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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.2 (DELETED)

A13.3 Reserved For Future Use

A13.4 Reserved For Future Use

A13.5 Arrangements For Night, Sunday And Holiday Service

A13.5.1 General

A subscriber to PBX service who desires to receive incoming calls after the usual business hours, without the service of an attendant at the switchboard, may arrange for such service as follows.

- A. Each trunk line which is to be connected through a PBX station line at night, on Sundays and Holidays is bridged to a central office multiple jack bearing a different (non-consecutive) number. The regular number in the rotary series may then be used for day service, and the special (non-consecutive) number for night service. Calls made at night for the special number are completed only over the trunk line to which it is bridged, no connection being made with any other trunk line in case the called number is busy or does not answer.

- B. Example of Directory Listing

Paterson Transfer Co. 24 North 256-1500

Note: From 5PM to 8AM on weekdays,
from 1PM Saturday to 8AM Monday and
on holidays call as follows:

| | |
|---------------------------|----------|
| Office 24 North | 256-1875 |
| Watchman 24 North | 256-1875 |
| Garage 29 Lake | 256-1987 |
| Storage Warehouse 150 Elm | 256-1082 |

A13.5.2 Rates

- A. Directory Listings

- 1. The monthly rate is as specified in Section A6. (T)

- B. Special Multiple Jack

- 1. Monthly Rate

| | | |
|----------|----------------|-------------|
| | Monthly | USOC |
| | Rate | NCB |
| (a) Each | \$1.65 | |

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Service (Cont'd)

A13.9.1 General (Cont'd)

K. Call Forwarding Multipath

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

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

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

The customer must have a Calling Identification Delivery feature such as Caller ID-Basic or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting ID include:

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

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

All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this *guidebook*. Such features must be ordered separate from Call Waiting ID. (T)

M. Remote Access - Call Forwarding Variable

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

N. Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is an intra-switch call. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

O. Star 98 Access - This feature allows a subscriber to dial *98 to access a service such as their voice mail service.

A13.9.2 Terms, Conditions and Limitations of Service (T)

A. The services are limited to those areas served by central offices arranged for Custom Calling Services, Call Forwarding feature enhancements, Usage Sensitive Three-Way Calling and the cancel feature for Call Waiting are available only in central offices where the capability exists and has been implemented.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Service (Cont'd)

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

(T)

- B.** Except where provided otherwise in this Guidebook, Custom Calling features are furnished only in connection with Individual Line Service. The features are not available in connection with Prestige Deluxe Service, Prestige Communications Service, Prestige Communications Package, Centrex-type Service or Coin Telephone Service. Call Waiting ID is available only on single line residence and single line business service.
- C.** In addition to the rate in this section for the Call Forwarding features, the following charges apply for the call being forwarded.
1. Between the originating station line and call forwarding location.
The charge for this portion of a forwarded call shall be the charge specified in this Guidebook, or any other applicable Guidebook, for the type of call involved, either local or long distance, for the entire duration of the call, measuring only the distance to the call forwarding location.
 2. Between the call forwarding location and the terminating station line.
For calls forwarded outside the Local Calling Area, the Call forwarding customer is responsible for the applicable customer-dialed station-to-station charges specified in this Guidebook or any other applicable Guidebook.
For calls forwarded inside the Local Calling Area, a Measured or Message Rate Service Call Forwarding customer is responsible for the applicable customer-dialed Measured or Message Rate Service charges specified in this Guidebook, as appropriate, for each call answered at the answering location.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Service (Cont'd)

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

(T)

- C. (Cont'd)
 - 2. Between the call forwarding location and the terminating station line. (Cont'd)
Such charges apply to all calls answered at the terminating station line, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.
- D. (Obsoleted, See Section A113.9)
- E. Call Forwarding On PBX Trunks
Call Forwarding is offered for use with PBX trunks subject to the following limitations:
 - 1. It may be provided only when compatible with the equipment configuration at the customer's premises.
 - 2. It is available only on two-way trunks.
 - 3. It is not available with Direct Inward Dialing trunks.
 - 4. If the feature is proposed on a facility on which hunting is also to be provided, this service is available only with Multi-Line and Series Completion hunting arrangements and is subject to the limitations of these arrangements.
 - 5. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding feature.
 - 6. When calls are being forwarded inter-office, only one call can be forwarded at a time.
 - 7. Call Forwarding can be sequentially forwarded in a chain across lines within a central office a maximum of five times.
- F. Speed Calling On PBX Trunks
This feature is available on a per trunk equipped basis.
- G. Speed Calling On Outward WATS Lines.
This feature is available on a per-line equipped basis and is limited to one Speed Calling list per Outward WATS facility group.
- H. Appropriate Service Charges apply except during Company selected periods of special promotions.
- I. **(DELETED)**
- J. Subscribers to Call Waiting ID must have Touch-Tone service.
- K. The service order charge for establishment of Call Waiting ID on the customer's line will be waived for the first sixty (60) days of availability in each area.
- L. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

(D)

A13.9.3 Rates

A. Residence

| | Monthly Rate | USOC |
|---|-----------------|------|
| 1. Individual Features | | |
| (a) Call Waiting ¹ | \$10.99 | ESX |
| (b) Call Forwarding Variable ¹ | 9.00 | ESM |

Note 1: Monthly rate per central office line equipped.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Service (Cont'd)

A13.9.3 Rates (Cont'd)

