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ACCESS SERVICE

9 - BellSouth Directory Assistance Access

(D)
(D)

9.1 BellSouth Directory Assistance Access

9.1.1 General Description

BellSouth Directory Assistance (DA) Access service provides service to BellSouth Directory Assistance Access locations, and the use of BellSouth Directory Assistance Access equipment, and automated DA when required to provide telephone numbers or a report that a number is non-published.

(C)
(C)

9.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company, when furnished a city, state and name, will provide or attempt to provide the telephone number listed in the Telephone Company Directory Assistance records associated with the name given at the rates and charges as set forth in Section 9.1.6. The Telephone Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number. The Telephone Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of BellSouth Directory Assistance Access service. (C) (T)
- (B) A maximum of three (3) requests for telephone numbers will be accepted per BellSouth Directory Assistance Access call. (C)
- (C) A telephone number which is not listed in the Directory Assistance records will not be available to the customer's end user.
- (D) The Telephone Company will specify the BellSouth Directory Assistance Access location which provides the BellSouth Directory Assistance Access Service for each numbering plan area code (NPA). The BellSouth Directory Assistance Access locations are as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No. 4.

When it becomes necessary, as determined by the Telephone Company, to change a BellSouth Directory Assistance Access location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in Section 2.1.7 apply. (T)

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.2 Undertaking of the Telephone Company (Cont'd)

- (E) BellSouth Directory Assistance Access service will be provided between the customer premises and the BellSouth Directory Assistance Access location by the Telephone Company at rates and charges as set forth in 9.1.6, following, and as follows: (T)

When the access tandem switch is appropriately equipped for BellSouth Directory Assistance measurement, the Telephone Company will route all Directory Assistance traffic to the BellSouth Directory Assistance Access location for completion over the customer's BellSouth SWA services provided from the access tandem. Additionally, as set forth in 6.2, preceding, and 9.1.2(E)(1) and 9.1.2(E)(3), following, direct connections to BellSouth Directory Assistance may be required. If a customer delivers a BellSouth Directory Assistance Access call to the Telephone Company, the Telephone Company will complete the call at charges as set forth in 9.1.6(A) and (B), following. (T)

(1) General

Each BellSouth Directory Assistance Access service will consist of the following:

An Interface Group equipped with an available Premises Interface Code at the customer's premises.

Directory Transport between the premises of the ordering customer and the BellSouth Directory Assistance Access location.

When required by the Telephone Company, a separate BellSouth Directory Assistance Access service trunk group will be provided for BellSouth Directory Assistance Access service for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires BellSouth Directory Assistance Access information.

Further, when an access tandem is available and is provided, the BellSouth Directory Assistance Access service will be provided, at Telephone Company choice, either as a separate BellSouth Directory Assistance Access service trunk group or in combination with BellSouth SWA FGB, BellSouth SWA FGD, or BellSouth SWA TSBSA service. (D)

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(2) Interface Group and Premises Interface Code

All Interface Groups, as set forth in 6.1.3(A)(5), preceding, are available for BellSouth Directory Assistance Access service. When only BellSouth Directory Assistance Access service is provided, only the following Premises Interface Codes are available: (T)

4DS9-15	4RV2-0
4DS6-44	6EA2-M
6EA2-E	4SF3
	2RV3-0

Such Premises Interface Codes are described in 6.1.3(A)(5), preceding. When BellSouth Directory Assistance Access service is provided with BellSouth SWA FGB, BellSouth SWA FGD, or BellSouth SWA TSBSA service, the Premises Interface Code for the combination will be the available Premises Interface Code provided for the BellSouth SWA FGB, BellSouth SWA FGD, or BellSouth SWA TSBSA service ordered by the customer. (T) (D) (D)

Except as set forth in 9.1.4(C), following, the Interface Groups and Premises Interface Codes provided under a Special Order for BellSouth Directory Assistance Access service are subject to the order conditions as set forth in Section 5, preceding. For purposes of applying the order regulations, a BellSouth Directory Assistance Access location is considered to be a customer's end user serving wire center. (T) (T)

(3) Directory Transport

Directory Transport provides the transmission facilities and transport termination between the premises of the ordering customer and the BellSouth Directory Assistance Access location. For purposes of determining Directory Transport mileage, distance will be measured from the wire center that normally serves the customer premises to the BellSouth Directory Assistance Access location(s).

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

Directory Transport is a two-way voice frequency transmission path composed of BellSouth SWA Transport facilities as set forth in 6.1.3 preceding. The two-way voice frequency path transports calls in the terminating direction (from the premises of the customer to the DA location). The voice frequency transmission path may be comprised of any configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz.

Directory Transport facilities are specified by the customer and include the following rate categories. These rate categories are further defined in Section 6, BellSouth SWA service.

- (a) BellSouth SWA Local Channel must be specified by the customer. This facility is used in the transport of the BellSouth Directory Assistance Access service call from the customer's premises to the Telephone Company's Serving Wire Center (SWC). The BellSouth SWA Local Channel is assessed a monthly rate based on capacity.
- (b) BellSouth SWA Interoffice Channel, either BellSouth SWA Common Transport or BellSouth SWA Dedicated Transport must be specified by the customer.

BellSouth SWA Dedicated Transport Interoffice Channels (SW DIOC) are used for the transport of the BellSouth Directory Assistance Access service call to the BellSouth Directory Assistance Access location without utilizing a Telephone Company Access Tandem Switch, or for the transport of the call to the Access Tandem where an Access Tandem is utilized. The SW DIOC is assessed a monthly rate, per mile, based on the capacity ordered by the customer.

Where a Telephone Company Access Tandem is utilized, BellSouth SWA Common Transport Interoffice Channels (SW CIOC) are used for the transport of the BellSouth Directory Assistance Access service call from the Access Tandem to the BellSouth Directory Assistance Access location. The SW CIOC charge is assessed on a per call basis, and a per call mile basis.

For BellSouth SWA Common Transport, the DS3 to DS1 Multiplexor element is applicable. This element provides for the use of DS3 to DS1 multiplexor equipment between the Telephone Company Access Tandem switch and the BellSouth Directory Assistance Access Location.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

(c) Access Tandem Switching provides for the function of the access tandem when routing the call from the customer's SWC to the BellSouth Directory Assistance Access location through the access tandem. A rate per call will be assessed for each BellSouth Directory Assistance Access call that traverses the access tandem.

