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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Reserved For Future Use

A13.2 (DELETED)

(D)

A13.3 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.5 Arrangements For Night, Sunday And Holiday Service (Cont'd)

A13.5.2 Rates

A. Directory Listings

The monthly rate is as specified in Section A6.

(T)

B. Special Multiple Jack¹

1. A Line Connection Charge applies in addition to the following.

(a) Each

**Monthly
Rate**

USOC

\$1.50

NCB

C. Night Service Arrangement For Dial Systems:

1. Auxiliary line circuit, including night service line, for completing incoming night calls to dial PBX systems

(a) Each

5.30

NCG

A13.6 Reserved For Future Use

A13.7 Reserved For Future Use

A13.8 Reservation Service

A13.8.1 General

A. Reservation Service is service furnished at airports and other public places for the use of the public in calling hotels, motels, restaurants, car rental agencies etc., in the local calling area regarding room reservations and other arrangements. It contemplates the use of an automatic dialer which will include the numbers of those firms arranging for the service.

B. The subscriber for Reservation Service may be the subscriber whose numbers are included in the automatic dialer, agencies representing such subscriber or governmental authorities at airport terminals. The Reservation Service subscriber shall be responsible for the payment of all charges for service and facilities furnished by the Company for use with the Reservation Service.

C. The subscriber is responsible for providing, at its expense, suitable space, and any special mounting arrangements, etc., that may be required, subject to the approval of the Company.

D. It shall be the responsibility of the subscriber to provide suitable instructions for the proper operation of the Reservation Service by the public; to provide and subscribe for adequate service, equipment and facilities to meet the requirements of the public.

E. All ordinary expense of maintenance and repairs of the Reservation Service is borne by the Company. The subscriber is held responsible for the safety of the equipment at the terminal and will be billed the actual costs due to injury or destruction of the equipment caused by the subscriber or by the transient public otherwise than by unavoidable accident.

(T)

(T)

A13.8.2 Rates

A. Reservation Service lines

1. Rates and charges as for a two-way flat or measured rate business PBX trunk.

(a) Each

**Monthly
Rate**

**USOC
1BG**

Note 1: This change results from the restructure of Section A4. and is to be implemented on May 9, 1995

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services

A13.9.1 Description of Service

A. Call Waiting

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

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

B. Call Forwarding Variable

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

C. Three-Way Calling

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

D. Speed Calling

Provides for the calling of a 7- or 10-digit number by dialing an abbreviated code. The arrangement available has a 6- and 20-, or 8-¹ and 30-number capacity, depending on the serving facilities.

E. Call Forwarding Busy Line

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

F. Call Forwarding Don't Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer selected interval, to another number.

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

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

H. Customer Control Call Forwarding Busy Line²

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

I. Customer Control Call Forwarding Don't Answer²

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

J. Call Forwarding Multipath

This feature provides **Business** customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer, Customer Control Call Forwarding Busy Line², Customer Control Call Forwarding Don't Answer², Call Forwarding Variable, or Remote Access Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded to another number.

Note 1: As of October 31, 2013, Speed Calling 8 is withdrawn and no longer available for Business Customers.

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.1 Description of Service (Cont'd)

K. Remote Access Call Forwarding Variable

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

L. Call Waiting ID

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

Call disposition options provided with Call Waiting ID include:

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

Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible **device** at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein. (T)

M. Three-Way Calling with Transfer

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

N. Star 98 Access

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

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-person¹ and collect calls¹, 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.

(C)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

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

E. Call Forwarding Busy Line

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

F. Call Forwarding Don't Answer

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

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

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

H. Customer Control Call Forwarding Busy Line¹

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

I. Customer Control Call Forwarding Don't Answer¹

The destination number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. No Service Charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

J. Call Forwarding Multipath

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

K. Call Waiting ID

1. Call Waiting ID is furnished only to single line residence customers.
2. Subscribers to Call Waiting ID must have Touch-Tone service. The rate for Touch-Tone service is in addition to the Call Waiting ID rate.
3. The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic² or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.
4. The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location.
5. All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections herein. Such features must be ordered separate from Call Waiting ID.
6. The service charge for establishment of Call Waiting ID on the customer's line will be waived for the first sixty (60) days of availability in each area.

(C)

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

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

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

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

(T)

L. Three-Way Calling with Transfer

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

M. Star 98 Access

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.3 Rates

A. Residence

1. Individual Features

		Monthly		
		Rate	USOC	
(a)	Call Waiting ¹	\$11.99	ESX	(I)
(b)	Call Forwarding Variable ¹	10.00	ESM	
(c)	Three-Way Calling ¹	11.99	ESC	(I)
(d)	Speed Calling (8 Code) ¹	11.99	ESL	(I)
(e)	Speed Calling (30 Code) ¹	11.99	ESF	(I)
(f)	Call Forwarding Busy Line ¹	1.00	GCE	
(g)	Call Forwarding Don't Answer ¹	1.00	GCJ	
(h)	Customer Control Call Forwarding Busy Line ^{1,3}	3.00	GJP	
(i)	Customer Control Call Forwarding Don't Answer ^{1,3}	3.00	GJC	
(j)	(DELETED)			
(k)	(DELETED)			
(l)	(DELETED)			
(m)	Remote Access Call Forwarding Variable ¹	7.00	GCZ	
(n)	Call Waiting ID ¹	10.99	ESXD+	
(o)	Call Forwarding Don't Answer with Ring Control ¹	1.00	GCJRC	
(p)	Three-Way Calling with Transfer ^{1,2}	11.99	ESCWT	
(q)	Star 98 Access ¹	1.00	S98AF	(I)

Note 1: Monthly rate per central office line equipped.

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.3 Rates (Cont'd)

B. Business/Business PBX

1. Individual Features

		Monthly	
		Rate	USOC
(a)	Call Waiting ¹	\$8.50	ESX
(b)	Call Forwarding Variable ¹	8.50	ESM
(c)	Three-Way Calling ¹	7.50	ESC
(d)	(DELETED)		(D)
(e)	Speed Calling (30 Code) ¹	6.50	ESF
(f)	Call Forwarding Busy Line ²	5.00	GCE
(g)	Call Forwarding Don't Answer ²	5.00	GCJ
(h)	Customer Control Call Forwarding Busy Line ²	8.00	GJP
(i)	Customer Control Call Forwarding Don't Answer ²	8.00	GJC
(j)	Call Forwarding Busy Line Multipath or Customer Control Call Forwarding Busy Line Multipath ³	5.00	CFSBX
(k)	Call Forwarding Don't Answer Multipath or Customer Control Call Forwarding Don't Answer Multipath ³	5.00	CFSDX
(l)	Call Forwarding Variable Multipath or Remote Access Call Forwarding Variable Multipath ³	5.00	CFSVX
(m)	Remote Access Call Forwarding Variable ²	7.00	GCZ
(n)	(Obsoleted, See Section A113.)		
(o)	(Obsoleted, See Section A113.)		
(p)	Call Forwarding Don't Answer with Ring Control ²	5.00	GCJRC
(q)	Three-Way Calling with Transfer ^{1,4}	6.50	ESCWT
(r)	Star 98 Access ¹	2.00	S98AF

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

Note 2: Monthly rate per central office line equipped.

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

Note 4: Appropriate local or toll charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.4 Per Use Three-Way Calling Service

A. General

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

B. Rates

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.5 (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.9 Custom Calling Services (Cont'd)****A13.9.5 (DELETED) (Cont'd)**

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.10 Reserved For Future Use

A13.11 Remote Call Forwarding Service

This service receives promotional pricing treatment as described in *paragraph* A2.3.26. (T)

A13.11.1 General

- A. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a Remote Call Forwarding number in one exchange (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). This service is only available where the call forwarding location is served by an electronic central office and is offered subject to availability of suitable facilities. Where the call forwarding location is in a multi-office exchange, the Company will determine the serving central office. (T)
- B. One listing in the Directory covering the exchange in which the call forwarding number is located is provided without additional charge per Remote Call Forwarding Service or group of such services.
- C. Remote Call Forwarding Service is provided on the condition that the customer subscribe to a sufficient number of Call Forwarding Service features and remote terminating facilities to adequately handle calls to the call forwarding customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- D. Remote Call Forwarding Service provides for handling only one call at a time. An additional service feature is required for each additional coincident call to be handled.
- E. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one, are more likely to result in unacceptable transmission quality. Therefore, the Company will not knowingly forward calls via RCF to another service, arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal charges for such changes. (T)
- F. RCF service is not offered where the terminating number is a coin telephone.
- G. A list of calls will be furnished the Remote Call Forwarding Service customer itemizing each toll call completed. The number of the calling or originating station is not provided on this list. (T)
- H. Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided service for which residential rates apply. (T)
- I. The Company does not guarantee identification of the originating number to the RCF customer.
- J. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data. (T)

Note 1: Rates for Star 98 Access have been moved to *paragraph* A13.9.3. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.11.1 General (Cont'd)

K. Where calls are to be forwarded to service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the charges for any resulting rearrangement of the RCF service. (T)

A13.11.2 Reserved For Future Use

A13.11.3 Reserved For Future Use

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	\$50.72	RCF++	(I)
(b)	Residence, Each	12.50	16.00	RCF++	
2.	Per additional feature, on same service request				
(a)	Business, Each	-	50.72	RCA	(I)
(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.

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

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

A13.11.5 Rates And Charges (Cont'd)

B. Message Charges (Cont'd)

2. (Cont'd)

b. Between the call forwarding location and the terminating station. (Cont'd)

Calls which terminate within the local calling area will be billed usage charges as described in Section A3, as appropriate. Provisions contained in *paragraph* A3.1.E govern the specific usage rates to be applied. Plan options, usage allowances, and usage caps are not applicable to these usage charges. (T)

C. Service Charges as shown in Section A4 apply as follow:¹

1. For the initial installation of Remote Call Forwarding Service, or a subsequent addition to an existing Remote Call Forwarding Service, apply the Secondary Service Charge.
2. To change the number at the call forwarding location, or to revise the terminating location number at the call forwarding location, or to do both on the same order, apply the Secondary Service Charge.

Note 1: These changes result from the restructure of Section A4., and are to be implemented on May 9, 1995.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.12 Selective Class Of Call Screening Service

This service is a Flex-Price service and is *subject to* terms and conditions as described in **paragraph A2.3.26.**

(T)

A13.12.1 General

- A. Selective Class of Call Screening Service enables a customer to secure central office blocking of originating 1+, 101XXXX 1 +, 976 and 900 service calls. Additionally, specific screening information from the originating line is sent to the operator on Company handled intraLATA calls to prevent operator assisted calls from being billed to the subscriber's line. Information digits are also passed to long distance providers, other than the Company, to identify the line as requiring special operator handling.
- B. Selective Class of Call Screening Service is available only from central offices which have been arranged to provide these services. The service is provided subject to the availability of facilities. This service is not compatible with all service offerings such as Customized Code Restriction, International Call Blocking and Toll Terminals.
- C. Subscribing to this service does not relieve the subscriber of responsibility for calls, other than Company intraLATA calls, which originate from the number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the subscriber's number.
- D. All local calls and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 and 1+ 800 calls will be permitted from the establishment.
- E. This service is available to all business and residence customers.
- F. Selective Class of Call Screening can be suspended as specified in **paragraph A2.3.16.** During the period of suspension, no recurring charge applies.