A. Residence (Cont'd)

| | Monthly Rate | USOC |
|--|-------------------------|--------------|
| 1. Individual Features ¹ (Cont'd) | | |
| (c) Three-Way Calling | \$8.50 | ESC |
| (d) Speed Calling (8-code) | 8.50 | ESL |
| (e) Speed Calling (30-code) | 8.50 | ESF |
| (f) (Obsoloted, See Section A113) | | |
| (g) Call Forwarding Busy Line | 1.00 | GCE |
| (h) Call Forwarding Don't Answer | 1.00 | GCJ |
| (i) Customer Control of Call Forwarding Busy Line | 3.90 | GJP |
| (j) Customer Control of Call Forwarding Don't Answer | 3.90 | GJC |
| (k) (DELETED) | | |
| (l) (DELETED) | | |
| (m) (DELETED) | | |
| (n) Remote Access - Call Forwarding Variable | 7.00 | GCZ |
| (o) Call Waiting ID with Call Forwarding Don't Answer ^{2,3} | 10.99 | ESXD9 |
| (p) Call Waiting ID With Conferencing ³ | 10.99 | ESXDC |
| (q) Call Forwarding Don't Answer - Ring Control | 1.00 | GCJRC |
| (r) Three-Way Calling with Transfer ⁴ | 8.50 | ESCWT |

Note 1: Monthly rate per central office line equipped.

Note 2: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA apply as specified herein. (T)

Note 3: Caller ID must be ordered separate from this offering to have the calling identification data with this service. Rates, *terms and conditions* for Caller ID apply as specified in section A13.19. (T)

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Service (Cont'd)

A13.9.4 Per Use Three-Way Calling

A. General

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

B. Rates

1. Per Use Three-Way Calling

- a. Per use (requires completion of second call)

(1) Usage charge

- (a) Residence
- (b) Business

| | Charge | USOC |
|---------------|--------|------|
| (a) Residence | \$3.00 | NA |
| (b) Business | 3.00 | NA |

A13.9.5 Reserved For Future Use

A13.9.6 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.7 Star 98 Access

A. Applications

Star 98 Access is an optional network feature which allows subscribers to dial *98 to access a service. Generally subscribers use this feature to access their local voice mail service from their home or business telephone line. Star 98 Access is available, where facilities permit, to individual line residence and business subscribers.

B. Description

Star 98 Access provides subscribers with access to a service, generally their local voice mail service, when they dial *98 from their home or business telephone line. Star 98 Access connects the customer to the local telephone number, generally of their voice mail provider, to whom their calls are forwarded via a version of Call Forwarding Don't Answer. The appropriate auxiliary calling feature (i.e. Call Forwarding Don't Answer or Call Forwarding Don't Answer – Ring Control) is required with this service.

C. *Terms, Conditions* and Limitations of Services (T)

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

D. Rates and Charges

1. Per line equipped

| | Monthly | USOC |
|---------------|----------------|--------------|
| | Rate | |
| (a) Residence | \$1.00 | S98AF |
| (b) Business | 2.00 | S98AF |

A13.10 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding

A13.11.1 General

- A. Remote Call Forwarding (RCF) is an exchange service that utilizes a telephone number to forward automatically all incoming calls dialed to the RCF telephone number to another telephone number.
- B. RCF can be offered as an individual service or as an additional feature with Foreign Exchange Service. In the latter offering, RCF is used as an overflow when the Foreign Exchange line is busy.
- C. This service is only available where the terminating station line has incoming-call dial capability.
- D. Remote Call Forwarding (RCF) Service is offered subject to availability of suitable facilities.
- E. RCF Service is not offered where the terminating station line is a coin telephone.
- F. The Company does not guarantee identification of the originating telephone number to the RCF customer.
- G. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs.

Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal *guidebook* charges for such changes.

- H. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- I. (DELETED)
- J. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe for such additional RCF features and facilities said customer's RCF Service shall be subject to termination.
- K. Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
- L. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the charges for any resulting rearrangement of the RCF service.

(T)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.12 Selective Class Of Call Screening Service

A13.12.1 General

- A. Selective Class of Call Screening Service enables a customer to secure central office blocking of originating 1+, 101XXXX 1+, and 900 service calls. Additionally, specific screening information from the originating line is sent to the operator on *Company* handled intraLATA calls to prevent operator assisted calls from being billed to the subscriber's line. Information digits are also passed to long distance providers, other than the Company, to identify the line as requiring special operator handling. (T)
- B. Selective Class of Call Screening is available only from central offices which have been arranged to provide the service. The service is provided subject to the availability of facilities. This service is not compatible with all service offerings.
- C. Subscribing to this service does not relieve the subscriber of responsibility for calls, other than *Company* intraLATA calls, which originate from his number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the subscriber's number. (T)
- D. This service is available to all business and residence customers.
- E. Selective Class of Call Screening can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)

A13.12.2 Rates And Charges

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

| | Monthly Rate | USOC |
|---|--------------|------|
| (a) Per central office line equipped for screening | \$2.80 | SRG |
| (b) Per ESSX-1, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line equipped for screening | 1.10 | SRG |
| (c) Per PBX trunk equipped for screening | 7.10 | SRG |

A13.13 Dormitory Communication Service

A13.13.1 General

- A. Dormitory Communications Service (DCS) is available to public and private educational institutions for residential use by students, faculty members or employees who reside in dormitories or other residential quarters owned, leased, or under the supervision of the educational institution.
- B. DCS is furnished from central office equipment located on Company premises and associated facilities arranged to provide the equivalent of residence Individual Line Local Exchange Service.
- C. The Local Calling Area for DCS is the same as that for Residence Individual Line Service in the exchange in which the DCS central office equipment is located.
- D. DCS is offered subject to the availability of facilities and where, in the judgement of the Company, that service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.