As specified by the customer, BellSouth Directory Assistance Access service is to be routed directly to a BellSouth Directory Assistance Access location or through an access tandem switch appropriately equipped for BellSouth Directory Assistance measurement and served by BellSouth Directory Assistance Access trunks to the BellSouth Directory Assistance Access location when such an access tandem switch is available in combination with BellSouth SWA FGB, BellSouth SWA FGD, or BellSouth SWA TSBSA as a separate BellSouth Directory Assistance Access service Trunk Group. (D)
The combination of BellSouth SWA FGB, BellSouth SWA FGD, or BellSouth SWA TSBSA Switched Access Service with BellSouth Directory Assistance Access service will only be provided at such available and appropriately equipped access tandem switches. All BellSouth Directory Assistance Access calls routed via this combination to the access tandem will be completed to the BellSouth Directory Assistance Access location and subject to the charges set forth in 9.1.6, following. If the customer does not want BellSouth Directory Assistance Access calls completed to the BellSouth Directory Assistance Access location via this combination, the customer may block the call. (T)

When Directory Transport is provided using BellSouth SWA Dedicated Transport to the BellSouth Directory Assistance Access location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink start-start pulsing signaling is provided at the access tandem switch. When access tandem routing is provided, the customer shall address each call to the BellSouth Directory Assistance Access location using NPA + 555 + 1212 or when required by the Telephone Company, 555-1212. Only NPA codes handled by the BellSouth Directory Assistance Access location served by the access tandem switch will be processed.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.1.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

Directory Transport is provided with one of the BellSouth SWA Transport Interface Groups as set forth in 6.1.3(A) preceding.

(4) Special Facilities Routing

A customer may request that BellSouth Directory Assistance Access service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facilities Routing (Avoidance, Diversity and Cable Only) are as set forth in Section 11 following.

(5) Design Layout Report

The Telephone Company will provide to the customer the makeup of the facilities and services provided under this section as BellSouth Directory Assistance Access service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 6.1.5. Design Layout Reports for BellSouth Directory Assistance Access service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(6) Transmission Specifications

BellSouth Directory Assistance Access service is provided with either Type A, B or C Transmission Specifications. The specifications associated with these parameters are guaranteed to the BellSouth Directory Assistance Access location, whether routed directly or via an access tandem. Type C Transmission Specification is provided with Interface Group 1 when routed directly to a BellSouth Directory Assistance Access location. Type B Transmission Specification is provided with Interface Groups 2, 3, 6 and/or 9 when routed directly to a BellSouth Directory Assistance Access location. Type A Transmission Specification is provided with Interface Groups 2, 3, 6 and/or 9 when routed via an access tandem switch.

When BellSouth Directory Assistance Access service is provided with BellSouth SWA FGD or BellSouth SWA TSBSA 3 service, Type A Transmission Specification is provided. When BellSouth Directory Assistance Access service is provided with BellSouth SWA FGB or BellSouth SWA TSBSA 1 service, Type B Transmission Specification is provided for Interface Groups 2, 3, 6 and/or 9 and Type C Transmission Specification is provided for Interface Group 1.

(D)
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(D)

Type A, B and C Transmission Specifications are set forth in 6.4.1, preceding.

(T)

(7) Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for BellSouth Directory Assistance Access Service traffic routed through an access tandem are the same as those for the associated BellSouth SWA FGB, BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA end office switching.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(7) Acceptance Testing and Testing Capabilities (Cont'd)

The acceptance testing for BellSouth Directory Assistance Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the BellSouth Directory Assistance Access location will be as set forth in 6.1.6, preceding. The testing capabilities for BellSouth Directory Assistance Access Service traffic routed directly to the BellSouth Directory Assistance Access location or routed in a separate trunk group through an access tandem to the BellSouth Directory Assistance Access location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section 13, following. (T)

(F) Trunk side switching is provided at the BellSouth Directory Assistance Access service access location. The BellSouth Directory Assistance Access service access location will provide trunk answer and disconnect supervisory signaling. (T)

(G) The Telephone Company will distribute the calls received over the BellSouth Directory Assistance Access services to the BellSouth Directory Assistance Access System using the BellSouth Directory Assistance Access location access equipment.

(H) In the event the requested telephone number is unavailable, no credit applies for the call charged. When the BellSouth Directory Assistance Access location or BellSouth Directory Assistance Access System equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided, a credit as set forth in 9.1.4(F), following, will apply. (T)

(I) BellSouth Directory Assistance Access service may be provided, at the option of the customer, for interstate and intrastate communications. When the customer requests such mixed access, the interstate BellSouth Directory Assistance Access service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.11, preceding. (T)

9.1.3 Obligations of the Customer

(A) The customer shall order the capacity and interface type of BellSouth Directory Assistance Access service it needs, except when provided over existing BellSouth SWA FGA, BellSouth SWA FGB, BellSouth SWA FGD, BellSouth SWA LSBSA, or BellSouth SWA TSBSA BellSouth SWA Transport facilities, as specified in 9.1.2(E)(3), preceding. (T)
(T)
(D)
(T)
(T)

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.3 Obligations of the Customer (Cont'd)

- (B) The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.
- (C) When requested by the Telephone Company, the customer shall order a separate trunk group for BellSouth Directory Assistance Access service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.1.2(E)(1), preceding. (T)
- (D) When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of BellSouth Directory Assistance Access service and the billing and collecting of charges for BellSouth Directory Assistance Access service furnished to its end users.
- (E) The customer understands the Telephone Company will respond to only two (2) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of BellSouth Directory Assistance Access service.

9.1.4 Payment Arrangements

(A) Minimum Periods

The minimum period for which BellSouth Directory Assistance Access service is provided and for which charges apply is one month. When BellSouth Directory Assistance Access service is provided with a customer's BellSouth SWA FGA, BellSouth SWA FGB, BellSouth SWA FGD, BellSouth SWA LSBSA, or BellSouth SWA TSBSA service, the minimum period requirements apply to the BellSouth SWA Service provided and are set forth in 6.7.2, preceding. (D)
(T)
(T)

(B) Cancellation of a Special Order

When a customer cancels a Special Order for BellSouth Directory Assistance Access service after the order date but prior to the start of service, the appropriate charges as set forth in Section 5, preceding, for BellSouth SWA Transport services apply for the BellSouth Directory Assistance Access service cancelled. (T)

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(C) Changes to Special Orders

When a customer requests changes to a pending order for BellSouth Directory Assistance Access service, such changes will be undertaken if they can be accommodated by the Telephone Company. The appropriate charges as set forth in Section 5 preceding for BellSouth SWA Transport services apply for the BellSouth Directory Assistance Access service changed.

