

## **TARIFF DISTRIBUTION**

FILE PACKAGE NO.: TN-16-0023

DATE: March 19, 2016

STATE: TENNESSEE

EFFECTIVE DATE: 03/19/2016

TYPE OF DISTRIBUTION: Approved

PURPOSE: This guidebook update eliminates the following Operator Services:  
Collect Calls, Bill-to-Third Number (Party) Calls, Person-to-Person  
Calls, Local & Long Distance Operator Verification/Interruption  
Service and Zero Minus

<b><u>TARIFF SECTION</u></b>	<b><u>PAGE NUMBER</u></b>	<b><u>PAGE REVISION</u></b>
N006	3	0003
G001	2	0002
G001	4	0002
G001	5	0002
G001	11	0002
G001	12	0004
G001	12.1	0003
G001	14	0002
G001	16	0002
G002	3	0003
G003	5.1.3	0016
G003	55	0006
G003	55.1	0001
G003	56	0003
G003	70.1	0005
G003	70.2	0006
G007	9	0004
G013	4.2	0003
G013	8	0012
G013	77.1	0003
G013	77.4	0003
G013	77.6	0004
G013	77.9	0003
G013	77.12	0003
G015	5	0002
G018	1	0009
G018	2.1	0003
G018	3	0004

G018	3.1	0002
G018	7	0003
G018	7.3	0003
G018	22	0001
G018	23	0006
G020	1	0003
G020	2	0004
G020	5.1	0003
G020	6	0003
G035	1.1	0003
G035	3	0002
G035	3.1	0002
G042	26	0003
G112	78	0002
G112	169	0002
G112	264	0002
G112	317	0002
G3 Cont. (pg)	2	0003
G18 Cont. (pg)	1	0002
G18 Cont. (pg)	2	0002

## A1. DEFINITION OF TERMS

### BILL TO THIRD PARTY<sup>1</sup>

Denotes a billing arrangement by which a long distance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated. Calls through the Tennessee Relay Center may be billed only to a third number within Tennessee.

(C)

### BILLED NUMBER SCREENING

An arrangement which, at the time of call origination, screens billed to third party<sup>1</sup> and/or collect<sup>1</sup> calls to prevent these calls being charged to certain numbers.

(C)

### BUILDING (SAME)

The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways in which the wires or cables of the Company can be safely run and provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered enclosed passageways.

### CALL

An attempted or completed communication

### CALL FORWARDING - BUSY LINE

ESSX-1 or Centrex service optional feature which automatically routes incoming DID calls to the attendant when the called station is busy.

### CALL FORWARDING - BUSY LINE (No. 1 ESS)

ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll and Company DID, CCSA, priority AUTOVON or selected tie trunk calls to the attendant or another selected Centrex station line when the called station line is busy.

### CALL FORWARDING - BUSY LINE, INTRAGROUP (No. 1 ESS)

ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll or Company DID, CCSA, priority AUTOVON, selected tie-trunk calls or intragroup originated calls from within the Centrex to the attendant or another selected Centrex station line when the called station line is busy.

### CALL FORWARDING - DON'T ANSWER (No. 1 ESS)

ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll or Company DID, CCSA, priority AUTOVON or selected tie trunk calls to the attendant or another selected Centrex station line when the called station line doesn't answer within a selected time period.

### CALL FORWARDING - DON'T ANSWER, INTRAGROUP (No. 1 ESS)

ESSX-1 or Centrex Station User Optional Feature which automatically routes incoming toll or Company DID, CCSA, priority AUTOVON, selected tie-trunk calls or intragroup originated calls from within the Centrex to the attendant or another selected Centrex station line when the called station line doesn't answer within a selected time period.

### CALL FORWARDING - VARIABLE (No. 1 ESS)

ESSX-1 or Centrex Station User Optional Feature which, when activated by a station user or the attendant, automatically routes incoming toll or Company DID calls to the attendant or to any other station line selected within the same Centrex system.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(N)

---

## A1. DEFINITION OF TERMS

### CENTREX SERVICE

1. A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and Toll calls from station lines associated with the system without intermediate handling by the attendant.
2. Classification of Centrex Station Lines
  - a. Dormitory Station Line:  
A station line furnished to a college or university and located in the living quarters of students, faculty members or employees.
  - b. Interior Centrex Station Line:  
A station line that cannot originate or receive calls outside the Centrex either directly or through the attendant.
  - c. Main Centrex Station Line:  
A station line arranged to originate or receive local and toll calls either directly or through the attendant.
3. Principal location:  
The premises of the subscriber on which the attendant's positions are located.
4. Secondary location:  
Different premises of the same subscriber served by one or more stations of the Centrex system. Stations in secondary locations may be provided by extending lines from switching equipment serving the principal or other secondary location or by providing separate switching equipment. The Company reserves the right to determine the method used to serve secondary locations.
5. Satellite Centrex Service:  
Service provided by auxiliary dial switching equipment which is connected to the dial switching equipment on the customer's premises at the principal location by tie lines. Attendant's positions are not furnished at satellite locations.

### CHANNEL TERMINATION

The term "Channel Termination" denotes that portion of a channel required to terminate the interoffice or interexchange transmission system (consisting primarily of carrier multiplex equipment).

### CIRCUIT

See "Exchange Line".

### CLASS OF SERVICE

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

- a. For Exchange Service:
  - (1) Grade of Line: Individual line, 2-party line, 4-party line, etc.  
(See also "Primary Class of Service".)
  - (2) Type of Rate: Flat, Usage Based Pricing.
  - (3) Character of Use: Business or residence.
  - (4) Dialing Method: Touch-Tone or Rotary.
- b. For Long Distance Service:  
Type of Call: Station-to-station
- c. For Wide Area Telecommunications Service:  
Type of Rate: Full or measured time.

(C)

---

## A1. DEFINITION OF TERMS

### CLERGYMAN

Clergymen are entitled to a concession from regular residence rates under the conditions specified in A103.18. A clergyman, for the purpose of this Guidebook provision, is considered to be a regular ordained minister who is actively engaged in the work of a specific church or group of churches. In those cases where churches have two ministers, one being an assistant or associate to the regular minister, such assistant or associate minister is entitled to a concession, provided he is ordained and devotes full time to the church, or if devoting only part time does not have any other means of livelihood. The above definition also includes bishops and other clergymen employed by groups of churches in ministerial activity, but does not include those engaged in evangelistic or other church activity in which they are not actively engaged as clergymen in the work of a specific church or group of churches. This definition does not include superannuated ministers or army chaplains.

### COIN REFUND AND REPAIR REFERRAL SERVICE (CRS)

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

### COLLECT CALL<sup>1</sup>

The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station.

### COMMITMENT GUARANTEE

A plan establishing a credit that will be issued to a customer in the event that the Company misses a commitment in connection with installation or repair of service provided over the Company's facilities, unless an exception is applicable.

### COMMUNICATIONS SYSTEMS

Channels or other facilities which are capable, when not connected to telecommunications services, of two-way communications between customer-provided terminal equipment or Company stations.

### COMPANY

Whenever used in this Guidebook or its headings, "Company" and "South Central Bell" refer to BellSouth Telecommunications, Inc. d/b/a AT&T Tennessee unless the context clearly indicates otherwise.

### COMPANY STATION

See "Station"

### COMPLETED CALL

A completed call is a calling attempt by the subscriber that results in an off-hook condition at the receiving end. Such conditions shall include the following actions:

- (1) the called party responds by personally answering the call;
- (2) a customer controlled automatic answering device responds by answering the call;
- (3) a Company recording, under the control of the called party, responds to the calling attempt, except for attempts defined as incomplete calls (e.g., Call Block and other similar services would be completed calls.);
- (4) the calling attempt, when under the control of the called party, (e.g., Call Forwarding Busy Line, Call Forwarding Don't Answer, etc.) is forwarded to another number that results in one of the conditions described in paragraphs (1), (2), or (3).

### CONFORMANCE NUMBER

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

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(C)

(N)

---

## A1. DEFINITION OF TERMS

### LISTING

See "Directory Listing".

### LOCAL ACCESS AND TRANSPORT AREA (LATA)

A geographic area established for the administration of communications service. It encompasses designated exchanges which are grouped to serve common social, economic and other purposes.

### LOCAL CALLING AREA

See "Local Service Area".

### LOCAL CHANNEL

The term "Local Channel" denotes that portion of a channel for extension line required for connecting a PBX system, Telephone Answering equipment or station to a wire center or to an interoffice channel.

### LOCAL MESSAGE

See "Message".

### LOCAL SERVICE

1. A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.
2. Local operator-assisted calls are handled by "0" operator and may carry an operator service charge as specified in A3.13.
3. Local operator-assisted calls are station-to-station type calls defined in Section A1, under Long Distance Message Telecommunications Service. (C)

### LOCAL SERVICE AREA

The area within which service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

---

## A1. DEFINITION OF TERMS

### LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES (MTS)

The furnishing of facilities for subscribers' communications on an individual message basis between rate centers.

1. **(DELETED)**

(D)

2. Station-to-Station Call:

The Long Distance (MTS) service where the person originating the call dials the number desired or gives to the Company operator or gives to the communications assistant at the Tennessee Relay Center the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex attendant.

Three classes of Station-to-Station service are offered as follows.

a. "Dial" is that Station-to-Station service in which a call is:

- (1) dialed by the customer,
- (2) billed to the originating number,
- (3) not originated from a pay telephone, and
- (4) completed without the assistance of a Company operator, except when an operator
  - records the originating number where no automatic recording equipment is available,
  - reaches the called number where facilities are not available for dial completion
  - places a call for a calling party who is identified as being unable to dial the call because of a disability, or
  - reestablishes a call which has been interrupted after the called number has been reached, or
  - assists in the completion of calls between hearing and speech impaired customers who use Telecommunications Devices for the Deaf (TDD) and users of ordinary telephones.

b. **(DELETED)**

c. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls which originate at a pay telephone.

