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COIN SERVICES

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21.1 General Description

This section provides rules and regulations pertaining to equal access for handling interLATA 1+ sent-paid traffic from SGBT's public pay telephones.

SGBT will provide, in conjunction with Switched Access Service as set forth in Section 6 of this tariff, originating communications from its public pay telephone stations where end users pay the appropriate charges by inserting coins into the coin station equipment (i.e., sent-paid).

Easy Access Dialing from these coin stations will be provided as set forth in 13.3.1 (Easy Access Dialing).

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21.2 Service Description

21.2.1 InterLATA 1+ Routing

InterLATA 1+ sent-paid access provides the customer with three options for the routing of interLATA 1+ sent-paid calls. The customer is solely responsible for all interLATA 0+ and 1+ calls originating from a SGBT pay telephone station when it utilizes either Option (1) or (2).

Option 1 - To have both the interLATA 0+ and 1+ calls directly routed to the customer (i.e., the presubscribed Interexchange Carrier).

Option 2 - To receive the interLATA 0+ calls directly and select one secondary service provider per LATA to receive the interLATA 1+ sent-paid traffic. SGBT must receive written authorization from the customer prior to initiating such routing.

Option 3 - To receive the interLATA 0+ calls directly and continue to default the interLATA 1+ sent-paid calls. This default option will expire when the default carrier ceases to accept such traffic or when the provider is able to handle traffic as set forth in either Option 1 or 2 preceding, whichever comes first.

Default carrier denotes the provider of MTS and WATS which will provide for interLATA originating sent-paid coin calls from SGBT's public pay telephones until the presubscribed "0+" carrier assumes this responsibility.

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21.2 Service Description

21.2.2 101XXXX Routing

(C)

When the customer participates in handling interLATA 1+ sent-paid calls in an equal access end office (EAEO), SWBT will route 101XXXX sent-paid traffic as set forth in 21.2.1 preceding. (D)

When the customer does not participate in the handling of such calls, SWBT will route such 101XXXX calls in accordance with the customer's routing instructions. (D)

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21.3 Service Provisioning

21.3.1 Call Set Up Signaling

SWBT will provide, where available, two types of call set up signaling from its pay telephones.

- (a) Modified Operator Services Signaling (MOSS), as described in Bellcore's Operator Service System Generic Requirements (OSSGR), Document No. TR-NWT-000-144.
- (b) Exchange Access Operator Services Signaling (EAOSS), as described in Bellcore's LATA Switching System Generic Requirements (LSSGR), Document No. TR-NWT-000-692.

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21.3 Service Provisioning (Cont'd)

21.3.2 Equal Access End Office (EAEO) Provisioning

SWBT will provide interLATA 1+ sent-paid access from EAEOs to the customer's Point of Presence (POP) or its designated secondary service provider's POP via one of the following methods:

- (a) Via direct routed trunks from the EAEO. The customer will be required to order Operator Trunk Functionality with coin control signaling (i.e., In Band or Expanded In Band) as described in 6.4 (Switched Access Features).
 - If the EAEO is equipped with MOSS functionality, only MOSS will be provided.
 - If the EAEO is equipped with EAOSS functionality, either MOSS or EAOSS can be provided at the customer's option.
- (b) Via the Traffic Operator Position System (TOPS) tandems.
 - When ordering MOSS between a TOPS tandem and the customer's POP, the customer must order a separate and final trunk group for each Numbering Plan Area (NPA) within a LATA in order to identify the coin originating NPA.
 - For access from the TOPS tandem to the customer's POP, the customer must order a separate trunk group for each type of coin control signaling that is utilized among the EAEOs subtending a TOPS tandem.

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21.3 Service Provisioning (Cont'd)

21.3.3 Testing

SWBT will perform normal acceptance testing for Coin Services as set forth in 6.7.9 (Testing). In addition, SWBT will perform testing for coin control and operator functionality features (i.e., coin collect, coin return, 1+ person-to-person). (D)

SWBT will provide optional testing, at the request of the customer, as set forth in 13.3.6 (Testing Services for Switched Access Service).

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21.3 Service Provisioning (Cont'd)

21.3.4 Ordering

Service ordering or modification provisions will apply as set forth in 5.2 (Access Order).

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21.4 Rate Regulations

For customers who chose Option 1 (i.e., receives both interLATA 0+ and 1+ calls directly) or Option 2 (i.e., receives interLATA 0+ calls directly and a secondary service provider receives interLATA 1+ sent-paid traffic), all applicable Switched Access rates and charges in Section 6 (Switched Access Service) and the appropriate charges in Section 3 (Carrier Common Line Access Service) will be billed to the customer, whether incurred by the customer or by the secondary service provider on behalf of the customer.

For customers who choose Option 3 (i.e., receives interLATA 0+ calls directly and defaults interLATA 1+ sent-paid traffic), the following charges will be applicable:

- The customer will be billed all appropriate Switched Access rates and charges in Section 6 (Switched Access Service) and the Carrier Common Line Access charges as set forth in Section 3 (Carrier Common Line Access Service) for the interLATA 0+ calls.
- The default carrier will be billed all appropriate Switched Access rates and charges as set forth in Section 6 (Switched Access Service) and Carrier Common Line Access charges as set forth in Section 3 (Carrier Common Line Access Service) for the interLATA 1+ sent-paid traffic.

