbers associated with a line equipped with RingMaster service must originate from the same central office switching machine.
- F. When establishing RingMaster service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
  1. All telephone numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
  2. The main telephone number only will be forwarded when Call Forwarding service is activated. The additional RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
- G. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of RingMaster service.
- H. This Guidebook sets forth the rates for RingMaster service as described in A13.34.3.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.34.2 Terms and Conditions (Cont'd)

- I. Notification of existing customers will be as follows: (a) rate increases - thirty day advance notification, (b) rate decreases - notification coincident with price adjustment.
- J. Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features.
- K. RingMaster service can be suspended as specified in A2.3. During the period of suspension, no recurring charge applies.

#### A13.34.3 Rates

		Monthly Rate	USOC	
<b>A.</b>	Residence			
1.	RingMaster I			
	(a)	One additional number with distinctive ringing, per line	\$11.99	DRS
2.	RingMaster II			
	(a)	First additional number with distinctive ringing, per line	11.99	DRS1X
	(b)	Second additional number with distinctive ringing, per line <sup>1</sup>		DRS2X
<b>B.</b>	Business			
1.	RingMaster I			
	(a)	One additional number with distinctive ringing, per line	8.00	DRS
2.	RingMaster II			
	(a)	First additional number with distinctive ringing, per line	11.00	DRS1X
	(b)	Second additional number with distinctive ringing, per line <sup>1</sup>		DRS2X

### A13.35 Reserved for Future Use

### A13.36 Reserved for Future Use

### A13.37 Reserved for Future Use

### A13.38 Reserved for Future Use

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

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.39 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.39 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.39 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.39 (DELETED)**

(D)

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

**A13.40 Reserved for Future Use**

**A13.41 Reserved for Future Use**

**A13.42 Reserved for Future Use**

**A13.43 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.43 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.43 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.43 (DELETED)**

(D)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.43 (DELETED)

(D)

### A13.44 Reserved for Future Use

### A13.45 Reserved for Future Use

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

#### A13.46.1 General

- A. Simplified Message Desk Interface (SMDI) is a feature that provides an interface to a customer-provided message system. Call related information is passed to the customer's message system via a data link from the central office to the customer's premises. This information includes the originating telephone number (intra-office only), called telephone number, and the reason for forwarding the call (busy or don't answer).

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.46 Simplified Message Desk Interface (SMDI) (Cont'd)

#### A13.46.1 General (Cont'd)

B. SMDI has the capability to activate and deactivate Message Waiting Indication - Audible and Visual (see A13.47) on an end user's line on an intra-office basis.

#### A13.46.2 Terms and Conditions

(T)

A. SMDI is furnished only from central offices which have been arranged to provide this feature. The feature is provided subject to the availability of facilities.

B. When calls are forwarded multiple times within the serving central office, the following options are available to determine which called number is delivered to the subscriber's voice messaging equipment.

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

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

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

SWITCH TYPE	TYPE CALLED NUMBER DELIVERED
1AE55	RDN only
DMS-100	RDN or OCDN
5ESS	RDN or OCDN
EWSD	RDN or OCDN

#### A13.46.3 Rates and Charges

A. Applicable Service Charges as specified in Section A4. will be incurred in addition to the rates and charges following. (T)

B. Features

1. Simplified Message Desk Interface (SMDI)

	Monthly Rate	USOC
(a) Per Link - Analog (1200 bps) <sup>1</sup>	\$ 150.00	AVA
(b) Per Link - Analog (2400 bps) <sup>1</sup>	500.00	AVCA2
(c) Per Link - Analog (4800 bps) <sup>1</sup>	700.00	AVCA4
(d) Per Link - Analog (9600 bps) <sup>1</sup>	950.00	AVCA9
(e) Per Link - Digital (9600 bps) <sup>2</sup>	1,050.00	AVCD9

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

**Note 2:** Rate includes I/O Port, wiring, modem and Network Interface in the central office. Appropriate SynchroNet service Charges also apply.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.47.1 General

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

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

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

(T)