(D) Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in 6.7.7 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.7 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(E) BellSouth Directory Assistance Access Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in 6.7.1(D)(3) preceding. The Service Rearrangement Charges are as set forth in 6.7.1(D)(3) for the type of change provided by the Telephone Company.

(F) Credit Allowance for BellSouth Directory Assistance Access

- (1) When the BellSouth Directory Assistance Access location or the BellSouth Directory Assistance Access System is out of service due to a Telephone Company equipment failure or when an incorrect number is provided following customer connection to the BellSouth Directory Assistance Access System, a credit allowance equal to the amounts charged for a BellSouth Directory Assistance Access service Call as set forth in 9.1.6 following will apply.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(F) Credit Allowance for BellSouth Directory Assistance Access Service
(Cont'd)

- (2) In addition to the credit as set forth in (1) preceding, when the Telephone Company provides an incorrect number for a call and the customer reports such occurrences to the Telephone Company, a credit allowance for such BellSouth Directory Assistance Access call will apply. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer. The credit allowance is equal to the amounts charged for a BellSouth Directory Assistance Access service Call as set forth in 9.1.6 following
- (3) When a BellSouth Directory Assistance Access call is not completed due to the failure of BellSouth Directory Assistance Access service to BellSouth Directory Assistance Access locations, BellSouth Directory Assistance Access equipment or the BellSouth Directory Assistance Access System, a credit allowance for the service portion in the originating LATA of such BellSouth Directory Assistance Access call will apply. When the customer reports such a call and BellSouth Directory Assistance Access number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer. The credit allowance is equal to the amounts charged for a BellSouth Directory Assistance Access Service Call as set forth in 9.1.6 following.

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9.1.5 Rate Regulations

- (A) The BellSouth Directory Assistance Access service call charge, as set forth in Section 9.1.6(A), applies for each call to BellSouth Directory Assistance Access service. A BellSouth Directory Assistance Access service call occurs when a customer is connected to the BellSouth Directory Assistance Access System. No charge applies if the automated DA is unable to find the requested telephone number. The number of calls will be accumulated by Telephone Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in Section 9.1.4(F). (T)
(C)
- (B) The mileage for Directory Transport will be measured, as set forth in Section 6.7.13, for BellSouth SWA Transport. Title Page notwithstanding, these two wire centers may be in different LATAs. (T)
(T)
- (C) The charge per call for Directory Transport is as set forth in Section 9.1.6(B). (T)
(D)

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9.1.5.1 Rate Categories

There are 3 rate categories which apply to BellSouth Directory Assistance Access Service:

Directory Transport
BellSouth Directory Assistance Access Service Call
BellSouth Directory Assistance Access Interconnection

Additionally, nonrecurring charges may be applicable as specified in 9.1.6 following.

(A) Directory Transport

The directory transport rate category provides for the transport facilities and termination between the customer's premises and the BellSouth Directory Assistance Access location. These rate elements are defined in 9.1.2(E)(3) preceding.

(B) BellSouth Directory Assistance Access Service Call

The BellSouth Directory Assistance Access Service Call rate category provides for the use of the Telephone Company BellSouth Directory Assistance Access System.

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9 -BellSouth Directory Assistance Access

9.1.5.1 Rate Categories (Cont'd)

(C) BellSouth Directory Assistance Access Interconnection

The BellSouth Directory Assistance Access Interconnection rate category provides for switching capability and network functions not assigned to other BellSouth Directory Assistance Access service rate categories. This charge is assessed to all customers and is applied on a per BellSouth Directory Assistance Access call basis.

Nonrecurring charges will apply for the installation of features, directory transport facilities, as defined in 9.1.2(E)(3) preceding, or service rearrangements.

9.1.6 Rates and Charges

ALL STATES

	<u>RATE</u>
(A) BellSouth Directory Assistance Access Service call each	\$ 0.275
(B) Directory Transport	
(1) <u>Switched Local Channel</u>	Nonrecurring and Monthly rates are as specified for BellSouth SWA Transport in 6.8.1 preceding
	Nonrecurring and Monthly rates are as specified for BellSouth SWA Transport in 6.8.1 preceding
(2) <u>Reserved for Future Use</u>	

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.6 Rates and Charges

(B) BellSouth Directory Transport (Cont'd)

ALL STATES (Cont'd)

	<u>Rate</u>
(3) <u>BellSouth SWA</u> <u>Common Transport</u> ¹	
Zone 1 - Per BellSouth Directory Assistance Access call	
Alabama	\$ 0.000059
Florida	\$ 0.000059
Georgia	\$ 0.000059
Kentucky	\$ 0.000059
Louisiana	\$ 0.000059
Mississippi	\$ 0.000059
North Carolina	\$ 0.000059
South Carolina	\$ 0.000059
Tennessee	\$ 0.000059
Zone 2 - Per BellSouth Directory Assistance Access call	
Alabama	\$ 0.000059
Florida	\$ 0.000059
Georgia	\$ 0.000059
Kentucky	\$ 0.000059
Louisiana	\$ 0.000059
Mississippi	\$ 0.000059
North Carolina	\$ 0.000059
South Carolina	\$ 0.000059
Tennessee	\$ 0.000059
Zone 3 - Per BellSouth Directory Assistance Access call	
Alabama	\$ 0.000059
Florida	\$ 0.000059
Georgia	\$ 0.000059
Kentucky	\$ 0.000059
Louisiana	\$ 0.000059
Mississippi	\$ 0.000059
North Carolina	\$ 0.000059
South Carolina	\$ 0.000059
Tennessee	\$ 0.000059

Note 1: These charges also apply to the BellSouth SWA Common Transport IP Option.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.6 Rates and Charges (Cont'd)

(B) BellSouth Directory Transport (Cont'd)

ALL STATES (Cont'd)