A13.13.2 Terms and Conditions

- A. DCS is furnished to an educational institution upon the condition that use of service shall not be made subject to any charge by the educational institution in excess of the charges to the educational institution by the Company, nor may the institution render a separate charge for such telephone service.
- B. The educational institution is responsible for all charges except Long Distance Message Telecommunications Service (MTS), Telegrams, Cablegrams, Radiograms, and Directory Assistance Charges, which are billed by the Company directly to DCS lines. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.13 Dormitory Communication Service (Cont'd)

A13.13.2 Terms and Conditions (Cont'd)

- C. The *terms and conditions* set forth for deposits and payment of service in A2.4. shall be applicable to users of DCS lines. (T)
- D. The educational institution shall agree to render assistance to the Company in the prompt collection of charges billed to DCS lines. (T)
- E. In the event of non-payment of any charges billed, the Company may suspend or terminate a DCS line until all charges due have been paid. Service which is so suspended or terminated is subject to the charges specified in A4.2. for restoral or re-establishment of service. (T)
- F. The Service Charges specified for residence service apply to the connection, move and change of DCS.
- G. DCS lines may be temporarily suspended, at the educational institutions' request, subject to the rates and conditions specified for the temporary suspension of business and residence services as shown in A2.3.16. (T)
- H. The rates and charges specified for DCS lines in A3.13.3. do not include directory listings in the alphabetical section of the directory of the Company.
- I. At the request of the educational institution, DCS extension stations will be provided within the same dormitory room or suite as the associated DCS lines.
- J. Subject to the availability and at the request of the educational institution, DCS lines may be equipped for miscellaneous services such as Touch-Tone Calling Service and/or Custom Calling Service at the same rates and charges as specified for such services on Residence Individual Lines.
- K. The initial contract period for each DCS line is the same as the initial contract period specified for Residence Individual Line Service.

A13.13.3 Rates

- A. Dormitory Communication Service
 1. Individual Line Flat Rate Service Rates and Charges are as specified for Residence Individual Line Service in the exchange in which the DCS central office is located.

A13.14 Toll Trunks (Toll Terminals)

A13.14.1 General

- A. A Toll Trunk is a special access trunk extending from a customer's premises to a premises of the Company for the purpose of completing toll calls originated at customer's location. These facilities may be arranged to:
 1. route all toll calls to an operator for completion, and
 2. route all Dial Station-to-Station calls directly to a toll network and route all other toll calls to an operator for completion.
- B. A Toll Trunk may be arranged, at the customer's request, for Selective Class Of Call Screening Service, as outlined in Section A13. This service enables a customer, by means of an operator, to restrict toll line calls from station line users to certain types of calls such as those which are charged to the called number, a third number, or a Company credit card. (T)
- C. Connections will not be established between a Toll Trunk and exchange station lines or other Toll Trunks in the exchange area where the Toll Trunk is located.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.14.1 General (Cont'd)

- D. Toll Trunks are furnished only to customers who have local exchange service concurrently. Also, all local calls and calls to certain Company numbers such as repair service, Public Emergency Service (911), etc. will be permitted from the customer's establishment only on regular exchange service facilities of the customer.
- E. Outward connections only will be established from a Toll Trunk.
- F. Service arrangements, requested by the customer, in excess of the intent of this *Guidebook* may be provided at charges based on cost. (T)
- G. This service is furnished only where facilities permit.

A13.14.2 Rates And Charges

- A. The monthly rate is equivalent to the Business Individual Line Flat Rate for the exchange area containing the customer's premises.
 - 1. Per Toll Trunk

| (a) Charge | Rate | USOC |
|------------|------|------|
| | \$- | LD2 |

A13.15 Reserved For Future Use

A13.16 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

E. Call Block

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

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

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

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified. Additionally, this feature will not block calls from coin or cellular telephones or operator assisted calls.

F. Call Tracing

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

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the trace was activated, and in some locations, the time the offending call was received. The customer using this feature would be required to contact the Annoyance Call Bureau for further action.

Only calls from within TouchStar service equipped offices are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

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

G. BusyConnect

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

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

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

A13.19.3 Terms, Conditions And Limitations Of Service

(T)

A. The Following Limitations Apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service equipped offices.
2. TouchStar service is available to single and multi-line residence and business customers unless otherwise specified. TouchStar services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect service will not work with rotary dial in most offices.
3. TouchStar service basic features will not work on an originating basis with toll terminals, trunks or some remote switching locations.
4. Appropriate service charges apply except during Company selected periods of special promotion. Applicable service charges will be waived for the following situations: Upgrades from Caller ID Basic to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management, upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management and Upgrades from Enhanced Caller ID to Enhanced Caller ID with Call Management.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

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

(T)

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

- 5. TouchStar Service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- 6. Per use Call Return, Repeat Dialing, denial of per use Call Return and denial of per use Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

A13.19.4 Rates

A. Individual Features

1. Residence

| | Nonrecurring Charge | Monthly Rate | USOC |
|--|--------------------------------|-------------------------|-------------|
| (a) Call Return (per line) | - | \$8.50 | NSS |
| (b) Call Return (per use) | \$1.31 | - | NA |
| (c) Call Return (denial of per use) | - | - | BCR |
| (d) Repeat Dialing (per line) | - | 6.00 | NSQ |
| (e) Repeat Dialing (per use) | 1.31 | - | NA |
| (f) Repeat Dialing (denial of per use) | - | - | BRD |
| (g) BusyConnect ¹ (per use) | 1.31 | - | NA |
| (h) Personalized Ring 6 (per line) | - | 6.00 | NSK |
| (i) Selective Call Forwarding (per line) | - | 6.00 | NCE |
| (j) Call Block (per line) | - | 8.50 | NSY |
| (k) Call Tracing (per line) | - | 6.00 | NST |

Note 1: Denial of per use of BusyConnect can be obtained using the Repeat Dialing denial of per use USOC BRD.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.5 Additional Features (Cont'd)

G. Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery) (Cont'd)

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

H. Enhanced Caller ID (With Call Management)

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

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.6 Terms, Conditions And Limitations