#### A13.47.3 Rates and Charges

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

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

### A13.48 Reserved for Future Use

### A13.49 Surrogate Client Number

#### A13.49.1 General

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

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.49 Surrogate Client Number (Cont'd)

#### A13.49.2 Rates and Charges

A. Applicable Service Charges as specified in Section A4 will be incurred in addition to B. (T)

B. Surrogate Client Number

(1) Per Telephone Number

	Monthly Rate	USOC SMV	(I)
(a) Each	\$4.00		

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.50.1 Service Description

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

#### A13.50.2 Service Limitations

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

(T)

#### A13.50.3 Terms and Conditions

- A. Under certain conditions, it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary and if circumstances permit, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for service preemption will adhere to the provisions appearing in A2.5.
- B. No charge applies when a TSP designation is discontinued.

(T)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(T)

C. With the exception of credit information, a customer obtaining TSP System service acknowledges and consents to the provision of certain customer service details by the Company to the Federal Government to allow for the proper maintenance and administration of the TSP System. That information includes but is not necessarily limited to:

- Confirmation of completed TSP service orders directly to the Director, Office of Emergency Communications (OEC);
- Verification of installation and/or restoration priority level assignment(s) with the Director, OEC;
- Reconciliation of TSP service information with the Director, OEC, or the customer (prime service vendor).

#### A13.50.4 Definitions

##### National Security Emergency Preparedness (NSEP) Services

NSEP services are telecommunications services that are used to maintain a state of readiness or to respond to and manage any events or crises (local, national or international) which causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the NSEP posture of the United States.

##### Office of Emergency Communications (OEC)

The OEC is responsible for the day-to-day operations of the TSP System. This includes maintaining a twenty-four hour point-of-contact to handle emergency provisioning requests, assigning priority levels and Authorization Codes and maintaining data on TSP assignments.

##### Prime Vendor

The service vendor from whom the service user or its authorized agent orders service.

##### Priority Installation (PI)

Provisioning, on a priority basis, of a new TSP service authorized as so urgent that it must be provided earlier than the Company's standard provisioning interval.

##### Priority Restoration (PR)

Restoration, on a priority basis, of an existing TSP service for which any interruption would have serious adverse impact on the supported NSEP function.

##### Subcontractor

The service vendor from whom the prime vendor obtains service for the completion of the prime vendor's end-to-end service.

##### Telecommunications Service Priority (TSP) System

TSP is a structured coding scheme that establishes the order in which NSEP services are to be installed or restored in the event of an emergency. The TSP System was developed to ensure priority treatment of the nation's most important telecommunications services.

##### TSP Authorization Code

A twelve character code that identifies an NSEP TSP service and denotes the order in which that service is to be provisioned (installed) and/or restored.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.50.5 TSP Rate Categories

- A. There are two basic rate categories which apply to TSP System service:
  - 1. Priority Installation
  - 2. Priority Restoration
    - Level Implementation
    - Level Change
    - Maintenance/Administration
- B. Certain activities associated with the TSP System are included in the rate elements as follows:
  - 1. Priority Installation includes order coordination.
  - 2. Priority Restoration includes system development, verification and confirmation.

#### A13.50.6 Rates and Charges

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

a. Priority Installation (PI)

(1) Per line or trunk

	Nonrecurring Charge	Monthly Rate	USOC P1APX
(a) Prime vendor	\$42.00	\$-	
(b) Subcontractor	42.00	-	P1ASX
b. Priority Restoration (PR)			
(1) Level Implementation, per line or trunk			
(a) Prime vendor	65.00	-	PR5PX
(b) Subcontractor	65.00	-	PR5SX
(2) Level Change, per line or trunk			
(a) Prime vendor	65.00	-	PR8PX
(b) Subcontractor	65.00	-	PR8SX
(3) Maintenance/Administration, per line or trunk			
(a) Prime vendor	-	3.75	PR9PX
(b) Subcontractor	-	3.75	PR9SX

### A13.51 (DELETED)

(D)

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.51 (DELETED) (Cont'd)**

(D)

