

BELLSOUTH TELECOMMUNICATIONS
675 W. Peachtree St. NW, Atlanta, GA 30308

TARIFF F.C.C. NO. 1
2ND REVISED PAGE 18-1
CANCELS 1ST REVISED PAGE 18-1

ISSUED: JANUARY 24, 2017

EFFECTIVE: FEBRUARY 8, 2017

ACCESS SERVICE

18 - BellSouth Operator Services

18.1 Reserved for Future Use

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(D)

ISSUED: JANUARY 24, 2017

EFFECTIVE: FEBRUARY 8, 2017

ACCESS SERVICE

18 - BellSouth Operator Services

18.1 BellSouth Operator Transfer Service

18.1.2 Reserved for Future Use (Cont'd)

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CANCELS 4TH REVISED PAGE 18-3

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ACCESS SERVICE

18 - BellSouth Operator Services

18.1 Reserved for Future Use (Cont'd)

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CANCELS ORIGINAL PAGE 18-4

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ACCESS SERVICE

18 - BellSouth Operator Services

18.2 Reserved for Future Use

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TARIFF F.C.C. NO. 1
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ACCESS SERVICE

18 - BellSouth Operator Services

18.2 Reserved for Future Use (Cont'd)

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ACCESS SERVICE

18 - BellSouth Operator Services

18.2 Reserved for Future Use (Cont'd)

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TARIFF F.C.C. NO. 1
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ACCESS SERVICE

18 - BellSouth Operator Services

18.2 Reserved for Future Use (Cont'd)

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ISSUED: JUNE 16, 2011

EFFECTIVE: JULY 1, 2011

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service

18.3.1 General Description

BellSouth Operator Assistance Access Service (BellSouth OA Access Service) provides access to the BellSouth OA Access Service location(s) and the use of BellSouth OA Access Service equipment and operators, when required, to furnish operator assistance to end users on the customer's behalf, to obtain information for the customer's later use in billing for service provided by the Telephone Company to the customer's end users on the customer's behalf and for obtaining information for the customer's later use to potentially complete calls returned by the Telephone Company to the customer's location per the end user's request.

(A) BellSouth OA Access Service Locations

The Telephone Company will specify the BellSouth OA Access Service location(s) which provide(s) the BellSouth OA Access Service 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 OA Access 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 of this tariff apply.

(B) Pre-Requisites for BellSouth OA Access Service Provision

Each BellSouth OA Access Service requires Telephone Company provided, customer and application dedicated BellSouth Operator Assistance Trunks (OA Trunks) interconnecting the customer's high capacity facility or facilities to the BellSouth OA Access Service location(s), as described further in 18.3.2 following. In addition, the customer must have in place or must order from the Telephone Company Common Channel Signaling System Seven (CCS7) links interconnecting the customer's premises and the Telephone Company's CCS7 network, as described in 6.1.3 of this tariff. Further, customers who wish to utilize release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel release level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4.

(C) BellSouth OA Access Service "flow"

When the customer routes an end user request for operator assistance to the BellSouth OA Access Service location via the facilities described in paragraphs (A), and (B) preceding, the Telephone Company will optionally brand the call with the customer's name, serve the end user's request on the customer's behalf, obtain information needed for the customer to bill for the service provided, obtain information needed for the customer to complete the end user's call, if call completion is requested, and then will return the information obtained, as well as the call, if call completion is requested, to the customer location with an optional "thank you" branding message.

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.1 General Description (Cont'd)

(D) Optional Call Branding Announcements

At the customer's option, Branding Announcements are provided on both the front end and back end of each BellSouth OA Access Service call served. A front end recording will greet each customer end user call with a message of up to three (3) seconds duration which identifies the customer's service for example, "(customer name)".

Recording of initial Branding Announcements and changes thereto will be performed on an implementation schedule agreed to between the Telephone Company and the customer.

The customer may request changes to the Branding Announcements currently being provided via BellSouth OA Access Service. The Telephone Company will implement such changes within thirty (30) days of receiving the customer's request at the rates and charges detailed for branding in 18.3.5 following.

- (E) BellSouth OA Access Service will be provided at rates and charges as set forth in 18.3.5 following, except as provided for in 18.3.4(D) following.
- (F) The minimum subscription period for which BellSouth OA Access Service is provided and for which charges apply is one (1) month.

18.3.2 BellSouth Operator Assistance Trunks (OA Trunks)

BellSouth Operator Assistance Trunks (OA 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 its operator assistance provider.

- (A) OA Trunks must be present in sufficient number to handle the customer's maximum forecasted call volume.
- (B) BellSouth OA Trunks have the same transmission specifications as do BellSouth SWA FGD trunks, as described in 6.2.4 of this tariff.
- (C) BellSouth OA Trunks support bi-directional transport of customer calls using CCS7 signaling. Each BellSouth OA Trunk must be used exclusively for a customer's operator assistance calls because these trunks are not equipped to serve or route other call types.
- (D) Rates and charges for OA Trunks are as detailed in 18.3.5 following.