- (T)
- A. All Limitations listed in A13.19.3 are applicable to the Caller ID, Caller ID-Multi-Line, and Enhanced Caller ID features in addition to the following:
1. Caller ID - Basic and Caller ID on a flat rate basis are available to single- and multi-line residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. Caller ID - Basic, Caller ID, and Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX multi-line business customers. Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking (BCLID) cannot be provisioned for customers with the following service arrangements; Basic 911, FX, FCO, DPA, or Dual Service.
 2. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-published Listing Service as described in Section A6. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information.
 3. Calling Number Delivery Blocking - Permanent is available upon request to domestic violence intervention agencies, state and county departments of human resource shelters, the Attorney General Crime Victim Assistance office, and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking.
 4. Calling Number Delivery Blocking - Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein.
 5. Telephone numbers/names transmitted via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited by this *Guidebook*, except the caller's number/name may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others. (T)
 6. Calling party information via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking is not available on operator handled calls.
 7. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
 8. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.7 Rates

| | Monthly Rate | USOC |
|---|-----------------|-------|
| A. Individual Features | | |
| 1. Residence | | |
| (a) Caller ID – Basic, Per line | \$ 9.99 | NSD |
| (b) Caller ID - Deluxe (with ACR) Per line | 9.99 | NXMCR |
| (c) Caller ID - Deluxe (without ACR) Per line for Multi-Line Hunt Group arrangements | 9.99 | NXMMN |
| (d) Calling Number Delivery Blocking - Permanent, Per line ¹ | - | NOB |
| (e) Calling Number Delivery Blocking - Per Call (Per activation) | - | NA |
| B. Individual Features | | |
| 1. Business | | |
| (a) Caller ID – Basic, Per line | 11.00 | NSD |
| (b) Caller ID - Deluxe (with ACR) Per line | 13.00 | NXMCR |
| (c) Caller ID - Deluxe (without ACR) Per line for Multi-Line Hunt Group arrangements | 13.00 | NXMMN |
| (d) Calling Number Delivery Blocking - Permanent, Per line ¹ | - | NOB |
| (e) Calling Number Delivery Blocking - Per Call (Per activation) | - | NA |
| (f) Enhanced Caller ID (with ACR) - Per Line | 17.00 | NXECR |
| (g) Enhanced Caller ID with Call Management (with ACR) - Per Line | 18.00 | NIACR |
| (h) Enhanced Caller ID with Call Management (with Call Forwarding Don't Answer) ² - Per Line | 18.00 | NCACR |
| C. Per Subscription | | |
| 1. (Obsoleted, See Section A113.) | | |

Note 1: This feature is only offered to certain customers as per A13.19.6.A.3.

Note 2: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA are in A13.9. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.7 Rates¹ (Cont'd)

C. Per Subscription (Cont'd)

1. (Obsoleted, See Section A113.) (Cont'd)
2. Business PBX or MLHG
 - a. Call Tracking-Bulk Calling Line Identification (BCLID)
 - (1) Per Line/Trunk Arrangement²

| | | |
|---|--------------------------------|-------------|
| (a) Per DID arrangement | Nonrecurring Charge | USOC |
| | \$500.00 | NXB |
| (b) Per Non-DID arrangement | 500.00 | NXX |
| (2) Per Calling Number-Delivered Monthly Usage Charge | | |
| Quantity of Calls | | |
| (a) First 50,000 | Charge | USOC |
| | Per Call | |
| | \$.03 | NA |
| (b) 50,001 - 400,000 | .02 | NA |
| (c) Over 400,000 | .01 | NA |

Note 1: Refer to A13.19.3.A.5. for conditions of special promotion.

Note 2: The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line *Guidebook*, Section B3. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.20.1 General Terms and Conditions

- A. Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with Individual Line Residence or Business Service or PBX Trunks in either Flat, Message or Measured Rate Service environments. (T)
- B. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening in A13.12 or Toll Trunks specified in A13.14. These *terms and conditions* do not apply to Option #5 which may be provided with other CCR Options. (T)
- C. CCR is furnished only from central offices equipped to provide this service and where facilities permit.
- D. When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in Section A9., whichever is appropriate, will apply to all lines/trunks equipped with this service. (T)
- E. CCR does not provide restriction of non-chargeable calls to Company numbers, such as Repair Service Public Emergency Service numbers (911), or toll free 1+8XX calling (including 1+8XX credit card calls).
- F. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- G. Customers who subscribe to CCR options which restrict operator access have the responsibility to notify all users of their service that an operator cannot be reached.
- H. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
- I. Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)
- J. Customized Code Restriction will be established and provided at no charge for customers receiving Lifeline service from Section A3.
- K. Customers who subscribe to any of the Area Plus services may restrict 1+InterLATA calls while allowing 1+IntraLATA calls to be completed by subscribing to Customized Code Restriction Option #7.

A13.20.2 Customized Code Restriction Options

- A. The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.
 1. Option #1 Restricted Codes
Vacant Code Recording 1+, 0-, 0+, 00-, (1+/0+) 411, NPA 900, IDDD 01+, IDDD 011+, LD 555-1212, 101XXXX+
 2. Option #2 Restricted Codes
Vacant Code Recording 0-, 0+, 00-, IDDD 01+, 101XXXX+0+
 3. Option #3 Restricted Codes
Vacant Code Recording 1+, 0-, 0+, 00-, IDDD 01+, IDDD 011+, NPA 900, LD 555-1212, 101XXXX+
 4. Option #4 Restricted Codes
Vacant Code Recording NPA 900
 5. Option #5 Restricted Codes for business customers only
Vacant Code Recording 101XXXX+
 6. Option #6 Restricted Codes
Vacant Code Recording NPA 900
 7. Option #7 Restricted Codes
1+InterLATA, Vacant Code Recording 0-, 0+, 00-, (1+/0+) 411, NPA 900, IDDD 01+, IDDD 011+, LD 555-1212, 101XXXX+