(M)

---

## A1. DEFINITION OF TERMS

(M)

### LONG DURATION CALLS

Calls which last a duration of a minimum of two successive midnights. Long Duration Calls which are billed on a usage basis, will be subject to billing which additionally bills the call as a new call for each 24 hour period or fraction thereof, past the second midnight recorded.



---

## A1. DEFINITION OF TERMS

### MOBILE SERVICE

A communication service through a land radiotelephone base station.

### MULTI-PARTY LINE SERVICE

See "Exchange Service"

### NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

### NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

### NETWORK INTERFACE

Network Interface is a standard jack provided by the Company as a part of exchange access, WATS, or Private Line Services for the connection of customer terminal equipment and premises wiring to the Company network. The Network Interface will be located at the demarcation point.

### NON-LISTED (SEMIPRIVATE) LISTING

A non-listed listing is not in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.

### NON-PUBLISHED (PRIVATE) LISTING

A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party.

### PARTY LINE SERVICE

See "Exchange Service"

### (DELETED)

(D)

## A1. DEFINITION OF TERMS

### REMOTE MODULES AND/OR REMOTE SYSTEMS

The term "Remote Modules and/or Remote Systems" (RM or RS) denotes small end offices which obtain their call processing capability from a Host Office. When an RM or RS has its own NXX, the RM or RS will be considered the central office or wire center for rating purposes. When an RM or RS shares the NXX of the Host Office, the Host Office will be considered the central office or wire center for rating purposes.

### RINGING

There are three methods of signaling stations on party or multi-party line circuits:

- a. Code Ringing:  
The method of signaling stations on a party or multi-party line circuit whereby the bells of all the stations on the circuit are rung whenever one station is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.
- b. Selective Ringing:  
The method of signaling stations on a party line circuit, which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.
- c. Semi-Selective Ringing:  
The method of signaling stations on a party or multi-party line circuit whereby the bells of only a portion of the stations on a circuit are rung when one of the stations is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

### RINGMASTER SERVICE

This service will allow a subscriber to have up to three numbers associated with a single line. A distinctive ringing pattern is provided for each additional number to facilitate identification of incoming calls.

### ROUTE MEASUREMENT

See "Mileage and Zone Charges"

### SATELLITE CENTREX SERVICE

See "Centrex Service"

### SECONDARY LOCATION

See "Centrex Service"

### SECRETARIAL LINES

Extension or main station lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

### SELECTIVE CLASS OF CALL SCREENING SERVICE

Service which restricts outgoing toll calls from station users to certain types of calls, such as those which are charged to the called number<sup>1</sup> or a third number<sup>1</sup>.

(C)

### SEMIPRIVATE NUMBER

See "Non-Published" Number

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(N)

## **A2. GENERAL TERMS AND CONDITIONS**

### **A2.2 Limitations And Use Of Service (Cont'd)**

#### **A2.2.10 Cancellation Of Service For Cause**

- A.** The Company may either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:
  1. Abandonment of the service.
  2. Failure of a subscriber to make suitable deposit as required by this Guidebook.
  3. Impersonation of another with fraudulent intent.
  4. Listening in on party line conversations.
  5. Non-payment of any sum due for exchange, long distance or other services. Service will not be denied or disconnected for an outstanding bill that is in dispute until such time that a resolution can be reached.
  6. Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the service of others.
  7. Use of service or facilities for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
  8. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
  9. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
  10. Any other violation of the Company's terms and conditions.
- B.** The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.
- C.** The Company will send official written notification before the disconnection or denial of service.
- D.** The Company reserves the right to cancel any contract for service with and to discontinue service to any subscriber who uses any service listed in any part of this General Exchange Guidebook, including but not limited to such call management features as the various call forwarding features, conferencing and bridging capabilities, for the purpose of allowing the subscriber or any other user to avoid usage, message or toll charges, whether flat rated or usage based, that would otherwise be applicable.

#### **A2.2.11 Misuse Of Directory Assistance Service**

The Company may limit or refuse the use of directory assistance to obtain a subscriber's listed name, address or number for any purpose other than to facilitate the making of a call.

#### **A2.2.12 Connections Of Other Common Carrier Provided Communications Systems**

Communications systems provided by an Other Common Carrier hereafter referred to as the OCC, may be connected with the facilities furnished by the Company for exchange, long distance message telecommunications service, and wide area telecommunications service as specified in Section A15.

#### **A2.2.13 Reserved For Future Use**

#### **A2.2.14 Billed Number Screening**

Billed Number Screening will be furnished at the Company's option and upon agreement by the customer to control instances of fraud associated with billed to third party<sup>1</sup>, and/or collect calls<sup>1</sup>. This service may also be furnished in response to a customer request.

(C)

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(N)

---

**A3. BASIC LOCAL EXCHANGE SERVICE****CONTENTS**

<b>A3.11</b>	<b>Reserved For Future Use</b>	53.1	
<b>A3.12</b>	<b>Network Access Register Usage Package</b>	53.1	
A3.12.1	General	53.1	
A3.12.2	Terms, Conditions And Application Of Rates	53.1	
A3.12.3	Rates	54	
<b>A3.13</b>	<b>Directory Assistance Service</b>	54.1	
A3.13.1	General	54.1	
A3.13.2	Application of Rates, Exemptions and Call Allowances	54.1	
A3.13.3	Rates and Charges	54.1	
<b>A3.14</b>	<b>Operator Assisted Local Calls</b>	55	
A3.14.1	General	55	
A3.14.2	Application Of Rates	55	
A3.14.3	Service Charges	55	
<b>A3.15</b>	<b>(DELETED)</b>	55	(D)
<b>A3.16</b>	<b>Reserved For Future Use</b>	56	
<b>A3.17</b>	<b>Auxiliary Line Service (Inward Service)</b>	56	
A3.17.1	General	56	
<b>A3.18</b>	<b>Concession Service</b>	56	
A3.18.1	General	56	
A3.18.2	Charitable Institutions	57	
A3.18.3	Churches and Clergymen (Obsoleted – See Section A103.18)	57	

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.2 Statewide Rate Schedule (Cont'd)

##### A3.2.11 Area Plus Service

###### A. General

1. Area Plus service provides the features specified herein, including a flat rate access line. Touch-Tone Calling service is included in this service at no additional charge.
2. The rates specified herein for Area Plus service entitle a residence subscriber to unlimited calling to all exchange access lines in the local calling area as defined in A3.6.1, and in all other exchanges in the subscriber's LATA. The LATA for each exchange is indicated in A3.6.1, and the exchanges in each LATA are listed in A3.6.3.
3. Calls completed with automated calling cards or operator assistance within the local calling area as described in A3.6.1., will be billed the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement. All other calls completed with operator assistance will be billed at the applicable Long Distance Message Telecommunications Service (MTS) charges described in Section A18.
4. Subscribers to any of the Area Plus services receive a thirty percent (30%) discount on rates specified in paragraph A18.3.1.B.2.b (1). This discount is applied after the appropriate time period discounts specified in paragraph A18.3.1.B.3 have been applied and after the calls have been aggregated to a monthly total. This discount applies to covered customer-dialed sent paid calls originated from the subscriber's service and to covered customer-dialed collect<sup>2</sup> calls accepted by the subscriber to any of the Area Plus services, including the operator surcharges on these calls. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total.
5. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in A103.2.10 as available with Complete Choice service are available with these options of Area Plus service. Terms, conditions and limitations specified in paragraph A103.2.10 for Complete Choice service apply to these options of Area Plus service.<sup>1</sup>
6. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer grouping at no additional charge as specified in A103.2.10. All services/features specified in A103.2.10 as available with Complete Choice service are available with each line of a multi-line package. Terms, conditions and limitations specified in A103.2.10 for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises.<sup>1</sup>
7. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option.
8. Existing customers of Area Plus service with the Complete Choice option can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.2.10, unless specifically allowed by the terms of the special promotion.

###### B. Rates and Charges

1. The following monthly rates apply for Area Plus service
  - a. Individual line service
    - (1) Residence

	Suspend Rate	Monthly Rate	USOC
(a) Per line (without the Complete Choice option)	\$15.50	\$ 49.00	AT3
(b) Per line with the Complete Choice option	14.50	62.00	ARZPK <sup>1</sup>
(c) Per Two-Line Plan package with the Complete Choice option or Credit for two individual lines qualifying as Two-Line Plan package	29.00	99.95 -24.05	ALM2L <sup>1</sup> CRD2P <sup>1</sup>
(d) Per Three-Line Plan package with the Complete Choice option	43.50	130.95	ALM3L <sup>1</sup>

**Note 1:** Complete Choice Obsolete 2-19-09 Type D (See Section A103)

**Note 2:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued. (N)

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.14 Operator Assisted Local Calls

(C)

##### A3.14.1 General

- A. When the caller requests operator assistance, and the call is completed within the local calling area, a service charge will be applied except as specified in paragraph A3.14.2.A.

##### A3.14.2 Application Of Charges

- A. The appropriate service charge for local operator assistance, as specified in A3.14.3, will be applied to each completed call except
1. For calls to the Company for official business;
  2. For emergency calls to agency type numbers, such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations, and to any emergency medical number;
  3. Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time; or
  4. When the caller advises he has had service trouble in reaching the terminating number
- B. The call may be billed to the originating individual line, third number<sup>I</sup>, collect<sup>I</sup>, or any other special Company-approved identification number.