	<u>Rate</u>
(3) <u>BellSouth SWA</u> <u>Common Transport</u> ¹	
Zone 1 - Per BellSouth Directory Assistance Access call mile	
Alabama	\$ 0.000008
Florida	\$ 0.000008
Georgia	\$ 0.000008
Kentucky	\$ 0.000008
Louisiana	\$ 0.000008
Mississippi	\$ 0.000008
North Carolina	\$ 0.000008
South Carolina	\$ 0.000008
Tennessee	\$ 0.000008
Zone 2 - Per BellSouth Directory Assistance Access call mile	
Alabama	\$ 0.000008
Florida	\$ 0.000008
Georgia	\$ 0.000008
Kentucky	\$ 0.000008
Louisiana	\$ 0.000008
Mississippi	\$ 0.000008
North Carolina	\$ 0.000008
South Carolina	\$ 0.000008
Tennessee	\$ 0.000008
Zone 3 - Per BellSouth Directory Assistance Access call mile	
Alabama	\$ 0.000008
Florida	\$ 0.000008
Georgia	\$ 0.000008
Kentucky	\$ 0.000008
Louisiana	\$ 0.000008
Mississippi	\$ 0.000008
North Carolina	\$ 0.000008
South Carolina	\$ 0.000008
Tennessee	\$ 0.000008

Note 1: These charges also apply to the BellSouth SWA Common Transport IP Option.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.6 Rates and Charges (Cont'd)

(B) BellSouth Directory Transport (Cont'd)

	<u>Rate</u>
(4) <u>Access Tandem Switching</u>	
Per BellSouth Directory Assistance Access Call	
Zone 1	
Alabama	\$ 0.000392
Florida	\$ 0.000392
Georgia	\$ 0.000392
Kentucky	\$ 0.000392
Louisiana	\$ 0.000392
Mississippi	\$ 0.000392
North Carolina	\$ 0.000392
South Carolina	\$ 0.000392
Tennessee	\$ 0.000392
Zone 2	
Alabama	\$ 0.000392
Florida	\$ 0.000392
Georgia	\$ 0.000392
Kentucky	\$ 0.000392
Louisiana	\$ 0.000392
Mississippi	\$ 0.000392
North Carolina	\$ 0.000392
South Carolina	\$ 0.000392
Tennessee	\$ 0.000392

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9 - BellSouth Directory Assistance Access (Cont'd)

9.1.6 Rates and Charges (Cont'd)

(B) BellSouth Directory Transport (Cont'd)

	<u>Rate</u>
(4) <u>Access Tandem Switching</u> Per BellSouth Directory Assistance Access Call (Cont'd)	
Zone 3	
Alabama	\$ 0.000392
Florida	\$ 0.000392
Georgia	\$ 0.000392
Kentucky	\$ 0.000392
Louisiana	\$ 0.000392
Mississippi	\$ 0.000392
North Carolina	\$ 0.000392
South Carolina	\$ 0.000392
Tennessee	\$ 0.000392
(5) <u>DA Interconnection</u> per DA Access Service Call	\$.000000
(6) <u>DS3 to DS1 Multiplexer</u> per DA Access Service Call	\$.000129
(7) <u>Installation</u>	Nonrecurring rates are as specified for Switched Transport in 6.8.1 preceding.

9.2 Reserved for Future Use

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9 - BellSouth Directory Assistance Access

9.3 BellSouth Direct Access to Directory Assistance

9.3.1 General Description

BellSouth Direct Access to Directory Assistance provides customer access to the same listing information that is available to the Telephone Company's Directory Assistance operators including:

- 1) all listings of Telephone Company subscribers,
- 2) all listings associated with Telephone Company lines resold by competitive local exchange carriers (reseller CLECs),
- 3) all listings associated with lines provisioned by local exchange carriers (LECs), including facilities based CLECs, that provide their listings to the Telephone Company, and
- 4) all listings the Telephone Company obtains from sources other than the provider of the local exchange lines associated with the listings.

BellSouth Direct Access to Directory Assistance is offered by the Telephone Company to enable the customer to provide its own directory assistance service to its wholesale customers and/or to its end users. The customer must provide its own switch, operator workstation, audio system (optional) and transport facilities to interface with BellSouth Direct Access to Directory Assistance.

9.3.2 Undertaking of the Telephone Company

- (A) BellSouth Direct Access to Directory Assistance enables the customer's operators to search the same listings available to the Telephone Company's operators, as detailed in 9.3.1 above, using a standard directory assistance search format. The search format will be provided to the customer by the Telephone Company upon subscription to the service.
- (B) When a name search is initiated by the customer's operator workstation attendant, a response screen containing the listed telephone number, address and zip code, if available, will be provided subject to the rates and charges as set forth in 9.3.5.
- (C) A telephone number and/or address which is not listed in the Telephone Company's Directory Assistance records will not be available to the customer. Telephone numbers for non-published listings will not be available to the customer.
- (D) The Telephone Company will provide a point of availability for the customer to connect with the system.
- (E) The Telephone Company will cooperatively test with the customer at the time of installation.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.3 BellSouth Direct Access to Directory Assistance (Cont'd)

9.3.2 Undertaking of the Telephone Company (Cont'd)

- (F) When the customer has both interstate and intrastate BellSouth Direct Access to Directory Assistance usage, the Percent Interstate Usage (PIU) for the customer's BellSouth Direct Access to Directory Assistance service will be determined as specified in 2.3.10 preceding and will be applied to the customer's BellSouth Direct Access to Directory Assistance charges.
- (G) The BellSouth Direct Access to Directory Assistance system can accommodate a maximum of 10,000 operator workstation connections. When this number is reached, no new customers can be added to the service.

9.3.3 Obligations of the Customer

- (A) Subscription to BellSouth Direct Access to Directory Assistance Service requires that a customer utilize its own switch, operator workstations and attendants, and transport facilities to interconnect with the BellSouth Direct Access to Directory Assistance Location. The Telephone Company will incur no costs or liability associated with the customer's physical data links, circuits, or facilities required to connect the customer to the BellSouth Direct Access to Directory Assistance location. Provision of an audio subsystem by the customer will be optional. Technical requirements and specifications for each component of the customer's system are as follows:

1. Switch

The customer's switch handles switching and routing of all the customer's Directory Assistance requests.