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.23 Reserved For Future Use

A13.24 Extension Service

A13.24.1 General

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

A13.24.2 Reserved For Future Use

A13.25 Extension Line Channels

A13.25.1 General

- A. When an extension station line is not located within the same building as the main station, Extension Line Channel charges are applicable as set forth following.
- B. Extension Line Channel Service is classified as series 2100. These channels may be furnished on a link (partial channel) basis when connected to FlexServ service, MegaLink Channel Service and/or LightGate service.
- C. The customer is responsible for determining that his terminal equipment is compatible with the service provided by the Company.
- D. For additional *terms and conditions* applicable to channels for extension lines associated with Centrex Type Services Stations see Sections A12. or A100. (T)
- E. Dedicated circuits between the customer's interLATA Digital Electronic Tandem Switching (DETS) and Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from the intrastate Private Line *Guidebook*. Where this service is provided by the Company as a feature of ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service, the transport of traffic between the DETS or TSF functions and the basic ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service functions may be performed by the Company's network switching facilities. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.2 Methods Of Applying Rates

A. The method of applying rates for two-point service is determined as follows:

1. Local Channel

a. Two-Point

A local channel charge applies for the initial termination, per service on a customer premises in a wire center serving area.

Local Channels Furnished Outside Base Rate Area

When a local channel described in A13.25.2 following terminated at a location outside the Base Rate Area a Zone or exchange mileage charge as specified in A3.6 applies in addition to the rate for the local channel. The definition and description of the Base Rate Area are contained on Base Rate Area or exchange service area maps. The rate specified for individual line applies.

2. Interoffice Channel

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

3. Obsolete (See Section A113.)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

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

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

- 4. (DELETED)¹
- 5. Nonrecurring Charge

The service charge for connection, move or change of service are as specified in A13.25.5. following.

A13.25.3 Description Of Service

A. Basic Parameters and Specifications for Extension Service are described for the end-to-end operation as follows:

- 1. Specification Or Limit
 - a. Basic Parameters

- (1) Net Loss

Local Channels used with terminal equipment:

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

- (2) dc Resistance

Local Channels used with terminal equipment:

Limit as specified in the following Local Channel descriptions.

Does not imply or guarantee end-to-end dc continuity.

- (3) Frequency Response

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

B. (DELETED)¹

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.3 Description Of Service (Cont'd)

C. (DELETED)¹

D. Local Channels for use as Non-PBX Off Premise Stations are described following.

Type 2157 - A two wire interface with effective two wire facilities engineered for a 1000Hz net loss as 0dB to 5.5dB. Suitable for off-premises stations (non-PBX) and bridged in the wire center - Loop signaling as provided requires only one local channel.

A13.25.4 Rates And Charges

A. (DELETED)¹

B. For use with Non-PBX Off Premises Stations

1. Local Channels, each

| | Installation Charge | Monthly Rate | USOC |
|---------------------------------|--------------------------------|-------------------------|--------------|
| (a) Type 2157 | \$29.50 | \$18.73 | 1SE++ |
| C. (DELETED) ¹ | | | |
| D. (DELETED) ¹ | | | |
| E. OBSOLETE (See Section A113.) | | | |

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.4 Rates And Charges (Cont'd)

- F. Interoffice Channel including channel terminals for use with local channels
 - 1. Per Channel
 - For rates and charges see Section A9.
- G. (DELETED)¹

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.4 Rates and Charges (Cont'd)

H. (DELETED)¹

I. (DELETED)¹

A13.25.5 Nonrecurring Charges

A. (DELETED)

B. (DELETED)

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.26 Tie Line Service¹

A13.26.1 Reserved For Future Use

A13.26.2 Reserved For Future Use

Note 1: Channels which provide Tie Line Service are now located in Section B3. of the Private Line *Guidebook*. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.26 Tie Line Service¹ (Cont'd)

A13.26.3 Reserved For Future Use

A13.26.4 Company Tie Line Terminations (Obsoleted - See Section A113.)

A13.27 Emergency Reporting Services

A13.27.1 Universal Emergency Number Service - 911²

A. General

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

Note 1: Channels which provide Tie Line Service are now located in Section B3. of the Private Line *Guidebook*. (T)

Note 2: This *Guidebook* is applicable to new systems or additions to existing systems ordered on or after May 7, 1971. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.33 (DELETED)

A13.34 RingMaster Service

A13.34.1 General

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

A13.34.2 Terms and Conditions

- A.** This service is available to individual line residence and business customers.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service (Cont'd)

A13.34.2 *Terms and Conditions* (Cont'd)

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

(T)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service (Cont'd)

A13.34.2 Terms and Conditions (Cont'd)

(T)

- F. When establishing RingMaster service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
 - 1. All numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
 - 2. The main number only will be forwarded when Call Forwarding service is activated. The additional RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
- G. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of RingMaster service.
- H. When a subscriber establishes RingMaster service, the appropriate service charges will apply.
- I. RingMaster service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

A13.34.3 Rates

| | Monthly Rate | USOC |
|--|-------------------------|--------------|
| A. Residence | | |
| 1. RingMaster service I | | |
| (a) One additional number with distinctive ringing, per line | \$8.50 | DRS |
| 2. RingMaster service II | | |
| (a) First additional number with distinctive ringing, per line | 8.50 | DRS1X |
| (b) Second additional number with distinctive ringing, per line ¹ | - | DRS2X |
| B. Business | | |
| 1. RingMaster service I | | |
| (a) One additional number with distinctive ringing, per line | 10.00 | DRS |
| 2. RingMaster service II | | |
| (a) First additional number with distinctive ringing, per line | 12.00 | DRS1X |
| (b) Second additional number with distinctive ringing, per line ¹ | - | DRS2X |