(C)

##### A3.14.3 Service Charges

- A. A service charge will be applied for each "completed" local operator assistance call as follows:

	Charge	USOC
1. Station-to-Station		
(a) (DELETED)		
(b) Operator	\$1.25	NA
(DELETED)		

(D)

- B. The charge specified in paragraph 1 for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" local operator assistance call as follows:

1. Station-to-Station		
(a) Operator (collect only) <sup>I</sup>	.50	NA

(C)

(D)

#### A3.15 (DELETED)

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(N)

---

### **A3. BASIC LOCAL EXCHANGE SERVICE**

#### **A3.15 (DELETED) (Cont'd)**

(D)

---

### **A3. BASIC LOCAL EXCHANGE SERVICE**

#### **A3.15 (DELETED) (Cont'd)**

(D)

#### **A3.16 Reserved For Future Use**

#### **A3.17 Auxiliary Line Service (Inward Service)**

##### **A3.17.1 General**

- A.** Under the conditions specified herein, a subscriber, having two-way flat, measured rate or RegionServ individual line business service may subscribe for one or more auxiliary lines of the same class as their two-way service at the rate specified herein for auxiliary lines.
- B.** The auxiliary line must terminate on the same premises as that in which the main service is located.
- C.** The auxiliary line is arranged for receiving incoming calls only.
- D.** The numbers of auxiliary lines may be consecutive with those of the main service and if so arranged are the first numbers in the series assigned to a subscriber.
- E.** All listings must be in connection with the number of the first auxiliary line if it is consecutive with the main service.
- F.** Auxiliary line service is furnished within the base rate area of each exchange or zone at the rate applicable for business individual line flat, measured or RegionServ for that exchange. Outside the base rate area, the charge for individual line mileage or zone rates apply.

#### **A3.18 Concession Service**

##### **A3.18.1 General**

- A.** The classes of subscribers specified following are allowed the concession indicated for the following services:
  - 1. The access line portion of all local exchange services described in Section A3. In connection with usage based pricing services such as measured, message rate, RegionServ or BellSouth Business Plus service, the concession applies on the amount of the monthly access line rate but not on associated usage charges or allowances.
  - 2. Zone, extension and tie-line mileage charges associated with the services enumerated herein.



### A3. BASIC LOCAL EXCHANGE SERVICE

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

##### A3.22.2 Rates And Charges (Cont'd)

- A. The following charge applies for LUD: (Cont'd)

Charges for LUD are in addition to other applicable usage charges for local residence and business measured, residence and business RegionServ, or residence message rate service as specified in Section A3. LUD will be provided on a per-line basis except when a customer has multiple measured or RegionServ lines on the same service account for combined usage and allowance billing. One LUD listing is furnished for these accounts.

#### A3.23 Reserved For Future Use

#### A3.24 Local Directory Assistance Call Completion Service

##### A3.24.1 Description of Service

- A. Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. When dialing (411), Local DA customers may choose to have the number they are requesting dialed by the DA System.
- B. The service is available to Business and Residence customers except as limited in A3.24.4.
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and network capability exists.
- E. Customers may request blocking of DACC calls originating from their lines by contacting the local Company business office.

##### A3.24.2 General Terms and Conditions

- A. The service is not subject to concessions.

##### A3.24.3 Use of the Service

- A. The service is furnished subject to all applicable **terms and conditions** in Section A2.

##### A3.24.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
1. UniServ DA number requests
  2. Any Special Line Class Codes
  3. 976 DA number requests
  4. Mobile Telephone Users
  5. **(DELETED)**
  6. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
  7. Calls from tandems where the end user cannot be identified
  8. Calls from AT&T and IPP Coin Stations

(D)

##### A3.24.5 Application of Charges and Exemptions

- A. The charges specified in A3.24.6 will be applicable to all subscribers, except disabled customers who are exempt from Directory Assistance charges, as detailed in A3.13.2.
- B. Chargeable Calls
1. For charging purposes, a DACC completed call is as defined in Section A1.

##### A3.24.6 Rates and Charges

- A. Service Charges

- (1) Directory Assistance Call Completion Charge

- (a) Charge Per Completed Call

**Rate**  
\$0.00

**USOC**  
NA

(M)

(M)

(M)

(M)

### A3. BASIC LOCAL EXCHANGE SERVICE

(M)

#### A3.25 Directory Assistance/Directory Assistance Call Completion Service

##### A3.25.1 Description of Service

- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a local exchange subscriber number and local call completion to the number provided, if requested, given a listed name and address.
- B. DA/DACC is for use by Mobile Service Providers (MSPs) only, except as limited in A3.25.4.
- C. DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided.
- D. DA/DACC is available only where billing and terminal capability exists.
- E. Access to call detail records is included as a part of this service.

##### A3.25.2 General Terms and Conditions

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided. Such interconnect may be obtained as referenced in Section A35.

##### A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable terms and conditions in Section A2.

##### A3.25.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
  - 1. (DELETED)
  - 2. 976 DA number requests
  - 3. Residence and Business Customers

(DELETED)

(D)

##### A3.25.5 Application of Charges

- A. Charges specified in A3.25.6 will apply each time the subscriber receives a requested local exchange subscriber number.

##### A3.25.6 Rates and Charges

- A. Service Charges

(1) DA/DACC Charge

	Rate	USOC
(a) Per local exchange subscriber number provided	\$.45	NA

## A7. COIN TELEPHONE SERVICE

### A7.4 Access Line Service For Customer-Provided Public Telephones (Cont'd)

#### A7.4.4 Reserved For Future Use

#### A7.4.5 Rates And Charges

- A.** Access line service for customer-provided public telephones is provided on a usage rate basis. This access line service is not available without an authorization number provided by the TRA.

**1.** Usage Rate

	Monthly Rate	USOC
a. Service Charge		
(1) Per Access Line		
(a) Basic Rate	\$16.57	NA
b. Local Usage		
(1) Local Usage		

	Per Minute \$0.042	USOC
(a) Per Minute	NA	
c. The following access line feature charge is applicable (where available) in addition to the monthly charges in paragraphs a., and b.		
(1) Public telephone access line <sup>1</sup>		

	Monthly Rate	USOC
(a) Unrestricted, two way, each	-	14Q
(b) Restricted, two way, each <sup>2,3</sup>	-	1RQ
(c) Unrestricted, outward, each	-	11G
(d) Restricted, outward, each <sup>2,3</sup>	-	1KQ
(e) Restricted, two way, each <sup>2,4</sup>	-	12J
(f) Restricted, outward, each <sup>2,3,6</sup>	-	17J
(g) Restricted, two way, each <sup>2,5</sup>	-	12K
(h) Restricted, outward, each <sup>2,3,7</sup>	-	17K
(i) Restricted, two way, each <sup>2,8</sup>	-	12S

**Note 1:** N11 Service as described in Section A39 is not available to access line service for customer-provided public telephone subscribers.

**Note 2:** Provides operator screening.

**Note 3:** Provides central office blocking of 011+ calls direct distance dialed to numbers outside the North American Numbering Plan.

**Note 4:** Provides central office blocking of 7 or 10 digit local, 976, 1+DDD, all 101XXXX direct dialed calls and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Customer-Provided Public Telephones are not allowed<sup>9</sup>. Provides central office blocking of 011+ and 101XXXX 011+ calls. (C)

**Note 5:** Provides central office blocking of 976, 1+DDD, all 101XXXX direct dialed calls and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Customer-Provided Public Telephones are not allowed. Provides central office blocking of 011+ and 101XXXX 011+ calls.

**Note 6:** 1+900, 7 or 10 digit local, 1+DDD and 976 are blocked from completion.

**Note 7:** 1+900, 1+DDD and 976 are blocked from completion.

**Note 8:** Provides central office blocking of 976 and 1+900 calls

**Note 9:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued. (N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

- A. All Custom Calling Services
  1. The services are available subject to network capability and facility availability
  2. The services are furnished in connection with individual line service. The services are not available in connection with Prestige Communications Service, Prestige Communications Package, Prestige Deluxe, Centrex Type Services or Coin telephone services.
  3. Custom Calling services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- B. Call Forwarding – all varieties
  1. In addition to the rates in this Guidebook section for Call Forwarding features, the following charges apply for the call being forwarded:
    - a. Between the originating station line and call forwarding location.  
The charge for this portion of a forwarded call shall be the charge specified in this Guidebook, or any other applicable service publication, for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location.
    - b. Between the call forwarding location and the terminating station line.  
For calls forwarded outside the Local Calling Area, the Call Forwarding customer is responsible for the applicable toll charges.  
For calls forwarded inside the Local Calling Area, a measured or message rate service Call Forwarding customer is responsible for the applicable customer-dialed measured or message rate service charges specified in this Guidebook, as appropriate, for each call answered at the answering location.  
Such charges apply to all calls answered at the answering location, including person-to-person<sup>1</sup> and collect calls<sup>1</sup>, (C)  
even though such calls might not be accepted at the answering location.
  2. For use with PBX trunks, Call Forwarding is offered subject to the following limitations:
    - a. It may be provided only when compatible with the equipment configuration at the customer's premises.
    - b. It is available only on two-way trunks.
    - c. It is not available with Direct Inward Dialing trunks.
    - d. If the feature is proposed on a facility on which hunting is also to be provided, this service is available only with Multi-Line and Series Completion hunting arrangements and is subject to the limitations of these arrangements.
    - e. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding feature.
    - f. When calls are being forwarded inter-office, only one call can be forwarded at a time.
    - g. Call Forwarding can be sequentially forwarded in a chain across lines within a central office a maximum of five times.
- C. Three-Way Calling  
Two toll points may be connected by Three-Way Calling.
- D. Speed Calling  
On PBX trunks, this feature is available on a per trunk equipped basis. .  
On OutWATS lines, this feature is available on a per line equipped basis and is limited to one Speed Calling list per OutWATS facility group.

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.11.4 Minimum Contract Period

The minimum contract period for this service is one month.

#### A13.11.5 Rates And Charges

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

Where customers have fifteen or more unique RCF features on a billing account, a credit of twenty-five percent (25%) will be applied per billing cycle to the monthly rate for each such unique service feature, including the first fifteen. For purposes of qualifying for such credit, a unique feature is defined by calling scope, jurisdiction and business/residence classification: e.g., Residence, Intrastate, IntraLATA; or, Business, Measured Local. Additional features (Calling 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.

##### A. Remote Call Forwarding Service

	Installation Charge	Monthly Rate	USOC
1. Per initial feature arranged and one access path for either interexchange, intraexchange, or local calling area, per service request.			
(a) Business, Each	\$12.50	\$42.00	RCF++
(b) Residence, Each	12.50	16.00	RCF++
2. Per additional feature, on same service request			
(a) Business, Each	-	42.00	RCA
(b) Residence, Each	-	16.00	RCA
3. Per first additional feature on subsequent service request			
(a) Business, Each	12.50	42.00	RCA
(b) Residence, Each	12.50	16.00	RCA

##### B. Message Charges

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

1. a charge for that portion of the call from the originating station 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:

- a. 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.