BellSouth Direct Access to Directory Assistance will support the Northern Telecom DMS 200 switch or the AT&T 5ESS switch. The specifications for each interface are as set forth in reference documents:

Northern Telecom Document Q210-1 Version AI07 NTDMS/CCIDAS System Application Protocol to support the Northern Telecom switch (available under a licensed protocol through Northern Telecom)
and;

AT&T Document 250-900-535 Operator Services Position System Listing Service Application Call Processing Data Link Interface Specification to support the AT&T switch.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.3 BellSouth Direct Access to Directory Assistance

9.3.3 Obligations of the Customer

2. Operator Workstation, Operator Workstation Attendant

The customer's operator workstation attendant can initiate listing searches from specified operator workstations in association with the BellSouth Direct Access to Directory Assistance supported switches. The specifications for interfacing with BellSouth Direct Access to Directory Assistance are available under a licensed protocol through Northern Telecom as set forth in the following reference document:

- Northern Telecom Document CSI-2300-07 Universal Gateway/Position Message Interface Format Specification

3. Audio Subsystem (Optional)

The customer may elect to interface an audio subsystem with BellSouth Direct Access to Directory Assistance. The audio subsystem issues automated messages and telephone numbers to the customer's end user. The interface specifications for the audio subsystem are available under a licensed protocol through Northern Telecom as set forth in the following reference document:

- Northern Telecom Document 355-00424 Gateway/Interactive Voice Subsystem Protocol Specification

- (B) The customer is responsible for providing the physical links and facilities required to connect to the point of availability. The physical links and facilities required for BellSouth Direct Access to Directory Assistance service may be purchased from the Telephone Company at rates and terms set forth in Section 7 preceding.
- (C) The customer shall be responsible for all contacts and arrangements with its end user concerning the provision and maintenance of BellSouth Direct Access to Directory Assistance and the billing and collecting of charges for BellSouth Direct Access to Directory Assistance furnished to its end user.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.3 BellSouth Direct Access to Directory Assistance (Cont'd)

9.3.3 Obligations of the Customer (Cont'd)

- (D) The customer will cooperatively test with the Telephone Company at the time of installation.
- (E) Jurisdictional reporting for BellSouth Direct Access to Directory Assistance will apply as specified in 2.3.10 preceding for determining the Percent Interstate Usage (PIU).
- (F) The customer will disclose no information displayed on non-published listings. The Telephone Company will be released from any and all liability, loss, damages and expense which may arise due to the failure of the customer to maintain this obligation.
- (G) BellSouth Direct Access to Directory Assistance is provided solely for the customer's use to provide voice directory assistance services to its wholesale customers and/or end users.

9.3.4 Rate Regulations

The following rate elements apply to BellSouth Direct Access to Directory Assistance:

(A) Service Establishment Charge

BellSouth Directory Access to Directory Assistance Service Establishment Charge is a nonrecurring charge applied at the time a customer orders BellSouth Direct Access to Directory Assistance.

(B) BellSouth Direct Access to Directory Assistance Service Charge

BellSouth Direct Access to Directory Assistance Database Service Charge provides for database security and administration, and ongoing support. This rate will be assessed as a monthly recurring charge.

(C) BellSouth Direct Access to Directory Assistance per Initial or Subsequent Query Charge for each provision of a subscriber listing 1) of the Telephone Company, 2) of a reseller CLEC, or 3) of a LEC, including a facilities passed CLEC, that provides such listings to the Telephone Company

This charge will apply to each customer query for provision of a subscriber listing 1) of the Telephone Company, 2) of a reseller CLEC, or 3) of a LEC, including a facilities based CLEC, that provides such listings to the Telephone Company.

(D) BellSouth Direct Access to Directory Assistance per Initial Query Charge for listings the Telephone Company obtains from sources other than the provider of the local exchange lines associated with such listings

This charge will apply to each initial query for listings the Telephone Company obtains from sources other than the provider of the local exchange lines associated with such listings. Provision of a subsequent listing query, if any, is included in this charge.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.3 BellSouth Direct Access to Directory Assistance (Cont'd)

9.3.5 Rates and Charges

	<u>Recurring Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
BellSouth Direct Access to Directory Assistance Service Establishment Charge	N/A	\$1,000.00	DBSDE
BellSouth Direct Access to Directory Assistance Database Service Charge, per month	\$ 5,000.00	N/A	DBSDS
BellSouth Direct Access to Directory Assistance per Initial or Subsequent Query Charge for each provision of a subscriber listing 1) of the Telephone Company, 2) of a reseller CLEC, or 3) of a LEC, including a facilities based CLEC, that provides such listings to the Telephone Company	\$ 0.023	N/A	N/A
BellSouth Direct Access to Directory Assistance per Initial Query Charge for listings the Telephone Company obtains from sources other than the provider of the local exchange lines associated with such listings	\$ 0.10	N/A	N/A

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9 -BellSouth Directory Assistance Access (Cont'd)

9.4 BellSouth Flat Rated DA Trunks

9.4.1 General Description

BellSouth Flat Rated DA Trunks provide the means to interconnect a customer's high capacity facility or facilities (e.g., DS1, MegaLink, LightGate, SmartPath or SMARTRing) at a DS1 level to the network location of their directory assistance provider.

- (A) BellSouth Flat Rated DA Trunks have the same transmission specifications as do BellSouth SWA FGD trunks, as described in 6.2.4 of this tariff.
- (B) BellSouth Flat Rated DA Trunks are made available in the following types:
 - Type 1: Supports bi-directional transport of customer calls using CCS7 signaling to provide call return,
 - Type 2: Supports unidirectional transport of customer calls using CCS7 signaling, and
 - Type 3: Supports unidirectional transport of customer calls using MF signaling.
- (c) Rates and charges for BellSouth Flat Rated DA Trunks are as detailed in 9.4.3, following.