(T)

A13.12.2 Rates And Charges

- A. The following rates and charges will apply in addition to a Service Charge.

	Monthly Rate	USOC	
1. MultiServ service and PBX Trunk			
(a) Per central office line equipped for screening including MultiServ service main station lines	\$1.10	SRG	(T)
(b) (Obsoleted, See Section A113.)	-	NA	
(c) Per PBX trunk equipped for screening	7.10	SRG	
2. ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service			
(a) Per NAR equipped for screening	7.10	SRGBB	
(b) Per main station line equipped for screening	-	SRGPL	

A13.13 Dormitory Communications Service

A13.13.1 General

- A. Dormitory Communications Service (DCS) is available to public and private educational institutions for residential use by students, faculty members or employees who reside in dormitories or other residential quarters owned, leased, or under the supervision of the educational institution.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.13 Dormitory Communications Service (Cont'd)

A13.13.1 General (Cont'd)

- B. DCS is furnished from central office equipment located on Company premises and associated facilities arranged to provide the equivalent of residence individual line local exchange service. (M)
- C. The local calling area for DCS is the same as that for residence individual line service in the exchange in which the DCS central office equipment is located. (M)
- D. DCS is offered subject to the availability of facilities and where, in the judgement of the Company, that service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company. (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.13 Dormitory Communications Service (Cont'd)

A13.13.2 Terms and Conditions

- A. DCS is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the charges to the educational institutions by the Company, nor may the institution render a separate charge for such service. (T)
- B. The educational institution is responsible for all charges except long distance Messages Telecommunications Service (MTS), telegrams, cablegrams, radiograms, and directory assistance charges, which are billed by the Company directly to DCS lines.
- C. The *terms and conditions* set forth for deposits and payment of service in *paragraph* A2.4 shall be applicable to users of DCS lines. (T)
- D. The educational institutions shall agree to render assistance to the Company in the prompt collection of charges billed to DCS lines.
- E. In the event of non-payment of any charges billed, the Company may suspend or terminate a DCS line until all charges due have been paid. Service which is so suspended or terminated is subject to the charges specified in Section A4 for restoral or re-establishment of service. (T)
- F. The Service Charges specified for residence service apply to the connection, move and change of DCS.
- G. DCS lines may be temporarily suspended, at the educational institution's request, subject to the rates and conditions specified for temporary suspension as specified in *paragraph* A2.3.15. (T)
- H. The rates and charges specified for DCS lines in *paragraph* A3.13.3 do not include directory listings in the alphabetical section of the directory of the Company. (T)
- I. At the request of the educational institution, DCS extension stations will be provided within the same dormitory room or suite as the associated DCS lines.
- J. Subject to the availability and at the request of the educational institution, DCS lines may be equipped for miscellaneous services such as Touch-Tone Calling Service, and/or Custom Calling Service at the same rates and charges as specified for such services on residence individual lines.
- K. The initial contract period for each DCS line is the same as the initial contract period specified for residence individual lines service.

A13.13.3 Rates

- A. Dormitory Communications Service Individual Flat Line
 - 1. Rates and charges as specified for residence individual line service in the exchange in which the DCS central office is located.

(a) Each	Monthly Rate	USOC 1DF
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A13.14 Toll Trunks (Toll Terminals)

A13.14.1 General

- A. A toll trunk is a special access trunk extending from a customer's premises to a premise of the Company for the purpose of completing toll calls originated at the customer's location. These facilities may be arranged to:
 - 1. Route all toll calls automatically to a toll network or to automatic credit card billing equipment and route all other toll calls to an operator for completion, or
 - 2. Route all toll calls to an operator for completion. (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Toll Trunks (Toll Terminals) (Cont'd)

A13.14.1 General (Cont'd)

- B. A toll trunk may be arranged, at the customer's request, for Selective Class of Call Screening Service, as outlined in Section A13. This service enables a customer, by means of an operator, to restrict outgoing toll calls from station line users to certain types of calls such as those which are charged to the called number or a third number.
- C. Terms and Conditions
 - 1. Connections will not be established between a toll trunk and exchange station lines or other toll trunks in the exchange area where the toll trunk is located.
 - 2. Toll trunks are furnished only to customers who have local exchange service concurrently. Also, all local calls and calls to certain Company numbers such as repair service, Public Emergency Service (911), etc. will be permitted from the customer's establishment only on regular exchange service facilities of the customer.
 - 3. Outward connections only will be established from a toll trunk.
 - 4. Service arrangements, requested by the customer, in excess of the intent of this guidebook may be provided at charges based on cost.
 - 5. This service is furnished only where facilities permit.

A13.14.2 Rates And Charges

- A. Toll Trunk, each

	Monthly Rate	USOC	
1. Per automatic toll trunk <ul style="list-style-type: none">(a) Each	\$419.00	TTTXA	(I)
2. Per direct toll trunk <ul style="list-style-type: none">(a) Each	\$419.00	LD2	(I)

A13.15 Reserved For Future Use

A13.16 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.16 (DELETED) (Cont'd)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.17 Feature Packages (Obsoleted, See Section A113)**

(M)(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.18 Reserved For Future Use

A13.19 TouchStar Service

This service is a Flex-Price service and is *subject to* terms and conditions as described in A2.3.26.

(T)

(T)

A13.19.1 Applications

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

(T)

A13.19.2 Definitions of Feature Offerings

A. Call Return

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

(T)

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

(T)

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

(T)

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

(T)

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

(T)

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

(T)

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

(T)

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

(T)

In some locations, due to technological limitations, Call Return must be purchased with Repeat Dialing.

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

(T)

B. Repeat Dialing

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

(T)

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

(T)

In some locations, due to technological limitations, Repeat Dialing must be purchased with Call Return.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

B. Repeat Dialing (Cont'd)

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

C. Personalized Ring 6, a/k/a Call Selector

Personalized Ring 6 provides a distinctive ringing pattern to the subscribing customer for up to six specific numbers. (T)

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

C. Personalized Ring 6 (Cont'd)

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

D. Selective Call Forwarding, a/k/a Preferred Call Forwarding

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

In some locations due to technological limitations, a prerequisite for this feature is Call Forwarding Variable (Section A13). If the customer also subscribes to Call Block and the same number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to forward.

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

E. Call Block

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

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

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

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

F. Call Tracing

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

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

(C)

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

G. Caller ID – Basic¹ (Number Delivery)

(C)

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

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

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

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

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

If the incoming call originates from a Multi-Line Hunt Group, the number transmitted will always be the main number of the hunt group, unless, facilities permitting, the lines are Number identified within the group.

If the incoming call is from a caller who subscribes to and/or has activated Calling Number Delivery Blocking as described in paragraphs L. or M., the calling number will not be delivered.

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

H. (Obsoleted, See Section A113.)

I. Caller ID, a/k/a Caller ID - Deluxe (Name and Number Delivery)

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

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

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

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

I. Caller ID a.k.a. Caller ID - Deluxe (Name and Number Delivery) (Cont'd)

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

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

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

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

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

If the incoming call is from a caller who subscribes to and/or has activated Calling Number Delivery Blocking as described in *paragraphs* L. or M., the calling number and calling name information will not be delivered. (T)

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(T)

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

J. Call Tracking - Bulk Calling Line Identification (BCLID)

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

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

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

If the incoming call is from a caller who subscribes to and/or has activated Calling Number Delivery Blocking as described in *paragraphs L. or M.*, the calling number will not be delivered. (T)

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

K. Calling Number Delivery Blocking - Per Call

Calling Number Delivery Blocking - Per Call allows a customer to temporarily prevent the transmission of that customer's Directory Number and/or Directory Name and thus control its availability to the called party. The transmission of the Directory Number and/or Directory Name to subscribers of TouchStar service features such as Caller ID, can be temporarily prevented on an as needed basis by dialing a pre-assigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

L. Calling Number Delivery Blocking - Permanent

This feature, when established on a customer's line, enables subscribers of Non-Published Listing Service or special agencies as described in *paragraph* A13.19.3.A.13 to prevent transmission of their Directory Number and/or Directory Name to subscribers of TouchStar service features such as Caller ID, on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is established and/or removed from the customer's line via a service order. If the pre-assigned access code for Calling Number Delivery Unblocking is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the calling number and/or name will be delivered. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize Automatic Number Identification (ANI) for delivery of the calling number.

M. Anonymous Call Blocking, a/k/a Anonymous Call Rejection¹

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

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

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(T)

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

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

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

(T)

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

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

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

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

(T)

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

(T)

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

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

(T)

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

A13, MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(T)

A13.19.2 Definitions of Feature Offering (Cont'd)

P. Enhanced Caller ID (With Call Management)

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

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

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

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

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

(T)

Q. BusyConnect

BusyConnect is an optional network feature which will be offered beginning April 15, 1998 in central offices where facilities permit on a usage basis. Presubscription will not be required and billing will be incurred on a per use basis.

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

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.3 Terms, Conditions and Limitations Of Service

A. The Following Limitations Apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain numbers of subscribers served out of TouchStar service equipped offices. (C)
2. TouchStar service is available to single and multi-line residence and business customers unless otherwise specified following. TouchStar services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect service will not work with rotary dial in most offices. Caller ID-Basic¹ and Caller ID are available for single and multi-line residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. Caller ID-Basic¹, Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Neither Caller ID-Basic¹, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management nor Call Tracking (BCLID) can be provisioned for customers with the following service arrangements: Basic 911, FX, FCO, DPA or Dual Service. (C)
3. TouchStar service basic features cannot be provisioned with toll terminals, trunks or some remote switching locations. (C)
4. Appropriate service charges apply except during Company selected periods of special promotion. Applicable service charges will be waived for the following situations: Upgrades from Caller ID-Basic¹ to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management; upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management and upgrades from Enhanced Caller ID to Enhanced Caller ID with Call Management. The service charge waiver will apply to situations in which the upgrade is the only service order activity. (C)
5. The Company will deliver all numbers/names, subject to technical limitations, including numbers/names associated with Non-published Listing Service as described in Section A6 unless the caller subscribes to and/or has activated Calling Number Delivery Blocking. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information. (C)
6. Calling party number and/or name information via Call Tracking, Caller ID-Basic¹, Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management is not available on operator handled calls. (C)
7. Number and/or name information transmitted via Caller ID-Basic¹, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking is intended solely for the use of the subscriber of these features. Resale of this information is prohibited by this Guidebook. (C)
8. The Company liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers and/or names, is limited as set forth in paragraph A2.5.1. (N)
9. TouchStar service features are not available on trunks except as specifically noted in paragraphs 2 and 10. (N)
10. Per Activation Call Return, Repeat Dialing, Denial of Per Activation Call Return and Denial of Per Activation Repeat Dialing are available to the following types of service where facilities permit: single-line residence, single-line business, multi-line residence, multi-line business and PBX trunks. (N)

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

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

A. The Following Limitations Apply: (Cont'd)

11. Calling Number Delivery Blocking - Permanent is available upon request at no charge (recurring or nonrecurring), facilities permitting, to the following customer groups:
 - a. Agencies - established shelters of private, non-profit and publicly funded domestic violence intervention agencies and federal, state and local law enforcement agencies.
 - b. Subscribers of Non-Published Listing Service as described in Section A6.
12. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

A13.19.4 Rates

A. Individual Features

1. Residence

		Nonrecurring Charge	Monthly Rate	USOC	
(a)	Call Return ¹ , per line	-	\$11.99	NSS	(I)
(b)	Call Return ² , per activation	\$2.00	-	NA	
(c)	Call Return ^{2,3} , denial of per activation	-	-	BCR	
(d)	Repeat Dialing ¹ , per line	-	11.99	NSQ	(I)
(e)	Repeat Dialing ² , per activation	2.00	-	NA	
(f)	Repeat Dialing ^{2,3} , denial of per activation	-	-	BRD	
(g)	BusyConnect ⁴ , per activation	2.00	-	NA	
(h)	Personalized Ring 6 (per line)		7.00	NSK	
(i)	Selective Call Forwarding (per line)		7.00	NCE	
(j)	Call Block (per line)		11.99	NSY	(I)
(k)	Call Tracing (per line)		7.00	NST	
(l)	(DELETED)				
(m)	(DELETED)				
(n)	Caller ID (with Anonymous Call Blocking) (per line)		11.99	NXMCR	(I)
(o)	Anonymous Call Blocking (per line)		7.00	HBY	

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

Note 2: These features are available to the following customers where facilities permit: single line residence, multi-line residence, and PBX trunks.