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

The Remote Call Forwarding customer is responsible for the applicable toll charges. These charges apply to all calls answered at the terminating station. (C)

Where Remote Call Forwarding is utilized for forwarding of calls within the local calling area, the measured service rates effective for that local calling area are applicable for each call answered at the terminating station line.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### 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 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.
- 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 competitive local exchange companies (CLEC) end user within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in A3.6, as facilities permit. If 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.
- 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. Directory 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, Collect Calls)<sup>f</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.
- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 211 subscriber is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms "controlling", "controlled by, and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
 

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.
- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another number.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(C)

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### 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 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 AT&T in AT&T Territory only. To provide access to a 711 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- E. Limitations and use of service as stated in Section A2.
- F. Directory Listings may be provided for 711 at rates, terms and conditions as specified in Section A6.
- G. Access to 711 is not available to the following classes of service:
  - Hotel/Motel/Hospital Service (toll call only)
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 711 will not be completed.
- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

(C)

#### A13.80.2 Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Tennessee Regulatory Authority, for the assignment of the 711 code.
- B. 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 paragraph A.
- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is affected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7- or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement.
- D. Only one 10-digit toll free number may be used as the lead number per basic 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.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.81 511 Dialing Service

#### A13.81.1 General

- A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas, 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 AT&T in AT&T Territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.6, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area.
- D. This service is furnished subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2 apply.
- G. Directory Listings may be provided for 511 at rates, terms and conditions as specified in Section A6.
- H. Access to 511 is not available to the following classes of service:
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls) <sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 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 six (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.
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of sixty (60) days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another number.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(C)

(N)



## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.82.1 General

- A. 311 for Non-Emergency Municipal Use ("311") is a three digit local dialing arrangement available in specified areas from the Company, for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from AT&T in AT&T 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 AT&T 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. Directory 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, Collect Calls)<sup>f</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.
- 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. The announcement provided may refer the caller to another number.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(C)

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

#### A13.83.1 General

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

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

- B.** Callers who dial 811 will be routed to the call center via the local 7 or 10 digit or a toll free "point-to" number selected by the One Call Center. There will be no charge to the end user dialing 811.
- C.** Access to 811 is not available to the following:

- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing, Collect Calls)<sup>f</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 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 service or plant.
  2. Calls to a disconnected Public Dialing Service code (including 811) will be routed to intercept announcement facilities for a maximum of sixty (60) days. The announcement provided may refer the caller to another number.
  3. Provision of recorded messages and/or announcements associated with 811 Call Before You Dig Service is the sole responsibility of the 811 subscriber.
  4. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

#### A13.83.2 Rates and Charges

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

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(C)

(N)

---

**A15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS****A15.1 Terms and Conditions (Cont'd)****A15.1.1 General Provisions (Cont'd)****G. (Cont'd)**

3. Recording, Reproducing And Automatic Answering And Recording Equipment (Cont'd)
  - c. Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Company only when and for so long as the customer furnishes a sufficient number of such equipment and subscribes to adequate facilities to handle the volume of calls received without interfering with any of the services offered by the Company. In the event that the use of customer-provided equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer. Changes in announcement messages will be made at such time as in the judgment of the Company will not interfere with the Company's general service.
  - d. Customer-provided reproducing and automatic answering and recording equipment shall not be used with private numbers.
5. Telephotograph Equipment
  - a. Telephotograph equipment provided by the following customers may be connected to lines of the Company in accordance with A15.1.2 or A15.1.3 for use by such customers for transmission and reception of the material set forth following:
    - (1) The Press - pictures and similar material for publication.
    - (2) Law enforcement agencies - fingerprints, ballistic data, identification photographs, and similar material for law enforcement.
    - (3) The armed forces of the United States - information of military necessity essential to the national defense.
    - (4) Civilian defense agencies - information essential for the discharge of their responsibilities in emergencies.
    - (5) United States Weather Bureau - weather information.
  - b. Telephotograph equipment may be used at PBX stations in guest rooms of hotels or motels subject to the consent of the hotel or motel concerned.
  - c. Company's Right to Interrupt Connection  
The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from the requirements under which the connection is permitted.
  - d. Responsibility of the Company  
The Company assumes no responsibility for the quality of, or defects in the material transmitted or received regardless of cause.
  - e. Use with Long Distance Message Telecommunications Service  
The terms, conditions and rates for each call made for the purpose of transmitting pictures are those applicable for Long Distance Message Telecommunications Service, i.e., station-to-station or conference, according to the connection established. (C)

---

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE****CONTENTS**

<b>A18.1</b>	<b>Application</b>	1	
<b>A18.2</b>	<b>General</b>	1	
<b>A18.3</b>	<b>Two-Point Service</b>	1	
A18.3.1	Service Between Land Wire Stations - Residence	1	
A18.3.2	Service Through Mobile Telephone Service Base Stations	4	
A18.3.3	(OBSOLETE)	6	
A18.3.4	Reserved For Future Use	7	
A18.3.5	Service Through Miscellaneous Common Carriers	7	
A18.3.6	Optional Calling Plans	7	
A18.3.7	Reserved For Future Use	7	
A18.3.8	Service Between Land Wire Stations - Business	7	
<b>A18.4</b>	<b>(DELETED)</b>	7.5	
<b>A18.5</b>	<b>Airline Mileage Between Rate Centers</b>	8	
A18.5.1	General	8	
A18.5.2	Determination Of Airline Mileages	8	
A18.5.3	List Of Rate Centers By LATA	10	
<b>A18.6</b>	<b>Reserved For Future Use</b>	21	
<b>A18.7</b>	<b>(DELETED)</b>	21	
<b>A18.8</b>	<b>(DELETED)</b>	22	(D)

---

**LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

CONTENTS

<b>A18.8</b>	<b>(DELETED) (Cont'd)</b>		(D)
<b>A18.9</b>	<b>Reserved For Future Use</b>	22	
<b>A18.10</b>	<b>Reserved For Future Use</b>	22	
<b>A18.11</b>	<b>Reserved For Future Use</b>	23	
<b>A18.12</b>	<b>Reserved For Future Use</b>	23	
<b>A18.13</b>	<b>Reserved For Future Use</b>	23	
<b>A18.14</b>	<b>Toll Directory Assistance Call Completion Service</b>	23	
A18.14.1	Description	23	
A18.14.2	General Terms and Conditions	23	
A18.14.3	Use of the Service	23	
A18.14.4	Limitations of Service	23	
A18.14.5	Application of Charges and Exemptions	23	
A18.14.6	Rates and Charles	23	

## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.1 Application

- A. This Guidebook applies to Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies, over facilities within the state of Tennessee, between two or more points within the state of Tennessee where the respective rate centers of such points also are located within the same LATA in said state.

### A18.2 General

- A. Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.
- B. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in A18.5.
- C. Customer or Other Common Carrier-provided terminal equipment or system may be used with facilities furnished to the customer by the Company for Long Distance MTS as specified in Section A15.
- D. Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to terms and conditions in Section A2, with the exception of paragraphs A2.2.1.A and A2.2.1.B, which restrict the use of service and prohibit payment to the Customer by another for use of the service.

### A18.3 Two-Point Service

#### A18.3.1 Service Between Land Wire Stations - Residence

- A. Classes Of Service  
Service is offered to residential customers on a Station-to-Station basis, as either Dial, or Operator. These *two* classes of calls are defined in Section A1, Definition of Terms. (C)
- B. Rates And Charges
1. Charges for each Long Distance MTS message between any two points within the state are determined as follow:
    - a. First minute and additional minute rates for all messages are specified in the Basic Rate Schedule table in paragraph A18.3.1.B.2.
    - b. If a connection is established in a reduced rate period, the Basic Rate Schedule charges are discounted, as specified in paragraph A18.3.1.B.3.
    - c. For any Dialed Calling Card Station *or* Operator Station, the Service Charge specified in paragraph A18.3.1.B.3 is added to the Basic Rate Schedule charge. (C)
  2. Basic Rate Schedule (Day Rate Period)
    - a. The following table contains the first minute and additional minute rates for the Day rate period for all call classes. These rates are based on chargeable time (duration) of the message, as specified in paragraph A18.3.1.C and the airline mileage between the rate centers of the two stations connected, as specified in paragraph A18.5.

		Additional Minutes, Each Or Fraction Thereof		USOC
		Initial Minute		
(1) Rate Mileage				
(a)	1-10 miles	\$.40	\$.40	NA
(b)	11 - 16 miles	.40	.40	NA
(c)	17 - 22 miles	.40	.40	NA
(d)	23 - 30 miles	.40	.40	NA
(e)	31 - 40 miles	.40	.40	NA
(f)	41 - 55 miles	.40	.40	NA
(g)	56 - 70 miles	.40	.40	NA
(h)	71 - 85 miles	.40	.40	NA
(i)	86 - 100 miles	.40	.40	NA
(j)	101 +	.40	.40	NA

## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.3 Two-Point Service (Cont'd)

#### A18.3.1 Service Between Land Wire Stations - Residence (Cont'd)

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

##### 3. Rate Periods and Rate Discounts

- a. Rate periods and rate discounts described in the table following only apply to speech and hearing impaired.

Rates and Applicable Periods							
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
8:00 AM to 5:00 PM <sup>1</sup>	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	20% Disc.	20% Disc.
5:00 PM to 11:00 PM <sup>1</sup>	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	20% Disc.	20% Disc.
11:00 PM to 8:00 AM <sup>1</sup>	20% Disc.	20% Disc.	20% Disc.	20% Disc.	20% Disc.	20% Disc.	20% Disc.