9.4.2 Service Requirements

- (A) BellSouth Flat Rated DA Trunks must be interconnected with a customer's high capacity facility or facilities (i.e., DS1, MegaLink, LightGate, SmartPath or SMARTRing) at a DS1 level in order that BellSouth Flat Rated DA Trunks function properly. Any combination of twenty-four (24) Flat Rated DA Trunk Types 1, 2 and 3 can be ordered to meet this requirement. If the customer requires more than twenty-four (24) Flat Rated DA Trunks, additional trunks must be ordered in increments of twenty-four (24).
- (B) The Telephone Company will specify network locations from which BellSouth Flat Rated DA Trunks are made available as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No.4.
- (C) When ordering BellSouth Flat Rated DA Trunks, the customer must submit to the Telephone Company a Connecting Facility Assignment (CFA) identifying which and/or what part of the customer's high capacity facility and/or facilities are to be interconnected to the Telephone Company's BellSouth Flat Rated DA Trunks. Any subsequent change of Connecting Facilities Assignment (CFA) affecting interconnection with BellSouth Flat Rated DA Trunks must also be submitted to the Telephone Company.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.4 BellSouth Flat Rated DA Trunks (Cont'd)

9.4.3 Rates and Charges

	<u>Monthly Rate</u>	<u>- Nonrecurring Charges -</u> <u>First Trunk</u> <u>Each Add'l</u> <u>Installed</u> <u>Trunk</u>		<u>USOC</u>
(A) Type 1 Flat Rated DA Trunk	\$ 6.00	\$ 24.00	\$ 20.00	WDAT1
(B) Type 2 Flat Rated DA Trunk	\$ 6.00	\$ 24.00	\$ 20.00	WDAT2
(C) Type 3 Flat Rated DA Trunk	\$ 6.00	\$ 24.00	\$ 20.00	WDAT3

9.5 BellSouth Alternate DA Service Capability

9.5.1 General Description

BellSouth Alternate DA Service Capability makes available Telephone Company network resources required to provision directory assistance service to end users of a customer who chooses to route DA calls to a Telephone Company assigned, customer and service specific 10-digit telephone number.

9.5.2 Rate Regulations

- (A) BellSouth Alternate DA Service Capability is offered subject to the regulations specified in Section 2. of this Tariff.
- (B) To utilize this arrangement, the ordering customer must select one or more of the service options detailed in 9.5.3 following.
- (C) The service options set forth in 9.5.3 following are sized based on the Telephone Company's estimate of network resources required to handle blocks of 250,000 calls per month based on average per call holding time.
- (D) The Telephone Company will work cooperatively with the customer to help them determine what quantity of the service options will be needed to serve all calls the customer projects will be delivered per month at per call holding times estimated by the customer.
- (E) When a customer ordering BellSouth Alternate DA Service Capability anticipates both interstate and intrastate usage, the customer must report to the Telephone Company the percent interstate usage to be applied to their BellSouth Alternate DA Service Capability charges.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.5 BellSouth Alternate DA Service Capability (Cont'd)

9.5.3 Rates and Charges

Rates for BellSouth Alternate DA Service Capability are applied based on the customer's order of one or a multiple of the service options following based on the customer's projection of calls to be delivered to the Telephone Company each month.

<u>Service Option</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
(A) Initial network resource increment designed to handle up to 250,000 calls per month	\$ 260.00	\$ 1,294.00	ADC1N
(B) Each additional network resource increment designed to handle up to 250,000 calls per month	\$ 260.00	\$ 1,100.00	ADCAN

9.5.4 Special Promotion for BellSouth Alternate DA Service Capability

9.5.4.1 Promotion No. 1

(A) Description

Nonrecurring charges detailed in 9.5.3(A) and (B) preceding will not apply to new orders for BellSouth Alternate DA Service Capability completed during the promotion period beginning June 1, 2005 and continuing through November 30, 2005. The customer will be billed and obligated to pay these nonrecurring charges, however, if new service ordered during the promotion period is terminated prior to being in service for six (6) months.

(B) General Regulations

- (1) This tariff provides a Special Promotion for BellSouth Alternate DA Service Capability and is valid for new service orders completed during the period beginning June 1, 2005 and continuing through November 30, 2005.
- (2) Nonrecurring charges detailed in 9.5.3(A) and (B) preceding will not apply to new orders for BellSouth Alternate DA Service Capability completed during the promotion period beginning June 1, 2005 and continuing through November 30, 2005. The customer will be billed and obligated to pay these nonrecurring charges, however, if new service ordered during the promotion period is terminated prior to being in service for six (6) months.
- (3) The Company reserves the right to change the rates and charges for BellSouth Alternate DA Service Capability.

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9 - BellSouth Directory Assistance Access (Cont'd)

9.5 BellSouth Alternate DA Service Capability (Cont'd)

9.5.4 Special Promotion for BellSouth Alternate DA Service Capability (Cont'd)

9.5.4.1 Promotion No. 1 (Cont'd)

(B) General Regulations (Cont'd)

- (4) The regulations, terms and conditions for the Special Promotion provided herein shall apply to all customers that meet the described requirements.

9.5.4.2 Promotion No. 2

- (A) This Promotion offers certain discounts to customers placing new service orders for BellSouth Alternate DA Service Capability subject to the conditions herein. Customers may subscribe to this Promotion within forty-five (45) days of this Tariff's effective date by contacting a Company representative. The subscription period ends February 8, 2007.
- (B) Customers who select a 12, 24, or 36 month payment plan period for the Optional DA Calling Plan 1 Savings Plan as set forth in 9.6.4(E)(12) following, will receive a three (3) month waiver of the monthly recurring rate in 9.5.3(A) and (B) preceding for the Alternate DA Capability. The first month's waiver will begin with the customer's first bill period following the customer's subscription to this Promotion.
- (C) At the end of the 3 month promotional period, the waiver of the monthly recurring rate in 9.5.3(A) and (B) preceding will be discontinued and, thereafter, the customer will be billed the rate shown in that section.
- (D) In addition to (B) above, the customer will receive a \$.27 DA Per Call Rate for the 3 month promotional period under the Optional DA Calling Plan 1 Savings Plan set forth in 9.6.4(E)(12) following.
- (E) At the end of the 3 month promotional period, the customer will revert to the applicable DA Per Call Rate shown in 9.6.4(E)(12).
- (F) If the customer discontinues BellSouth Alternate DA Service prior to the end of the selected payment plan period, the customer must repay the monthly recurring rate in 9.5.3(A) and (B), preceding, for the 3 month promotional period. In addition, the termination liability specified in 9.6.4(E)(8) following for the Optional DA Calling Plan 1 Savings Plan will apply. Customers subscribing to this Promotion who subsequently terminate BellSouth Alternate DA Service within the 3 month promotional period will not have to be repay the waived monthly recurring charges and will not be subject to termination liability specified in 9.6.4(E)(8) for the Optional DA Calling Plan 1 Savings Plan.
- (G) The Company reserves the right to change the rates and charges for BellSouth Alternate DA Service Capability.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.6 BellSouth Optional DA Calling Plan 1

9.6.1 General Description

BellSouth Optional DA Calling Plan 1 is available to customers subscribing to BellSouth Alternate DA Service Capability to provide directory assistance and in addition to any other requirements that may be set forth below, is offered subject to the provisions of Section 2 of this Tariff.