Note 3: Neither Denial of Call Return per Activation or Denial of Repeat Dialing per Activation should be included in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

Note 4: Denial of per activation BusyConnect can be obtained using the Repeat Dialing denial of per activation USOC BRD.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

A. Individual Features (Cont'd)
 1. Residence (Cont'd)

		Monthly Rate	USOC
(p)	Calling Number Delivery Blocking - Permanent ^{1,2} Per Line (Agency)	\$-	NOB
(q)	Calling Number Delivery Blocking - Permanent ^{1,2} Per Line (Non-Published Listing Customers)	-	NOBNP

B. Individual Features
 1. Business

	Nonrecurring Charge	Monthly Rate	USOC
(a)	Call Return ³ , per line	\$-	NSS
(b)	Call Return ⁴ , per activation	2.00	NA
(c)	Call Return ^{1,4} , denial of per activation	-	BCR
(d)	Repeat Dialing ³ , per line	-	NSQ
(e)	Repeat Dialing ⁴ , per activation	2.00	NA
(f)	Repeat Dialing ^{1,4} , denial of per activation	-	BRD
(g)	BusyConnect ⁵ , per activation	2.00	NA
		Monthly Rate	USOC
(h)	Call Selector (per line)	\$5.50	NSK
(i)	Preferred Call Forwarding (per line)	6.00	NCE
(j)	Call Block (per line)	7.00	NSY
(k)	Call Tracing (per line)	6.50	NST
(l)	Caller ID- Basic (Number delivery) (per line)	11.00	NSD
(m)	Caller ID-Deluxe (without ACR) (per line for Multi-Line Hunt Group arrangements)	14.50	NXMMN (I)
(n)	Caller ID-Deluxe (with ACR) (per line)	14.50	NXMCR (I)
(o)	Enhanced Caller ID (with ACR) (per line)	17.00	NXECR

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

Note 2: Calling Number Delivery Blocking - Permanent is available at no charge (recurring or non recurring) to special agencies or subscribers of Non Published Listing Service as defined in A13.19.3.A.

Note 3: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

Note 4: These features are available to the following customers where facilities permit: single line business, multi-line business and PBX trunks.

Note 5: Denial of per activation BusyConnect can be obtained using the Repeat Dialing denial of per activation USOC BRD.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

B. Individual Features (Cont'd)

1. Business (Cont'd)

		Monthly	
		Rate	USOC
(p)	Enhanced Caller ID with Call Management (with ACR)	\$17.00	N1ACR
(q)	Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) ¹	17.00	NCACR
(r)	(Obsolete, See Section A113)	-	NOB
(s)	Calling Number Delivery Blocking - Permanent ^{2,3} Per line (Agency)	-	NOB
(t)	Calling Number Delivery Blocking - Permanent ^{2,3} Per line (Non-Published Listing Customers)	-	NOBNP

C. Per Subscription

1. Business PBX or MLHG

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

(1) Per Line/Trunk Arrangement⁴

		Nonrecurring	
		Charge	USOC
(a)	Per DID arrangement	\$500.00	NXB
(b)	Per Non-DID arrangement	500.00	NXK
(2)	Per Calling Number-Delivered Monthly Usage Charge		

Quantity of Calls

(a)	First 50,000	\$.03	NA
(b)	50,001 - 400,000	.02	NA
(c)	Over 400,000	.01	NA

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

(T)

Note 2: Neither Calling Number Delivery Blocking - Permanent, Denial of Call Return per Activation or Denial of Repeat Dialing per Activation should be included in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

Note 3: Calling Number Delivery Blocking - Permanent is available at no charge (recurring or non recurring) to special agencies and subscribers of Non Published Listing Service as defined in A13.19.

Note 4: The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line Guidebook, Section B3.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(DELETED)

A13.20.1 General

Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message¹ or measured¹ rate service environments.

A13.20.2 Terms and Conditions

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

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

1. Option #1
1+, 0-, 0+, 00-, (1+/0+) 411, NPA 900, Intl 01, IDDD 011+, 101XXXX, LD 555-1212
2. Option #2
 - a. Restricted Codes
0-, 0+, 00-, Intl 01, 101XXXX operator
 - b. Restricted Codes
0-, 0+, 00-, Intl 01, 101XXXX operator, IDDD 011+, IDDD 101XXXX+011+
3. Option #3 Restricted Codes
1+, 0-, 0+, 00-, NPA 900, Intl 01, IDDD 011+, 101XXXX, LD 555-1212
4. Option #4
 - a. Restricted Codes
NPA 900
 - b. Restricted Codes
NPA 900, IDDD 011+, IDDD 101XXXX+011+
5. Option #5 Restricted Codes for business customers only
101XXXX

Note 1: Business only.

(D)

(T)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.20.2 Terms and Conditions (Cont'd)

(T)

- H. CCR - Options (Cont'd)
 - 6. Option #6
 - a. Restricted Codes
NPA 900
 - b. Restricted Codes
NPA 900, IDDD 011+, IDDD 101XXXX+011+
 - 7. Option #7 Restricted Codes
1+InterLATA, 0-, 0+, 00-, (1+/0+) 411, NPA 900, Intl 01, IDDD 011+, 101XXXX, LD 555-1212
- I. Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- J. Customized Code Restriction will be established and provided at no charge for customers receiving Lifeline service from A3.31.
- K. Residence customers who subscribe to any of the Area Plus services may restrict 1+InterLATA calls while allowing 1+IntraLATA calls to be completed by subscribing to Customized Code Restriction Option #7.

A13.20.3 Rates And Charges

- A. The following rates and charges are in addition to all applicable service charges, monthly rates and nonrecurring charges for exchange lines/trunks and other services or equipment with which they may be associated.¹

	Monthly Rate	USOC
1. Option #1 Restricted Codes		
(a) Residence Line or PBX trunk, each	\$6.00	CREX1
(b) Business Line or PBX trunk, each	5.50	CREX1
2. Option #2 Restricted Codes		
a. Option #2a		
(1) Rates		
(a) Residence Line or PBX trunk, each	6.00	CREX2
(b) Business Line or PBX trunk, each	5.50	CREX2
b. Option #2b		
(1) Rates		
(a) Residence Line or PBX trunk, each	6.00	CREXW
(b) Business Line or PBX trunk, each	5.50	CREXW
3. Option #3 Restricted Codes		
(a) Residence Line or PBX trunk, each	6.00	CREX3
(b) Business Line or PBX trunk, each	5.50	CREX3

Note 1: Service charges in Section A4 do not apply when a business or residence customer subscribes to Options #4 and #6. Where Code Restriction is available in association with services provided in Sections A12, A110, and A111, the charges prescribed therein for Code Restriction apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.20.3 Rates And Charges (Cont'd)

A. (Cont'd)¹

4. Option #4 Restricted Codes²

a. Option #4a

(1) Rates

		Monthly Rate	USOC
(a)	Residence Line or PBX trunk, each	-	CREX4
(b)	Business Line or PBX trunk, each	-	CREX4

b. Option #4b

(1) Rates

(a)	Residence Line or PBX trunk, each	-	CREXX
(b)	Business Line or PBX trunk, each	-	CREXX

5. Option #5 Restricted Codes for business customers only

(a)	Business Line or PBX trunk, each	\$1.50	RTV1L
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6. Option #6 Restricted Codes²

a. Option #6a

(1) Rates

(a)	Residence Line or PBX trunk, each	-	CREX6
(b)	Business Line or PBX trunk, each	-	CREX6

b. Option #6b

(1) Rates

(a)	Residence Line or PBX trunk, each	-	CREXY
(b)	Business Line or PBX trunk, each	-	CREXY

7. Option #7 Restricted Codes³

(a)	Residence Line, each	6.00	CREX7
			(I)

A13.21 Reserved For Future Use

A13.22 Reserved For Future Use

A13.23 Reserved For Future Use

Note 1: Service charges in Section A4 do not apply when a business or residence customer subscribes to Options #4 and #6. Where Code Restriction is available in association with services provided in Sections A12, A110, and A111, the charges prescribed therein for Code Restriction apply.

Note 2: On the first occurrence of adjustment due to unauthorized or mistaken 900 calls, blocking shall be offered to the customer at no charge. However, on the second occurrence of adjustment or customer refusal to pay the 900 charges, Company initiated blocking may be imposed.

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.24 Extension Service

A13.24.1 General

- A. (DELETED)
- B. (DELETED)
- C. (DELETED)
- D. (DELETED)
- E. Extension station lines must be located on the same premises of the subscriber on which the main station line is terminated and is restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment. Extension station lines may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit.
 - 1. Where two or more "premises" of the same subscriber are used in conduct of one establishment or business.
 - 2. Where additional station sets are located on other than the subscribers premises for the purpose of answering calls at such time as the subscriber is not available at the first premises, provided that separate exchange service is also provided on these other premises.
 - 3. Where extension station lines are located on the premises of a Joint User.
- F. The provision of extension station lines are subject to additional *terms, conditions* and charges shown in *paragraph* A13.25.