Day Rate Period = Full Rate

Evening Rate Period = Full Rate

Night and Weekend Rate Period = 20% Discount

- b. Discounts for the Evening, Night, and Weekend reduced rate periods are expressed as a percent reduction of the Basic Rate Schedule charges (2. preceding). The discount is applied to the total Basic Rate Schedule charge for a message which is established within the reduced rate period. When application of the discount results in a fractional charge, the amount will be rounded down to the lower cent.
- c. No discount applies for a message which is established in the Day rate period. (M)
- d. When a message spans more than one rate period, the rate in effect at the time the connection is established applies. (M)

**Note 1:** To, but not including.

## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.3 Two-Point Service (Cont'd)

#### A18.3.1 Service Between Land Wire Stations - Residence (Cont'd)

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

##### 4. Service Charges

- a. For any message in the call classes listed following, add the Service Charge shown following to the total Basic Rate Schedule charge. Discounts do not apply to the Service Charges.

	Charge	USOC
(1) Station-to-Station		
(a) (DELETED)		
(b) Operator	\$1.25	NA

##### (DELETED)

- b. The charge specified in paragraph (1), for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" toll operator assistance call as follows:

(1) Station-to-Station			
(a) Operator (collect only) <sup>1</sup>	.50	NA	(C)

##### C. Timing Of Messages

1. First minute rates given in the rate schedule in A18.3.1.B.2 are for connections of one minute or any fraction thereof. All additional minute rates given in the rate schedule in A18.3.1.B.2 are for each additional minute of any fraction thereof that the connection continues beyond the first minute.
2. The time when the connection is established determines the applicable rate period. The time observed at the rate center of the calling station applies. (C)
3. On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier mobile radio system or PBX system.
4. (DELETED) (D)
5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by the Company operator.
6. Chargeable time does not include time lost because of faults or defects in the service.

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



---

## **A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

### **A18.3 Two-Point Service (Cont'd)**

#### **A18.3.1 Service Between Land Wire Stations - Residence (Cont'd)**

##### **D. (DELETED)**

(D)

---

## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.3 Two-Point Service (Cont'd)

#### A18.3.4 Reserved For Future Use

#### A18.3.5 Service Through Miscellaneous Common Carriers

- A. Service is available to and from customers of a Miscellaneous Common Carrier with which arrangements have been made for the interchange of traffic and is furnished through interconnecting equipment and local connecting facilities provided by the Company.
- B. The rates between the applicable wire rate center and the rate center of the Miscellaneous Common Carrier are the rates set forth in this guidebook for two-point service. The rate center of the Miscellaneous Common Carrier is the wire rate center of the Company serving exchange. An additional charge which the Miscellaneous Common Carrier bills to and collects from its customer is applicable to the remainder of the haul.

#### A18.3.6 Optional Calling Plans

Regular message toll charges do not apply to Optional Calling Plan calls as covered in Section A20.

#### A18.3.7 Reserved For Future Use

#### A18.3.8 Service Between Land Wire Stations - Business

##### A. Classes Of Service

Service is offered on a Station-to-Station basis as Dial, Dial Calling Card *or* Operator basis. These *three* classes of calls are defined in Section A1, Definition of Terms. (C)

##### B. Rates And Charges

1. Charges for each Long Distance MTS message between any two points within the state are determined as follows:
  - a. First minute and additional minute rates for all messages are specified in the Basic Rate Schedule table in paragraph 2.
  - b. If a connection is established in a reduced rate period, the Basic Rate Schedule charges are discounted, as specified in paragraph 3.
  - c. For any Operator Station message, the Service Charge specified in paragraph 4 is added to the Basic Rate Schedule charge. (C)
2. Basic Rate Schedule
  - a. The following table contains the first minute and additional minute rates for the Day rate period for all call classes. These rates are based on chargeable time (duration) of the message, as specified in C, and the airline mileage between the rate centers of the two stations connected, as specified in A18.5.

## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.3 Two-Point Service (Cont'd)

#### A18.3.8 Service Between Land Wire Stations - Business (Cont'd)

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

##### 4. Service Charges

- a. For any message in the call classes listed following, add the Service Charge shown, to the total Basic Rate Schedule charge. Discounts do not apply to the Service Charges.

	Rate	USOC
(1) Station-to-Station		
(a) (DELETED)		
(b) Operator	\$2.50	NA

**(DELETED)**

(D)

- b. The charge specified in paragraph (1), for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" toll operator assistance call as follows:

	Charge	USOC
(1) Station-to-Station		
(a) Operator (collect only) <sup>f</sup>	\$.50	NA

(C)

##### C. Timing Of Messages

1. First minute rates given in the rate schedule in A18.3.8.B.2 are for connections of one minute or any fraction thereof. All additional minute rates given in the rate schedule in A18.3.8.B.2 are for each additional minute of any fraction thereof that the connection continues beyond the first minute.
2. The time when the connection is established determines the applicable rate period. The time observed at the rate center of the calling station applies. .
3. On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier mobile radio system or PBX system.
4. **(DELETED)**
5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by the Company operator.
6. Chargeable time does not include time lost because of faults or defects in the service.

(C)

(D)

##### D. **(DELETED)**

(D)

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(N)

AT&T TENNESSEE

GENERAL EXCHANGE GUIDEBOOK

First Revised Page 22  
Cancels Original Page 22

TENNESSEE  
ISSUED: March 19, 2016  
BY: Joelle Phillips, President - Tennessee  
Nashville, Tennessee

EFFECTIVE: March 19, 2016

## **A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**A18.8 (DELETED)**

(D)

**A18.9 Reserved For Future Use**

**A18.10 Reserved For Future Use**

## **A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

### **A18.11 Reserved For Future Use**

### **A18.12 Reserved For Future Use**

### **A18.13 Reserved For Future Use**

### **A18.14 Toll Directory Assistance Call Completion Service**

#### **A18.14.1 Description of Service**

- A. Toll Directory Assistance Call Completion (DACC) is an optional service provided to users of Toll Directory Assistance (DA) Service. When dialing (555-1212), Toll DA customers may choose to have the number they are requesting dialed by the DA System.
- B. The service is available to Business and Residence customers except as limited in A18.14.4.
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and network capability exists.
- E. Customers may request blocking of DACC calls originating from their lines by contacting the local Company business office.

#### **A18.14.2 General Terms and Conditions**

- A. The service is not subject to concessions.

#### **A18.14.3 Use of the Service**

- A. The service is furnished subject to all applicable Terms and Conditions in Section A2.

#### **A18.14.4 Limitations of Service**

- A. The service is not available for the following classes of service call categories:
  1. UniServ DA number requests
  2. Any Special Line Class Codes
  3. 976 DA number requests
  4. **(DELETED)**
  5. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
  6. Calls from tandems where the end user cannot be identified
  7. Calls from AT&T and IPP Coin Stations

(D)

#### **A18.14.5 Application of Charges and Exemptions**

- A. The charges specified in A18.14.6 will be applicable to all subscribers, except disabled customers who are exempt from Directory Assistance charges, as detailed in A3.13.2.
- B. Chargeable Calls
  1. For charging purposes, a DACC completed call is as defined in Section A1.

#### **A18.14.6 Rates and Charges**

- A. Service Charges
  - (1) Directory Assistance Call Completion Charge

(a) Charge Per Completed Call

**Rate**  
**\$0.00**

**USOC**  
**NA**

---

## A20. OPTIONAL CALLING PLANS

### A20.1 General

#### A20.1.1 Description Of Service

Optional Calling Plans are specially designed inter-city measured calling plans applicable to intrastate dial station-to-station long distance calls placed during the service period as prescribed in the plans defined herein. All other long distance calls will be billed as regular long distance calls. All offerings are restricted to designated exchange subscribers located within the State of Tennessee. An optional calling plan charge applies for each group billed exchange line over which the subscriber has access to place calls which are subject to such a plan.

A. (DELETED)

B. (DELETED)

C. (DELETED)

D. (DELETED)

E. Saver Service

1. Saver service is a set of specially designed toll Optional Calling Plans applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state.
2. Individual message detail is included as part of this service.
3. The service is offered in connection with outward customer dialed station-to-station calling plus automated or operator assisted station-to-station calls which are billed to the customer's account. Saver service discounts only apply to the message toll rates associated with such calls. (C)
4. The service is available in connection with individual line, PBX, Centrex Type Services and Remote Call Forwarding (RCF) Service except as specified in paragraph 6.
5. The service is offered on an account basis only.
6. The service is not available for use with IntraLATA Only Outward WATS and Combined Outward WATS in Section A19, Mobile Telephone Service, Dormitory Communications Service, and Long Distance Trunk Service.
7. Resale or shared use of Saver service is permitted. Use of the service is subject to terms and conditions in this Section and in Section A2, with the exceptions of paragraphs A2.2.1.A and A2.2.1.B, which restrict the use of service and prohibit payment to the customer by another for use of the service.
8. Two-Way WatsSaver service is offered in connection with outward dialed calling as described in paragraph 3, and with inward customer dialed station-to-station calling. By subscribing to Two-Way WatsSaver service, the customer agrees to be responsible for all outward toll calls (as described in paragraph 3) and all incoming intrastate, intraLATA toll calls. The service is offered only where facilities and billing capabilities exist.

### A20.2 General Terms And Conditions

#### A20.2.1 Liability Of The Company

Adjustments for any reason will not be applicable on Optional Calling Plan Service until the subscriber has used a minimum usage allowance applicable to the given service within a billing cycle month.

(M)

## **A20. OPTIONAL CALLING PLANS**

### **A20.2 General Terms And Conditions (Cont'd)**

#### **A20.2.2 Limitation Of Service**

- A.** Offering of Optional Calling Plan Service is subject to the availability of facilities and/or billing capability as determined by the Company. Due to billing restrictions, the following additional limitations also apply:
1. (DELETED) (M)
  2. (DELETED) (M)
  3. (DELETED) (M)
  4. With the exception of Saver service as specified in paragraph A20.1.1.E, plan usage time is accumulated by completed calls in tenths of minutes, any fraction counting as a tenth, and with a minimum connection time applicable of one minute. Usage time for any given billing month on two-way plans will be accumulated based on when usage data for calls in the reverse direction are available for computer processing rather than the date when made.
  5. Itemization of calls made under an Optional Calling Plan is not furnished; only a summary of total minutes of use as necessary for billing is provided. Individual message detail is included with Saver service and the Custom Rate Plan.
  6. A customer may not subscribe to more than one Optional Calling Plan that covers the same time period and geographical area.
  7. Except for Saver service, as specified in paragraph A20.1.1.E, and Custom Rate Plan as specified in paragraph A20.3.9, Optional Calling Plans do not include automated or operator-serviced conference or other calls requiring operator handling. For all Optional Calling Plans, an operator will: (C)
    - a. Reach the called number, when the customer reports making an unsuccessful attempt for reasons other than a busy, don't answer or wrong number condition, or
    - b. Re-establish a call which has been interrupted by cut-off or poor transmission after the called number has been reached.
  8. Saver Service is only available to subscribers originating calls from exchange service provided by a Company central office switch.
- B.** Application of billing commences the day the Optional Calling Plan Service is provided and ends with termination of such service.