9.6.2 Obligations of the Customer

- (A) To order BellSouth Optional DA Calling Plan 1, the customer must have existing BellSouth Alternate DA Service Capability, as detailed in 9.5 preceding, or must order BellSouth Alternate DA Service Capability from the Telephone Company.
- (B) When ordering BellSouth Optional DA Calling Plan 1, the customer must provide the Telephone Company a forecast of how many DA calls they will send to the Telephone Company via BellSouth Alternate DA Service Capability during an average month.
- (C) As part of BellSouth Optional DA Calling Plan 1, the customer may opt for the BellSouth Optional DA Calling Plan 1 Savings Plan. A BellSouth Optional DA Calling Plan 1 Savings Plan Agreement must be executed by the customer and the Telephone Company in order to implement this option. Under the Savings Plan, the customer must deliver to the Telephone Company DA call volumes within the time frame specified in its BellSouth DA Calling Plan 1 Savings Plan Agreement. These DA call volumes must meet or exceed the minimum amounts required for the plan option selected by the customer, subject to the regulations detailed in 9.6.4(D) and 9.6.4(E), following.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.6 BellSouth Optional DA Calling Plan 1 (Cont'd)

9.6.3 Obligations of the Telephone Company

- (A) The Telephone Company will satisfy up to two (2) listing requests per DA call.
- (B) The Telephone Company will process the customer's calls through automated response, live response or a combination of both automated and live response.

9.6.4 Rate Regulations and Payment Arrangements

- (A) Rates and charges for BellSouth Optional DA Calling Plan 1 are as detailed in 9.6.5 following. Rates and charges for the BellSouth Optional DA Calling Plan 1 Savings Plan are as described in 9.6.4(E) following.
- (B) When opting for the BellSouth Optional DA Calling Plan 1 Savings Plan, in no event will the untimely installation or failure of customer equipment required to deliver calls to the BellSouth Alternate DA Service Capability location relieve the customer of its commitment to deliver to the Telephone Company DA call volumes as specified in its BellSouth Optional DA Calling Plan 1 Savings Plan Agreement.
- (C) Credit Allowance for BellSouth Optional DA Calling Plan 1
 - (1) When BellSouth Optional DA Calling Plan 1 calls are not answered by the Telephone Company due to a Telephone Company equipment failure, a credit allowance equal to the daily average number of calls processed during the prior month times the rate the customer paid per Optional DA Calling Plan 1 call during the prior month as set forth in 9.6.5, or as set forth in 9.6.4(E) if the customer has agreed to a Savings Plan option, will apply. This credit allowance will appear on the customer's next regular monthly bill.
- (D) In the event BellSouth Optional DA Calling Plan 1 is terminated by the customer prior to the one (1) month minimum subscription period, usage equal to the customer's forecasted monthly call volume as described in 9.6.2(B) will be applied to the standard per call rate detailed in 9.6.5 to determine the usage portion of the customer's bill.

(E) BellSouth Optional DA Calling Plan 1 Savings Plan

- (1) The BellSouth Optional DA Calling Plan 1 Savings Plan provides a customer the option to receive a reduced per DA call rate in exchange for its commitment to deliver a specified number of DA calls to the Telephone Company during a specified payment plan period. A BellSouth Optional DA Calling Plan 1 Savings Plan Agreement is required to implement this option.
- (2) BellSouth Optional DA Calling Plan 1 Savings Plan rates are as detailed for each plan option in 9.6.4(E) following.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.6 BellSouth Optional DA Calling Plan 1 (Cont'd)

9.6.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth Optional DA Calling Plan 1 Savings Plan (Cont'd)

- (3) Application of BellSouth Optional DA Calling Plan 1 Savings Plan rates will commence with the first bill period following the plan option effective date, as agreed to, by and between the customer and the Telephone Company.
- (4) The minimum payment plan period of a BellSouth Optional DA Calling Plan 1 Savings Plan is twelve (12) months and the maximum payment plan period is sixty (60) months.
- (5) Except as indicated in 9.6.4(E)(7), 9.6.4(E)(8), 9.6.4(E)(9) and 9.6.4(E)(10), the customer must during the selected payment plan period send DA call volumes greater than or equal to ninety-five percent (95%) of the minimum usage specified in its Savings Plan Agreement to the Telephone Company using BellSouth Alternate DA Service Capability.
- (6) At the end of the selected payment plan period, BellSouth Optional DA Calling Plan 1 Savings Plan usage sent by the customer to the Telephone Company during the selected payment plan period will be compared to the minimum usage required for the plan option the customer has selected. If the DA call volume sent during the payment plan period is below ninety-five percent (95%) of the minimum usage required for the plan option selected in the customer's BellSouth Optional Calling Plan 1 Savings Plan Agreement, in addition to the billed usage charges for the plan selected, the customer will be billed an additional five cents (\$.05) per call for all calls that have been billed during the selected payment plan period.
- (7) At any time during the active option payment plan period an existing BellSouth Optional DA Calling Plan 1 Savings Plan customer may request an upgrade to a service option having a higher usage commitment and/or a longer payment plan period. A new BellSouth Optional DA Calling Plan 1 Savings Plan Agreement is required to implement the change.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.6 BellSouth Optional DA Calling Plan 1 (Cont'd)

9.6.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth Optional DA Calling Plan 1 Savings Plan (Cont'd)

- (8) An existing BellSouth Optional DA Calling Plan 1 Savings Plan customer may request termination of its plan participation. If participation in the customer's currently active plan is ended prior to the scheduled expiration of the payment plan period, the customer will be billed an amount equal to the difference between the then active plan option rate and the standard rate applied to a percentage of the calls that have been billed since the initiation of the plan option as follows:

When Plan Option Is Terminated Prior To its Scheduled Expiration and Within __ Months of Initiation Date	This is the Percentage of Calls to which Back Billing Applies
12 Months	100%
24 Months	75%
60 Months	50%

The change to the schedule above filed November 27, 2002 has no affect on customers existing on November 27, 2002.