(T)(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M)

(D)

A13.25 Extension Line Channels

A13.25.1 General

- A. Extension stations are stations which are located within the same building as the main station. Where Extension Service is provided at other locations, extension line channel charges are applicable as set forth following.
 - 1. Extension Line Channel Service is classified as series 2100. These channels may be furnished on a link (partial channel) basis when connected to FlexServ service, and/or MegaLink channel service.
 - 2. (DELETED)
 - 3. The customer is responsible for determining that his terminal equipment is compatible with the service provided by the Company.
- B. Where supporting structure is necessary for the purpose of furnishing extension lines on the subscriber's premises, such supporting structure is furnished by the subscriber as provided for "Construction on Private Property" in Section A5.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.1 General (Cont'd)

- C. When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber:
 - 1. An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges.
 - 2. A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.
- D. When the practical manner of providing necessary circuits to outside stations requiring two or more circuits per station, especially those associated with PBX Dial Key Station Systems or Pushbutton Telephone Service, is by means of placing cable or multi-pair drop wire specifically for this purpose, except where the conditions in *paragraph* A13.25.1.C prevail, a monthly charge of three percent (3%) of the in-plant cost of providing the cable or drop wire will be applicable in lieu of mileage charges provided the charge so computed is not less than the mileage charge for one circuit per station or not more than the sum of the mileage charges for each circuit used. This rate treatment is not to include the costs for poles, anchors or guy wire which are to be provided in accordance with *paragraph* A13.25.1.B.
 - (1) Rate

	Monthly	USOC
	Rate	ILLB9
(a) 3 percent of the in-plant cost	-	-

- E. For the application of extension line mileage charges associated with ESSX-1, ESSX service, Digital ESSX service or Centrex Stations, see Sections A110, A111 or A112. (T)
- F. Dedicated circuits between the customer's interLATA Digital Electronic Tandem Switching (DETS) or Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from the *Private Line Guidebook*. Where this service is provided by the Company as a feature of Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service, the transport of traffic between the DETS or TSF functions and the basic Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service functions may be performed by the Company's network switching facilities. (T)

A13.25.2 Methods of Applying Rates

- A. The method of applying rates for two-point service is determined as follows:
 - 1. Local Channel
Two-Point
A local channel charge applies for the initial termination, per service on a customer premises in a wire center serving area.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.2 Methods Of Applying Rates (Cont'd)

- A. The method of applying rates for two-point service is determined as follows: (Cont'd)

- 1. Local Channel (Cont'd)

- Local Channels Furnished Outside Base Rate Area

- When a local channel described in *paragraph* A13.25.3 terminates at a location outside the Base Rate Area a Zone or exchange mileage charge as specified in *paragraph* A3.5 applies in addition to the rate for the local channel. The definition and description of the Base Rate Area are contained on Base Rate Area or exchange service area maps. The rate specified for individual line applies.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.2 Methods Of Applying Rates (Cont'd)

- A. The method of applying rates for two-point service is determined as follows: (Cont'd)

- 2. Interoffice Channel

When extension stations are located in a wire center serving area different from the main station, interoffice mileage charges as contained in Section A9 will apply. Charges are based on the airline distance between the serving central offices. (T)

- 3. (Obsoleted - See Section A113.)
 - 4. (DELETED)¹
 - 5. Nonrecurring Charge

The service charge for connection, move or change of service are as specified in *paragraph* A13.25.5. (T)

Note 1: Channels which provide Non-Wire Center Connected Service are now located in Section B3 of the Private Line *Guidebook*. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.3 Description of Service

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

1. Specification or Limit

a. Basic Parameters

(1) Net Loss

Local Channels used with terminal equipment:

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

(2) dc Resistance

Local Channels used with terminal equipment:

Limit as specified in the following Local Channel descriptions. Does not imply or guarantee end-to-end dc continuity.

(3) Frequency Response

300 - 3000 Hz	-3 dB to +12 dB
500 - 5000 Hz	-2 dB to + 8 dB

B. (DELETED)¹

C. (DELETED)¹

D. Local Channels for use as Non-PBX off premises stations are described following.

Type 2157 - A two-wire interface with effective two-wire facilities engineered for a 1000Hz net loss of 0dB to 5.5dB.

Suitable for off-premises stations (non-PBX) and bridged in the wire center - Loop signaling is provided.

A13.25.4 Rates and Charges

A. (DELETED)¹

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.4 Rates And Charges (Cont'd)

B. For use with terminal equipment

1. Local channels, each

(a) Type 2157

	Installation Charge	Monthly Rate	USOC
	\$23.00	\$15.25	1SESX

C. (DELETED)¹

D. (DELETED)¹

E. (Obsoleted - See Section A113.)

F. Interoffice channel including channel terminals for use with local channels

1. Per channel

For rates and charges see Section A9.

G. (DELETED)¹

Note 1: These channels and arrangements are now located in Section B3 of the Private Line *Guidebook*.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.4 Rates And Charges (Cont'd)

- H. (DELETED)¹
- I. (DELETED)¹

A13.25.5 Nonrecurring Charges

A. Schedule Of Charge

- 1. Type 2157
 - a. For local channels bridged in the wire center
 - (1) The service charge specified in Section A4. applies in addition to the installation charge for the channel.
 - b. For Secretarial Line channels
 - (1) The service charge specified in Section A4. applies.

Note 1: Signaling arrangements are now located in Section B3 of the Private Line *Guidebook*.

(M)
(M)
(M)
(M)
(M)
(M)
(T)

Pages 21 through 28 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.26 (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.26 (DELETED) (Cont'd)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services

A13.27.1 Universal Emergency Number Service - 911

A. General

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

B. *Terms and Conditions*

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.1 Universal Emergency Number Service - 911 (Cont'd)

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

(T)

8. (Cont'd)
 - d. That the customer will subscribe for additional local exchange service at the PSAP location for administration purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.

C. Basic 911

1. Definition Of Service

A Basic 911 system includes the Company provision of the 911 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for Basic 911 Service. The other components of a Basic 911 system include the one way incoming 911 Exchange Lines, and, if applicable, 911 dedicated facilities. Customer-provided PSAP equipment may be required at the customer's premises. Basic 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Basic 911 cannot be provisioned with any Caller ID service arrangements.

2. (DELETED)

3. Rates And Charges

a. Messages

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.1 Universal Emergency Number Service - 911 (Cont'd)

- C. Basic 911 (Cont'd)
 - 3. Rates And Charges (Cont'd)

	Per Month	USOC	
	\$419.00	NA	(I)

- b. 911 Exchange Lines
- c. 911 Dedicated Facilities

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

- d. Non-Dedicated Facilities

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

- e. (DELETED)

- f. PSAP Terminal Equipment

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.1 Universal Emergency Number Service - 911¹ (Cont'd)

C. Basic 911 (Cont'd)

3. Rates And Charges (Cont'd)

g. Where appropriate, Company tie lines, private lines, and other such channels, connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at rates for such channels and facilities as specified in this and other appropriate *service publications*. (T)

A13.27.2 (DELETED)

Note 1: This *Guidebook* is applicable to new systems or additions to existing systems ordered on or after September 8, 1979.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.27 Emergency Reporting Services (Cont'd)****A13.27.2 (DELETED) (Cont'd)**

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.3 Reserved For Future Use

A13.27.4 (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.4 (DELETED) (Cont'd)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

B. Definition Of Terms (Cont'd)

This is a standard feature of E911 Service.

Automatic Location Identification (ALI)

A feature by which the name and the address associated with the calling party's number (identified by ANI as defined following) is forwarded to the PSAP for display. Multiple access lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR). In the case of 911 calls from subscribers of wireless carriers that are interconnected to *the Company's* 911 Control Office and primary and/or secondary PSAPs equipped with data communications links to *the Company's* ALI database, these Wireless 911 calls will be delivered with a version of the ALI feature that includes certain carrier identification, cell tower or antenna array descriptive data as agreed to by the customer and the wireless carrier, and the wireless subscriber's call-back number. This information is consistent with the requirements of FCC Order 94-102 for Phase I Wireless 911 interconnection. The customer is required to make any changes in the MSAG needed to accommodate the wireless carriers' loading of their respective Pseudo-ANI (P-ANI) records into *the Company's* 911 database management system when P-ANI records are associated with towers and/or antennas located in the customer's jurisdiction. (T)

Automatic Number Identification (ANI)

A feature by which the calling party's ANI number is forwarded to the E911 Control Office and to the PSAP's ANI/ALI controller. (T)

Centralized Automated Message Accounting (CAMA) MF Signaling

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

Data Management System (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI feature for E911 Service.

Default Routing (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other cause. Such incoming calls are routed from the E911 Control Office to an assigned default PSAP.

Emergency Service Number (ESN)

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

End Office

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

Enhanced 911 (E911) Control Office

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

Enhanced 911 Service Area

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

Enhanced MF Signaling (EMFS)

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

Forced Disconnect

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

B. Definition Of Terms (Cont'd)

Manual Transfer

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

Master Street Address Guideb (MSAG)

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

Public Safety Answering Point (PSAP)

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

Selective Routing (SR)

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

Serving Central Office

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

Universal Emergency Number Service

An exchange communication service for receiving calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs that may or may not be established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency calls are included. (T)

Wireless Carrier

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

C. *Terms and Conditions*

1. This service is limited to the use of central office number 9-1-1 as the universal emergency number. Only one E911 Service will be provided within any government agency's locality. (T)
2. The 9-1-1 emergency number is not intended as a total replacement for the service of the various public safety agencies that participate in the use of this number. The public safety agencies will subscribe to other exchange service as provided in other sections of this *Guidebook*. (T)
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
5. The Company does not undertake to answer and forward E911 calls, but furnishes the use of its facilities to enable the proper authorities to answer and respond to such calls.
6. Temporary suspension of service is not provided for any part of the E911 Service.
7. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of this *Guidebook*. (T)
8. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer may make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
9. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for E911 Service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the rate for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service. (T)
10. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for E911 Service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

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

11. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

12. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. When an order for E911 Service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed. At least one local law enforcement agency must be included among the participating agencies in any E911 offering.

13. Any terminal equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the system other than information relating to a number identified through the ANI feature as the source of an in-progress E911 call. This section prohibits, for example, but is not limited to the use of any terminal equipment to obtain any information through the 911 network, such as ANI or ALI database information for any non 911 dialed call. Extraction of 911 information is prohibited in instances involving any call that is not dialed by the end user as a 911 call.

14. The customer agrees to the following terms and conditions:

- a. That the customer will require any participating PSAP to certify that all E911 calls be answered on a seven days per week, 24 hours per day basis.
- b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 Service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
- c. That the customer will require any participating PSAP to certify that it will implement an appropriate method for responding to calls for nonparticipating agencies within the customer's jurisdiction which may be directed to the E911 PSAP by calling parties.
- d. That the customer will require any participating PSAP to certify that E911 Service at the PSAP locations will not be used for administrative purposes for placing outgoing calls or for receiving non-emergency calls.
- e. That the customer will subscribe to, or provide equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed.

(T)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

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

15. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and emergency medical agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The Company shall assist the customer through the provision of information from the record in the possession and control of the Company concerning the names, numbers and service addresses of subscribers within the customer's E911 serving area. The following terms define the customer's responsibility in providing information to the Company.

- a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company six months prior to the effective date of service.
- b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in police, fire, emergency medical or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
- c. The Company will provide to the customer on request a complete copy of the master address file to permit the customer to verify the accuracy of the police, fire, and emergency medical PSAP routing designations.
- d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
- e. The Company will furnish a written copy of the transaction to the customer for verification showing each change, deletion and addition to the master address file.