#### **A20.2.3 Use Of Service**

The service is furnished subject to terms and conditions in Section A2., including those terms and conditions which restrict use of the service to communications in which the customer has a direct interest and prohibit payment to the customer by another for use of the service, except as specified in paragraph A20.1.1.E.

#### **A20.2.4 Minimum Contract Period**

The minimum contract period is one month except as specified in Section A6, when a two-way subscriber has a foreign listing printed in the distant directory which indicates no charge applies for direct dialed calls to his number.

#### **A20.2.5 Reserved For Future Use**

#### **A20.2.6 Suspension Of Service**

With the exception of Saver service, service will be suspended for causes other than those enumerated in Section A2, only as a result of the suspension of the service with which associated.

#### **A20.2.7 Reserved For Future Use**

#### **A20.2.8 Concessions**

Optional Calling Plans are not subject to concessions.

#### **A20.2.9 Reserved For Future Use**

#### **A20.2.10 Reserved For Future Use**

#### **A20.2.11 Nonrecurring Charges**

- A.** Service Charges as specified in Section A4 apply, as appropriate.

## A20. OPTIONAL CALLING PLANS

### A20.3 Rates (Cont'd)

#### A20.3.8 Saver Service Options (Cont'd)

F. Aggregated Plan - 110 -, 250 - and 500 Hour Options - Two-Way<sup>1</sup> (Cont'd)

5. Minimum Monthly Settlement Amount

The following minimums apply on a billing account basis as specified in paragraph 3

Minimum Monthly Settlement Amount		
Option	Hours in Option	Settlement Amount
AP110	110	\$ 561.00
AP250	250	1,200.00
AP500	500	2,250.00

#### A20.3.9 Custom Rate Plan

A. Description of Service

1. Custom Rate Plan is an Optional Calling Plan offered to residential customers and is applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. Eligible calls include those dialed on a Station-to-Station basis (as either Dial or Operator). These classes of calls are defined in Section A1., Definition of Terms. (C)

2. Individual message detail is included as part of this service.

B. Timing of Messages

1. Initial thirty second rates given in the rate schedule in E.3 are for connections of thirty seconds or any fraction thereof. All additional one-tenth minute rates given in the rate schedule in E.3 are for each additional one-tenth minute or any fraction thereof that the connection continues beyond the first thirty seconds.

2. The time at the beginning of each billing increment determines the applicable rate period for that billing increment. The time observed at the rate center of the calling station applies. (C)

3. On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system, or PBX system.

4. **(DELETED)** (D)

5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by the Company operator.

6. Chargeable time does not include time lost because of faults or defects in the service.

C. **(DELETED)** (D)

D. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, and Labor Day, the holiday rate applicable is the discount rate in E.4.

**Note 1:** Rates are applied according to the method specified in paragraph 3.



## A20. OPTIONAL CALLING PLANS

### A20.3 Rates (Cont'd)

#### A20.3.9 Custom Rate Plan (Cont'd)

##### E. Rates and Charges

1. There is no monthly recurring charge for this service.
2. Charges for each eligible message are determined as follows:
  - a. The initial billing increment for connections between all points is thirty seconds. Additional billing increments are in one-tenth minute increments. Initial thirty second and additional one-tenth minute rates for all messages are specified in the Basic Rate Schedule Table in paragraph 3.
  - b. If any portion of a message occurs in the discount rate period, the Basic Rate Schedule charges are discounted, as specified in paragraph 4.
  - c. For any Station-to-Station *or* Operator Station-to-Station message, the applicable Service Charges specified in paragraph 5 are added to the Basic Rate Schedule charge. (C)
3. Basic Rate Schedule
  - a. Reserved For Future Use
  - b. Basic Rate Schedule (Day Rate Period)

	Initial Thirty Seconds	Additional One-Tenth Minute Each or Fraction Therefore	USOC
(1) Rate Mileage			
(a) All distances	\$ .05	\$ .01	OSR20

#### 4. Rate Periods and Rate Discounts

- a. Rate periods and rate discounts are described in the table following.

	Rates and Applicable Periods						
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
7:00 AM to 6:00 PM <sup>1</sup>	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	50% Disc.	50% Disc.
6:00 PM to 7:00 AM <sup>1</sup>	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.

- b. Day Rate Period = Full Rate = Peak Period  
Discount Rate Period = 50% Discount = Off-Peak Period
- c. Discounts for the discount rate period are expressed as a percent reduction of the Basic Rate Schedule charges (in paragraph 3). The discount is applied to the total Basic Rate Schedule charge for that portion of a message occurring within the reduced rate period. When application of the discount results in a fractional charge, the amount will be rounded down to the lower cent.
- d. No discount applies for that portion of a message occurring in the Day rate period.
- e. When a message spans more than one rate period, total charges for the billing increments in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge.
5. Service Charges
  - a. For station-to-station messages, the applicable Service Charges shown in A18.3.1.B are in addition to the Basic Rate Schedule charge for that message. Discounts do not apply to the Service Charges. (C)

**Note 1:** To, but not including.

### A35. INTERCONNECTION OF MOBILE SERVICES

#### A35.1 Interconnection Services for Mobile Service Providers (MSP's) (Cont'd)

##### A35.1.1 General (Cont'd)

##### F. Service Installation Guarantee (Cont'd)

4. Service Installation Guarantees do not apply:
  - a. when failure to meet the Service Date occurs because of:
    - (1) any act or omission of this MSP, any other MSP or any third party, or of any other entity providing a portion of a service,
    - (2) labor difficulties, governmental orders, civil commotions, criminal actions against the Company, acts of God, war or other circumstances beyond the Company's control,
    - (3) unavailability of the customers facilities and/or equipment
  - b. to service requiring Special Construction as set forth in Section A5, or
  - c. (DELETED)
  - d. when alternate arrangements for SS7 signaling links are utilized.

In addition, Service Installation Guarantee will not apply during a declared National Emergency.

##### G. Other Associated Terms, Rates and Conditions

1. These services are offered at the rates specified herein from central offices where necessary service options are available.
2. The rates contained in this offering contemplate the use of standard serving arrangements normally provided by the Company.
3. MegaLink service, MegaLink Light service, MegaLink channel service, and LightGate service from Section B7 of the Private Line Guidebook are used to rate certain portions of DS1 service offered under this guidebook. The terms and conditions which apply for those services apply here, except that the month to month rates for MegaLink channel service, as specified in B7.3 of the Private Line Guidebook may be applied without the MSP fulfilling any minimum contract period. However, a minimum initial service period may apply for DS1 services, as specified in Section B7 of the Private Line Guidebook for MegaLink, MegaLink Light or LightGate services.
4. Directory listings for MSP's are provided in accordance with terms, conditions and rates found in Section A6.
5. Clients of the MSP may be provided directory listings as specified in A6.6.2, Business Additional Listing.
6. Charges for Operator Assisted Local Call Service and Local Operator Verification/Interruption Service<sup>f</sup> as defined in Section A3 are applicable and will be individually itemized on the MSP's bill. (C)
7. Charges for IntraLATA Long Distance Operator Verification/Interruption Service<sup>f</sup> as defined in Section A18 are applicable and will be individually itemized on the MSP's bill. (C)
8. When the MSP wants to prohibit third number<sup>f</sup> and collect calls<sup>f</sup> to mobile numbers, Billed Number Screening is available upon request. Certain calls cannot be screened, including but not limited to calls handled by independent Company (ICO) operators, Maritime, Air-to-Ground, and International calls, or calls handled by companies that do not subscribe to the data base where toll billing exception data is stored. The MSP is, however, responsible for the charges for these calls. (C)
9. The appropriate service charges in Section A4 apply to the establishment and rearrangement of service provided under this section. In addition, the nonrecurring charges specified in A35.1.6 shall apply for connection of service or rearrangements.

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

### A35. INTERCONNECTION OF MOBILE SERVICES

#### A35.1 Interconnection Services for Mobile Service Providers (MSP's) (Cont'd)

##### A35.1.1 General (Cont'd)

##### M. Miscellaneous Information - Type of Interconnection Service (Cont'd)

5. CMRS Type 1, CMRS Type 2A and CMRS Type 2B circuits are four wire circuits using only multi-frequency (MF) address pulsing with wink start operations and E&M supervision.
6. At the request of the MSP or at the discretion of the Company, subject to the operating limits and availability of facilities, these services may be provided from central offices other than the MSP's serving central office (C.O.). Where the C.O. can technically provide service as specified in the technical publications, but cannot measure due to switch limitations, such as software unavailability, then the Company may provide the service from a C.O. other than the MSP's serving C.O. at no additional charge to the MSP. Where a C.O. cannot technically provide a mobile service interconnection as specified in the technical publications because of equipment type, then the MSP must select an alternate C.O. capable of providing the requested type of service, in which case appropriate mileage rates will apply.