- (9) A customer who terminates its BellSouth Optional DA Calling Plan 1 Savings Plan is eligible to initiate a new plan six (6) months from the termination date.
- (10) In the event of a merger or acquisition where some or all parties to the merger or acquisition have existing BellSouth Optional DA Calling Plan 1 Savings Plan options in place, each existing customer may continue its plan option to conclusion provided usage for each existing customer can be segregated from the whole and measured by the Telephone Company. Alternatively, the existing BellSouth Optional DA Calling Plan 1 Savings Plan options of each party to the merger or acquisition may be terminated without penalty provided a new BellSouth Optional DA Calling Plan 1 Savings Plan option is made effective for the merged or acquiring entity in which the usage commitment is greater than or equal to the sum of the usage commitments for each active plan option of each party to the merger or acquisition.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.6 BellSouth Optional DA Calling Plan 1 (Cont'd)

9.6.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth Optional DA Calling Plan 1 Savings Plan (Cont'd)

- (11) In the absence of or upon the expiration of an active BellSouth Optional DA Calling Plan 1 Savings Plan Agreement, the standard rate detailed in 9.6.5 will apply.
- (12) Following are the rate schedules for the BellSouth Optional DA Calling Plan 1 Savings Plan options.

Savings Plan Option	Payment Plan Period DA Call Usage Commitment	Payment Plan Period	DA Per Call Rate
Option A	100,000 - 500,000	12 months	\$0.39
	200,000 - 1,000,000	24 months	\$0.37
	300,000 - 1,500,000	36 months	\$0.35
Option B	500,001 - 1,000,000	12 months	\$0.33
	1,000,001 - 2,000,000	24 months	\$0.31
	1,500,001 - 3,000,000	36 months	\$0.30
Option C	1,000,001 or Greater	12 months	\$0.29
	2,000,001 or Greater	24 months	\$0.285
	3,000,001 or Greater	36 months	\$0.28
Option D	4,000,001 or Greater	60 months	\$0.28

Changes to the schedule above filed November 27, 2002 have no affect on customers existing on November 27, 2002.

9.6.5 Rates and Charges

	Standard Rate	USOC
(A) BellSouth Optional DA Calling Plan 1 Per DA Call	\$ 0.60	N/A

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9 -BellSouth Directory Assistance Access (Cont'd)

9.7 BellSouth Operator Services Automatic Call Distribution (OS-ACD) Service

9.7.1 General Description

BellSouth Operator Services Automatic Call Distribution (OS-ACD) Service provides automatic call distribution functionality to Customers who deliver calls to the Telephone Company at designated BellSouth OS-ACD Service locations.

9.7.2 Undertaking of the Telephone Company

- (A) The Telephone Company will specify BellSouth OS-ACD Service locations as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No.4.
- (B) When it becomes necessary, as determined by the Telephone Company, to change a BellSouth OS-ACD Service location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in 2.1.7 apply.
- (C) The Telephone Company will queue and manage calls delivered by a customer to a BellSouth OS-ACD Service location and will deliver such calls to the Customer's Operator Service Positions (OSPs) using Nortel's Open Position Protocol (OPP).
- (D) The Telephone Company will engineer BellSouth OS-ACD Service based on the customer's requirements and the Telephone Company's available network capacity.

9.7.3 Obligations of the Customer

- (A) The Customer is responsible for interconnection and facilities required to transport calls to and from the Customer's location(s) and the BellSouth OS-ACD Service location. BellSouth OS-ACD Service is provided only when associated with dedicated two-way SS7 trunks.
- (B) Communications between the Customer's OSP equipment and the BellSouth OS-ACD Service location must utilize Nortel's Open Position Protocol (OPP) in order that OS-ACD Service can perform as described in this tariff.
- (C) The Customer and the Telephone Company shall cooperatively test prior to implementation of BellSouth OS-ACD Service.
- (D) The Customer must attend its Operator Service Positions (OSPs) at levels required to answer all calls presented by BellSouth OS-ACD Service to the Customer twenty four (24) hours a day, seven (7) days a week. The Telephone Company may terminate service when and if the Customer fails to attend its OSPs at this level.
- (E) The Customer shall notify the Telephone Company immediately of any cases where its Operator Service Positions (OSPs) will be vacated due to an emergency or other situation. The Telephone Company may terminate service when and if the Customer fails to comply with this requirement.

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9 -BellSouth Directory Assistance Access (Cont'd)

9.7 BellSouth Operator Services Automatic Call Distribution OS-ACD Service
(Cont'd)

9.7.3 Obligations of the Customer (Cont'd)

- (F) The Customer shall provide the Telephone Company an alternate service location to where its calls will be routed when and if the Customer's Operator Service Positions (OSPs) are vacated due to an emergency or other situation. The Customer shall provide facilities through which such alternate service location can be accessed.
- (G) The Customer must maintain up to date OSP software that is compatible with BellSouth Operator Services Automatic Call Distribution OS-ACD Service at all times in order that OS-ACD Service can perform as described in this tariff.
- (H) Force management of the Customer's OSPs is the Customer's responsibility.
- (I) The Customer and the Telephone Company shall work cooperatively to test and implement BellSouth OS-ACD Service prior to installation.

9.7.4 Technical References and Requirements

Nortel's Open Position Protocol (OPP) is used as the network interface between the Customer's location and the BellSouth Operator Services Automatic Call Distribution OS-ACD Service location. The OPP network interface is defined in Nortel Document No. Q214-1. Compatible Customer provided equipment and software are required for proper queuing, managing and routing of Customer calls.

9.7.5 Rate Regulations

Rates for BellSouth Operator Services Automatic Call Distribution OS-ACD Service are applied per call delivered to the Telephone Company's BellSouth Operator Services Automatic Call Distribution OS-ACD Service location.

9.7.6 Rates and Charges

	<u>Rate</u>
(A) BellSouth Operator Services Automatic Call Distribution OS-ACD Service, per call	\$0.0432