(T)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

C. Terms and Conditions (Cont'd)

16. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this *Guidebook*, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be assigned to specific police precincts, fire stations, emergency medical zones, etc. (T)

17. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the names, numbers and service addresses of subscribers within the customer's serving area. (T)

18. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:

- Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
- Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
- Customer shall use due care in providing for the security and confidentiality of the information.
- Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.
- As soon as customer has completed using the information for the purposes authorized in the *Guidebook* or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed. (T)

19. E911 Service is not eligible for concession service as specified in Section A2. (T)

20. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, and other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person: (1) for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, and which arises out of the negligence or other wrongful act of the Company, the customer, its user agencies or municipalities or employees or agents of any one of them, or (2) for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of E911 Service features and the equipment associated therewith, including, but not limited to, the identification of the number, address, or name associated with the number used by the party or parties accessing E911 Service hereunder, or (3) arising out of any act or omission of the customer, in the course of using services provided pursuant to this *Guidebook*. (T)

D. Service Features

- E911 Service is available in four service feature offerings.
 - Automatic Number Identification (ANI)
Charges are based on the total number of access lines served by the local switching offices equipped for ANI only.
 - Automatic Number Identification and Selective Routing (ANI/SR)
Charges are based on the total number of access lines to which both ANI and SR applies.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

D. Service Features (Cont'd)

1. E911 Service is available in four service feature offerings. (Cont'd)
 - c. Automatic Number Identification and Automatic Location Identification (ANI/ALI)
Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR.
 - d. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)
Charges are based upon the total number of access lines to which ANI, ALI, and SR apply.
2. **(DELETED)** (D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

D. Service Features (Cont'd)

3. The service feature offerings include provision of E911 Exchange Lines to all primary PSAP's and to secondary PSAP's that are equipped to display ANI information on Company or customer provided equipment. The number of lines to a PSAP will be determined by the Company based upon a minimum rate service of one blocked call per one hundred calls during the busy hours. Secondary PSAP's that do not meet these specifications will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional E911 Exchange Lines.
4. The following standard features are included with each of the service offerings:
 - Forced Disconnect
 - Alternate Routing (Night Service)¹
 - Speed Calling
 - Central Office Transfer Arrangements
 - Default Routing

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

E. Rates And Charges

1. Messages

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

2. Service Features

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

(1) Per 1000 Access Lines Served

		Nonrecurring Charge	Monthly Rate	USOC
(a)	Automatic Number Identification,	\$295.00	\$29.00	E8X
(b)	Combined Automatic Number Identification and Selective Routing	2,190.00	89.00	E8T
(c)	Combined Automatic Number and Location Identification	2,330.00	130.00	E8V
(d)	Combined Automatic Number and Location Identification and Selective Routing	2,330.00	130.00	E8Z
b.	Optional additional E911 Exchange Line (over and above those engineered) terminating at PSAP			
(1)	Each.			(C)
(a)	Each	85.00	248.90	E8K
	Note 1: The annual customer billing update due to access line count adjustment applies only to monthly recurring rates.			(R)(C)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

E. Rates and Charges (Cont'd)

3. Service Features for Access Lines in a Jointly Provided System.

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

(1) Per 1000 access lines served¹

		Nonrecurring Charge	Monthly Rate	USOC ER1
(a)	Combined Automatic Location Identification and Selective Routing ²	\$2,290.00	\$110.00	
(b)	Selective Routing ³	2,150.00	70.00	E16

4. PSAP Equipment

PSAP (Public Service Answering Point) equipment may be furnished by the Company or by another party. All PSAP equipment must be provided in accordance with the following *terms and conditions*.

(T)

5. Enhanced Multi-Frequency Signaling (EMFS)⁴

(a) Per PSAP

XTAMF

(T)

Note 1: Rounded to nearest 1000 access lines per service feature (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. The count will be adjusted annually for purposes of updating customer billing. All non-*Company provided* lines, including wireless pseudo-ANI (P-ANIs), will be grouped together and rounded to the nearest 1000 access lines. For each service feature, where the count of access lines has been adjusted upward, for each 1000 access lines so adjusted (after rounding), only the monthly rate will apply. For purposes of counting access lines of Wireless Carriers, the quantity of pseudo-ANI records will be used in lieu of access lines.

Note 2: This rate applies to Independent Company, other Local Exchange Company, or Wireless Carrier access lines located within the E911 subscriber's jurisdiction where the subscriber selects a full featured system (E8Z).

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

Note 4: Enhanced Multi-Frequency Signaling (EMFS) is required per PSAP on all tandem-to-PSAP trunk groups when five or more NPAs (area codes) are resident in one of the 911 tandems serving the PSAP. EMFS delivers ten digits of ANI that includes the 3-digit NPA and the 7-digit number.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

E. Rates and Charges (Cont'd)

- 4. PSAP Equipment (Cont'd)
 - b. (DELETED)
 - c. All E911 equipment must be registered under Part 68 of the Federal Communications Commission's Rules governing customer premises equipment.
 - d. All E911 equipment must comply with Part 15 of the Federal Communications Commission's Rules governing customer premises equipment.
 - e. Equipment must be compatible with *Telcordia* trunk interface standards Technical Reference TR-TSY-000350 Issue November 1, 1987, entitled E911 Public Safety Answering Point: Interface Between a 1/1AESS Switch and Customer Premises Equipment, which are industry standards. (T)
 - f. Equipment attached to the Company's full featured E911 service must be compatible with the Company's standards for such service or with *AT&T* Services' Technical Specifications Customer Provided E911 Premises Equipment dated April 1, 1991, which embodies TR 73528 - BellSouth E911 Service Interfaces to Customer Premises Equipment at a Public Safety Answering Point as appropriate. For the purpose of verifying delivery of an E911 call by the Company to the PSAP, any E911 equipment shall provide call detail recording capabilities which, at a minimum, will report the ANI delivered by the network and the time the call was delivered to the PSAP. The term "time the call was delivered to the PSAP" means the time when the "off hook condition" as defined by Section 3.1, table 1B of the *Telcordia* Specifications described *herein*, is present at the point of demarcation. (T)
 - g. Any equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it shall not be able to extract from any data base containing proprietary customer specific information any information other than that relating to a number identified through the ANI feature as an in-progress E911 call.
 - h. The equipment must have the capability to allow the PSAP operator to release a connection even though the calling party has not hung up (forced disconnect) and must be able to transfer incoming E911 calls in order to dispatch emergency assistance.
 - i. Under no circumstances shall the Company be required to modify its network operations or protocols to accommodate PSAP equipment, provided however, if the Company is required to modify its network in any way to connect the equipment which it is offering to any purchaser then the Company shall be required to make the same types of modifications to its systems to accommodate the equipment of other sellers at no additional charge to the seller.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

E. Rates And Charges (Cont'd)

4. PSAP Equipment (Cont'd)

- i. Maintenance and repair of PSAP equipment and seller contact concerning the same is the responsibility of the customer. For the customer's protection, the Company recommends that all customers obtain written contractual assurances that their seller is capable of furnishing, and will furnish, adequate continuous maintenance, service and repair of the customer's PSAP equipment.
- j. If the Company is not the equipment provider, the Company's maintenance responsibility ends at the point of demarcation.
- k. The Company shall have no responsibility for installation testing of new PSAP equipment if it is not the seller of such equipment. However, once such equipment is installed, the Company shall be required to test its lines, computers, database interface and other facilities and equipment and to cooperate with the seller in testing the entire E911 system to assure that the same functions properly and efficiently.
- l. The Company recommends that E911 equipment possess self diagnostic functions that monitor switch and trunk operations and report automatically to the PSAP or the seller's maintenance service center any switch and/or trunk problems that may occur.
- m. PSAP equipment provided by the Company under the *service publication* effective prior to the effective date of this *Guidebook* is grandfathered.

5. (DELETED)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

E. Rates And Charges (Cont'd)

- 6. Additions, Moves Or Changes
 - a. (DELETED)
 - b. Charges for customer requests that necessitate additions, removals, moves, or changes of access facilities and/or equipment on Company premises will be based on costs.
 - c. Installation of additional network or other facilities to maintain a satisfactory grade of service such as described in *paragraph C.12* will be provided by the Company at no additional charge to the customer. (T)
- 7. Data Base Access
 - a. This feature provides a one time down load of E911 subscriber information along with access to daily updates from the Company's E911 Data Base Management System. Access is provided to a local exchange company, emergency communications district created pursuant to Tennessee Statute ("district") or a vendor duly authorized to represent a district by utilizing a personal computer to secure data using a dial-in arrangement.
 - b. Vendors, districts or local exchange companies requesting this service must meet the current network standards. Requests for a reloading of data due to the loss of or damage to information will require an additional charge equivalent to the start up charge for this service.

	Nonrecurring Charge	Monthly Rate	USOC
(1) Data Base Transport Feature			
(a) Per System	\$2,860.00	\$430.00	DBT
(2) ANI/SR/Data Base Information			
(a) Per thousand Access Lines served	2,200.00	110.00	9UTXX
c. These features must be purchased as a package and may not be purchased separately. The customer will be responsible for all long distance charges incurred when accessing the data base. Customers who have full featured E911 Service, including Automatic Number Identification, Automatic Location Identification and Selective Routing that wish to convert to the Data Base Access feature will not be required to pay the nonrecurring charge for ANI/SR/Data Base Information.			
d. The following guidelines will be applicable to customers purchasing this service:			
(1) Customers shall limit the use of the database information to providing emergency response to E911 calls.			
(2) The reproducing, publishing, reselling, disclosing, tampering with, or allowing access to the database (for non-published numbers) for any reason other than emergency response purposes is prohibited.			
(3) The customer shall establish a contract that protects subscriber information.			
(4) The records may be electronically down loaded for the initial and update information if technically feasible.			
(5) The processor shall be secured from outside entry and password protected.			

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

- E. Rates And Charges (Cont'd)
 - 7. Data Base Access (Cont'd)
 - d. (Cont'd)

- (6) All E911 equipment provided by vendors shall be registered under Part 68 of the Federal Communications Commission's rules governing customer premises equipment.
 - (7) All E911 equipment must comply with Part 15 of the Federal Communications Commission's rules governing customer premise equipment.
 - (8) The equipment must be compatible with national standards for interfaces of Enhanced 911 Emergency Response Systems.
 - (9) The Company shall not be required to modify its network operations or protocols to accommodate PSAP equipment provided, however, if the Company is required to modify its network in any way to connect the equipment which it is offering to any purchaser, then the Company shall be required to make the same types of modifications to its systems to accommodate the equipment of other sellers at no additional charge to the seller.
 - (10) Maintenance and repair of PSAP equipment and seller contact concerning the same is the responsibility of the customer. For the customer's protection, the Company recommends that all customers obtain written contractual assurance that their seller is capable of furnishing, and will furnish, adequate continuous maintenance, service and repair of the customer's PSAP equipment. If the Company is not the equipment provider, the Company's maintenance responsibility ends at the point of demarcation.

A13.27.6 Wireless E911 Phase 2

A. Description of Service

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

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

B. General **Terms and Conditions**

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

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

- a. PSAPs must order both the **Company's** Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in **paragraph** F.
- b. WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.
- c. WSPs must have obtained an E2 interface to **the Company's** ALI database that complies with the latest issue of BellSouth Technical Reference 73610. This interface will be used by the WSP to provide Phase 2 data. (T)

C. Definition of Terms

- 1. Callback Number (CBN)

The wireless caller's 10-digit handset number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected. (T)

- 2. E2 Interface

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

C. Definition of Terms (Cont'd)

3. Emergency Services Message Entity (ESME)

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

4. Enhanced MF Signaling (EMFS)

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

5. Mobile Position Center (MPC)

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

6. Mobile Switching Center (MSC)

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

7. Phase 2 NCAS

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

8. Position Determining Entity (PDE)

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

9. Pseudo-ANI (P-ANI)

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

10. WLS911

The *Company* solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution allows PSAPs to comply with the FCC's order without upgrading their PSAP equipment to utilize Enhanced MF signaling.