##### N. MSP Selective Class of Call Screening

1. MSP Selective Class of Call Screening (SCCS) is an optional service available with CMRS Local Loop Lines, CMRS Local Loop Trunks and CMRS Type 1 Service.
2. MSP SCCS is offered with two options.<sup>1</sup>
  - Option 1 - Provides 0+ and 0- screening capability to force alternate billing and provides central office blocking of 1+, 101XXXX 1+, 976 and 900 calls.
  - Option 2 - Provides 0+ and 0- screening capability to force alternate billing but allows 1+, and 101XXXX 1+ calls. 976 and 900 calls are blocked.
3. Subscribing to MSP SCCS only relieves the MSP of responsibility for charges associated with intraLATA calls made by subscribers using the Company's toll services. Subscribing to this service does not relieve the MSP of responsibility for charges associated with other type calls.
4. When Option 2 is selected, the MSP assumes responsibility for all sent-paid toll charges.
5. All local calls and calls to Company number such as repair service, Directory Assistance and public emergency service numbers, such as 911, will be permitted.
6. MSP SCCS will be established only where operator identification is provided through the use of automated equipment arranged to furnish this service.
7. This service is available only from central offices which have been arranged to provide the service. The service is provided subject to the availability of facilities. This service is not compatible with all service offerings.

(C)

##### A35.1.2 CMRS Local Loop Lines and CMRS Local Loop Trunks

- A. CMRS Local Loop Lines are equivalent to measured business lines.
- B. CMRS Local Loop Trunks arranged for one-way outward (MSP to C.O.) or two-way traffic may be optioned for either loop or ground start operation. CMRS Local Loop Trunks arranged for one-way inward (C.O. to MSP) traffic with out-pulsing of digits uses reverse battery supervision and may be optioned for either wink start or immediate start operation.
- C. Call Screening and Restriction Services - Customized Code Restriction (A13.20) is an optional service available with CMRS Local Loop Lines and CMRS Local Loop Trunks, subject to the availability of suitably equipped central offices.
- D. Coincident with the availability of RegionServ service in a wire center, CMRS Local Loop Lines and CMRS Local Loop Trunks will provide local (7 digit) dialing for mobile originating traffic from the home wire center to all wire centers within a 40 mile radius, based on airline miles, in addition to the existing local calling area as described in A3.6.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(N)

## A35. INTERCONNECTION OF MOBILE SERVICES

### A35.1 Interconnection Services for Mobile Service Providers (MSP's) (Cont'd)

#### A35.1.3 CMRS Type 1 Interconnection

- A. A CMRS Type 1 interconnection is a connection between a Company end office and an MSP's point of termination. With a CMRS Type 1 interconnection, the MSP can establish connections to valid NXX codes in the LATA, Directory Assistance, Operator Services (0- and 0+), Service Access Codes (700, 800, 900), and access to Interexchange Carriers (IC's) and International Carriers (INC's).<sup>1</sup> (C)
- B. Trunk groups containing the CMRS Type 1 connection must be presubscribed to an IC chosen by the MSP to complete inter-LATA calls. The MSP can access other IC's by using the 101XXXX code.
- C. Call Screening and Restriction Services - Customized Code Restriction (A13.20) is an optional service available with CMRS Type 1 Service, subject to the availability of suitably equipped central offices.

#### A35.1.4 CMRS Type 2 Interconnection

- A. CMRS Type 2A
  - 1. A CMRS Type 2A interconnection is a connection between a Company access tandem office to an MSP's point of termination. The MSP switch acts like an end office.
  - 2. CMRS Type 2A interconnections to access tandems can be optioned so that the MSP switch appears as either an equal access end office (EAEO) or a non-confirming end office.
  - 3. For an MSP that offers equal access to its customers, a CMRS Type 2A interconnection to an access tandem can establish connections to valid NXX codes in the LATA, to Service Access Codes (700, 800, 900), to IC's and INC's. Access to Operator Services (0- and 0+) and N11 codes is not permitted; those calls must be completed over a separate CMRS Type 1 interconnection.<sup>1</sup> (C)
  - 4. For an MSP that does not offer equal access to its customers, a CMRS Type 2A interconnection to an access tandem can establish connections to valid NXX codes in the LATA, to Service Access Codes (700, 800, 900), and to a Feature Group A (FGA), FGB, or FGC IC. Access to Operator Services (0- and 0+) and N11 codes is not permitted; those calls must be completed over a separate CMRS Type 1 interconnection.
  - 5. If a CMRS Type 2A interconnection is optioned for two-way or one-way inward (to the MSP), an NXX code dedicated to the MSP is required.
  - 6. CMRS Type 2A service may be optioned for Common Channel Signaling using Signaling System 7 (CCS7) protocols, hereafter referred to as CMRS Type 2A-SS7. Mobile originated traffic over CMRS Type 2A-SS7 service is limited to intraLATA terminations where technical limitations exist in Company tandem offices. However, interLATA as well as intraLATA traffic originated from another location may terminate to the MSP's network over this service. As technical limitations are removed at individual tandem offices, mobile originated traffic over CMRS Type 2A-SS7 service will no longer be limited to intraLATA terminations through those offices.
  - 7. When CMRS Type 2A-SS7 service is in use, all Public Service Commission and/or legislative requirements for blocking of Calling Party Number and/or Automatic Number Identification becomes the responsibility of the subscribing MSP. Any failure of the MSP to implement appropriate blocking measures will be considered cause for the Company to immediately disconnect the CMRS Type 2A-SS7 service.
  - 8. CMRS Type 2A-SS7 service allows the MSP to subscribe to CCSIMT service from Section A35, in order to connect the MSP's signaling network to the Company's signaling network, or the MSP may use an alternate arrangement that interconnects with the Company's signaling network, if technically feasible. Signaling links will be required to the Company's mated Signaling Transfer Points (STP's) in each LATA in which CMRS Type 2A-SS7 service is desired. If B Link connections are used to connect to the Company STP's and there is more than one mated pair of Company STP's within the LATA, the MSP must establish signaling links to all STP pairs in that LATA. If an A Link connection is used to connect to the Company STP's and there are more than one set of mated Company STP pairs in the LATA, the MSP must establish signaling links to the "home" Company STP pair. The "home" STP pair will be determined by using the same criteria as for Company end offices and may be based on location, traffic patterns, or traffic volumes. The Company may require additional A Link signaling connections to additional STP pairs within the LATA should traffic volumes dictate. If an alternate arrangement for SS7 signaling links is utilized, Service Installation Guarantee is not applicable.

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

## **A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

### **A42.3 Primary Rate ISDN (Cont'd)**

#### **A42.3.2 Terms and Conditions (Cont'd)**

- D.** Rearrangement charges stated in paragraph A42.3.4.G are applicable for moves of Primary Rate Interfaces from one central office to another in connection with the initial installation of Inward Data ERS or for subsequent moves of Primary Rate Interfaces from one central office to another for ERS Final or Dedicated arrangements. Termination Liability charges are not applicable if the number of Primary Rate Interfaces is not reduced.
- E.** Upgrades, from a MegaLink service and/or a MegaLink channel service contract arrangement, are permitted with no Termination Liability when:
  - 1. A new contract is selected for the Primary Rate ISDN equal to or greater in length than the arrangement being terminated, and
  - 2. The service orders to disconnect the MegaLink channel service arrangement and to install the Primary Rate ISDN are related together and received by the Company at the same time with no lapse in billing of service.
- F.** The minimum subscription period for which month-to-month Primary Rate ISDN is furnished and for which charges are applicable is one month.
- G.** Unless otherwise specified, the terms and conditions Primary Rate ISDN stated herein apply in addition to the terms and conditions set forth in Section A2.
- H.** Customer Premises Equipment (CPE) that is compatible with the Primary Rate ISDN interface is the responsibility of the customer.
- I.** The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provisioning of Primary Rate ISDN render any facilities provided by the customer obsolete, or require modification or alteration of such equipment or system, or otherwise affect its use or performance. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the customer.
- J.** Suspension of service is not allowed.
- K.** Terms and Conditions for Allowance of Interruptions apply as specified in Section B2 of the Private Line Guidebook.
- L.** Service Charges in Section A4 do not apply.
- M.** Hunting rates, Direct Inward Dialing (DID) rates, Customized Code Restriction rates, Selective Class of Call Screening rates, and Foreign Exchange rates do not apply.
- N.** **(DELETED)**
- O.** Calling numbers transmitted via Primary Rate ISDN are intended solely for the use of the Primary Rate ISDN subscriber. Resale of this information is prohibited except the caller's numbers may be provided to the subscriber's client for those calls sponsored or provided by that client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.
- P.** Non-facility Associated Signaling (NFAS) provides the capability to control multiple DS1s with a single D-Channel. This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation and where switch capacity exists. When NFAS is selected, the customer will order one Primary Rate ISDN arrangement with one D-Channel and up to 23 B-Channels. Additional Primary Rate ISDN arrangements are ordered with up to 24 B-Channels at rates and charges provided in paragraph A42.3.4. The D-Channel activated on the initial arrangement serves the additional Primary Rate ISDN arrangements. If the customer desires, he may also request a backup D-Channel with the NFAS option. The Voice/Data (Standard) Primary Rate ISDN and Digital Data Only option<sup>1</sup> Primary Rate ISDN arrangements may not be mixed in the same NFAS group.
- Q.** When a customer's normal serving central office is not equipped to provide Primary Rate ISDN, the customer may be served, at the Company's option, from an equipped central office without incurring interoffice channel charges. Primary Rate ISDN customers to be served under this arrangement must sign an agreement that the service may be moved back at the Company's discretion to the normal serving central office and to a probable number change when/if that office is equipped with ISDN. This is referred to as the Alternate Network Serving Arrangement (ANSA). If a customer, under ANSA, requests Primary Rate ISDN from an ISDN equipped central office other than that determined by the Company, interoffice channel charges as specified in paragraph A42.3.4.B will apply. Also, if a customer requests Primary Rate ISDN from a central office other than their normal serving office and ANSA does not apply, interoffice channel charges will apply as specified in paragraph A42.3.4.B. ANSA does not apply for Inward Data Extended Reach Service.