Note 1: Must be ordered with first additional number.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.46 Simplified Message Desk Interface (SMDI)

A13.46.1 General

- A. Simplified Message Desk Interface (SMDI) is a feature that provides an interface to a customer-provided message system. Call related information is passed to the customer's message system via a data link from the central office to the customer's premises. This information includes the originating telephone number (intra-office only), called telephone number, and the reason for forwarding the call (busy or don't answer).
- B. SMDI has the capability to activate and deactivate Message Waiting Indication - Audible and Visual (see A13.47) on an end user's line on an intra-office basis. The Exchange Access Premium Charge, defined in A3.30, will apply to basic local exchange services associated with this feature. (T)
- C. The Exchange Access Premium Charge, defined in A3.30, will apply to exchange service access facilities associated with this feature. (T)

A13.46.2 Terms and Conditions (T)

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

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.46.3 Rates and Charges

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

| | Monthly Rate | USOC |
|--|-------------------------|--------------|
| (a) Per Link - Analog (1200 bps) ¹ | \$150.00 | AVA |
| (b) Per Link - Analog (2400 bps) ^{1,2} | 500.00 | AVCA2 |
| (c) Per Link - Analog (4800 bps) ^{1,2} | 700.00 | AVCA4 |
| (d) Per Link - Analog (9600 bps) ^{1,2} | 950.00 | AVCA9 |
| (e) Per Link - Digital (9600 bps) ^{2,3} | 1,050.00 | AVCD9 |

A13.47 Message Waiting Indication (MWI)

A13.47.1 General

- A. Message Waiting Indication - Audible (MWI) is a feature that enables end users to receive Message Waiting Indication on their lines. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) on the end user's line notifying the end user that a message is waiting.
- B. Message Waiting Indication - Audible/Visual (MWI-A/V) is a feature that enables end users to receive audible and visual indication that a message is waiting. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) and to activate or deactivate a bulb, light, indicator etc., on CPE adjunct devices or light equipped telephone sets.

A13.47.2 Terms, Conditions and Limitations

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.50.2 Service Limitations (Cont'd)

- B. The customer for the TSP System service must also be the same customer for the underlying Exchange Service with which it is associated.
- C. The Company will arrange for the installation and/or restoration of TSP System service upon receipt of the proper certification as specified in A. preceding.
- D. It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request.
- E. When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the *Terms and Conditions* cited in A. preceding, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Company the right to quote charges after the installation or restoration has been completed. (T)
- F. Priority Installation or Repair
 1. When a customer for TSP System service requests that service be installed or repaired on an expedited or emergency basis in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations, the customer will be required to bear the excess costs of providing service on an expedited basis.
 2. The calculated excess costs would be in addition to all other service and installation charges normally applicable. (T)

A13.50.3 Terms and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.51 (DELETED) (Cont'd)

A13.52 Reserved For Future Use

A13.53 Multiline Hunt Queuing

A13.53.1 Definitions

- A. The Exchange Access Premium Charge, defined in A3.30, will apply to exchange service access facilities associated with this feature. (T)
- B. Queuing provides the capability to automatically queue calls to a Multiline Hunt Group when all lines in the hunt group are busy.
- C. Applicable service order charges as specified in Section A4. will be incurred in addition to the rates and charges following. (T)

A13.53.2 Rates and Charges

- A. Central Office Feature Options
 - 1. Queuing

| | Nonrecurring Charge | Monthly Rate | USOC |
|--|--------------------------------|-------------------------|--------------|
| (a) Per Multiline Hunt Group | \$125.00 | \$9.00 | QLMHG |
| (b) Per Multiline Hunt Group with Delay Announcement | 325.00 | 45.00 | QLHDA |

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.53 Multiline Hunt Queuing (Cont'd)

A13.53.2 Rates and Charges (Cont'd)

A. Central Office Feature Options (Cont'd)

1. Queuing (Cont'd)

| | Nonrecurring Charge | Monthly Rate | USOC |
|---|------------------------|-----------------|-------|
| (c) Per Multiline Hunt Group with Call Waiting Lamps | \$175.00 | \$15.00 | QLHCW |
| (d) Per Multiline Hunt Group with Delay Announcement and Call Waiting Lamps | 350.00 | 50.00 | QLHGD |
| (e) Per Line Arranged for Queuing | 1.00 | - | QSC |
| (f) Per Queue Slot | 12.00 | - | QSCPQ |
| (g) Delay Announcement, Per Channel | 100.00 | 30.00 | BEXPC |
| (h) Delay Announcement, Per Trunk | 90.00 | 7.00 | BEXPT |
| (i) Music After Delay Announcement, Per Channel ^{1,2} | 90.00 | 30.00 | BE2PC |
| (j) Music After Delay Announcement, Per Trunk ^{1,2} | 95.00 | 12.00 | BE2PT |
| (k) Call Waiting Indication, Per Unique Timing State ^{2,3} | 45.00 | 10.00 | A7G |

A13.54 Reserved For Future Use

A13.55 Reserved For Future Use

A13.56 Hot Line Service

A13.56.1 General

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

Note 1: Requires compatible customer premises equipment.

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

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.59 Reserved For Future Use

A13.60 Custom Service Area (CSA)

A13.60.1 Description of Service

- A. Custom Service Area (CSA) service is an optional service which will allow the customer to define a specific geographical area within the LATA from which the customer can receive calls.
 - 1. The Exchange Access Premium Charge, defined in A3.30, will apply to exchange service access facilities associated with this feature. (T)
 - 2. UAN service as provided in A113.58 is required in conjunction with CSA. (T)
 - 3. A CSA is established on a customer specific basis.
 - 4. The CSA function is provided as a blocking capability. Blocking is performed on an end office basis only and requires blocking of every NXX in that end office.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.60 Custom Service Area (CSA) (Cont'd)

A13.60.2 Terms and Conditions

(T)

- A. When establishing a CSA a nonrecurring charge applies per end office blocked.
- B. Recurring charges are applied per end office blocked.