11. Wireless Service Provider (WSP)

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

12. Wireline Compatibility Mode

Occurs when the WSP sends only p-ANI to the *Company* E911 tandem. The PSAP receives eight or ten digits of ANI, dependent upon the PSAP Customer Premises Equipment's ability to utilize Enhanced MF. (T)

13. X,Y Coordinates

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

D. Enhanced MF

Enhanced MF (EMF) is a signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either **10** or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable as described in *the Company's* Technical Reference 73528. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

E. Wireless E911 Phase 2 Service

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

1. Extended ALI Display Format

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

2. ALI Database Upgrade For Wireless Phase 2

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

F. Rates and Charges

1. Per PSAP

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

A13.27.7 The Tellabs¹ 291 Emergency Alerting System (Obsoleted, See A113.27.7)

A13.27.8 BellSouth 9-1-1 PinPoint Service

A. General

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

B. Terms and Conditions

1. BellSouth 9-1-1 PinPoint Service is furnished subject to the availability of facilities.
2. Automatic Number Identification (ANI) which is passed to the Company's E911 tandem office by the PBX switch is read, processed and utilized in the manner as if it is provided by any other serving end office in the Company's E911 system.
3. The emergency agency serving the area may also be involved to update the Master Street Address Guide (MSAG) and to determine the method in which emergency calls from BellSouth 9-1-1 PinPoint Service locations will be handled.
4. The following specifications must be met when provisioning this service:
 - a. Subscribers to BellSouth 9-1-1 PinPoint Service must meet all Company technical specifications.
 - b. The PBX switch must be able to transmit ANI using multi-frequency signals. This may require the retro-fitting of existing PBX switches with interfaces which will work with the Company's E911 system.
 - c. The PBX switch owner/operator must supply the Company with the initial number-to-address data as well as periodic updates.

Note 1: Copyright of Tellabs, Inc.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

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

- 4. The following specifications must be met when provisioning this service: (cont'd)
 - d. 9-1-1 PinPoint service is configured on a "per account" basis for BellSouth Direct Inward Dialing (DID) and grandfathered Primary Rate ISDN (PRI) accounts. All numbers on these accounts must be provisioned with 9-1-1 PinPoint service. The Customer cannot randomly select which numbers on an account will have the service. This *specification* is not applicable for PRI subscribers billed for 9-1-1 PinPoint service on a per PRI station number (per TN) basis. (T)
 - e. Users of 9-1-1 PinPoint service are prohibited from provisioning PBX station numbers outside the boundary of the E9-1-1 tandem serving the physical address of the main PBX location. 9-1-1 calls from any numbers provisioned outside the boundary of the serving E9-1-1 tandem would be routed to an incorrect PSAP with no location information. An alternative arrangement could involve PRI terminations from multiple central offices to accommodate a wider geographic area. In that configuration, no PBX station numbers can be provisioned at addresses outside the boundary of the tandem serving the PRI host. The subscribing 9-1-1 PinPoint service customer is responsible for ensuring that 9-1-1 PinPoint service is provisioned in a compliant configuration that will ensure that 9-1-1 calls are routed correctly with the correct location information. (T)
 - f. 9-1-1 PinPoint Service is only available on local exchange services provided by the Company, specifically *the Company's* PRI and *the Company's* DID services. The PBX switch must employ BellSouth Direct Inward Dialing (DID) or PRI station numbers. If the PBX is serving subscribers with multiple NPAs, a unique PBX trunk group will be needed for each NPA (whether it be 9-1-1 PinPoint service Local Channels or PRI). 9-1-1 PinPoint service is not available on Centrex or "Centrex-like" station numbers. 9-1-1 PinPoint Service is not available on numbers obtained from CLECs or on any IP-enables services. (T)
 - g. It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system.
- 5. The PBX switch owner/operator must install a minimum of two private E911 local channels¹ with the following specifications:
 - a. This voice grade local channel provides for a communications path between the demarcation point at the customer premises and the serving E911 tandem.
 - b. The PBX switch owner/operator is responsible for determining that their terminal equipment is compatible with this local channel.
 - c. Supervision on this 9-1-1 PinPoint service local channel will be loop reverse battery. The battery source is located in the Company's network and will be a nominal -48V (-42.75V to -56.5V dc).
 - d. The PBX will signal an off hook (or seizure) by providing a loop closure across tip and ring with a maximum resistance of 670 ohms. The Company's serving E911 tandem office will instruct the PBX to forward the called digits "911" or "11" with a momentary battery reversal (wink). The E911 tandem will instruct the PBX to send the calling station's number (ANI) information with a battery reversal (off hook).
 - e. Additional *terms and conditions* may be applicable as described in Section B3 of *the Private Line Guidebook*. (T)
 - f. Required network interfaces are located in Section A14.
- 6. Service charges, as specified in Section A4 are applicable.
- 7. General *Terms and Conditions* located in Section A2 will also apply to this service offering. (T)
- 8. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for BellSouth 9-1-1 PinPoint service. The provision of BellSouth 9-1-1 PinPoint service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- 9. The rates charged for BellSouth 9-1-1 PinPoint service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

Note 1: 9-1-1 PinPoint service Local Channels are not required with BellSouth PRI.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

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

10. The Company's entire liability to any person for the interruption or failure of BellSouth 9-1-1 PinPoint service shall be limited to the terms set forth in this Section and other Sections. The Company shall neither be liable for damages resulting from or in connection with its provision of BellSouth 9-1-1 PinPoint service to any customer subscribing to BellSouth 9-1-1 PinPoint service or any person accessing or using BellSouth 9-1-1 PinPoint service and nor shall the Company be liable for its provision of any number, address, or name to any entity providing 911 service or to a public safety answering point, unless the Company acted with malicious purpose or in the manner exhibiting wanton and willful disregard of safety or property in providing such services. (T)

11. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of BellSouth 9-1-1 PinPoint service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the number, address or name associated with the *device* used by the party or parties accessing 911 services using BellSouth 9-1-1 PinPoint services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them. (T)

12. Each Customer is responsible for assuring that its authorized users comply with the provisions of these terms *and conditions*, and that unauthorized persons do not gain access to or use the Services through user names, passwords, or other identifiers assigned to the Customer pursuant to these terms. Specifically, each Customer must keep user IDs, passwords, and any security token(s) that may be provided secure from use by any unauthorized individual. The Customer shall also not use the Services in any way that would be or would assist any third party to be in violation of any law or these terms. Each Customer shall comply with all applicable laws, *terms and conditions* in connection with the services. Finally, the Customer shall provide such information and assistance as are reasonably requested by *the Company* for purposes of facilitating *the Company*'s provision of services to the Customer. (T)

13. When an order for BellSouth 9-1-1 PinPoint service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part, the customer may be required to reimburse the Company for all expenses incurred in handling the requests before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.

14. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section A2.

15. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.

16. Other *terms and conditions* located in *paragraph* A13.27.5 will also apply to this service offering as appropriate (T)

C. Payment Schedules

1. (DELETED)
2. Transfer of Contract
Service may be transferred to a new subscriber at the same location upon prior written concurrence by the new subscriber as specified in Section A2.
3. Deferred Payment
Nonrecurring charges may be deferred or installment billed as specified in Section A2.
4. Prepayment
Recurring charges may be prepaid as specified in Section A2.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

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

C. Payment Schedules (Cont'd)

5. Moves of Service

- a. When the PBX owner/operator moves BellSouth 9-1-1 PinPoint service:
 - (1) Rates in effect will continue uninterrupted.
 - (2) BellSouth 9-1-1 PinPoint service nonrecurring charges do not apply as long as the move is within the existing service area boundaries..
 - (3) BellSouth 9-1-1 PinPoint service local channel charges apply as appropriate.

D. Rates and Charges

		Nonrecurring Charge	Monthly Rate	USOC
1.	BellSouth 9-1-1 PinPoint service			
a.	Installation Charge for Direct Inward Dialing (DID) service ¹			(T)
(1)	Per Customer			
(a)	Up to 1,000 station records, per customer	\$3,600.00	-	E8YN1
(b)	1,001 to 4,000 station records, per customer	4,800.00	-	E8YN2
(c)	4,001 or more station records, per customer	5,900.00	-	E8YN3
b.	Monthly Charges for Direct Inward Dialing (DID) service ^{2,3}			(T)
(1)	per 1,000 records			
(a)	Up to 1,000 station records, per 1,000 records	-	\$178.00	E8Y61
(b)	1,001 to 4,000 station records, per 1,000 records	-	155.00	E8Y62
(c)	4,001 or more station records, per 1,000 records	-	130.00	E8Y63
c.	For PRI service per 9-1-1 PinPoint service customer			
(1)	PRI number equipped, <i>per number</i>			
(a)	First number ⁴	3,100.00	95.00	E8YSE
(b)	Each additional number	-	.05	E8YTN
2.	BellSouth 9-1-1 PinPoint service Local Channels, per channel			
(a)	First channel, each	475.00	-	E8YCT
(b)	Additional channels, each	105.00	-	E8YCU
(c)	Each channel	-	55.00	E8YCV

Note 1: As of May 15, 2010, the per 1,000 station records pricing structure and associated Installation Charges will only be available for new DID service.

Note 2: As of May 15, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and any Early Termination Fees normally applicable for BellSouth 9-1-1 PinPoint service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new “*per number*” PRI pricing structure.

Note 3: As of May 15, 2010, monthly charges based on the per-1,000 station records pricing structure will only be available for DID service. Existing PRI subscribers will be grandfathered as of May 15, 2010 and may retain the 1,000 station records pricing structure as long as they continue the same service at their current location.

Note 4: Nonrecurring charges will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new “*per number*” PRI pricing structure.