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21.4 Rate Regulations (Cont'd)

21.4.1 Liability

Where a customer selects Option 2 (i.e., to receive interLATA 0+ calls directly and a secondary service provider receives interLATA 1+ sent-paid traffic), it shall be the sole duty and obligation of the customer to make any and all arrangements for access billing and settlement with the secondary service provider.

SWBT shall be indemnified, defended and held harmless by the customer and the secondary service provider for any and all claims arising out of any act or omission of the customer and/or secondary service provider relating to access billing, settlement of arrangements and any other issue concerning the relationship between the customer and its authorized secondary service provider.

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21.4 Rate Regulations (Cont'd)

21.4.2 Provision of Message Call Detail Concerning Station Monies

Where Operator Trunk-Coin or Combined Coin and Non-Coin or Operator Trunk-Full Feature Optional Features for sent-paid pay telephone access is utilized by the customer or default carrier and the customer or default carrier wishes to receive the monies it is due from the monies collected by SWBT from its pay telephone stations, the customer or default carrier shall furnish SWBT, at a location specified by SWBT, message call detail for sent-paid pay telephone calls by the customer, selected secondary service provider, or default carrier.

The customer, its selected secondary service provider or the default carrier will be required to provide call detail messages in accordance with the industry standard Exchange Message Interface (EMI) format guidelines as set forth in Bellcore's Technical Publication SR-STS-000320. If a change to the industry standard format is required, SWBT will provide notification to the involved customer or default carrier six months prior to the change. The message call detail records must be submitted to SWBT on a daily or weekly basis, but in no case, later than 30 days from the message date.

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21.4 Rate Regulations (Cont'd)

21.4.3 Payment of Sent-Paid Monies

SWBT will collect the monies from coin pay telephone stations and will determine and remit amounts due to a customer or default carrier which is provided Operator Trunk-Coin or Combined Coin and Non-Coin or Operator Trunk-Full Feature Optional Features for sent-paid pay telephone access as set forth in Section 6 (Switched Access Service) as follows:

(A) Payment of Net Customer or Default Carrier Coin Revenue

SWBT will determine the Net Customer or Default Carrier Coin Revenue for each coin record day by subtracting the amount for coin station shortages determined as set forth in (C) following from the Total Customer or Default Carrier Coin Revenue determined as set forth in (B) following.

(B) Bill Period Coin Revenue

SWBT will establish a collection schedule for each of its coin pay telephone stations and will collect the monies from the coin pay stations. SWBT will use trending techniques to develop the optimum coin collection schedule associated with each public telephone account. SWBT's collection schedule may vary for each public telephone account. The monies collected during each bill period established by the SWBT will be identified by coin pay telephone station and used to develop Bill Period Coin Revenue for each coin record day (the day a record is prepared and dated to show the amount due the customer or default carrier).

(C) Total Customer or Default Carrier Coin Revenue

The total intrastate customer or default carrier coin revenue will be determined by SWBT based on:

- (1) The message call detail records received from the customer, its selected secondary service provider or default carrier, as set forth in 21.4.2 preceding, for each bill period, and
- (2) SWBT collection process associated with each public telephone account for sent-paid coin calls.

(D) Recourse Adjustments

For each coin record day, SWBT will subtract from the Total Customer or Default Carrier Coin Revenue an amount for coin station shortages. Coin station shortages are amounts resulting from unauthorized calling at coin pay telephone stations, use of unauthorized coins (e.g., foreign coins, slugs and improper use of

U.S. pennies), unauthorized removal of coins from coin pay telephone stations and coin refunds beyond SWBT's control.

Such amount for coin station shortages will be developed by SWBT by multiplying the Total Customer or Default Carrier Coin Revenue for each coin record day by a shortage factor. Such amount will be rounded to the nearest penny. The shortage factor will be determined by dividing the yearly total coin shortage amount by the yearly total coin revenue amount (i.e., total coin revenue equals the coin revenue collected under exchange tariffs, state toll tariffs, and interstate toll tariffs). The total coin shortage amount and the total revenue amount will be determined by SWBT through an annual study.

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21.4 Rate Regulations (Cont'd)

21.4.3 Payment of Send-Paid Monies

(E) Refund of Monies from Coin Pay Telephone Stations

When the customer does not receive the interLATA 1+ sent-paid traffic, the secondary service provider or the default carrier will be responsible for processing coin refunds to its end user customers.

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21.4 Rate Regulations (Cont'd)

21.4.4 Audit Provisions

Upon 30-day written notice by SWBT, the customer or the default carrier, shall have the right to audit and examine all records and accounts, as may be deemed necessary under recognized accounting practices, which contain information relevant to the determination of the jurisdiction of monies associated with the pay telephones. It shall be the sole responsibility of the customer to obtain all such necessary information from its selected secondary service provider. SWBT, the customer and the default carrier shall have the following audit rights for Coin Services:

- (A) SWBT or its authorized representative may, once per year during normal business hours, audit the call message detail records, including any supporting documentation, of the carrier, its selected secondary service provider or the default carrier.
- (B) The customer, the default carrier or their authorized representative, may once per year during normal business hours, audit SWBT's records and accounts, including any supporting documentation, to determine the amounts payable to the customer or the default carrier.
- (C) If the parties involved mutually agree upon an independent auditor, SWBT and the customer or the default carrier shall agree upon the audit period and make available documentation as set forth in (1) and (2) preceding during normal business hours at an agreed upon location.
- (D) Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.
- (E) All information received or reviewed by SWBT, the customer, the default carrier or their authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to any party not involved in the audit, nor is such information to be used for any other purpose.