A13.60.3 Rates and Charges

- A. Custom Service Area
 - (1) Blocking Capability

| | Nonrecurring Charge | Monthly Rate | USOC ASF |
|----------------------------|------------------------|-----------------|-------------|
| (a) Per End Office Blocked | \$50.00 | \$1.00 | |

A13.61 Answer Supervision

A13.61.1 Description of Service

- A. This feature provides the capability of delivering "off hook" supervisory signals from the subscriber's serving central office to a line interface at the customer's premises. These supervisory signals indicate when the called party has answered an incoming call (gone "off hook").
 - 1. Answer Supervision is furnished only from central offices arranged to provide this service and is provided subject to the availability of facilities.
 - 2. This feature is only available with line side terminated PBX trunks. It is not available with residence or business lines, digital facilities, or trunk side terminated facilities, such as DID trunks or Trunk Side Access Facilities.

A13.61.2 Rates and Charges

- A. Answer Supervision
 - 1. Line

| | | | |
|----------|------|------|-----|
| (a) Each | 2.00 | 2.33 | ANU |
|----------|------|------|-----|

A13.62 Call Detail Information

A13.62.1 Description of Service

- A. The Exchange Access Premium Charge, defined in A3.30, will apply to exchange service access facilities associated with this feature.
- B. Call Detail Information is an arrangement to provide a monthly record, by UAN per Revenue Accounting Office, of terminating traffic to the customer.
- C. Call Detail Information may be provided on any UANs subscribed for by the customer and will include toll call detail. The call detail information will include the calling telephone number, the UAN, date, time of day, and call duration.
- D. (DELETED)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.62 Call Detail Information (Cont'd)

A13.62.2 Terms and Conditions

(T)

- A. Call Detail Information may be offered where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
- B. Call Detail Information is not represented to be a provision of billing detail.

A13.62.3 Rates and Charges

A. Call Detail Information

- (1) Monthly Record

- (a) Per occasion

- (2) Per Message

- (a) Each

| Nonrecurring Charge | Monthly Rate | USOC |
|------------------------|-----------------|-------------|
| \$1,125.00 | \$60.00 | CDU |
| | Rate | USOC |
| | \$.005 | NA |

A13.63 Reserved For Future Use

A13.64 Reserved For Future Use

A13.65 Reserved For Future Use

A13.66 Reserved For Future Use

A13.68 Reserved For Future Use

A13.69 Reserved For Future Use

A13.70 Privacy Manager Service

A13.70.1 Definition of Feature Offering

- A. Privacy Manager service will provide Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy Manager service will intercept all unidentified calls before the subscribers telephone rings. If the call is marked private, the caller will be asked to press 1 to deliver his/her calling information. On unavailable or unknown numbers, the caller will be asked to state their name. Once the calling party is identified, the service will ring the subscriber and announce the calling party's information. The subscriber has the option to accept the call, reject the call, or send a "Do Not Solicit" message to a telemarketer. Privacy Manager service allows the subscriber to assign a special passcode giving callers of his/her choice the ability to bypass Privacy Manager service. Subscribers may also switch Privacy Manager service on or off from his/her own phone.

A13.70.2 Terms, Conditions and Limitations of Service

(T)

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

(T)

1. Privacy Manager service is provided subject to the availability of facilities.
2. Privacy Manager service is available to single and multi-line residence customers.
3. Privacy Manager service is not compatible with Calling Number Delivery Blocking-Permanent, FX, FCO or ISDN. Privacy Manager service may not be compatible with RingMaster service in all switch types.
4. Caller ID and Touch-Tone service are required in order to subscribe to Privacy Manager service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.72 Inter-Switch Simplified Message Desk Interface

A13.72.1 General

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

A13.72.2 Terms and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.72.3 Rates and Charges

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

B. Features

1. Inter-Switch Simplified Message Desk Interface - Analog¹

| | Monthly Rate | USOC |
|--------------------------------------|-------------------------|--------------|
| (a) Per Link (1200 bps) | \$ 2,675.00 | AVBL1 |
| (b) Per Link (2400 bps) ² | 3,055.00 | AVBL2 |
| (c) Per Link (4800 bps) ² | 4,030.00 | AVBL4 |
| (d) Per Link (9600 bps) ² | 5,820.00 | AVBL9 |

2. Inter-Switch Simplified Message Desk Interface – Digital³

| | | |
|--------------------------------------|-----------------|--------------|
| (a) Per Link (9600 bps) ² | 6,280.00 | AVBD9 |
|--------------------------------------|-----------------|--------------|

3. SS7 Point Code for MWI

| | Nonrecurring Charge | USOC |
|--------------------|--------------------------------|--------------|
| (a) Per Point Code | \$6,800.00 | AVBLM |

Note 1: Appropriate Private Line Service charges apply.