**Note 1:** Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed.

(D)

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.26 ESSX Service - Vintage II (Cont'd)

#### A112.26.12 Optional Service Features (Cont'd)

##### H. Station Message Detail Recording via Revenue Accounting Office

###### 1. General

- a. Station Message Detail Recording via Revenue Accounting Office (SMDR-RAO) is an arrangement to provide a record, by main station line number, of originating intercity traffic routing over dial type tie lines, FX, WATS, CCSA, Other Common Carrier access lines and/or toll and at the customer's option on certain incoming calls that the attendant extends to a station or tie line within the customer's ESSX service group. SMDR-RAO detail on incoming calls does not include the calling number or the type of facility used.
- b. The station message detail will include the calling main station line number, the called number, date, time of day, duration of call and the type of facility used. The record will be provided on magnetic tape, to customers requiring message detail for cost allocation and telecommunications system management purposes. The detail will be provided on all facilities in routes selected by the customer for Station Message Detail Recording-RAO.

###### 2. Terms and Conditions

- a. (SMDR-RAO) may be offered to main station lines of customers where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
- b. (SMDR-RAO) is not represented to be a provision of billing detail. Where tie line, Other Common Carrier access line, and foreign exchange facilities are involved, all such call attempts, whether completed or not, will appear in the SMDR-RAO.
- c. Station Message details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed to serve Company purposes and the customer will be responsible for making the tape compatible with his data processing equipment.
- d. A magnetic tape will be provided by the Company on each occasion (SMDR-RAO) is furnished to the customer. The tape becomes the property of the customer on a "no exchange" basis and it may not be returned to the Company for reuse.
- e. Station Message details may be provided on all facilities subscribed for by the customer, including toll, but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR-RAO is to be provided. Where the facility designated by the customer is a toll network, the magnetic tape file will include a record of each message itemized on the customer's bill.
- f. Directory Assistance (DA) call detail may be provided on the magnetic tape (customer option).

(C)

###### 3. Rates and Charges

###### a. Option Charges

		Term Payment Plan					
		Installation Charge	Monthly Rate				USOC
			1 Month	36 Months	60 Months	84 Months	
(1)	Common Equipment						
(a)	Per ESSX service so equipped	\$ 18.25	\$220.00	\$195.00	\$195.00	\$195.00	CMM
(b)	Per Facility Group	280.00	-	-	-	-	CMW
(2)	Station Message Detail - RAO						
(a)	Per Message, per occasion, each	-	.005	-	-	-	CMA
(3)	Line Equipment						
(a)	Per Foreign Exchange Trunk terminated in arrangement	4.75	1.55	1.35	1.35	1.35	CMQ
(b)	Per Dial Tie Line terminated in arrangement	4.75	-	-	-	-	CMT
(c)	Per Other Common Carrier access line terminated in arrangement	4.75	-	-	-	-	CMZ

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.28 Digital ESSX Service - Vintage II (Cont'd)

#### A112.28.11 Optional Service Features (Cont'd)

##### G. Station Message Detail Recording Via Revenue Accounting Office (RAO)

1. General
  - a. Station Message Detail Recording (SMDR)-RAO is an arrangement to provide a record, by main station line number, of originating intercity traffic routing over dial type tie lines, WATS, CCSA, Interexchange Carrier access lines and/or the toll network.
  - b. The station message detail will include the calling main station line number, the called number, date, time of day, duration of call and the type of facility used (SMDR detail on incoming calls does not include the calling number or the type of facility used.) The record will be provided on magnetic tape, to customers requiring message detail for cost allocation and telecommunications system management purposes. The detail will be provided on all facilities in routes selected by the customer for Station Message Detail Recording-RAO.
2. Terms and Conditions
  - a. Station Message Detail Recording (SMDR)-RAO may be offered to main station lines of customers where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
  - b. Station Message Detail Recording is not represented to be a provision of billing detail.
  - c. Station message details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed to serve Company purposes and the customer will be responsible for making the tape compatible with his data processing equipment.
  - d. Station message details may be provided on all facilities subscribed to by the customer, including toll, but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR-RAO is to be provided. Where the facility designated by the customer is the toll network, the magnetic tape file will include a record of each message itemized on the customer's bill. (C)
3. Rates and Charges

			Term Payment Plan					
			Monthly Rate					
			Installation	1	36	60	84	
			Charge	Month	Months	Months	Months	USOC
a.	Common Equipment							
	(1)	Per Digital ESSX service						
	(a)	Per system so equipped	\$390.00	\$205.00	\$175.00	\$175.00	\$175.00	CMM
	(2)	Facility groups						
	(a)	Each trunk terminated	40.50	.60	.50	.50	.50	CMW
b.	Station Message Detail							
	(1)	Messages						
	(a)	Per occasion, each	-	.005	-	-	-	CMA

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.32 ESSX Service - Vintage I (Cont'd)

#### A112.32.12 Optional Service Features (Cont'd)

##### H. Station Message Detail Recording (Cont'd)

##### 2. Terms and Conditions (Cont'd)

- e. Station Message details may be provided on all facilities subscribed for by the customer including toll, but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR is to be provided. Where the facility designated by the customer is a toll network, the magnetic tape file will include a record of each message itemized on the customer's bill. (C)
- f. Directory Assistance (DA) call detail may be provided on the magnetic tape (customer option).

##### 3. Rates and Charges

##### a. Option Charges

Variable Term Options				
Monthly Rate				
	36 Months	60 Months	84 Months	USOC
(1) Common Equipment				
(a) Per ESSX system so equipped	\$52.00	\$48.50	\$46.50	CMM
(b) Per Facility Group	-	-	-	CMW
(2) Station Message Detail				
(a) Per Message, per occasion, each	-	-	-	CMA
(3) Line Equipment				
(a) Per Foreign Exchange Trunk terminated in arrangement	1.90	1.75	1.70	CMQ
(b) Per Dial Tie Line terminated in arrangement	1.90	1.75	1.70	CMT
(c) Per Other Common Carrier access line terminated in arrangement	1.90	1.75	1.70	CMZ

##### I. Subsidiary System Arrangements

##### 1. Subsidiary System

- a. A Subsidiary System of an ESSX system is a customer-provided equipment system which is furnished PBX trunks from the central office serving the customer's ESSX system and which is connected by tie lines to that ESSX system.
- b. A Subsidiary System Arrangement provides station numbers which are in sequence with the main station line numbers of the customer's ESSX system to the stations of one or more subsidiary systems.

##### 2. Terms and Conditions

- a. Subsidiary System Arrangement (SSA) station numbers are provided by the same central office equipment and facilities which furnish Direct-Inward-Dialing (DID) service and will only be furnished where adequate DID facilities are available in the central office serving the customer's system and where the subsidiary system is properly equipped for DID service.
- b. The PBX trunks of the subsidiary system are provided at the same rates and charges as specified for such trunks furnished from the central office serving the customer's ESSX system. In addition, foreign central office or foreign exchange mileage charges are applicable to those trunks when the subsidiary system is located outside the area of that serving central office.
- c. The same rates and charges as specified for DID service apply for SSA station numbers. Where more than one subsidiary system is involved, each subsidiary system is considered a separate service and the count of station numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.



## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.34 Digital ESSX Service - Vintage I (Cont'd)

#### A112.34.11 Optional Service Features (Cont'd)

##### G. SMDR-RAO (Cont'd)

##### 2. Terms and Conditions (Cont'd)

- d. Station message details may be provided on all facilities subscribed to by the customer including toll, but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR-RAO is to be provided. Where the facility designated by the customer is the toll network, the magnetic tape file will include a record of each message itemized on the customer's bill. (C)

##### 3. Rates and Charges

Variable Term Options				
Monthly Rate				
	36 Months	60 Months	84 Months	USOC
a. Common Equipment				
(1) Per Digital ESSX				
(a) Per system so equipped	\$11.50	\$10.75	\$10.25	CMM
(2) Facility groups				
(a) Each trunk terminated	1.20	1.10	1.05	CMW
b. Station Message Detail				
(1) Messages				
(a) Per occasion, each	-	-	-	CMA

##### H. Uniform Call Distribution

##### 1. For Main Station Line Groups

##### 2. Rates And Charges

##### a. Per UCD Group

Variable Term Options				
Monthly Rate				
	36 Months	60 Months	84 Months	USOC
(1) Per group				
(a) Each	\$88.00	\$82.00	\$78.00	A6T
(2) Per line in group				
(a) Each	.10	.10	.10	A6V
(3) Announcement				
(a) Per group	29.50	28.00	26.50	A68

##### I. Subsidiary System Arrangements

##### 1. Subsidiary System

- a. A subsidiary system of a Digital ESSX system is a customer-provided equipment system which is furnished PBX trunks from the central office serving the customer's Digital ESSX system and which is connected by tie lines to that Digital ESSX system.
- b. A Subsidiary System Arrangement provides station numbers which are in sequence with the main station line numbers of the customer's Digital ESSX system to the stations of one or more subsidiary systems.

##### 2. Terms and Conditions

- a. Subsidiary System Arrangement (SSA) station numbers are provided by the same central office equipment and facilities which furnish Direct-Inward-Dialing (DID) service and will only be furnished where adequate DID facilities are available in the central office serving the customer's system and where the subsidiary system is properly equipped for DID service.

## N6. SPECIAL BILLING SERVICES

### N6.2 Customized Large User Bill (CLUB Service)

#### N6.2.1 General

- A. The Customized Large User Bill (CLUB Service) is an 8 1/2" x 11" bill with additional optional features and is designed to accommodate the special needs of business customers who have very large and complex bills.

#### N6.2.2 Application of Rates

- A. The basic 8 1/2" x 11" paper bill with sorting, sequencing, and page break options is offered to large business customers at no additional charge. Also included are itemization of collect<sup>1</sup> and international calls under separate categories as well as directory assistance detail for each billed telephone number. USOC (Universal Service Order Code) summary is available which provides a list of USOC's and their definitions and quantities, the taxability codes, and associated revenue. (C)
- B. Other billing features are offered at an additional charge per bill as described in N6.2.3, following on a monthly or one-time charge basis.
- C. Service order charges do not apply when converting a customer to the CLUB service or any of the options, or if the customer requests more than one copy of the bill. Service order charges in Section A4 apply to any subsequent changes.

#### N6.2.3 Rates and Charges

##### A. Optional Billing Services

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

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

2. Optional billing services are offered on a one-time charge basis per bill, per revenue accounting office.

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

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