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.2 BellSouth Operator Assistance Trunks (OA Trunks) (Cont'd)

- (E) BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, MegaLink, LightGate, SmartPath or SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with a minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in 9.1.4(B) of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both.

18.3.3 Obligations of the Customer

- (A) The customer will cooperatively test with the Telephone Company at the time of BellSouth OA Access Service installation.
- (B) The customer will provide the Telephone Company a forecast of their monthly automated and live operator handled OA Access Service calls.
- (C) The customer must order BellSouth OA Access Service Trunks, as described in 18.3.2 preceding, from the Telephone Company. BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, MegaLink, LightGate, SmartPath or SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with a minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in 9.1.4(B) of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both, because OA Trunks and Flat Rated DA Trunks route operator assistance and directory assistance calls, respectively, to groups of Telephone Company operators trained and equipped to handle either operator assistance calls or directory assistance calls, but not both.
- (D) Customers who wish to utilize Nortel release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel software release level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4.

ISSUED: JUNE 16, 2011

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.3 Obligations of the Customer (Cont'd)

- (E) The customer shall deliver calls to the BellSouth OA Service location with industry standard CCS7 call detail.
- (F) When opting for the BellSouth OA Access Service Savings Plan, the customer must select plan options for both automated and live operator handled calls.
- (G) When opting for the BellSouth OA Access Service Savings Plan, the customer must deliver to the Telephone Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected, subject to the regulations detailed in 18.3.4(D) following.

18.3.4 Rate Regulations and Payment Arrangements

- (A) Rates for BellSouth OA Access Service are as detailed in 18.3.5 following, except as described in 18.3.4(D) and 18.3.4(E) following.
- (B) When opting for the BellSouth OA Access Service Savings Plan, in no event will the untimely installation or failure of customer equipment required to deliver calls to the BellSouth OA Access Service location relieve the customer of their commitment to deliver to the Telephone Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected as detailed in 18.3.4(D).
- (C) Service Credit for BellSouth OA Access Service
A service credit equal to the amounts charged for the BellSouth OA Access Service and/or options as detailed in 18.3.5 following or in 18.3.4(E), if applicable, will apply to the customer's next bill when the Company has received from the customer within sixty (60) days of the occurrence a substantiated claim as follows:

- (1) A call(s) sent by the customer to the BellSouth OA Access Service location(s) was not answered because the BellSouth OA Access Service location(s) or Telephone Company equipment was out of service, or
- (2) BellSouth OA Access Service provided no response, or
- (3) A request(s) for call completion was not returned to the customer's premises due to failure of the Telephone Company's equipment or of the BellSouth OA Access Service.

ISSUED: JUNE 16, 2011

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

- (D) In the event that OA Access Service is terminated prior to the one (1) month minimum subscription period, usage equal to the customer's forecasted monthly call volume as described in 18.3.3(B) will be applied to the standard per call rates detailed in 18.3.5 to determine the usage portion of the customer's bill.
- (E) BellSouth OA Access Service Savings Plan
- (1) The BellSouth OA Access Service Savings Plan provides BellSouth OA Access Service customers the option to receive a reduced rate per BellSouth OA Access Service call in exchange for their commitment to deliver specified minimum usage for all OA Access calls sent to the Telephone Company during a specified payment plan period. A BellSouth OA Access Service payment plan agreement is required to implement this option.
 - (2) BellSouth OA Access Service Savings Plan subscriber rates are as detailed for each plan option in 18.3.4(E)(12) following.
 - (3) Application of BellSouth OA Access Service 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 OA Access Service Savings Plan is twenty-four (24) months and the maximum payment plan period is forty-eight (48) months.
 - (5) Except as indicated in 18.3.4(E)(7), 18.3.4(E)(8), 18.3.4(E)(9) and 18.3.4(E)(10), the customer must during the selected payment plan period(s) send to the Telephone Company BellSouth OA Access Service call usage greater than or equal to ninety-five percent (95%) of the minimum BellSouth OA Access Service call usage required by the plan option(s) selected by the customer.
 - (6) At the end of the payment plan period(s), if the BellSouth OA Access Service per call usage sent by the customer to the Telephone Company during the plan period is below ninety-five percent (95%) of the minimum BellSouth OA Access Service call usage committed to per the customer's selected plan option(s), the customer will be billed back the difference between the billed plan rate and the standard rate for all calls that have been billed during the payment plan period.