**A13.52 Reserved for Future Use**

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.53 Multiline Hunt Queuing

#### A13.53.1 Definitions

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

#### A13.53.2 Rates and Charges

- A. Central Office Feature Options

- 1. Queuing

	Nonrecurring Charge	Monthly Rate	USOC
(a) Per Multiline Hunt Group	\$130.00	\$7.00	QLMHG
(b) Per Multiline Hunt Group with Delay Announcement	330.00	33.00	QLHDA
(c) Per Multiline Hunt Group with Call Waiting Lamps	190.00	16.00	QLHCW
(d) Per Multiline Hunt Group with Delay Announcement and Call Waiting Lamps	380.00	41.00	QLHGD
(e) Per Line Arranged for Queuing	1.00	-	QSC
(f) Per Queue Slot	13.00	-	QSCPQ
(g) Delay Announcement, Per Channel	110.00	21.00	BEXPC
(h) Delay Announcement, Per Trunk	101.00	5.00	BEXPT
(i) Music after Delay Announcement, Per Channel <sup>1,2</sup>	93.00	24.00	BE2PC
(j) Music after Delay Announcement, Per Trunk	86.00	13.00	BE2PT
(k) Call Waiting Indication, Per Unique Timing State <sup>1,2</sup>	47.00	9.00	A7G

### A13.54 Reserved for Future Use

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

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

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.55 Reserved for Future Use

### A13.56 Hot Line Service

#### A13.56.1 General

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

#### A13.56.2 Rates and Charges

- A. Hot Line Service

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

- 1. Per Individual Line

		Nonrecurring Charge	Monthly Rate	USOC HLS	
(a)	Residence	\$2.00	\$.50	HLS	
(b)	Business	2.00	71.00	HLS	(I)

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

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.57 Warm Line Service (Obsoleted, See Section A113) (Cont'd)**

**A13.58 (DELETED)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.58 (DELETED) (Cont'd)**

(D)

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.58 (DELETED) (Cont'd)**

(D)

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.59 Reserved For Future Use**

**A13.60 (DELETED)**

(D)

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.61 (DELETED)**

(D)

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.62 (DELETED)**

(D)

**A13.63 Reserved for Future Use****A13.64 Reserved for Future Use****A13.65 Reserved for Future Use****A13.66 Reserved for Future Use****A13.67 Reserved for Future Use****A13.68 Reserved for Future Use****A13.69 Reserved for Future Use**

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## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.70 (DELETED)**

(D)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.71 Reserved for Future Use

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

#### A13.72.1 General

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

#### A13.72.2 Terms and Conditions

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.72.3 Rates and Charges

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

#### B. Features

1. Inter-Switch Simplified Message Desk Interface - Analog<sup>1</sup>

	Monthly	USOC
	Rate	AVBL1
(a) Per Link (1200 bps)	\$ 2,675.00	AVBL1
(b) Per Link (2400 bps)	3,055.00	AVBL2
(c) Per Link (4800 bps)	4,025.00	AVBL4
(d) Per Link (9600 bps)	5,825.00	AVBL9

2. Inter-Switch Simplified Message Desk Interface – Digital<sup>2</sup>

((a) Per Link (9600 bps))	6,280.00	AVBD9
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3. SS7 Point Code for MWI

	Nonrecurring	USOC
	Charge	AVBLM
(a) Per Point Code	\$6,800.00	AVBLM

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

**Note 2:** Appropriate SynchroNet service charges apply.

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

**A13.73 Reserved For Future Use**

**A13.74 Reserved For Future Use**

**A13.75 Reserved For Future Use**

**A13.76 (DELETED)**

(D)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.77.1 Definition of Service

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

Call Forwarding Don't Answer or Call Forwarding Don't Answer – Ring Control

Call Forwarding Busy Line and/or Star 98 Access

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

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

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

A. The following *terms, conditions* and limitations apply:

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

#### A13.77.3 Rates and Charges

A. The Voice Mail Calling Features Package is offered at the following rate:

1. Per line equipped

	Monthly Rate	USOC
(a) Residence	\$2.00	S98PK
(b) Business	9.75	S98CP

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.78 (DELETED)