EFFECTIVE: June 1, 2005

A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.28 Announcement Facilities (Obsoleted, See A113.28)**

(M)(T)

EFFECTIVE: June 1, 2005

A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.28 Announcement Facilities (Cont'd) (Obsoleted, See A113.28)**

(M)(T)

A13.29 Reserved For Future Use**A13.30 Reserved For Future Use**

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.31 DOE Telecommunications System (Oak Ridge, Tennessee)

This service is a Flex-Price service and is *subject to* terms and conditions as described in **paragraph A2.3.26.**

(T)

A13.31.1 Terms and Conditions

A. General

1. The DOE Telecommunications System is an arrangement of switching equipment, station lines and other facilities described in **paragraph B**, which provides the Department of Energy, formerly the Energy Research and Development Administration (ERDA), an agency of the United States Government and its contractors, with ESSX service-XL and features. (T)
2. Other governmental agencies or authorized users may be furnished service as a common user with DOE, but billing will be to DOE. (T)
3. The DOE sites are defined as shown on the Oak Ridge DOE Telecommunications System Service Area Map. (T)
4. Where service is furnished to DOE or its official users at locations other than sites designated on the DOE Service Area Map, appropriate station intercom charge and exchange circuit mileage and other rates and charges for such services not covered in this **Guidebook** sub-section will be as provided in other sections of this and other Company **service publications**. (T)
5. A single directory listing for the entire complex will be provided without charge. Extra listings may be provided at rates and charges specified in other sections of the **Guidebook**. (T)
6. DOE shall provide suitable commercial power, space and supporting structures, as required, for Company equipment and facilities located on the DOE sites. (T)
7. Where facilities permit, miscellaneous service arrangements, auxiliary equipment and other services and features not provided for in this **Guidebook** subsection may be provided at the rates and charges specified in other sections of this and other Company **service publications**. (T)

B. Description of the Service - The DOE Telecommunications System consists of the following principal parts:

1. The DOE Telecommunications System Switching is served by a Number 1 Electronic Switching System (ESS) Central Office located in Oak Ridge, Tennessee. The ESSX service-XL will be provided at the appropriate rates specified in Sections A3 and A112., except for the first 15,649 intercom rate elements and the exchange circuit portion of main station lines at primary DOE sites which will be provided as specified in **paragraph A13.31.2.B.3.** (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.31 DOE Telecommunications System (Oak Ridge, Tennessee) (Cont'd)

A13.31.1 Terms and Conditions (Cont'd)

B. (Cont'd)

2. The circuit facilities will consist of landline feeder cables and other facilities, conduit and poles from the #1 ESS Central Office in Oak Ridge, Tennessee, to DOE distribution points located at primary DOE site locations. Included are certain carrier facilities and other equipment required to complement or work in place of normal landline cable facilities. Also included in this part is the outside plant cable and associated equipment required to provide service from the primary distribution points, as outlined previously, to the distribution terminals located in the buildings of the DOE sites upon initial installation of this system at cutover. These circuit facilities will service all main station lines at the primary DOE sites, miscellaneous services, private lines and data services at locations between and within the DOE primary sites and will be charged for in accordance with this *Guidebook* sub-section. Extra charges will apply where special conditioning and transmission improvement equipment is required to provide other than standard Type 2000 voice grade service. Customer-provided equipment may be required at the customer's premises. (T)

In addition, a reasonable amount of growth in circuit facilities has been provided at all locations. Growth beyond that amount planned will be provided at the rates and charges for subsequent additions as described in this *Guidebook* sub-section. (T)

3. 15,649 main station lines provided at the DOE Primary site locations will be rated at the intercom charge specified in *paragraph* A13.31.2.B.3., in addition to circuit facility charges also specified in *paragraph* A13.31.2.B.3. (T)

4. Main station lines at locations not included in the circuit facilities provided to DOE primary sites and in addition to the first 15,649 main station lines will be provided at the appropriate ESSX service-XL exchange circuit mileage charges and intercom charges specified in Section A112., except that, if a circuit is greater than five miles, the mileage charge shall be rated as Type 2158, and signalling charges will apply. (T)

5. Credits and surcharges will apply for main station lines as specified in Section A112. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.31 DOE Telecommunications System (Oak Ridge, Tennessee) (Cont'd)

A13.31.2 Rates And Charges

- A. Nonrecurring Charges
 - 1. Service Charges as specified in Section A4 will apply to the DOE ESSX service-XL system. (T)
 - 2. Nonrecurring charges as specified in Section A112 for ESSX service-XL apply as appropriate. (T)
- B. Recurring Rates
 - 1. Description - Circuit Facilities
 - a. The monthly rates for the circuit facilities initially provided under this plan are specified in *paragraph* 3.b. These rates will consist of the sum of two components. The first component (element 1) will apply for a 5-year commitment period and is not subject to rate change initiated by the Company. The customer may elect one of the options described in *paragraphs* d and e at any time. After the expiration of this initial 5-year commitment period the customer has the option to pay the nonrecurring charge described in *paragraph* 3.b., or to continue paying the initial element 1 monthly rate for an additional 5-year commitment period. The second component (element 2) will apply for the time the equipment and facilities to which it applies are in service and is subject to rate change at any time.
 - b. Neither partial nor complete temporary suspension of service shall apply.
 - c. The monthly rates for subsequent additions to the outside plant facilities may be determined under any of the following arrangements:
 - (1) A new commitment period may be selected for the subsequent additions subject to the same conditions as the original commitment period.
 - (2) A new commitment period which would terminate at the same time as the original commitment period may be selected for the subsequent addition.
 - (3) The present worth¹ of the element 1 monthly rate for the addition may be paid on the date service is established.The element 2 monthly rate for the addition is applicable in all of the preceding arrangements.
 - d. At the customer's option the present worth¹ of the element 1 monthly rate may be paid at any time during a commitment period.

Note 1: This present worth amount is to be computed at the interest rate in effect at the time of the addition. This is the interest rate that has been used by the Company to determine the element 1 monthly rate for the addition.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.31 DOE Telecommunications System (Oak Ridge, Tennessee) (Cont'd)

A13.31.2 Rates And Charges (Cont'd)

B. Recurring Rates (Cont'd)

1. Description - Circuit Facilities (Cont'd)
 - e. In the event of discontinuance of all or part of the service during any commitment period, DOE will be required:
 - (1) to continue payment of the unpaid balance of the element 1 monthly rates for the remainder of the commitment period, or
 - (2) to pay a lump sum payment equal to the present worth of the element 1 monthly rates for that portion disconnected due at the time of discontinuance as computed at the interest rate used in determining the element 1 monthly rates. If the disconnected facilities are not retired as specified in the Uniform System of Accounts and are used to provide service to another Company customer, the payment(s) owed by DOE for the discontinued facilities will be credited for any value as determined by the Company.
 - f. The Company will provide complete maintenance service including the replacement of equipment and facilities for a period of 10 years following the date service is initially established, except for replacement of equipment and facilities due to negligence or willful act of the customer, which will be provided at charges based on cost as specified in Section A5. (T)
After the expiration of this 10-year period, the Company will provide maintenance except for replacement of major equipment and facilities. Replacement of major equipment and facilities is defined for this purpose as the replacement of retirement units of property under the FCC's Uniform System of Accounts. Any such replacement will be provided at charges based on cost as specified in Section A5. (T)
 - g. With the written permission of the Company the obligation to pay the element 1 monthly rate for all or part of the service for the remainder of the commitment period may be transferred to another customer. A transfer fee to be determined based on the costs incurred is applicable. The new customer assumes the responsibility to pay the element 1 monthly rates for the remainder of the commitment period and also agrees to accept the conditions applicable to the DOE Telecommunications System at the time of transfer. Any equipment rearrangements or subsequent additions are subject to the rates and charges applicable as provided for in this *Guidebook*. The element 2 monthly rate is also applicable as specified in *paragraph* A13.31.2.B.1.a. (T)
 - h. The rates for subsequent changes or rearrangements may be determined as outlined in *paragraphs* A13.31.2.B.1.c., d. and e. (T)
 - i. Any rate adjustments resulting from additions, deletions and/or rearrangements will be *posted* in this *Guidebook*. (T)
2. (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.31 DOE Telecommunications System (Oak Ridge, Tennessee) (Cont'd)

A13.31.2 Rates And Charges (Cont'd)

B. Recurring Rates (Cont'd)

2. (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.31 DOE Telecommunications System (Oak Ridge, Tennessee) (Cont'd)

A13.31.2 Rates And Charges (Cont'd)

B. Recurring Rates (Cont'd)

3. Rate Schedule

	Monthly	USOC	(T)
a. Circuit Facilities			
(1) Circuit facilities from Oak Ridge Central Office to Primary Site Locations	-	NA	
(a) Element 1 ¹	\$111,799.00	NA	
(b) Element 2 ²	111,799.00	NA	
(c) Total circuit facilities	111,799.00	NA	
b. Intercom rate for first 15,649 main station lines from Oak Ridge Central Office.			
(1) Contract Period	3.20	NA	
(a) 4/1/90 - 3/31/95			

Note 1: The amounts shown on this page are applicable on October 1, 1996. The customer has elected at his option a one-time payment of \$272,957.00 for the present worth of the Element 1 monthly rate of \$47,113.00 (6 months). This charge will be paid by D.O.E., at their request, prior to October 1, 1996.

Note 2: Rates shown for Element 2 are subject to adjustment as provided in this *Guidebook* subsection.

A13.32 (DELETED)

(M)

Pages 56 through 57.2 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.33 Reserved For Future Use

A13.34 RingMaster Service

This service is a Flex-Price service and is *subject to* terms and conditions as described in **paragraph A2.3.26**. (T)

A13.34.1 General

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

A13.34.2 Terms and Conditions

- A. This service is available to individual line residence and business customers. (T)
- B. The service is not compatible with PBX trunk service, obsolete Prestige service, Personal Paging service, customer provided public telephone service, lines equipped with multi-line hunting arrangements or foreign exchange service. RingMaster service may not be compatible with all types of customer provided equipment, customer premises switching or key equipment. For BellSouth Centrex RingMaster, see **paragraph A12.25.12.A.34**. (T)
- C. RingMaster service is provided subject to the availability of facilities. Additionally, RingMaster II service may not be available in all central offices equipped to provide RingMaster I service. (T)
- D. RingMaster service subscribers will be entitled to one white page listing with each RingMaster service number. Listings for RingMaster service are subject to **terms and conditions** specified in Section A6 for directory listings. Other listings will also be provided under the terms and conditions described in Section A6. (T)
- E. All numbers associated with a line equipped with RingMaster service must originate from the same central office switching machine. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service (Cont'd)

A13.34.2 Terms and Conditions (Cont'd)

- F. When establishing RingMaster service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
 - 1. All numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
 - 2. The main number only will be forwarded when Call Forwarding service is activated. The additional RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
- G. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of RingMaster service.
- H. RingMaster service can be suspended as specified in A2.3. During the period of suspension, no recurring charge applies.

A13.34.3 Rates

		Monthly Rate	USOC	
A.	Residence			
1.	RingMaster 1 service	\$ 11.99	DRS	(I)
	(a) One additional number with distinctive ringing, per line			
2.	RingMaster 2 service	11.99	DRS1X	(I)
	(a) First additional number with distinctive ringing, per line			
	(b) Second additional number with distinctive ringing, per line ¹	-	DRS2X	
B.	Business			
1.	RingMaster 1 service	10.00	DRS	
	(a) One additional number with distinctive ringing, per line			
2.	RingMaster 2 service	12.00	DRS1X	
	(a) First additional number with distinctive ringing, per line			
	(b) Second additional number with distinctive ringing, per line ¹	-	DRS2X	

Note 1: Must be ordered with first additional number.

A13.35 (DELETED)

A13.36 Reserved For Future Use

A13.37 Reserved For Future Use

A13.38 Reserved For Future Use

A13.39 (DELETED)

A13.40 Reserved For Future Use

A13.41 Reserved For Future Use

A13.42 Reserved For Future Use

A13.43 (DELETED)

A13.44 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.45 Local Service Freeze

A13.45.1 General

- A. Local Service Freeze (LSF) will be offered by the Company and provided upon customer request to control instances of unauthorized switching of local service.
- B. Subscriber's that select LSF will be protected from unauthorized switching to other local service providers only within system limitations of the Company.
- C. Only the subscriber to LSF can authorize the removal of LSF from their account to allow for an authorized migration of their service to another provider.
 - 1. Approved methods of LSF removal:
 - a. Call by the current subscriber to the current local provider
 - b. Submission of a Letter of Authorization (LOA) to the current local provider with the current subscriber's signature
 - c. Three-way call with the current local provider, the current subscriber and the potential new local provider
- D. The local provider administering the LSF upon request of the subscriber is required to verify such request by any federal or state approved verification method.