ISSUED: JUNE 16, 2011

EFFECTIVE: JULY 1, 2011

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

- (7) At any time during the active option payment plan period an existing BellSouth OA Access Service 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 OA Access Service payment plan agreement is required to implement the change.
- (8) An existing BellSouth OA Access Service Savings Plan customer may request termination of their plan participation. If participation in the customer's currently active plan is ended prior to the scheduled expiration of the payment plan period, back billing of the difference between the then active plan option rates and the standard rates will be applied to a percentage of the calls that have been billed since the initiation of the plan options 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 | 90% |
| 36 Months | 75% |
| 48 Months | 45% |

Example: A BellSouth OA Access Service Savings Plan customer who terminates their plan option after 12 months would be billed back on ninety percent (90%) of the calls billed under the plan.

- (9) A customer who terminates their BellSouth OA Access Service Savings Plan is eligible to initiate a new plan six (6) months from the termination date.

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

- (10) In the event of a merger or acquisition where some or all parties to the merger or acquisition have existing BellSouth OA Access Service Savings Plan options in place, each existing customer may continue their 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 OA Access Service Savings Plan options of each party to the merger or acquisition may be terminated without penalty provided a new BellSouth OA Access Service 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 of each active plan option of each party to the merger or acquisition.
- (11) In the absence of or upon the expiration of an active BellSouth OA Access Service Plan option(s), the standard rates detailed in 18.3.5 apply.

ISSUED: JUNE 16, 2011

EFFECTIVE: JULY 1, 2011

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

(12) Following are the rate schedules for the BellSouth OA Access Service Savings Plan options. When electing to participate in the BellSouth OA Access Service Savings Plan, the customer must choose both an automated and a live operator plan option (one option from each of the tables following) and must specify a payment plan period for each of the two options selected.

For Automated Calls:

| Automated Call Plan Option | Call Usage Commitment | Payment Plan Period | Rate Per Call |
|---|----------------------------------|--------------------------------|--------------------------|
| Option A | 1 - 2,999,999 | 24 months | \$0.1675 |
| | 1 - 4,499,999 | 36 months | \$0.1650 |
| | 1 - 5,999,999 | 48 months | \$0.1600 |
| Option B | 3,000,000 - 11,999,999 | 24 months | \$0.1575 |
| | 4,500,000 - 17,999,999 | 36 months | \$0.1550 |
| | 6,000,000 - 23,999,999 | 48 months | \$0.1500 |
| Option C | 12,000,000 - 47,999,999 | 24 months | \$0.1475 |
| | 18,000,000 - 71,999,999 | 36 months | \$0.1450 |
| | 24,000,000 - 95,999,999 | 48 months | \$0.1400 |
| Option D | 48,000,000 - 99,999,999 | 24 months | \$0.1375 |
| | 72,000,000 - 149,999,999 | 36 months | \$0.1350 |
| | 96,000,000 - 199,999,999 | 48 months | \$0.1300 |
| Option E | 100,000,000 or Greater | 24 months | \$0.1275 |
| | 150,000,000 or Greater | 36 months | \$0.1250 |
| | 200,000,000 or Greater | 48 months | \$0.1200 |

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

(12) (Cont'd)

For Calls Handled by a Live Operator:

| Operator Handled Call Plan Option | Call Usage Commitment | Payment Plan Period | Rate Per Call | |
|-----------------------------------|-------------------------|---------------------|---------------|-----|
| Option A | 1-2,999,999 | 24 months | \$0.1675 | (R) |
| | 1-4,499,999 | 36 months | \$0.1650 | (R) |
| | 1-5,999,999 | 48 months | \$0.1600 | (R) |
| Option B | 3,000,000 – 11,999,999 | 24 months | \$0.1575 | (R) |
| | 4,500,000 – 17,999,999 | 36 months | \$0.1550 | (R) |
| | 6,000,000 – 23,999,999 | 48 months | \$0.1500 | (R) |
| Option C | 12,000,000 – or Greater | 24 months | \$0.1475 | (R) |
| | 18,000,000 – or Greater | 36 months | \$0.1450 | (R) |
| | 24,000,000 – or Greater | 48 months | \$0.1400 | (R) |

18.3.5 Rates and Charges

| | <u>Rate</u> | <u>Nonrecurring Charge</u> | <u>USOC</u> |
|---|---------------------|---|-------------------------|
| (A) BellSouth Operator Assistance Access Service Per Automated Call | \$ 0.18 | | |
| (B) BellSouth Operator Assistance Access Service Per Live Operator Call | \$ 0.18 | | (R) |
| (C) Branding Announcements | | | |
| (1) Per Branding Announcement Created or Changed | | \$ 7,000.00 | WOABA |
| (2) Per Platform Shelf Loaded | | \$ 270.00 | WOABP |
| | <u>Monthly Rate</u> | <u>- Nonrecurring Charges - First Trunk Installed</u> | <u>Each Add'l Trunk</u> |
| (D) BellSouth OA Trunk | \$ 6.00 | \$ 24.00 | \$ 20.00 |
| | | | <u>USOC</u> |
| | | | WOATX |