(D)

### A13.79 211 Dialing Service

#### A13.79.1 General

- A. 211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas, with *the* Company for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105 and Section 1-11-770 of the South Carolina Code of Law. (T)
- B. 211 is available in **AT&T** Territory only. To provide access to a 211 number to end users in an independent company territory or to a CLECs end users within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. (T)
- C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in A3.5, 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 number in the merged local calling area. (T)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

- I. (DELETED)
- J. (DELETED)
- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in A13. preceding.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber.

(C)

#### A13.79.2 Service Requirements and Conditions

- A. All 211 providers must be certified by the State Budget and Control Board as directed in Section 1-11-770 of the South Carolina Code of Law. The State Budget and Control Board will allocate 211 numbers.

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

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

- B. (DELETED)
- C. (DELETED)
- D. Only one 7 or 10-digit local number or one 10-digit local toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same one 7 or 10-digit local number or one 10-digit local toll free number. Appropriate rates from Sections A3. and A4., will apply. (T)
- E. The 211 Dialing Service is provided where facilities permit.
- F. The 211 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing 211.
- G. The 211 subscriber should work separately with competing local exchange providers to ascertain that its end user customers will be able to reach community information and referral services provided by dialing 211.
- H. 211 will be provided under the following conditions.
  - 1. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
  - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during busy hours for 211 Dialing Service. (T)
  - 3. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - 4. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. Unless otherwise specifically provided in this *Guidebook*, the Company shall be authorized to disconnect any service provided to the 211 subscriber utilized, directly or indirectly, with the 211 Dialing Service which fails to comply with *terms* and conditions set forth herein, upon five (5) days notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the 211 subscriber is in compliance with *terms* and conditions of the *guidebooks*. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company. (T)
  - 5. Suspension of 211 Dialing Service as covered in Section A2. is not applicable for this service. (T)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

**H.** 211 will be provided under the following conditions. (Cont'd)

6. The 211 subscriber shall respond promptly to any and all complaints lodged with any *governing body* against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service. (T)

7. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

**I.** If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply.

1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.

2. 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.

3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

5. The 211 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)

**J.** The Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

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

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

**A** In those instances where a CLEC provides 211 access to its end user within the local calling area, terms and conditions for 211 Dialing Service are as defined in the appropriate Interconnection Agreement.

1. For purposes of providing a CLEC end user access to the 211 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 211 provider serving the local calling area.

2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.79.4 Rates and Charges

##### A. Application of Rates

1. A Service Establishment charge shall apply per basic local calling area.
2. 211 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
3. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates.
4. A Central Office Activation charge will apply per central office switch translated to the lead number.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 211 Dialing Service, per central office switch within the basic calling area.

##### B. Charges applicable to the 211 Dialing Service Subscriber

###### 1. Service Establishment Charge

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

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

#### A13.80.1 General

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

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

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

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.80.1 General (Cont'd)

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

#### A13.80.2 Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the South Carolina Public Service Commission, for the assignment of the 711 code.
- B. Once the 711 Dialing Code has been assigned and the subscriber has provided the Company the appropriate toll free number, implementation of the 711 Dialing Code will begin on or after April 30, 2001. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order.  
If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.
- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or **governing body** and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement. (T)
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

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

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

- J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Guidebook. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

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

- A. In those instances where a CLEC provides the 711 to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.
  1. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
  2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

### 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 Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.5, 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. Listings may be provided for 511 at rates, terms and conditions as specified in Section A6.

(T)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.81.1 General (Cont'd)

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 or Collect Calls)<sup>1</sup>
- Inmate Service
- 101XXXX
- Cellular - Type 2A

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

I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.

J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13. preceding.

L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber.

(C)

#### A13.81.2 Service Requirements and Conditions

A. All requests for 511 must be submitted in writing to the South Carolina Public Service Commission. The Commission will allocate the 511 code in the specified BLCAs based upon requirements and/or standards established by the FCC.

B. Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

C. The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate rates for the establishment of the new access arrangement.

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., will apply. (T)
- E. The 511 Dialing Service is provided where facilities permit.
- F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.
- H. 511 will be provided under the following conditions.
  - 1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
  - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
  - 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - 4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. Unless otherwise specifically provided in this *Guidebook*, the Company shall be authorized to disconnect any service provided to the 511 subscriber utilized, directly or indirectly with 511, which fails to comply with *terms* and conditions set forth herein, upon five (5) days notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the 511 subscriber is in compliance with *terms* and conditions of the *guidebooks*. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company. (T)
  - 5. Suspension of 511 as covered in Section A2. is not applicable for this service.
  - 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
  - 7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service. (T)
- I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
  - 1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.
  - 2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
  - 3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  - 4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 5. The 511 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

- J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

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

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

#### A13.81.4 Rates and Charges

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

	<b>Nonrecurring</b>	
	Charge	USOC
(a) Per Basic Local Calling Area	\$389.90	511ES
  - 2. Central Office Activation
 

(a) Per Central Office	<b>150.00</b>	511CC
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  - 3. Change of Point-to Number by Subscriber
 

(a) Per Central Office	<b>13.50</b>	511AP
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	<b>Nonrecurring</b>	
	Charge	USOC
(a) Per Basic Local Calling Area	\$389.90	511ES
2. Central Office Activation	150.00	511CC
3. Change of Point-to Number by Subscriber	13.50	511AP

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.82.1 General

- A. 311 for Non-Emergency Municipal Use ("311") is a three digit local dialing arrangement available in specified areas from 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 the Company in Company Territory only. To provide access to 311 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 "point-to" number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 "point-to" number in the merged central office.
- D. 311 for Non-Emergency Municipal Use is subject to the availability of 311 as an abbreviated dialing code and will be deployed by the Company on a "first come, first served" basis.
- E. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F. Limitations and use of service as stated in Section A2. apply.
- G. Listings may be provided for 311 for Non-Emergency Municipal Use at rates, terms and conditions as specified in Section A6.
- H. Access to 311 is not available to the following classes of service:
  - Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Third-Party Billing or Collect Calls)<sup>1</sup>
  - 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 311 number within 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 A13. preceding.
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber.

(C)

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.82.2 Service Requirements and Conditions

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

#### A13.82.4 Rates and Charges

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

- B. Charges applicable to the 311 For Non-Emergency Municipal Use Subscriber

- 1. Service Establishment Charge

	Nonrecurring Charge	USOC
(a) Per Central Office	\$844.00	311SE
2. Central Office Activation		
(a) Per Central Office	122.00	311CC
3. Change of Point-to Number by Subscriber		
(a) Per Central Office	8.00	311AP

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.83 811 Call Before You Dig Service

#### A13.83.1 General

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

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

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

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

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

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

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

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

(C)

#### A13.83.2 Rates and Charges

##### A. Application of Rates

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

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

EFFECTIVE: January 19, 2007

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

(N)

(N)

(N)

(N)

(N)

**A13.83.2 Rates and Charges (Cont'd)****B.** Charges applicable to the 811 Call Before You Dig Service subscriber

1. Service Establishment Charge

(a) Per Customer

2. Central Office Activation

(a) Per Central Office Switch

3. Change of Point-to Number by Subscriber

(a) Per Central Office Switch

<b>Nonrecurring Charge</b>	<b>USOC</b>	
<b>\$379.06</b>	<b>811SE</b>	(N)
<b>345.80</b>	<b>811CC</b>	(N)
<b>7.48</b>	<b>811AP</b>	(N)

**A13.84 Reserved For Future Use**

(M)

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

**A13.85 Reserved For Future Use**

**A13.86 Reserved For Future Use**

**A13.87 Reserved For Future Use**

**A13.88 Reserved For Future Use**

**A13.89 Reserved For Future Use**

**A13.90 (DELETED)**

(D)

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.90 (DELETED) (Cont'd)**

(D)