(T)

(T)

A13.45.2 Rates and Charges

- A. There is no monthly charge or non-recurring ordering charge to add or remove LSF.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.46 Simplified Message Desk Interface (SMDI)

This service is a Flex-Price service and is *subject to* terms and conditions as described in A2.3.26. (T)

A13.46.1 General

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

A13.46.2 Terms and Conditions

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

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.46.3 Rates and Charges

- A. Applicable Service Charges as specified in Section A4 will be incurred in addition to the rates and charges following. (T)
- B. Features
 - 1. Simplified Message Desk Interface (SMDI)

	Monthly	USOC
	Rate	
(a) Per Link - Analog (1200 bps) ¹	\$ 250.00	AVA
(b) Per Link - Analog (2400 bps intra-switch only) ^{1,2}	500.00	AVCA2
(c) Per Link - Analog (4800 bps intra-switch only) ^{1,2}	700.00	AVCA4
(d) Per Link - Analog (9600 bps intra-switch only) ^{1,2}	975.00	AVCA9
(e) Per Link - Digital (9600 bps intra-switch only)	1,075.00	AVCD9

A13.47 Message Waiting Indication

This service is a Flex-Price service and is *subject to* terms and conditions as described in A2.3.26. (T)

A13.47.1 General

- A. Message Waiting Indication - Audible (MWI-A) is a feature that enables end users to receive Message Waiting Indication on their lines. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) on the end user's line notifying the end user that a message is waiting. (T)
- B. Message Waiting Indication - Audible/Visual (MWI-A/V) is a feature that enables end users to receive audible and visual indication that a message is waiting. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) and to activate or deactivate a bulb, light, indicator etc., on CPE adjunct devices or light equipped *devices*. (T)

A13.47.2 Terms, Conditions and Limitations

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

A13.47.3 Rates and Charges

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

	Monthly	USOC	(T)
	Rate		(T)
1. Message Waiting Indication -Audible (MWI-A)			
(a) Residence, Per Line	\$.50	MWW	
(b) Business, Per Line	1.00	MWW	
2. Message Waiting Indication-Audible/Visual (MWI-A/V)			
(a) Residence, Per Line	.50	MWWAV	
(b) Business, Per Line	1.00	MWWAV	

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.48 Reserved For Future Use

A13.49 Surrogate Client Number

A13.49.1 General

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

A13.49.2 Rates and Charges

- A. Applicable Service Charges as specified in A4 will be incurred, in addition to *paragraph* B. (T)

- B. Surrogate Client Number

- (1) Per Number

(a) Each	Monthly Rate \$4.00	USOC SMV
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A13.50 Telecommunications Service Priority (TSP) System

A13.50.1 Service Description

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

A13.50.2 Service Limitations

- A. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations. In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990). (T)
- B. The customer for the TSP System service must also be the same customer for the underlying Exchange Service with which it is associated.
- C. The Company will arrange for the installation and/or restoration of TSP System service upon receipt of the proper certification as specified in *paragraph* A.
- D. It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.50.2 Service Limitations (Cont'd)

E. When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the *terms and conditions* cited in *paragraph A*, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Company the right to quote charges after the installation or restoration has been completed.

F. Priority Installation or Repair

1. When a customer for TSP System service requests that service be installed or repaired on an expedited or emergency basis in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations, the customer will be required to bear the excess costs of providing service on an expedited basis.
2. The calculated excess costs would be in addition to all other service and installation charges normally applicable.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(T)

A13.50.3 Terms and Conditions

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

A13.50.4 Definitions

National Security Emergency Preparedness (NSEP) Services

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

Office of Emergency Communications (OEC)

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

Prime Vendor

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

Priority Installation (PI)

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

Priority Restoration (PR)

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

Subcontractor

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

Telecommunications Service Priority (TSP) System

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.50.4 Definitions (Cont'd)

TSP Authorization Code

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

A13.50.5 TSP Rate Categories

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

A13.50.6 Rates and Charges

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

a. Priority Installation (PI)

(1) Per line or trunk

		Nonrecurring Charge	Monthly Rate	USOC
(a)	Prime vendor	\$85.82	\$-	P1APX
(b)	Subcontractor	85.82	-	PIASX

b. Priority Restoration (PR)

(1) Level Implementation, per line or trunk

(a)	Prime vendor	82.11	-	PR5PX
(b)	Subcontractor	82.11	-	PR5SX

(2) Level Change, per line or trunk

(a)	Prime vendor	86.82	-	PR8PX
(b)	Subcontractor	86.82	-	PR8SX

(3) Maintenance/Administration, per line or trunk

(a)	Prime vendor	-	1.11	PR9PX
(b)	Subcontractor	-	1.11	PR9SX

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.51 (DELETED)

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A13.52 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.53 Multiline Hunt Queuing

A13.53.1 Definitions

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

A13.53.2 Rates and Charges

- A. Central Office Feature Options
 - 1. Queuing

	Nonrecurring Charge	Monthly Rate	USOC
(a) Per Multiline Hunt Group	\$125.00	\$9.00	QLMHG
(b) Per Multiline Hunt Group with Delay Announcement	325.00	45.00	QLHDA
(c) Per Multiline Hunt Group with Call Waiting Lamps	175.00	15.00	QLHCW
(d) Per Multiline Hunt Group with Delay Announcement and Call Waiting Lamps	350.00	50.00	QLHGD
(e) Per Line Arranged for Queuing	1.00	-	QSC
(f) Per Queue Slot	12.00	-	QSCPQ
(g) Delay Announcement, Per Channel	100.00	30.00	BEXPC
(h) Delay Announcement, Per Trunk	90.00	7.00	BEXPT
(i) Music After Delay Announcement, Per Channel ^{1,2}	100.00	30.00	BE2PC
(j) Music After Delay Announcement, Per Trunk ^{1,2}	90.00	12.00	BE2PT
(k) Call Waiting Indication, Per Unique Timing State ^{2,3}	45.00	10.00	A7G

Note 1: Requires compatible customer premises equipment.

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.54 Reserved For Future Use

A13.55 Reserved For Future Use

A13.56 Hot Line Service

This service receives promotional pricing treatment as described in A2.3.26.

A13.56.1 General

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

A13.56.2 Rates and Charges

A. Hot Line Service

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

1. Per Line Equipped

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

Pages 68.1 and 68.2 are hereby deleted in their entirety and removed from this Guidebook.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.58 (DELETED)

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M)

EFFECTIVE: June 1, 2005

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.59 Reserved For Future Use

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A13.60 (DELETED)

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A13.61 (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.62 (DELETED)

A13.63 Reserved for Future Use

A13.64 Reserved for Future Use

A13.65 Reserved for Future Use

A13.66 Reserved for Future Use

A13.67 Reserved for Future Use

A13.68 Reserved for Future Use

A13.69 Reserved for Future Use

A13.70 (DELETED)

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Page 73.1 is hereby deleted in its entirety and removed from this Guidebook.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.71 Reserved for Future Use

A13.72 Inter-Switch Simplified Message Desk Interface

A13.72.1 General

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

A13.72.2 Terms and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.72.3 Rates and Charges

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

B. Features

		Monthly Rate	USOC
1.	Inter-Switch Simplified Message Desk Interface - Analog ¹		
	(a) Per Link (1200 bps)	\$1,795.00	AVBL1
	(b) Per Link (2400 bps) ²	2,135.00	AVBL2
	(c) Per Link (4800 bps) ²	3,085.00	AVBL4
	(d) Per Link (9600 bps) ²	4,750.00	AVBL9
2.	Inter-Switch Simplified Message Desk Interface – Digital ³		
	(a) Per Link (9600 bps) ²	5,125.00	AVBD9
3.	SS7 Point Code for MWI		
	(a) Per Point Code	Nonrecurring Charge \$6,800.00	USOC AVBLM

Note 1: Appropriate Private Line Service charges apply.

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

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

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.77.1 Definition of Service

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

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

Call Forwarding Busy Line and/or Star 98 Access

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

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

A13.77.2 Terms, Conditions and Limitations of Service

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

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

(T)

(T)

(T)

A13.77.3 Rates and Charges

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

1. Per line equipped

		Monthly Rate	USOC
(a)	Residence	\$ 2.00	S98PK
(b)	Business	10.50	S98CP

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.78 (DELETED)

(D)

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)¹
 - 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.

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

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.2 Service Requirements and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

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

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

A13.79.3 Rates and Charges

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.80 711 Dialing Code for 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)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

(C)

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

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

A13.80.2 Service Requirements and Conditions

- A. 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.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

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

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

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

A13. 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)¹
 - 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.

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

(C)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.2 Service Requirements and Conditions

- A. All requests for 511 must be submitted in writing to the Tennessee Regulatory Authority (TRA). The TRA will allocate the 511 code in the specified BLCAs based upon requirements and/or standards established by the FCC.
- B. The 511 subscriber must initiate writing a service request order, which will determine the provisioning date. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in *paragraph A*. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C. The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of six (6) months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7- or 10-digit dialing arrangement within the six (6) month notice period. The 511 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement.
- D. Only one 7- or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7- or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A. and A4 will apply.
- E. The 511 Dialing Service is provided where facilities permit.
- F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G. The 511 subscriber should work separately with competitive local exchange companies to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.
- H. 511 will be provided under the following conditions.
 1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
 2. The customer will subscribe to adequate facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general service or plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. Suspension of 511 as covered in Section A2 is not applicable for this service.
 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

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

- I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
 - 1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.
 - 2. (DELETED)
 - 3. (DELETED)
 - 4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - 5. The 511 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. (DELETED)
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

A13.81.4 Rates and Charges

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use

A13.82.1 General

- A. 311 for Non-Emergency Municipal Use ("311") is a three digit local dialing arrangement available in specified areas from the Company, for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from 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)¹
 - 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.

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.82.2 Service Requirements and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

A13.82.4 Rates and Charges

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

	Nonrecurring Charge	USOC
1. Service Establishment Charge (a) Per Central Office	\$625.00	311SE
2. Central Office Activation (a) Per Central Office	107.00	311CC
3. Change of Point-to Number by Subscriber (a) Per Central Office	4.00	311AP

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.83 811 CALL BEFORE YOU DIG SERVICE

A13.83.1 General

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

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

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

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

- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing, Collect Calls)¹
- 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.
3. Provision of recorded messages and/or announcements associated with 811 Call Before You Dig Service is the sole responsibility of the 811 subscriber.
4. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

(C)

A13.83.2 Rates and Charges

A. Application of Rates

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

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

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

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

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

A13.84 Reserved for Future Use**A13.85 Reserved for Future Use****A13.86 Reserved for Future Use****A13.87 Reserved for Future Use****A13.88 Reserved for Future Use****A13.89 Reserved for Future Use**