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

Note 3: Appropriate SynchroNet service charges apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.77 Voice Mail Calling Features Package

A13.77.1 Definition of Service

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

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

Call Forwarding Busy Line and/or Star 98 Access

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

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

A13.77.2 Terms, Conditions and Limitations of Service

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

A13.77.3 Rates and Charges

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

- 1. Per line equipped

| | Monthly Rate | USOC |
|---------------|--------------|-------|
| (a) Residence | \$2.00 | S98PK |
| (b) Business | 8.75 | S98CP |

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.1 General (Cont'd)

- D. This service is furnished subject to the availability of the 211 number.
- E. 211 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc).
- F. Limitations and use of service as stated in Section A2. apply. (T)
- G. Directory Listings may be provided for 211 at rates, *terms and conditions* as specified in Section A6. (T)
- H. Access to 211 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

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

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

A13.79.2 Service Requirements and Conditions

- A. All requests for 211 must be submitted in writing to the Alabama Public Service Commission. The Commission will allocate 211 numbers in the BLCAs based upon requirements and/or standards established by the FCC.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

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

- B.** The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
- If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
- C.** The 211 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate rates for the establishment of the new access arrangement. (T)
- D.** Only one 7 or 10-digit number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., will apply. (T)
- E.** The 211 Dialing Service is provided where facilities permit.
- F.** The 211 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing 211.
- G.** The 211 subscriber should work separately with competitive local exchange providers to ascertain that its end user customers will be able to reach community information and referral services provided by dialing 211.
- H.** 211 will be provided under the following conditions.
1. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 211 Dialing Service.
 3. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. Suspension of 211 Dialing Service as covered in Section A2. is not applicable for this service. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

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

- H.** 211 will be provided under the following conditions. (Cont'd)
6. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.
 7. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- I.** If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply.
1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.
 2. 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.
 3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 5. The 211 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J.** The Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K.** In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

A13.79.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A.** In those instances where a CLEC provides 211 access to its end user within the local calling area, terms and conditions for 211 Dialing Service are as defined in the appropriate Interconnection Agreement.
1. For purposes of providing a CLEC end user access to the 211 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 211 provider serving the local calling area.
 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.4 Rates and Charges

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

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

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

A13.80.1 General

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001
- B. 711 is available from *the Company* in *Company* territory only. To provide access to a 711 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711. (T)
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- E. Limitations and use of service as stated in Section A2. (T)
- F. Directory Listings may be provided for 711 at no charge.
- G. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

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

A13. MISCELLANEOUS ARRANGEMENTS

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

A13.80.1 General (Cont'd)

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

A13.80.2 Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Alabama Public Service Commission, for the assignment of the 711 code.
- B. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order.
If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.
- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement. (T)
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- H. 711 Dialing Code will be provided under the following conditions.
 1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.
 2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.
 3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
 6. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

- I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply.
 - 1. The TRS entity will provide announcements. The company will provide only the delivery of the call.
 - 2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
 - 3. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
 - 4. The TRS entity assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity. (T)

A13.80.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 711 to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.
 - 1. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
 - 2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

A13.81 511 Dialing Service

A13.81.1 General

- A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas, with BellSouth Telecommunications, Inc. ("Company"), for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available from *the Company* in *Company* territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511. (T)
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.6, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area. (T)
- D. This service is furnished subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2. apply. (T)
- G. Directory Listings may be provided for 511 at rates, *terms and conditions* as specified in Section A6. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.1 General (Cont'd)

- H.** Access to 511 is not available to the following classes of service:
- Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.

- I.** The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- J.** An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

- K.** 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13. preceding.
- L.** Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

A13.81.2 Service Requirements and Conditions

- A.** All requests for 511 must be submitted in writing to the Alabama Public Service Commission. The Commission will allocate the 511 code in the specified BLCAs based upon requirements and/or standards established by the FCC.
- B.** The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
- If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C.** The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

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

- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., will apply. (T)
- E. The 511 Dialing Service is provided where facilities permit.
- F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G. The 511 subscriber should work separately with competitive local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.
- H. 511 will be provided under the following conditions.
 - 1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
 - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
 - 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - 4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - 5. Suspension of 511 as covered in Section A2. is not applicable for this service. (T)
 - 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
 - 7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
 - 1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.
 - 2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
 - 3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - 4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - 5. The 511 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility (T) for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

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

- J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

A13.81.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 511 to its end user within the local calling area, terms and conditions for 511 are as defined in the appropriate Interconnection Agreement.
 - 1. For purposes of providing a CLEC end user access to the 511 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 511 provider serving the local calling area.
 - 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

A13.81.4 Rates and Charges

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

B. Charges applicable to the 511 Dialing Service Subscriber

| | | |
|--|--------------------------------|--------------|
| 1. Service Establishment Charge | Nonrecurring Charge | USOC |
| (a) Per Basic Local Calling Area | \$389.90 | 511SE |
| 2. Central Office Activation | | |
| (a) Per Central Office | 155.00 | 511CC |
| 3. Change of Point-to Number by Subscriber | | |
| (a) Per Central Office | 13.50 | 511AP |

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use

A13.82.1 General

- A. 311 for Non-Emergency Municipal Use ("311") is a three digit local dialing arrangement available in specified areas from BellSouth Telecommunications, Inc. ("Company"), for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from BellSouth in BellSouth Territory only. To provide access to 311 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 "point-to" number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 "point-to" number in the merged central office.
- D. 311 for Non-Emergency Municipal Use is subject to the availability of 311 as an abbreviated dialing code and will be deployed by BellSouth on a "first come, first served" basis based on service order date.
- E. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F. Limitations and use of service as stated in Section A2. apply.
- G. Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates, *terms and conditions* as specified in Section A6. (T)
- H. Access to 311 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular – Type 2A

In addition, operated assisted calls to the 311 subscriber will not be completed.

- I. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J. An "affiliate" of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 number within 6 months of the merger or acquisition.

- K. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in A13. preceding.
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.82.2 Service Requirements and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

A13.82.4 Rates and Charges

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

| | Nonrecurring Charge | USOC |
|--|--------------------------------|--------------|
| (a) Per Central Office | \$673.00 | 311SE |
| 2. Central Office Activation | | |
| (a) Per Central Office | 118.00 | 311CC |
| 3. Change of Point-to Number by Subscriber | | |
| (a) Per Central Office | 6.00 | 311AP |